



**American
Red Cross**

Hurricane Season 2022 &
Supportive Community
Updates

August 25, 2022

Topics to Cover

Supportive Community	Recap
	Commitments – No Notice & Notice
	Next Steps
Hurricane Season 2022	Critical Response Updates
	Updated Forms
	Defining Success

Supportive Community Recap

- Goals:
 - Highlight/Discuss our role as a support to your mass care planning and response efforts
 - Establish our baseline commitments at the county & state level through detailed conversations and formalized in a Letter of Intent
 - Establish a cadence for, and expectation of, open and honest conversations around capacity & capability

Statewide County Commitments – No Notice Events

- **80** Red Cross Managed Shelters
- Support **114** partner managed shelters with materials or human resources
- Up to **100** shelters will be transitioned to Red Cross managed shelters at a specific point in time (typically around 72 hours), based on these commitments
- If there is no transition, Red Cross will continue to resource partner managed shelters based on specific commitments

Statewide County Commitments – Notice Events

- **38** Evacuation Shelters – Red Cross Managed
- Support **34** Partner Managed Evacuation Shelters with materials or human resources
- **63** post-impact or recovery shelters will be opened as needed or transitioned to Red Cross managed shelters at a specific point in time
- Committed to managing **101** shelters post impact, while continuing to resource other partner managed shelters

Next Steps

- Refine process for 2023 Commitments
 - Seek feedback from partners
 - Adjust timeline
 - Adjust Letter of Intent document
- Update on successes in capacity building efforts
- Participate in mass care planning efforts

Hurricane Season 2022

- Critical Response Updates
 - Sheltering
 - Damage Assessment
 - Community Recovery
- Defining Success

Hurricane Season 2022

- Sheltering – Every Shelter, Every Day, Every Need
 - Providing compassionate & thoughtful care to all
 - Shelters are centers for service & centers for compassion in communities
 - Strengthen the link between Logistics and Sheltering
 - Shelter Resident Transition Assistance
 - Better planning to support household pets in shelters
 - Streamlining information gathering to prioritize client experience
 - Begin client satisfaction surveys

Updated Shelter Forms

- Five (5) updated forms
 - Daily Shelter Report Form
 - Shelter Referral Log
 - Clients Who Must Register With Government Flyer
 - Shelter Client Information Form
 - Shelter Client Information Form Control Log

Daily Shelter Report

- Tool for communicating daily needs like meals, supplies, or other concerns.
- May or may not be used in partner/county managed shelters



Daily Shelter Report

Date: _____ Incident/DR#: _____ Shelter Name: _____

The Shelter Site Manager submits this report to the HQ Sheltering Manager by 9:00 am each day.

Meal Order Form	Lunch (tomorrow)	Dinner (tomorrow)
# Standard meals needed:		
# Specialty meals needed:		
<i>Describe details of each type, use separate document if additional space is needed.</i>		
Total Meals Needed:		

What are the most important issues you are experiencing? *Examples: Need pet services, lack of heating/cooling, shelter capacity exceeded, large numbers of non-dormitory clients seeking services.*

What client needs are not being met? *Examples: function and access, adequate toilet and shower facilities, reunification, health/cultural/religious dietary meals and infant needs.*

Do clients have adequate access to Disaster Health Services, Disaster Mental Health, Disaster Spiritual Care and Shelter Resident Transition at the shelter site? What specific shortfalls must be addressed?

How is the morale and wellbeing of the shelter workers? Are there issues that need to be addressed?

What material items are needed today or tomorrow?

What support, services or modifications does the shelter operation need in the next 48 hours?

Shelter Referral Log

- Serves as a record for shelter workers by tracking identified client needs
- Tracks what group(s) clients have been referred to for support



Shelter Referral Log

Use this log to record client needs that were identified when completing the Shelter Client Information form or other interactions with clients so Red Cross activities can provide specialized support to clients

Date: _____ Incident/DR#: _____ Shelter Name/Location: _____

Referral Timing	Client Name / Contact Info	Reason(s) for Referral	Referral To
<i>Date/Time Recorded:</i> <i>Date/Time Received:</i> <i>Name of person who received referral:</i>		Do not record confidential information	<input type="checkbox"/> Health Services <input type="checkbox"/> Mental Health <input type="checkbox"/> Spiritual Care <input type="checkbox"/> Shelter Manager <input type="checkbox"/> SRT <input type="checkbox"/> Feeding <input type="checkbox"/> Other (specify)
<i>Date/Time Recorded:</i> <i>Date/Time Received:</i> <i>Name of person who received referral:</i>		Do not record confidential information.	<input type="checkbox"/> Health Services <input type="checkbox"/> Mental Health <input type="checkbox"/> Spiritual Care <input type="checkbox"/> Shelter Manager <input type="checkbox"/> SRT <input type="checkbox"/> Feeding <input type="checkbox"/> Other (specify)
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RES Shelter Referral Log JT V.2.0 2022-07-29

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Clients Who Must Register Flyer

- Intended to support registration workers
- Post flyer in registration and information areas around the shelter to enforce notification requirement.
- Each flyer is bilingual for English & Spanish readers

Please inform the registration worker if someone in your household is required by law to register with a state or local government agency for any reason.

Informe al trabajador de la

Shelter Client Information Form

- New shelter dormitory registration form with sections for Health Services & Shelter Resident Transition information to be added to a single form
- ARC Managed shelters will transition to this form this season
- Partner managed shelters will continue to use previous version of registration form
- Both forms may be present in your forms box



Shelter Dormitory Registration

To be Completed by Dormitory Workers

Family Name _____ SRT Triage Color (completed by SRT): circle (G Y R P)
 Incident/DR#: _____ Shelter Name/Location: _____

Question to ask each client:

Is there anything urgent that you or your family need right now, or in the next 6-8 hours? This may include medications, diapers or baby formula, health/cultural/religious dietary meals, or other support for a health, mental health, disability, or other condition.

If the client has identified needs make an appropriate referral and record in the shelter log. **If a client discloses that they must register with a government agency, please notify the Shelter Manager or Shift Supervisor immediately.**

Primary Phone, Relay Service, and/or Email:						
Primary Language (circle)	English	Spanish	German	Tagalog (Filipino)	Chinese (Mandarin, Cantonese, Hokkien)	
American Sign Language	Arabic	Korean	Russian	Vietnamese	French/French Creole	Other:
If Not English, Any Family Member Present Who Speaks English? (circle): Yes No						
Name (Last, First)	Arrival Date	Room/Cot	Actual Departure Date			

Shelter Client Information Control Log

- Form used to track which shelter workers sign out and return forms
- Can be used with old or new registration form



Shelter Client Information Form (SCI) Control Log

Shelter Name: _____ DR#: _____ Page # _____

Signed Out				Returned		
Date	Time	Number	Name and Role for person signing forms out / purpose	Date	Time	Number
July 15	1 pm	4	Janet Vasquez, DHS Cot to Cot assessments	July 15	5:15 pm	4
SAMPLE ROW				SAMPLE ROW		

Additional Hurricane Season 2022 Updates

- Damage Assessment & Partner Data
 - Partner data can be used to complete DA, but must follow FEMA guidelines
 - Detailed Damage Assessment must be 85% complete before financial assistance can begin
- Community Recovery
 - Adding position to support transition to recovery who will liaise with LTRGs, identify immerging community needs, support community government recovery planners, & coordinate internally with key stakeholders

Defining Success

- Our Partners...
 - Understand what we do
 - Value what we do
 - Invite us to the table
- We...
 - Understand what our partners do
 - Value & appreciate what our partners do
 - Help our clients access our partners' resources and services

Questions?

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Thank you!