



State Coordinated
Regional Shelter Plan
Annex C

Resident Transition

November 2022

State Coordinated Regional Shelter Plan - Annex C

Letter of Agreement

The *Commonwealth of Virginia Disaster State Coordinated Regional Shelter Plan, Annex C – Resident Transition* is an all-discipline, all-hazards plan that establishes a single, comprehensive framework to assist State Coordinated Regional Shelter (SCRS) residents transition into recovery. It provides the structure and mechanisms for the coordination of federal and state agencies', private non-profits', and other support entities' authorities and responsibilities.

Agencies/Organizations assigned roles and responsibilities agree to:

- A. Support Annex concepts, processes, and structures in carrying out their assigned functional responsibilities to ensure effective and efficient incident management, including designating representatives to staff the organization structure, as required;
- B. Provide cooperation, resources, and support Emergency Support Function 6 in the implementation of this annex, as appropriate and consistent with their own authorities and responsibilities; and
- C. Utilize department- and agency-specific authorities, resources, and programs to facilitate incident management activities in accordance with this Annex.

Barring a revocation of this original Agreement, these agencies/organizations, through continued participation in Annex revision, will maintain their full support to the Annex and any updates.

State Coordinated Regional Shelter Plan - Annex C



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Kate Archie

Kate Archie, Emergency Manager
Office of Emergency Management

12/1/2022

Date

A handwritten signature in blue ink that reads "Carl Ayers".

Carl Ayers, Deputy Commissioner
Human Services

12/1/2022

Date

A handwritten signature in blue ink that reads "Hari B. Dulal".

Hari B. Dulal, Deputy Commissioner
Strategy and Engagement

12/01/2022

Date

A handwritten signature in blue ink that reads "Dr. Danny Avula".

Dr. Danny Avula, Commissioner

12/9/2022

Date

State Coordinated Regional Shelter Plan - Annex C



A handwritten signature in black ink, appearing to read 'Bryan W. Horn', is positioned above a horizontal line.

Bryan Horn, Director

12/07/22
Date

State Coordinated Regional Shelter Plan - Annex C



Kathryn A. Hayfield

Kathryn A Hayfield, Commissioner

December 13, 2022

Date

State Coordinated Regional Shelter Plan - Annex C



Colin M. Greene

Colin M. Greene, MD, MPH
Commissioner

20 Dec 22

Date

State Coordinated Regional Shelter Plan - Annex C



DocuSigned by:
Nelson Smith
000180818681452...

Nelson Smith, Commissioner

12/15/2022 | 16:26 EST

Date

State Coordinated Regional Shelter Plan - Annex C



A handwritten signature in black ink, appearing to read "Shawn Talmadge".

Shawn Talmadge, Director
State Coordinator
Deputy Homeland Security Advisor

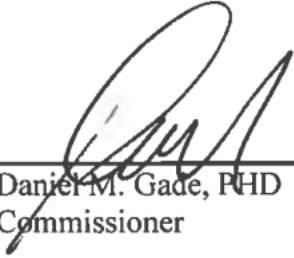
December 12, 2022

Date

State Coordinated Regional Shelter Plan - Annex C



Virginia Department of Veterans Services



Daniel M. Gade, PhD
Commissioner

12/1/22

Date

State Coordinated Regional Shelter Plan - Annex C



Adrian Grieve
Adrian Grieve
Division Disaster State Relations Director

12/8/22
Date

State Coordinated Regional Shelter Plan - Annex C



Carrie A. Schmidt

Carrie Schmidt, Field Office Director

November 22, 2022

Date

State Coordinated Regional Shelter Plan - Annex C

Record of Changes

Date of Change	Location of Change	Description of Change

State Coordinated Regional Shelter Plan - Annex C

Table of Contents

1.	Background.....	1
2.	Purpose.....	1
3.	Scope.....	1
4.	Planning Assumptions	1
5.	Protocol.....	2
6.	Concept of Operations	2
6.1	General.....	2
6.2	Organization.....	3
6.3	Role of the Shelter Transition Task Force	4
6.4	Role of the Multi-Agency Shelter Transition Team	5
6.5	Phases of Operation	6
6.6	Activation of the STTF	7
6.7	Determination of Need for MASTT	7
6.8	MASTT Operations	8
6.9	Escalation of Resident Transition Needs	9
7.	Agency Roles and Responsibilities.....	10
7.1	Virginia Department of Social Services (VDSS).....	10
7.2	Virginia Department of Housing and Community Development.....	11
7.3	Virginia Department of Aging and Rehabilitative Services (DARS).....	11
7.4	Virginia Department of Health (VDH).....	11
7.5	Virginia Department of Behavioral Health and Developmental Services (DBHDS)...	12
7.6	Virginia Department of Emergency Management (VDEM)	12
7.7	Department of Veterans’ Services	13
7.8	The American Red Cross (Red Cross).....	13
7.9	FEMA	13
7.10	United States Department of Housing and Urban Development (HUD).....	13
8.	Finance and Administration.....	14
8.1	Staff Time Record Collection, Verification and Approval.....	14
8.2	After Action Documentation.....	14
9.	Plan Development and Maintenance	14
	Appendix 1 - Resident Transition Pre-Assessment Form.....	15
	Appendix 2 - Resident Transition Assessment Form	18

State Coordinated Regional Shelter Plan - Annex C

1. Background

The *Commonwealth of Virginia State Coordinated Regional Shelter (SCRS) Plan* (herein after referred to as the SCRS Basic Plan) identifies the responsible agencies and organizations and defines the basic planning considerations for SCRS. This Annex is supplemental to the SCRS Plan and defines any additional or adjusted considerations specific to resident transition from State Coordinated Regional Shelters.

SCRS operations are conducted outside of impact areas, creating a distance hurdle for evacuees to access recovery resources within or near their community of origin, including temporary housing and meeting other immediate needs. To allow for a more rapid and efficient recovery for SCRS residents, the Commonwealth may need to provide services connecting residents facing transition obstacles to programs and opportunities that will allow them to begin or continue their recovery process away from the shelter.

The Multi-Agency Shelter Transition Team (MASTT) concept has been developed and used successfully in a number of states. It is a comprehensive strategy for effective collaboration to support resident transition out of shelters to begin the recovery process. When possible, residents are transitioned back/near to their community of origin to access employment, healthcare, education, and other community and social support systems. Local resources, including disaster casework, will need to support the full recovery process for each individual.

The mission of this annex is to establish a unified, collaborative system capable of providing information, resources and access to various state, federal, and local programs to facilitate resident transition out of the SCRS.

2. Purpose

The purpose of this annex is to outline the collaboration and cooperation of multiple state, local and federal agencies and non-governmental organizations (NGOs) to support SCRS transition and demobilization by identifying and meeting the immediate needs of SCRS residents to initiate their recovery process, transition out of the SCRS, and return as close as possible to their community of origin.

3. Scope

This annex applies only to SCRS operations where residents require assistance in transition out of the shelter and into recovery. The MASTT concept provides specific, immediate needs casework related to securing interim housing or recovery shelter while meeting immediate life safety needs to transition the individual/family out of the SCRS to as close to their community of origin as possible. MASTT does not provide disaster case management for long-term recovery needs.

4. Planning Assumptions

- All disasters begin and end locally. Short-term local, regional and host shelters are established immediately before (notice event) and/or after (notice and no-notice events) impact in order to provide safe and secure locations for evacuees and displaced individuals.

State Coordinated Regional Shelter Plan - Annex C

- Shelters typically open in public facilities, primarily educational facilities. The SCRS are located on college campuses and will need to demobilize operations in a timely manner to minimize disruption to the campus and learning environment.
- All shelters open with demobilization as their goal.
- Impacted jurisdictions may not have a plan for the re-entry and initial support of evacuees returning to the community.
- Evacuees who transition back/near to their community of origin will be able to more quickly access employment, healthcare, education, and other community and social support systems in order to initiate their personal recovery process. This leads to the most successful individual recoveries.
- Evacuees may have one or more socioeconomic stressors, including but not limited to poverty, un/under employment, and/or health risk factors, that may impair their ability to transition out of the SCRS independently.
- Low-income housing options are limited in non-disaster environments and even more so immediately following a disaster.
- Readily available housing options may only be available outside of the shelter resident's community of origin.
- Long-term sheltering options may be considered in collaboration with the impacted jurisdiction.
- The FEMA Transitional Shelter Assistance program may provide a viable short-term housing solution if requested by the state and approved by FEMA.
- Not all shelter residents in shelters will be eligible for or take advantage of FEMA assistance.
- FEMA Direct Housing Assistance will not be a viable short-term solution for transitioning from shelter to housing due to the timeframe of the program's implementation.

5. Protocol

- All transition services within the shelter will be fully accessible to all residents/clients.
- To the degree possible, residents will be offered transitional sheltering/housing options that effectively meet their disability, access and/or functional needs as identified during the assessment process.
- For residents with pets, all attempts will be made to locate pet-friendly transitional sheltering/housing options. If such options are not available, other pet housing/kenneling arrangements may be required.
- For shelter residents who were pre-event homeless or precariously housed, they will be referred to their local continuum of care program to identify transition solutions.

6. Concept of Operations

6.1 General

Emergency Support Function (ESF) 6 - Mass Care, Human Services, Housing Referral and Emergency Assistance is responsible for coordinating resources to meet disaster non-medical

State Coordinated Regional Shelter Plan - Annex C

mass care needs of affected populations, including response personnel. Meeting these needs also includes providing assistance to individuals and families residing in the SCRS that are facing obstacles to recovery and transitioning out of the shelter. This strategy includes the establishment of a state-led Shelter Transition Task Force (STTF) that provides leadership and support to the SCRS MASTT. VDSS is the lead for ESF 6 as well as for SCRS.

The STTF/MASTT will be instrumental in transitioning SCRS residents into a longer-term housing solution. To address these housing needs, a holistic approach to identify and link residents to other services available that address multiple life domains across home, school, community and culture must be considered.

The MASTT is a short-term casework program focused on transitioning residents out of the congregate SCRS shelter. Some shelter residents, even once transitioned to alternate housing solutions, may need further assistance to continue their recovery process. The Disaster Case Management Program is a federal grant program that the Commonwealth could request to provide continued case management to transitioned shelter residents and others needing recovery support.

6.2 Organization

The STTF is led virtually or in person within the Virginia Emergency Operations Center by VDSS through ESF 6. The task force coordinates in planning and is initiated to support operations when one or more SCRS sites activate. The STTF is comprised of federal and state partner agencies and non-governmental organizations (NGOs), including but not limited to:

Shelter Transition Task Force Team Members	
State	<ul style="list-style-type: none"> <input type="checkbox"/> Virginia Department of Social Services <ul style="list-style-type: none"> ○ Office of Emergency Management (STTF lead) ○ Division of Family Services ○ Division of Benefit Programs ○ Division of Community and Volunteer Services <input type="checkbox"/> Virginia Department of Housing and Community Development (DHCD) <input type="checkbox"/> Virginia Department of Aging and Rehabilitative Services (DARS) <input type="checkbox"/> Virginia Department of Health (VDH) <input type="checkbox"/> Virginia Department of Behavioral Health and Developmental Services (DBHDS) <input type="checkbox"/> Virginia Department of Emergency Management (VDEM) <ul style="list-style-type: none"> ○ Office of Diversity, Opportunity and Inclusion/ Access and Functional Needs Officer ○ Grant Programs (Recovery) ○ Volunteer Agency Liaison <input type="checkbox"/> Virginia Department of Veterans’ Services (DVS)

State Coordinated Regional Shelter Plan - Annex C

	<input type="checkbox"/> Virginia Voluntary Organization Active in Disaster (VA VOAD)
Federal	<input type="checkbox"/> Department of Housing and Urban Development (HUD) <input type="checkbox"/> FEMA <input type="checkbox"/> Small Business Administration
NGO	<input type="checkbox"/> American Red Cross (Red Cross)

Other agencies and organizations may be accessed either through these partners or directly as needed to facilitate support for the MASTT.

Although each MASTT may be supported by different agencies dependent upon onsite needs; each MASTT will have a base team comprising of two or three members provided by:

Multi-Agency Shelter Transition Team Members	
State	<input type="checkbox"/> Virginia Department of Social Services navigators from: <ul style="list-style-type: none"> ○ Division of Family Services ○ Division of Benefit Programs ○ Division of Community and Volunteer Services
Federal	<input type="checkbox"/> FEMA
NGO	<input type="checkbox"/> American Red Cross (Red Cross)

Team members will be equal partners and provide a unified approach to data collection and delivery of guidance and assistance.

6.3 Role of the Shelter Transition Task Force

The STTF will work collaboratively to support the needs of the SCRS population in addressing the challenges inherent in shelter transition.

The STTF will:

- In preparedness:
 - Ensure the continued maintenance and update of this annex;
 - Maintain awareness of current program availability that can support shelter transition;
 - Identify or create, as necessary, an appropriate and secure a data collection methodology and tool for the MASTT;
 - Prepare MASTT job aids to support the successful execution of assisting shelter residents in their initial recovery and transition from the shelter; and
 - Prepare appropriate and adequate training for delivery just-in-time (JITT) for deployed MASTT staff. The training includes the purpose of the MASTT, objectives, and any tools necessary for its successful implementation.
- In response:
 - Coordinate with SCRS shelter management and review shelter reports, population and discharge following event impact to determine the need for activation and mobilization of a MASTT to a specific SCRS;

State Coordinated Regional Shelter Plan - Annex C

- Coordinate, staff and deploy MASTT upon determination of need. These teams should consist of individuals staffed through state, Federal, NGO and other partners, as appropriate;
- Provide just-in-time training (JITT) to deployed MASTT staff;
- Use incoming data from the MASTT, identify obstacles that may hinder resident recovery and identify resources and programs to provide to shelter residents to assist them with their recovery;
- Brief and collaborate with MASTT staff;
- Coordinate or request additional resources and/or services through the VEST as necessary to meet the needs of shelter residents that do not fit in currently available housing and social service programs;
- Monitor and report on progress of the casework process and its impact on decreasing the shelter population; and
- Track progress toward successful implementation of the annex.
- Upon deactivation:
 - Collate and review after action information to include in SCRS after action reporting and improvement planning.

6.4 Role of the Multi-Agency Shelter Transition Team

A holistic casework process will provide shelter residents with alternative housing arrangements and associated services to begin their path to recovery. This process requires close coordination with mass care service providers to effectively manage shelter services until all shelter residents have transitioned to appropriate short/long-term housing options.

The MASTT will conduct team interviews with residents, allowing residents to share all of their information and needs in one sitting. The MASTT will collaboratively develop holistic solutions for each household. These solutions may include but are not limited to initial casework (not long-term recovery case management), temporary housing resources, resource management, and program facilitation.

The MASTT will:

- Coordinate with the Shelter Management Team to review collected pre-assessment forms to determine common needs and identify specific residents that may need assistance;
- Interview shelter residents to determine their pre-event housing situation and obstacles to transitioning out of the shelter;
- Identify obstacles that need larger state, local, or federal intervention to resolve, and direct those issues to the STTF for resolution;
- Coordinate in-person or virtual meetings with service providers that may be able to provide necessary supports;
- Provide regular updates at specified times to inform the STTF, ESF-6 and the VEST on the shelter's transition progress and any unmet needs or challenges;
- Assist residents in addressing obstacles and finding solutions that will allow them to transition out of the shelter;

State Coordinated Regional Shelter Plan - Annex C

- Be aware of and provide information and updates regarding programs, resources and services to overcome obstacles to recovery, and direct residents to these services; and
- Whenever possible, provide a “warm” hand off to connect shelter residents with long-term recovery staff to continue support of recovery needs beyond the scope of shelter transition.

6.5 Phases of Operation

All shelters, regardless of the type or size of the event, have a somewhat predictable life cycle that align with shelter operational phases (Figure 1).

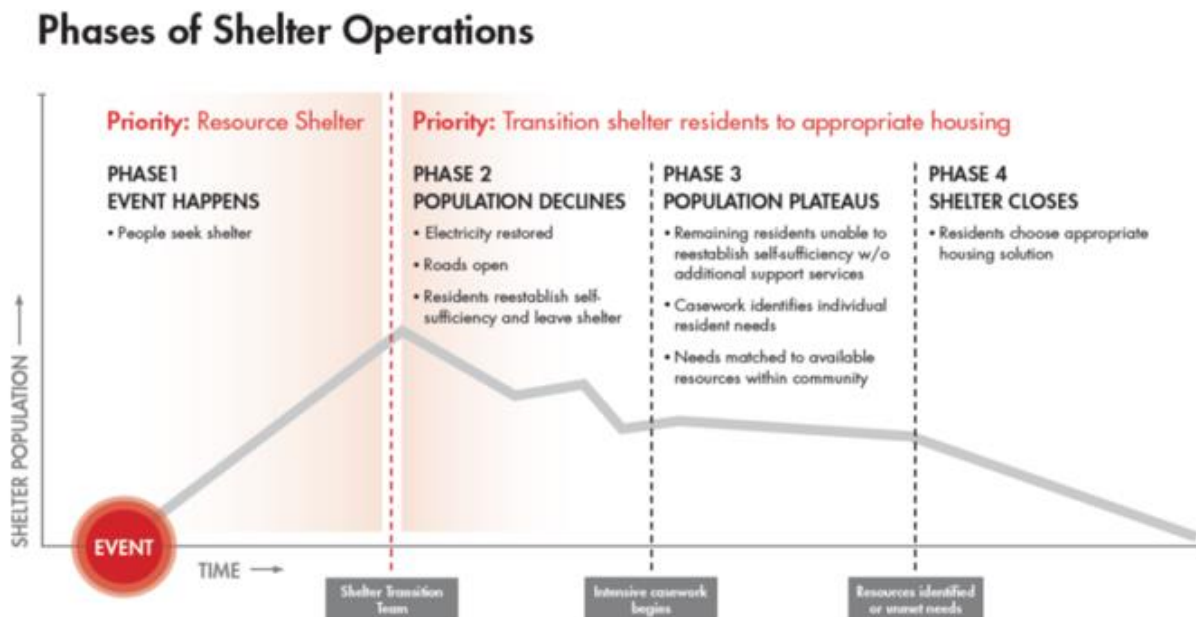


Figure 1 - Phases of Shelter Operations

Transition services follow the shelter operational phases as such:

- **Phase 1** (0-72 hours post event): SCRS staff collects and collates information regarding remaining shelter residents. The STTF reviews incoming information from the shelters and within the VEST to determine the need for a MASTT at any one or more of the SCRS sites. (See “Determination of Need for MASTT”)
- **Phase 2**: If needed, the STTF deploys a MASTT to each SCRS site with transition service needs.
- **Phases 2 through 4**: The MASTT gathers information from evacuees regarding obstacles and immediate life safety issues that may impair them from leaving the shelter on their own.
- **Phases 2 through 4**: The STTF and/or MASTT identify potential resources and support services available to support those needs.
- **Phase 3**: The STTF and/or MASTT connects evacuees with identified resources and support services to address life safety and short-term housing needs.
- **Phase 4**: The STTF and/or MASTT completes resourcing and referral work to meet immediate needs and supports of the remaining evacuees in exiting the shelter.

State Coordinated Regional Shelter Plan - Annex C

- **Phase 4:** The MASTT will demobilize concurrently with the shelter and will be released to return home alongside other shelter staff.

6.6 Activation of the STTF

The STTF will be notified immediately upon the activation of any SCRS. Once impacts to the Commonwealth are confirmed (no later than 24 hours post-impact) such that return of shelter residents to their pre-event housing may be impacted, the STTF will be activated. Coordination meetings (either in-person or virtual) will be scheduled to discuss shelter resident transition needs.

6.7 Determination of Need for MASTT

There are many common obstacles that may hinder shelter resident transition which include but are not limited to:

- Lack of or insufficient income or savings
- Lack of or insufficient homeowners, renters and/or vehicle insurance
- Delays in home repair
- Lack of essential utilities or resources in the community
- Lack of sufficient, adequate housing, rental, and/or lodging resources, particularly in or near the impact area
- Limited rental/lodging available that accommodate accessibility needs and/or pets (also the extra deposit for pets)
- Limited access to housing due to criminal record
- Lack of a valid form of personal identification
- Difficulty in providing acceptable occupancy validation (associated with secondary tenancy)
- Lack of transportation and/or need to access to public transportation or paratransit
- Chronic or emergent serious health issues that cannot be properly addressed in the impacted community due the impact or its aftereffects (closed healthcare facilities, supply chain, etc.)
- Lack of technology/capability to register for services due to equipment or connectivity issues
- Lack of Transitional Shelter Assistance (TSA) hotels (availability and proximity to services)
- Those experiencing homelessness or were precariously housed pre-event
- Ineligibility for FEMA assistance
- Ineligibility for Small Business Administration disaster home or personal property loans

During the first days after the event, SCRS staff will provide information to residents regarding event damages and re-entry instructions. They will also guide residents who are leaving through the shelter discharge process to maintain accurate shelter occupancy information and collect destination information to ensure reunification capability if needed. Typically within 72 hours post-event, many, if not all, residents will return home or move to alternative sheltering/housing. Any residents remaining may be facing one or more obstacles complicating their transition. At

State Coordinated Regional Shelter Plan - Annex C

72 hours post-impact, shelter staff will complete the pre-assessment form (Appendix 1) with remaining shelter residents. The Pre-Assessment Form data will provide very basic information to allow the STTF to assess the need to provide onsite casework (MASTT) and begin working with partners to apply for and/or implement necessary resources and programs.

Shelter occupancy data is maintained in the shelter tracking system; ESF 6 will provide the STTF with aggregated data showing occupancy trends as well as trends identified in the pre-assessment forms. This data will be presented to and reviewed by STTF to determine the necessity of MASTT. Although every event and every shelter will be different, the following triggers may indicate the need for a MASTT at a shelter site:

- Regional catastrophic damage reported in the Commonwealth
- More than 10% of the shelter's maximum occupancy during the event remains at the shelter 72 hours post-event
- Pre-assessment forms (Appendix 1) completed by shelter staff indicate the need for on-site casework to more fully assess remaining residents' situations and guide transition assistance.

In all events, the STTF will have full discretion to activate, or not, MASTT even if any triggers are not met. The STTF Lead will document the decision and decision justification for each shelter site in regard to MASTT activation. This documentation will be maintained by ESF 6 and included in the Position Log of WebEOC.

6.8 MASTT Operations

If the STTF determines that MASTT is needed at one or more SCRS sites, ESF 6 will input an activation notification(s) within the WebEOC Incident Board for record and VDSS will input resource requests in the Request Management Board for personnel, equipment and services to implement. Each MASTT agency will receive a request for record-keeping and processing. Upon activation, a MASTT should be deployed and operating within 48 hours. MASTT will only operate during the day shift hours (0700-1900) unless there is an extenuating circumstance requiring extended or adjusted hours to meet with residents. Within this pre-deployment time, just-in-time training and event briefing should occur with deploying staff.

Upon activation of the MASTT, the STTF will create a guide (Appendix 3) for use by the MASTT that lists:

- potential transition resources;
- the agency/group that may provide those resources;
- any specific requirements or applications to access those resources; and
- contact information to coordinate and connect residents who may be need that resource.

This guide will be made available to the MASTT prior to their initial meetings with residents.

Upon arrival at the site, the MASTT coordinates with the SCRS Management Team to determine a space for interviews. To allow for privacy, the MASTT interview/assessment/coordination

State Coordinated Regional Shelter Plan - Annex C

space should be segregated from public space in the shelter. Ideally, it would be something similar to a small conference room with a closing door. The MASTT will then schedule complete assessments with residents based on information received from pre-assessment forms and through coordination with SCRS staff to determine additional residents that may need assistance who were missed in the pre-assessment process.

6.8.1 Casework Process

The purpose of the MASTT casework process is to limit repetition for residents and duplication of effort by team members by providing a collaborative, team system for data collection. Each scheduled assessment should be attended by all three primary MASTT team members to receive data simultaneously and request additional state, federal or NGO specific data or clarification in a single meeting.

The initial assessment meeting will begin with the reading to and signing of the data sharing agreement by the resident. It is critical that they are willing to share the collected data to allow potential transition resource providers to assess and render services and/or support. The team will then complete the Resident Transition Assessment Form (Appendix 2) as completely as possible with the resident. If a resident refuses to answer a question, you cannot require their response; indicate the importance of each piece of information to the ability of partners to provide the most complete support options. Upon completion of the form, the team will schedule a follow-up meeting with 48 hours, when possible, to discuss any potential transition solutions and provide any guidance necessary to help them work towards them.

Additional meetings may need to be scheduled to continue follow-up based on the complexity and timing of a case. It will be the responsibility of the MASTT to schedule these with the resident as they see necessary. These meetings may be with the MASTT team or with other agencies that may be able to provide support. The MASTT should be able to coordinate both in-person or virtual meetings using secure online meeting systems. A resident may also request additional meetings to continue the assistance process.

6.8.2 Data Sharing

All partners with the STTF will be responsible for ensuring all necessary data sharing agreements are in place to allow for immediate sharing of data between all partners. Data will only be shared when a resident has given consent and only to those parties and individuals with a “need to know” and a valid service or resource to assist in the resident’s transition from the shelter.

These agreements should be put into place during the pre-incident period to allow the most immediate accessibility of data between task force partners.

6.9 Escalation of Resident Transition Needs

Some resident situations will be complex and beyond the immediate capability of the on-site MASTT to problem-solve with the resident. The MASTT will direct these cases to the larger STTF to brainstorm, problem-solve, and then provide potential connections and resources back to the MASTT to communicate with the resident.

State Coordinated Regional Shelter Plan - Annex C

7. Agency Roles and Responsibilities

The SCRS Basic Plan and this supporting annex requires the cooperation of public agencies pursuant to §44-146.24, *Code of Virginia*, with VDSS as the lead agency per the Commonwealth of Virginia Emergency Operations Plan (COVEOP), ESF-6.

General roles and responsibilities for preparedness and operations of all SCR Shelters are listed in the SCRS Basic Plan. This section defines any additional or adjusted roles and responsibilities specific to resident transition.

7.1 Virginia Department of Social Services (VDSS)

VDSS is designated in the COVEOP as the primary agency responsible for planning and operating the SCRS. This includes the planning and coordination of resident transition when required. VDSS's responsibilities include coordinating shelter management and operational activities with state agencies, quasi-government and volunteer relief organizations, and contractors through the VEST and VDSS. Pursuant to the COVEOP, VDSS agrees to:

7.1.1 Office of Emergency Management

- 7.1.1.1 Lead the planning process for the Resident Transition Annex.
- 7.1.1.2 Coordinate and activate the STTF upon activation of the SCRS.
- 7.1.1.3 Incorporate shelter transition pre-assessment into shelter specialist training.
- 7.1.1.4 Develop and make available overarching training for Resident Transition partners, the STTF, and MASTT members.
- 7.1.1.5 Incorporate, as possible, Resident Transition into SCRS exercises.

7.1.2 Division of Family Services

- 7.1.2.1 Provide appropriate staff (navigators) with casework expertise to participate as a member of the MASTT as requested.
- 7.1.2.2 Connect MASTT and STTF with families services that can support resident transition.

7.1.3 Division of Benefit Programs

- 7.1.3.1 Provide appropriate staff (navigators) with casework expertise to participate as a member of the MASTT as requested.
- 7.1.3.2 Connect MASTT and STTF with benefit programs that can support resident transition.

7.1.4 Division of Community and Volunteer Services

- 7.1.4.1 Connect with volunteer, donation, and community-based organizations to fill

State Coordinated Regional Shelter Plan - Annex C

unmet needs restricting residents from transition.

- 7.1.4.2 Provide appropriate staff (navigators) with casework expertise to participate as a member of the MASTT as requested.
- 7.1.4.3 Connect MASTT and STTF with cultural resources as needed to support resident transition.

7.2 Virginia Department of Housing and Community Development

The COVEOP designates DHCD as a support agency for ESF 6. To assist in support of resident transition for state shelters, this includes, but may not be limited to:

- 7.2.1 Connecting state shelter residents who are experiencing homelessness or at risk of becoming homeless with Continuum of Care providers.
- 7.2.2 Connecting residents with housing counselors and other local housing providers (ex: non-profit, Planning District Commissions, etc.).
- 7.2.3 Coordinate with other state housing partners including Virginia Housing (<https://virginiahousingsearch.com/>) to provide information on available housing options to shelter residents.

7.3 Virginia Department of Aging and Rehabilitative Services (DARS)

The DARS supports efforts to secure independence, inclusion and integration by working to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families. To support the transition of older shelter residents and those with disabilities (and their families), DARS will participate as a member of the STTF to coordinate and provide guidance to shelter residents within their service realm regarding potential services and care opportunities that can aid them in their transition from the shelter.

7.4 Virginia Department of Health (VDH)

The COVEOP designates VDH as a support agency to VDSS in the operation of the SCRS. This includes, but may not be limited to:

- 7.4.1 Providing medical casework to those identified as needing supplemental nutrition programs and others identified as requiring specialized health services that are under the purview of the VDH.
- 7.4.2 Assisting with screening for Long Term Services and Supports (LTSS) funded by Medicaid.
- 7.4.3 Identification of new placement for residents residing in shelter isolation or quarantine areas.

State Coordinated Regional Shelter Plan - Annex C

7.5 Virginia Department of Behavioral Health and Developmental Services (DBHDS)

The COVEOP designates DBHDS as a support agency to VDSS in the operation of the SCRS. When an SCRS is opened, DBHDS provides support to ESF 6 and ESF 8. Within the SCRS, DBHDS will provide subject matter expertise and guidance to SCRS leadership in matters relating to the needs of citizens with mental and behavioral health, developmental disabilities, and substance abuse issues; and coordinate the provision of mental health services including crisis counseling. As part of the transitioning process, DBHDS will provide to transitioning SCRS residents contact information for the Community Services Board local to their destination, as well as any information on relevant DBHDS programs (Crisis Counseling Program, for example). DBHDS's role in the delivery of disaster behavioral health is to supplement local resources through:

- coordinating the execution of mutual aid agreements between the 40 CSBs;
- overseeing a Crisis Counselor Program when Individual Assistance is awarded; and
- a small Disaster Behavioral Health Team comprised of specially trained volunteers.

7.5.1 coordinating the execution of mutual aid agreements between the 40 CSBs

7.5.2 overseeing a Crisis Counselor Program when Individual Assistance is awarded; and

7.5.3 a small Disaster Behavioral Health Team comprised of specially trained volunteers.

7.6 Virginia Department of Emergency Management (VDEM)

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, § 44-146.13 et seq. of the Code of Virginia, gives VDEM the responsibility for the administration of emergency services and disaster preparedness programs, and as such, VDEM has primary responsibility for the overall coordination of the state's emergency preparedness, response, recovery and mitigation activities. Within that broad responsibility, VDEM agrees to:

7.6.1 Office of Diversity, Opportunity and Inclusion

7.6.1.1 Develop and provide appropriate DOI training to the MAST Teams such as cultural competency training.

7.6.2 Access and Functional Needs Officer Coordination

7.6.2.1 The AFNO will assist the Task Force and MASTT to connect residents to resources outside of shelter to meet transition needs.

7.6.3 Grants Division

7.6.3.1 Submit requests for federal disaster assistance programs based on need and eligibility such as Individuals and Households Program, Transitional Sheltering Assistance, Small Business Administration Disaster Assistance loans, etc.

7.6.4 Voluntary Agency Liaison/Emergency Support Function 17

State Coordinated Regional Shelter Plan - Annex C

- 7.6.4.1 Connect with volunteer, community-based organizations, and donations to fill unmet needs restricting residents from transition.

7.7 Department of Veterans' Services

DVS connects Virginia's veterans and their families to federal and state benefits, support, quality care, and recognition they have earned through their military service. To support the transition of shelter residents that are veterans, DVS will participate as a member of the STTF to coordinate and provide guidance to shelter residents who are veterans regarding potential services and care opportunities that can aid them in the transition from the shelter.

7.8 The American Red Cross (Red Cross)

The Red Cross is one of the most well-known national mass care private-non-profits and is connected and integrated in the non-profit network. Non-profit partners can be key to the provision of necessary services or supports that allow residents successfully transition from the shelter. Red Cross can be a direct provider or can assist in referrals to other potential non-profit resources.

When approved by Red Cross leadership, the Red Cross will provide a person to support one or more MAST Teams.

7.9 FEMA

When Virginia requests and is granted a federal declaration for Individual Assistance, FEMA provides funding for rent, repair and personal property that may be available to registered and approved impacted residents, including those in shelters.

Depending on the scale of the impact to homes, FEMA may also provide transitional sheltering assistance - a sheltering option using participating hotels/motels to help fill a gap until survivors identify short or long-term housing solutions - or direct housing - where eligible households receive a unit directly, whether a manufactured housing unit or direct-lease with landlords. Direct housing generally takes a few months to be operational.

To assist the Commonwealth in transitioning residents from state shelters, FEMA will:

- 7.9.1 Provide a person to each MASTT.
- 7.9.2 Review FEMA application status of residents seeking assistance through the MASTT and provide recommendations on further action necessary for FEMA program assistance.
- 7.9.3 Participate in a Memorandum of Understanding/Agreement with STFF members to allow necessary data sharing for provision of transition services to state shelter residents.

7.10 United States Department of Housing and Urban Development (HUD)

HUD is responsible for national policy and programs that address America's housing needs, improve and develop the Nation's communities, and enforce fair housing laws. To support the

State Coordinated Regional Shelter Plan - Annex C

transition of state shelter residents, under its existing authorities, HUD, via an ESF #6 Mission Assignment with FEMA and the required executed data sharing agreement, will:

- 7.10.1 support the STTF and MASTT to identify HUD assisted survivors displaced by disaster and HUD staff will assist the STTF and MASTT to rehouse those survivors;
- 7.10.2 will work with Public Housing Authorities (PHAs) and multifamily housing providers to identify HUD assisted rental housing vacancies;
- 7.10.3 will coordinate with its Federal, State, and Local Tribal Territories (FSLTT) partners to ensure that displaced survivors are treated with fairness and equity when applying for rehousing options and ensure that housing providers are complying with fair housing regulations; and
- 7.10.4 will assist the STTF, MASTT, and FEMA to ensure that displaced HUD assisted survivors are applying for and utilizing FEMA Individual Assistance (IA) and other disaster recovery programs.

8. Finance and Administration

Each agency and organization are responsible for developing and implementing procedures for continuous documentation of disaster-related recovery costs, including STTF and MASTT staffing and support. Every cost should be clearly documented and linked to missions and tasks assigned to the STTF through the VEST.

8.1 Staff Time Record Collection, Verification and Approval

Staff time must be verified, approved, copied, and collated prior to the staff member demobilizing. Each agency that supports resident transition may use different sources for time accountability, but each staff member from that agency is responsible for understanding and completing their agency's requirements.

8.2 After Action Documentation

Every volunteer, contract or state staff member will be given the opportunity to provide feedback regarding their deployment, activation, operation, and demobilization experience. It is this feedback that helps find areas of strength and improvement to build stronger plans and procedures. An after-action feedback form will be provided that best fits the specific event response. It is the responsibility of VDSS to ensure that all agencies receive the feedback form for delivery to their support staff; all forms should be submitted back to the reporting agency then forwarded to VDSS for final collation into the After Action Report.

9. Plan Development and Maintenance

This annex will comply with the plan development and maintenance schedule as identified in the base plan.

Appendix 1

Resident Transition Pre-Assessment Form

(SCRS Staff)

SCRS Resident Transition Pre-Assessment Form

HOH Shelter ID: _____

Date Completed: _____ Completed By: _____

- No Assistance Needed for Shelter Exit

Anticipated Leave Date: _____

- May Require Assistance for Shelter Exit (*check those obstacles delaying exit*)
- Loss of Critical Documents (ex: ID, insurance information, bank information)
 - Need for Local Transportation (ex: was dropped off at shelter by a friend or used public transportation)
 - Need for Out of Area Transportation (ex: can stay with family out of state but cannot afford plane tickets there)
 - Uninhabitable Housing (ex: current residence is livable but does not have utilities and they require electricity for medical equipment)
 - Inability to Locate/Acquire Housing that is:
 - In/near original community (ex: near work, school, care facilities or cultural needs – not just preference)
 - Accepting of extenuating circumstances (ex: credit score, rental history, criminal background, etc.)
 - Affordable
 - Pet friendly
 - Accessible
 - Pre-Event Homeless or Precariously Housed
 - Access to Services (ex: unable to meet care needs if they leave the shelter)
 - Other
-

Notes:

Pre-Assessment Form Analysis and Reporting

SMT Analysis and Reporting

- Request Shelter Specialists complete pre-assessments beginning at 48 hours post-event – complete pre-assessments during the day shift (between 0700 and 1900)
 - Goal is 100% capture of all family groups remaining in the shelter
- Ensure a “heads in beds” count at midnight is completed and submitted through WebEOC
- If using the paper version
 - Task data entry into the digital form
 - Complete data entry during the overnight shift to be completed no later than 0700 at the end of the shift
- Once in digital form
 - Create general summary to include information that is not easily captured through the form such as in-shelter rumors, chatter, etc.
 - Ensure completion of data entry and send summary to masscare@vdem.virginia.gov for review by the STTF no later than 0700

STTF Analysis for Decision Making

STTF Lead will:

- Export the data from the digital form; utilize the Excel spreadsheet to determine
 - Total number of obstacles per household
 - Trends/common obstacles
- Review SMT summary to understand those things not easily captured through the data itself
- Determine percentage of population that remains in shelter
 - Determine what the maximum occupancy of the shelter was/is (WebEOC)
 - Determine current occupancy of the shelter (WebEOC)
- Prepare a briefing based on this information for the STTF
- Schedule briefing to include someone from Planning to brief situational awareness and impacts

Appendix 2
Resident Transition Assessment Form
(MASTT Staff)

SCRS Resident Transition Assessment Form

Client Privacy Notice

(Read to each client before filling out the below information.)

I, hereby give my permission for the Virginia Department of Social Services (VDSS) to share personal information with other service providers in connection with my recovery casework, including accessing and sharing emergent needs information if applicable. I agree to a referral being made to service agencies, in-order to support my recovery needs. I understand that VDSS may hold information gathered about me from various agencies. By providing information for this interview I understand that personal information is held about me and my household. I have had the opportunity to discuss the implications of sharing or not sharing information about me or my household. I agree that personal information about me may be shared and gathered by agencies and organizations who have a direct impact to my disaster recovery.

Your consent to share personal information is entirely voluntary and you may withdraw your consent at any time. Should you have any questions about this process, or wish to withdraw your consent please contact:

Virginia Department of Social Services Office of Emergency Management
Email: oem@dss.virginia.gov

I agree for my information to be shared

Printed Name

Signature

Date

SCRS Resident Transition Assessment Form

Shelter Location: _____

Resident Information

Does the family need any translation services? Yes or No
If Yes, what language _____

Head Of Household (HOH) First Name: _____ HOH Last Name: _____
HOH Shelter Resident ID: _____
Pre-Event Street Address: _____
Pre-Event City/County: _____
Pre-Event ZIP: _____
Email: _____ Cell Phone: _____
Best contact at this time: cell / email

Resident IDs of Family with HOH: _____
Are there additional members of your household not at the shelter? Yes or No
If yes, names and ages? _____

Residence prior to the shelter?
Own Rent Homeless Precariously Housed

Was the residence insured? Yes or No

Does the resident provide care for livestock or crops? Yes or No

Is anyone in the household a veteran: Yes or No If yes, who? _____

What is the client’s plan after the shelter closes? _____

If client can’t answer, where does the client want to go? _____

What barriers are keeping the client from leaving the shelter? (*check all that apply*)

- | | |
|--|---|
| <input type="checkbox"/> In need of housing/lodging | <input type="checkbox"/> In need of financial assistance |
| <input type="checkbox"/> Property Uninhabitable | <input type="checkbox"/> In need of transportation assistance |
| <input type="checkbox"/> utilities | <input type="checkbox"/> Awaiting FEMA Funding |
| <input type="checkbox"/> damage | Disbursement |
| <input type="checkbox"/> Property Inaccessible | <input type="checkbox"/> Awaiting FEMA Property Inspection |
| <input type="checkbox"/> Pre-Disaster Homeless/
Precariously Housed | <input type="checkbox"/> None - Client is ready to go |

Requested Disaster Assistance

Have you applied for FEMA Assistance? Yes or No

If yes, please provide the FEMA Application Number: _____

If yes, what assistance have you qualified for and for how much?

- TSA Eligible: Yes or No
- Rental Assistance \$ _____
- Repair Assistance \$ _____
- Not eligible for FEMA Assistance

Have you requested or received any disaster assistance from a nonprofit (ie Red Cross)? Yes or No

If yes, please describe type and amount. _____

Housing Requirements *(complete if housing* required)*

Is the family in the shelter because they are awaiting power to be restored due to a special need requiring power to operate (electric medical device, refrigeration for medication): Yes or No

If yes, who is the power provider?

Are there any medical or ADA/accessibility requirements that need to be considered when identifying housing options? Yes or No

If yes, explain: _____

Are there any employment considerations that need to be considered when identifying housing options? Yes or No

If yes, list name and location of employment: _____

Number and Type of Pets with Client: _____

Number and Type of Service Animals with Client: _____

Are there additional household pets not at the shelter? Yes or No

If yes, types and numbers? _____

Income Information

Is anyone in your household currently employed? Yes or No

If no, reason:

- Looking for work
- Not looking for work
- Unable to work

Do you have income from any source in the last 30 days? Yes or No

If yes, does any of the following income specify?

- | | |
|--|---|
| <input type="checkbox"/> Alimony/Spousal Support | <input type="checkbox"/> VA Nonservice Connected Disability |
| <input type="checkbox"/> Child Support | <input type="checkbox"/> VA Service Connected Disability |
| <input type="checkbox"/> Earned Income | <input type="checkbox"/> Worker's Compensation |
| <input type="checkbox"/> General Assistance | <input type="checkbox"/> Pension or Retirement |
| <input type="checkbox"/> SSDI | <input type="checkbox"/> Private Disability |
| <input type="checkbox"/> SSI | <input type="checkbox"/> Retirement from SSA |
| <input type="checkbox"/> TANF | <input type="checkbox"/> Other |
| <input type="checkbox"/> Unemployment | _____ |

Do you receive any non-cash benefits? Yes or No

If yes what kind?

- SNAP
- WIC
- TANF Child Care
- TANF Transportation
- Other TANF-funded Services
- Other _____

SHELTER TRANSITION STAFF ONLY

Completion Date and Time (*for future updates, initial and date any changes to the form*):

Name of Transition Team Member:

Have any organizations agreed to support the client's recovery? Y or N

If yes, please list the organization and contact name/number/email providing support and the type of assistance: _____

Resident Transition Date: estimated - _____ actual - _____

Assessment Notes: _____

