



Sheltering Best Practices and Lessons Learned

A Local Perspective (WS-106)

Panel of Experts



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Emergency Management**

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Palm Beach County

Mary Blakeney, FPEM

Palm Beach County Division of Emergency Management

From *Hurricane Matthew* to *Irma*



- Nine months of change!
- Transitioned shelter management and staffing from the American Red Cross to a School Board and County partnership
- Item for consideration:
 - Management Model
 - Staffing
 - Training
 - Logistics



Staffing Challenges/Lessons Learned



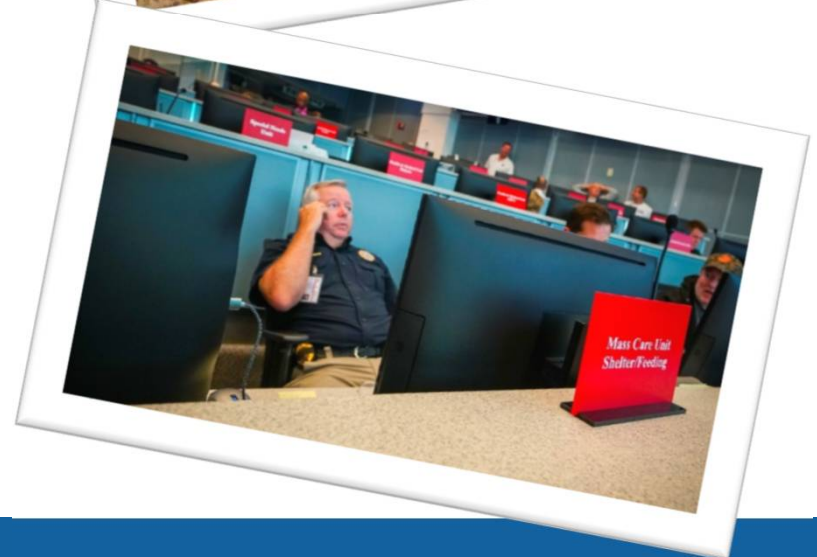
- **Manage expectations and communicate what to bring to a general population shelter**
- **Chain of command**
- **Resource document**
 - **Shelter Field Guide**
- **Employee welfare**
 - **Employee shelter → kids, family members**
- **Shelter staff accountability: check-in/out**
- **Systems for communication**
 - **Internal to the shelter**
 - **External to the EOC**



Shelter Focus Areas



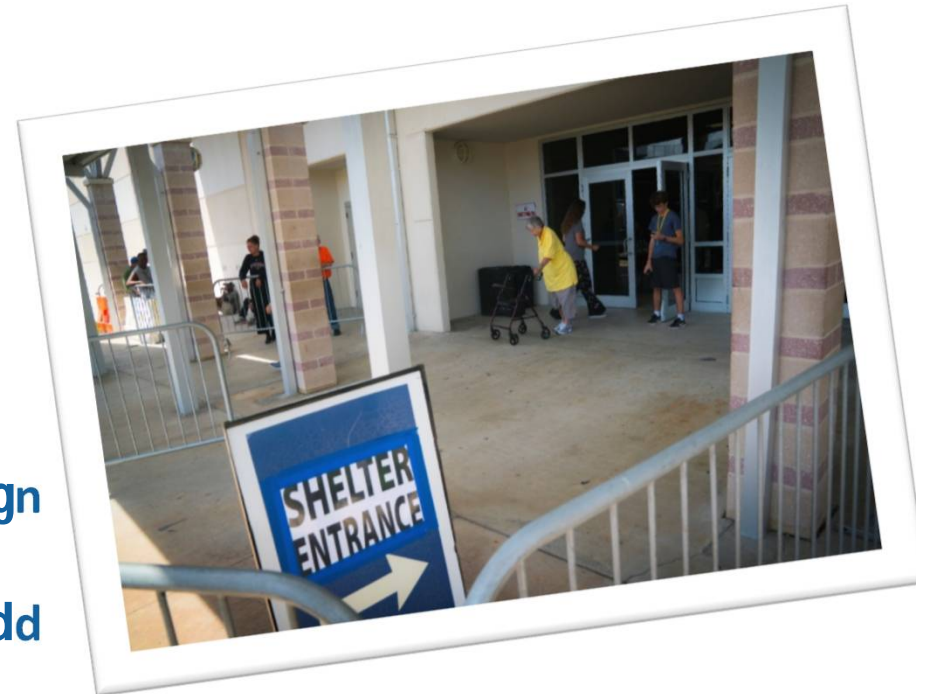
- **Activities**
 - TVs for use at each site and activities for kids
- **Communication**
 - Identified solutions for inter-shelter communication
 - Identified solutions and process for EOC communication
- **Facilities**
 - Clear Communication to the School District addressing gaps in staffing or facility issues
- **Health & Medical**
 - Nurses at each shelter and mental health at each shelter



Shelter Focus Areas



- **Intake-Checkout**
 - Translation Services
 - Wrist Bands
 - Registration Database
- **Public Information**
 - Community Education Campaign
- **Security**
 - Sworn law enforcement and add Police Aids to the staffing plan
 - Bag checks – Authority



Shelter Focus Areas



- Shelter Management
 - Shelter layout maps
 - Crowd Control during registration
 - Shelter Command Structure
- Staff Support
 - Vests for shelter staff
 - Family shelter
 - Clear assignments/roles
- Supplies
 - Basic supplies (hand sanitizer, wipes, clipboards for registration, gloves, etc.)





Pinellas County

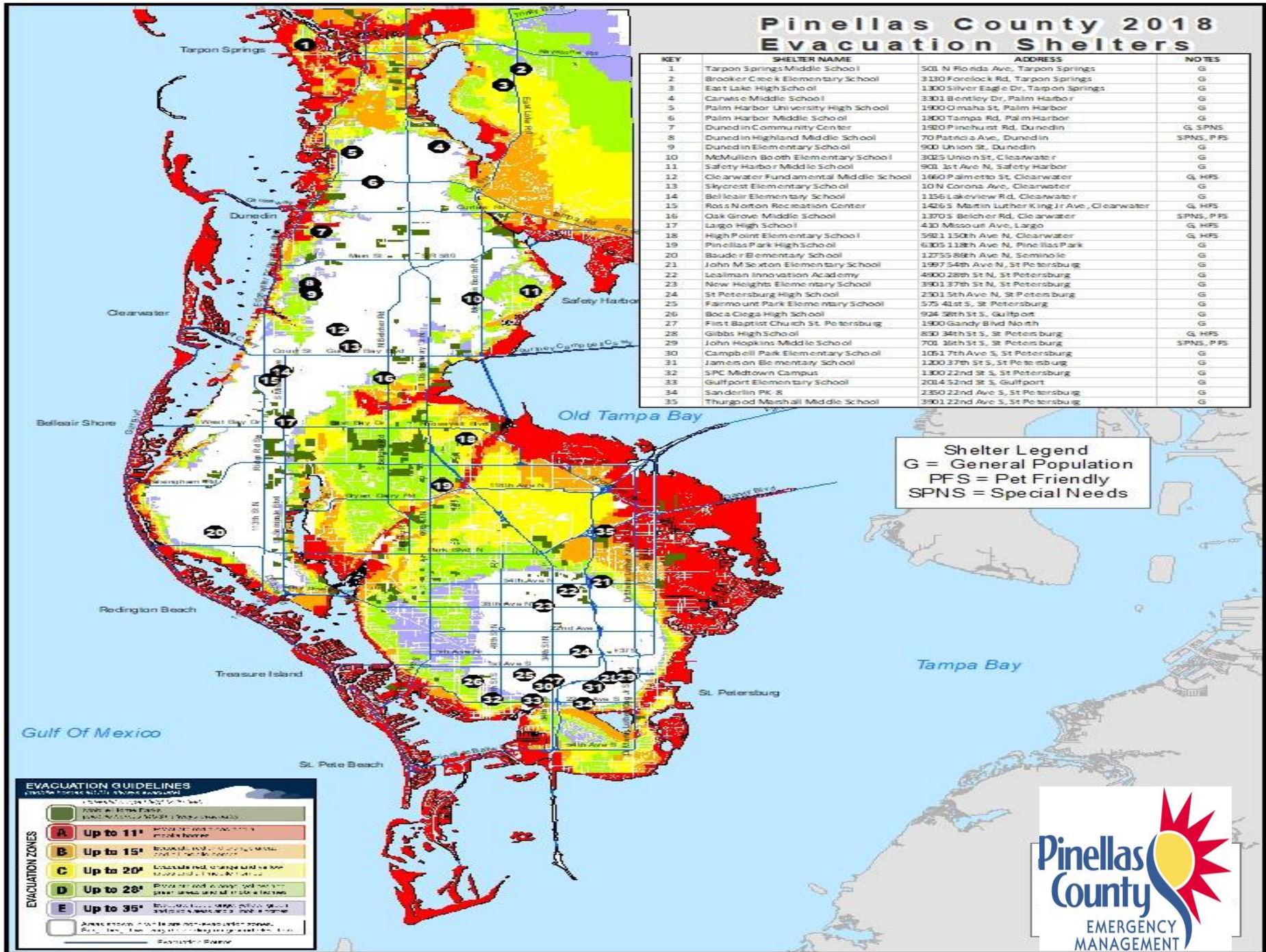
Iñaki Rezola, FPEM, FMI

Pinellas County Emergency Management

Topics

- Shelter Selection
 - Evacuation Decision Making
 - Opening Shelters
- Pet Friendly Shelters
- Special Needs/Healthcare issues
- Where do we go from here....





2016 Operational Numbers with Medium Tourist Occupancy

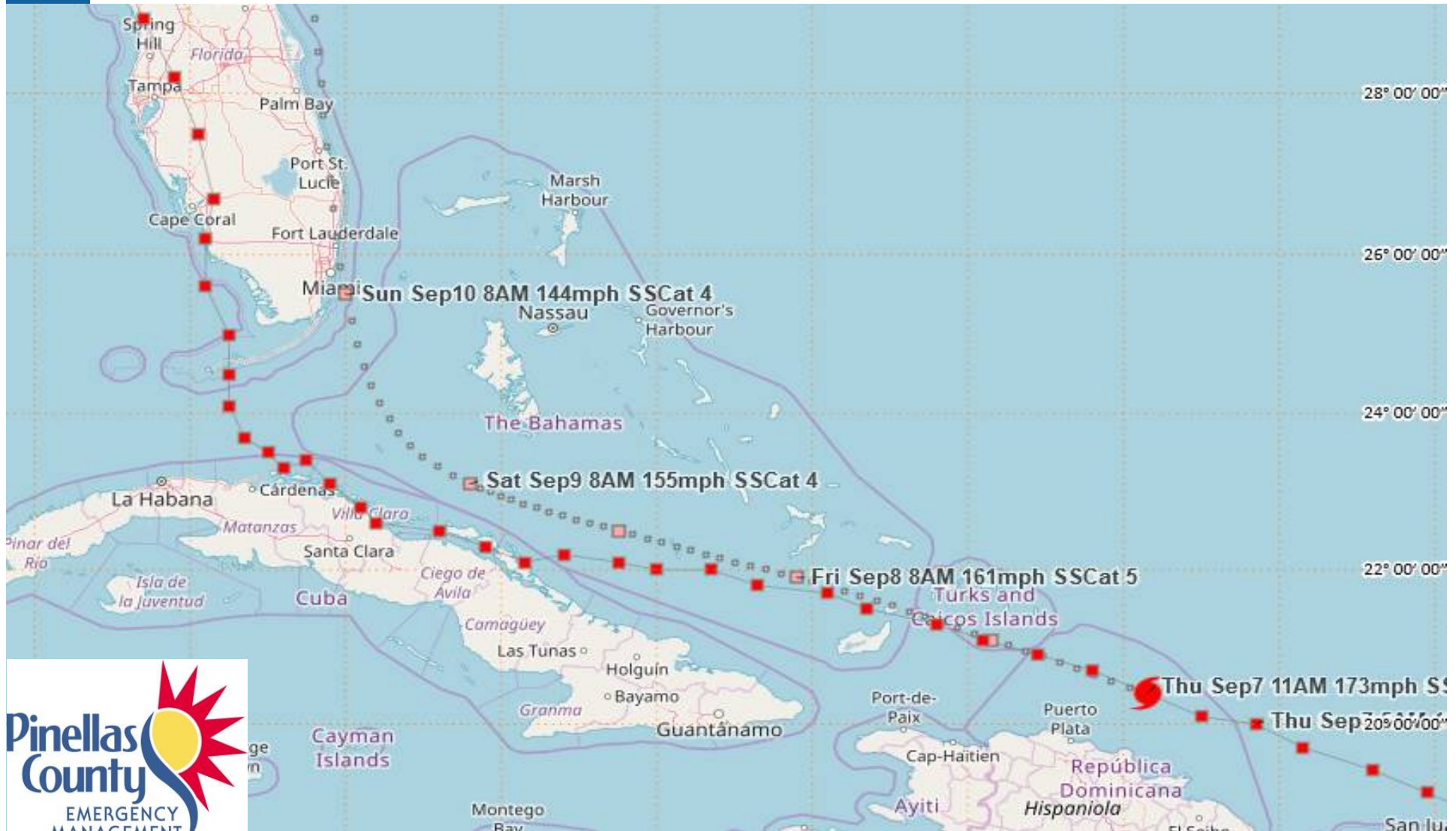


Clearance Times	Weak Tropical Storm	Tropical Storm & Level A	Level B	Level C	Level D	Level E
In-County	n/a	17	20	28	37	44
Out of County	8-12	17	20	28	37	44
Regional	n/a	17	22	32	43	52

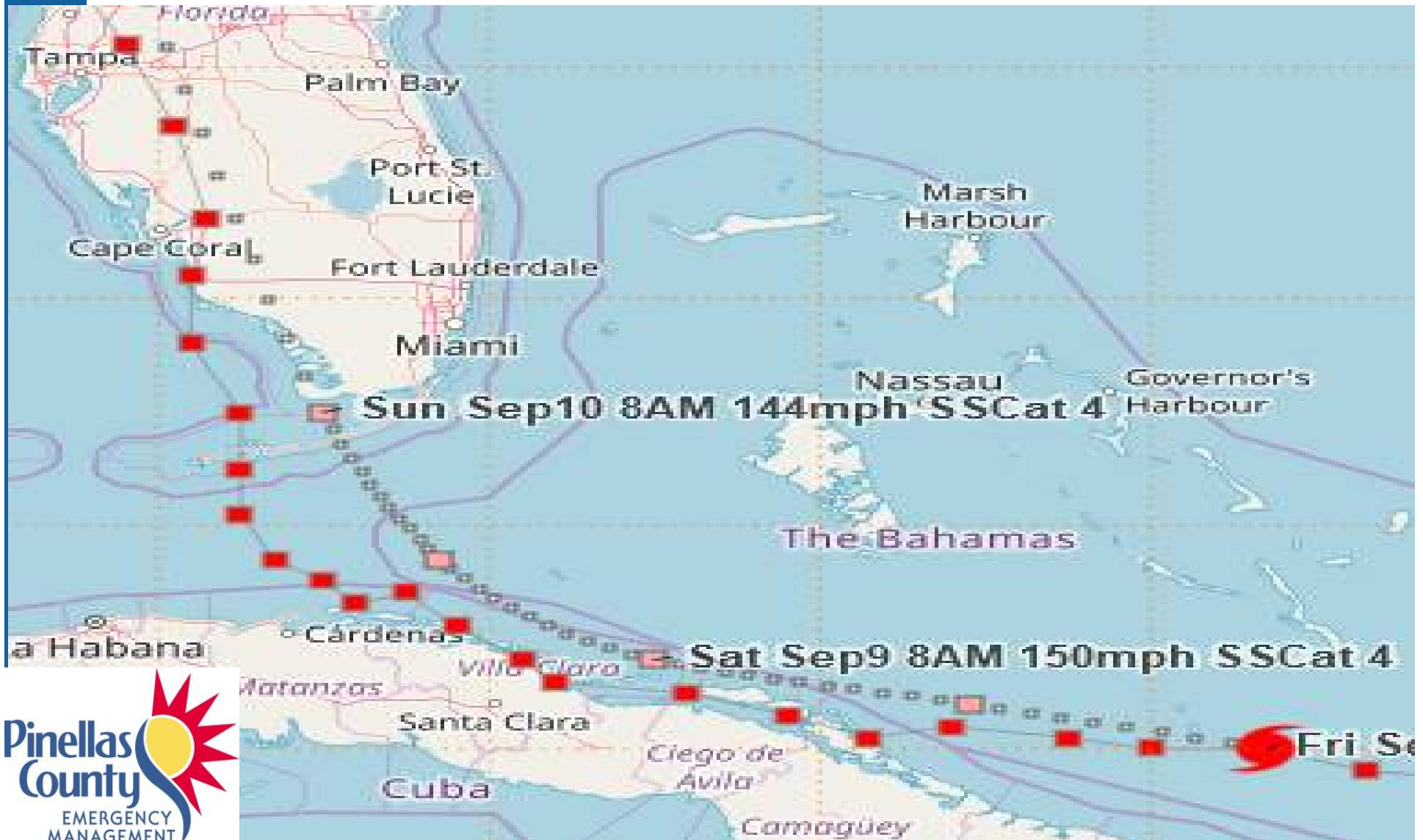
- **EVACUATIONS**
 - **Zone A - 232,310**
 - **Zone B - 86,738**
 - **Mobile Home Parks - 34,967**
- **Total 354,015**



Thursday 11 am



Friday 11 am



Friday 5 pm



Worse case scenario planning



- Initial shelters opened were ok through Level D.
- Shelters to be opened could be challenged if threat increased.
- Calling the Audible
 - So we picked enough shelters to meet the demands of a Level C evacuation, but used Level D approved shelters should things degrade.
- Ultimately only Level B evacuation ordered, yet ...
 - Shelter numbers of 23k + exceeded expectations and we did not even have the “Charley” effect.

Pet Friendly Shelters



- Plan developed after 2005 but never tested.
- Use of Locker rooms for pets/gyms for people
- Co-located with SpNS shelters
- Capacity was limited/Fourth site was added during event
- 2k pets were sheltered
 - 1,386 PFS
 - 552 Animal Services
 - 75 SPCA
- No pets turned away



Special Needs/Healthcare Issues



- 2k registrants going into the season
- 3k new registrants for Irma
- 2k SpNS at shelters (high % not registered)
- Generator failure at one SpNS
- Healthcare facility issues
 - Just in time dedicated shelter
 - Facilities going to shelters unannounced
- Demobilization was major challenge



Lessons Learned...

- Scenario planning - 7 vs 4 scenarios
- Pet Friendly
 - Relocating to High Schools
 - Moving to adding 4th permanent site
 - Crates for other sites
- Special Needs
 - Plans for Healthcare Facilities – site on standby
 - Triage at all shelters – Nurse or EMS
 - Mental health resources at all shelters
 - Demobilization





Monroe County

Shannon Davis Weiner, FPEM

Monroe County Emergency Management

MONROE: A UNIQUE COUNTY



Established: 1823

Population:

79,077

2016 Census Estimate

Area:

3,738 square miles

73% percent water

Islands:

1,783

of 1 acre or larger

County Seat:

Key West

Median Household
Income:

\$60,303

Number of
companies:

14,413

2012 last data available

Median Age:

46.8

Recovery Sheltering



- In County
- Out of County – A fantastic partnership
- Transition to Recovery Shelter Operations
Day 1 – September 11, 2017
Shelter Managers & Facilities (5)
- Impacts -Linear Geography & Re-Entry
Islamorada, Marathon, Lower Keys
Processing new arrivals, number counts, daily updates

Recovery Sheltering



DATE	RE-ENTRY STATUS	SHELTER STATUS
September 11, 2017	County closed	5 General Pop Shelters open Islamorada-Lower Keys
September 12, 2017	Mainland – Islamorada open to residents	
September 16, 2017	Mainland – Marathon open to residents	4 General Pop Shelters Open
September 17, 2017	Mainland – Key West open to residents	MHS Shelter Closes – MTH GC Shelter Opens -3 Shelters Open
September 25, 2017		3 Shelters Open Demobilization Begins
September 27, 2017	County open	
September 29, 2017		Demobilization Complete

Recovery Sheltering



- **Shelteree Demobilization**
 - **September 25, 2017**
 - **Disaster Survivor Assistance Teams**
 - **County Human Needs Assessment Teams**

- **Categories for Assistance & Resolution**
 1. **Pre-disaster homeless**
 2. **Need to register with FEMA for TSA eligibility**
 3. **Registered but pending**
 4. **Registered but rejected**
 5. **Approved needing room**

Recovery Sheltering



- **Transitional Shelter Assistance & Case Management**
- **Best Practices**
 - **Case management concurrent with intake**
 - **Emergency declaration for recovery shelters**
 - **Demobilization planning**



Lee County

Kristi Nadler

Lee County Emergency Management

Transition from Shelters



Transition Options (not limited to)

- FEMA Transitional Shelter Assistance (TSA)
- Short Term Housing
- Long Term Housing

Transition Team

- FEMA Multi Agency Shelter Transition Teams (MASTT)
- American Red Cross
- Disaster Case Management / Long Term Recovery Committee
- Local Organizations and Agencies

Shelter Status

- Moving into Recovery Shelter stage

FEMA TSA Lee County Numbers

Lessons Learn

Transition Options



- **FEMA Transitional Shelter Assistance (TSA)**
- **Short Term Housing**
 - Local homeless shelters
 - United Way provided funding for hotels, etc.
- **Long Term Housing**
 - Human & Veteran Services Programs (Rental Assistance, Rapid Rehousing, etc.)
 - Habitat for Humanity
 - Long Term Recovery Organizations/VOAD assistance

Transition Team



- **FEMA Multi Agency Shelter Transition Teams (MASTT)**
 - **Conducted Individual Assistance (IA) Registration**
 - **Onsight Guidance with FEMA processes and programs**
- **American Red Cross (ARC)**
 - **Conducted Case Work**
 - **Set up a “mini” MARC (Multi-agency Resource Center)**
- **Disaster Case Management / Long Term Recovery Committee**
 - **Conducted Case Management**
- **Local Organizations / Agencies / VOADs**
 - **Provided support, resources, and assistance**

Shelter Status



- **As of September 22, two shelters remained open:**
 - Estero Recreation Center – 308 individuals
 - North Fort Myers Recreation Center: 154 individuals
- **FEMA MASTT arrived September 24**
- **On 06 October, shelters were consolidated**
 - Estero Recreation Center: 223
- **Announcement made: Shelter closing October 21 at noon**
- **As of October 16, 154 remained in Estero Recreation Center shelter**
- **ARC coordinated a “mini” MARC set up for 17 & 18**
- **The shelter doors closed October 21 at 1230**

FEMA Transitional Shelter Assistance Numbers for Lee County



Month	TSA Data
October 2017	Survivors Eligible: 40,586 Checked-in: 403 Households/1,048 Survivors
November 2017	Survivors Eligible: 41,530 Checked-in: 207 Households/544 Survivors
December 2017	Survivors Eligible: 41,867 Checked-in: 158 Households/1,048 Survivors
January 2018	Survivors Eligible: 41,951 Checked-in: 85 Households/1,048 Survivors
February 2018	Survivors Eligible: Data not available Checked-in: 50 Households/130 Survivors
March 2018	Checked-in: 45 Households/117 Survivors <i>TSA ended for DR4337/IRMA on March 10, 2018</i>

Source: FEMA – IA Stats Branch IV

Lessons Learned



- **FEMA cannot easily share information due to Privacy Act of 1974**
 - **Routine Use Request**
- **Difference in Case Work vs. Case Management and who provides which assistance**
- **Disaster Case Managers (DCM) – get into shelters earlier to begin Case Management**
- **Set the date to close shelter(s) – this is not the time to resolve the homeless population issue**
- **Ensure assignment of DCM, especially for those in TSA hotels – some contact / visibility lost...**



Questions?

Thank You!