

Orientation: Multi-Agency Transition Teams (MASTT)

Oregon Straight Line Winds and Wildfire DR4562
November 3, 2020; 10am-12pm



FEMA



American Red Cross

Orientation Agenda

- Opening Comments from Mass Care Leadership
- Orientation Objectives
- Current Shelter Population
- Purpose of MASTT
- The Recovery Continuum
- MASTT Strategy
- Overall MASTT Operations
- Resources
- We Can't do This Alone!
- What's Next?
- Questions



Orientation Objectives

By the end of this training, you will be able to:

- Recognize where MASTT falls within the response and recovery process
- Identify how MASTT has been adapted to support survivors in the COVID environment
- Summarize the MASTT primary entities and responsibilities on the MASTT
- Recognize the overarching MASTT plan for implementation
- Assess how your agency or organization can support the MASTT

Current Shelter Resident Population

As of November 3, 2020:

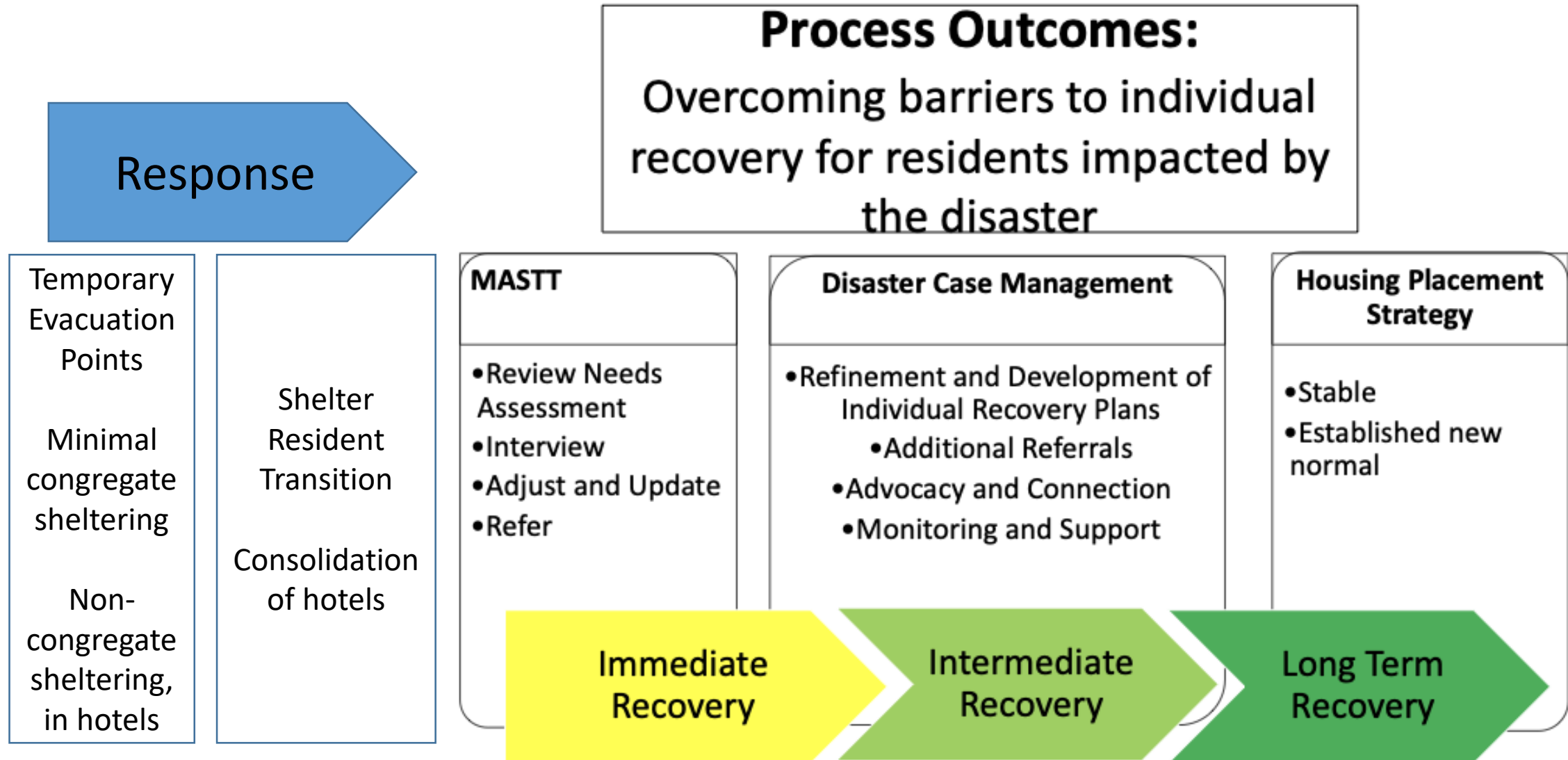
- 10% with children and youth, 103 total youth
- 13% with adults 65+, 76 individuals
- Average # of people/room = 2

County	# of Hotels	# of Rooms
Benton	1	2
Deschutes	1	6
Douglas	3	13
Jackson	19	195
Josephine	2	3
Klamath	2	9
Lane	15	131
Lincoln	8	101
Marion	3	34
	55	496

Purpose of MASTT

- To support Counties and the State of Oregon in transitioning survivors out of hotels into more stable housing solutions
- Proactively address barriers impacting a disaster survivor's first steps in recovery
- Connect disaster survivors with valid usable resources to assist in their individual/family recovery

The Recovery Continuum



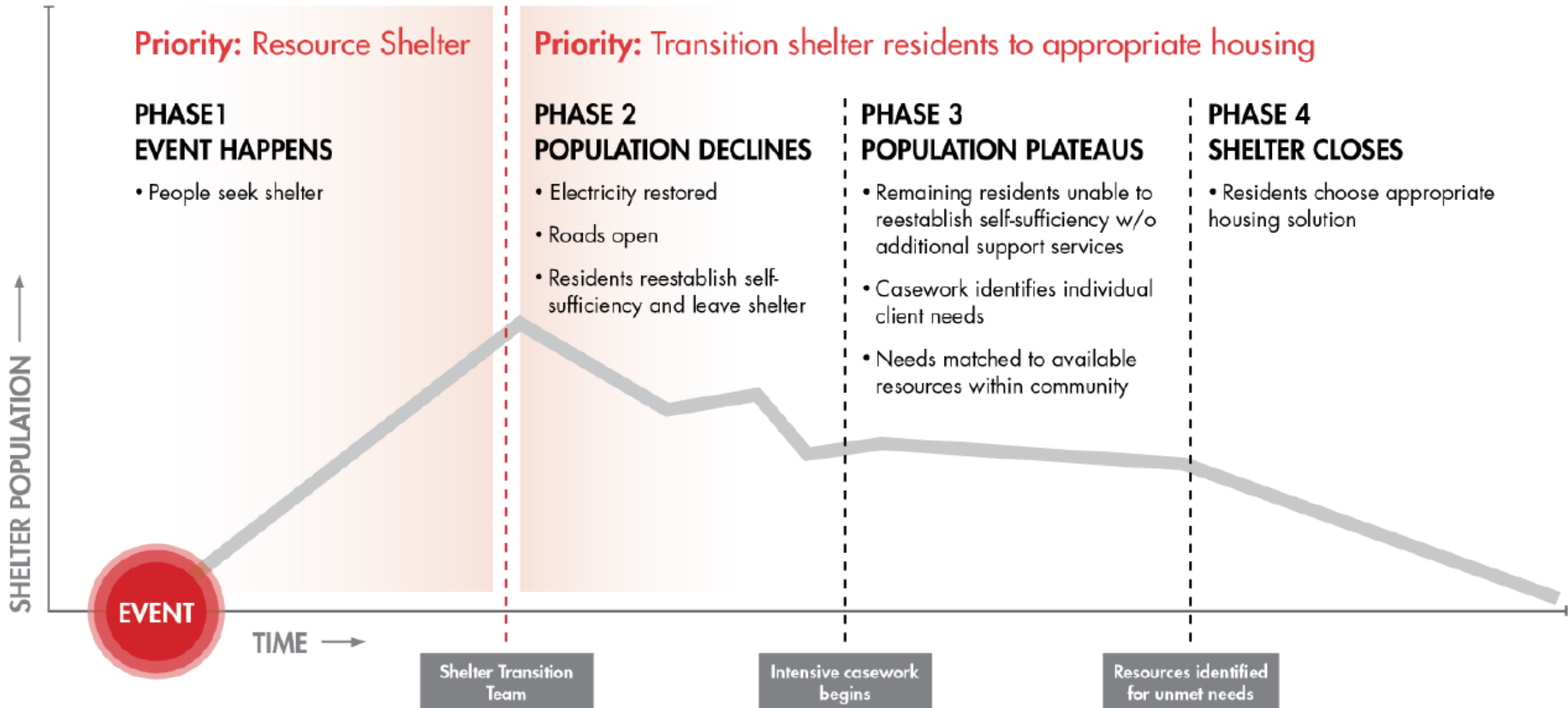
MASTT Strategy

You and your team will assist shelter clients to transition to longer-term or permanent housing solutions by providing:

- information
- resources
- access to various local, state, voluntary organization, and federal programs

Primary participants include localities, the state, Red Cross, and FEMA.

Phases of Shelter Operations



Shelter Transition in different settings:

- **General Population/Congregate Shelter**

- Cots in a school, or community center, little privacy
- Response to a disaster, immediate aftermath
- Population includes people/households who are low-income, renters, people who need support, previously unhoused

- **Congregate Shelter Transitions ----->**

- Physical cues, residents support each other, those who need support to recover is more obvious
- Multi Agency and Community involvement-in Person

- **Non- Congregate Shelter (NCS)**

- Used in-lieu of Congregate Shelters in a Pandemic Environment, part of Emergency Protective Measures
- Use of Hotels and other facilities, population similar but dispersed, not readily available
- Wildfire-specific vs COVID-19 Public Health Emergency Non-Congregate Sheltering

- **Non-Congregate Shelter Transitions ----->**

- Virtual Casework, not able to readily access survivors, follow-up and referral support more challenging
- Multi Agency and Community Involvement remotely requires additional effort

What Will Success Look Like?

- MASTT is focused specifically on the transition of survivors out of shelters to alternative lodging but this is not always possible.
- Other identifiers of success:
 - Survivors have space to share their disaster experience, including barriers and unmet needs
 - Connect survivors with resources to address these barriers and unmet needs, which may lead them to transition easier once lodging becomes available
 - Provide support to survivors are provided support to apply or access programs and resources
 - Survivors are provided additional support for both disaster-related and non-disaster-related concerns

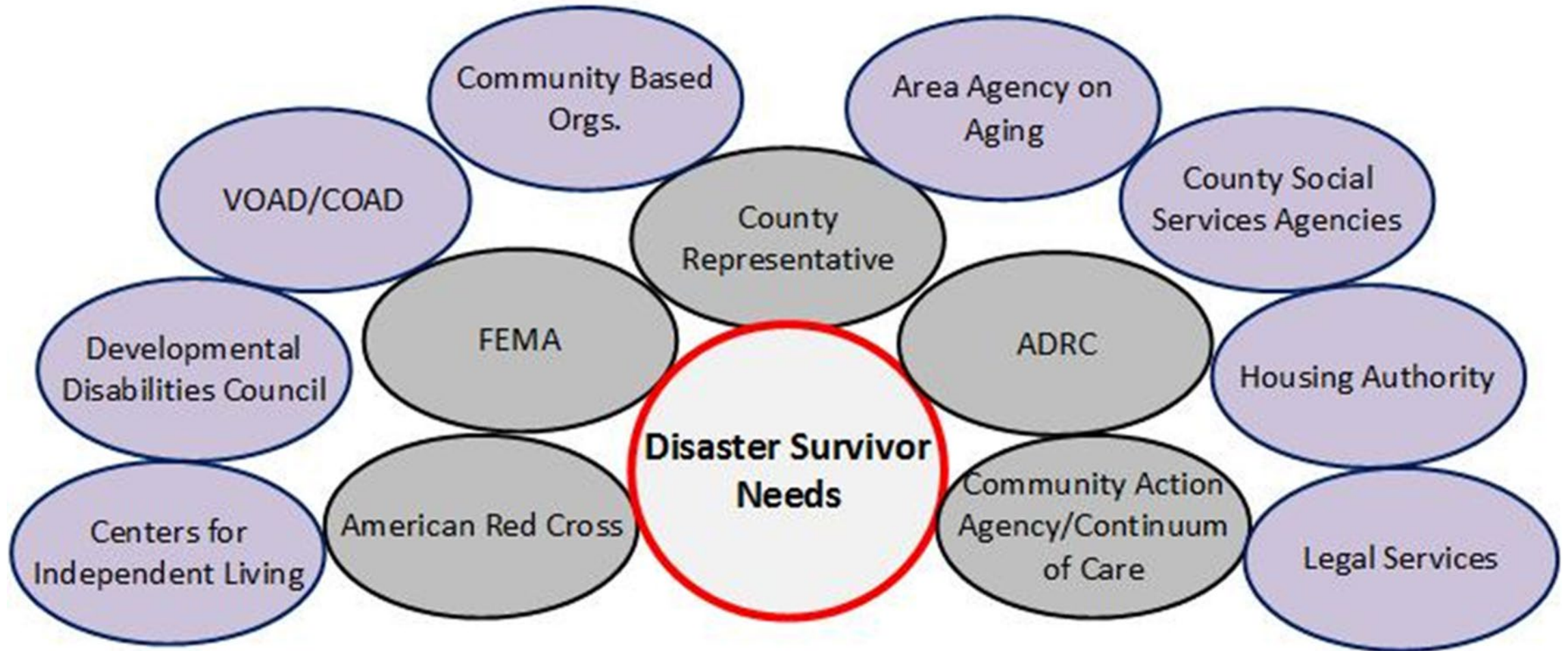
Barriers to Transition

Barriers	Symptoms
Economic	<ul style="list-style-type: none">• Lack of insurance/underinsured• Disaster caused economic instability• Source of income temporarily/permanently affected
Housing	<ul style="list-style-type: none">• Area housing inventory shortage• Housing unit uninhabitable or the repairs not completed• Lack of accessible housing
Medical	<ul style="list-style-type: none">• Community infrastructure will not support individual with AFN, social needs, quality of life and ongoing medical care• Repairs to home require accessibility improvements• AFN TSA options limited or not available
Emotional	<ul style="list-style-type: none">• No family, friends or support system in area• Psychological distress, overwhelmed by the disaster event• Benefits from social interaction at the shelter
Social	<ul style="list-style-type: none">• Better quality of life in the Shelter• Separated from caretaker• Home environment does not support Household member with functional needs

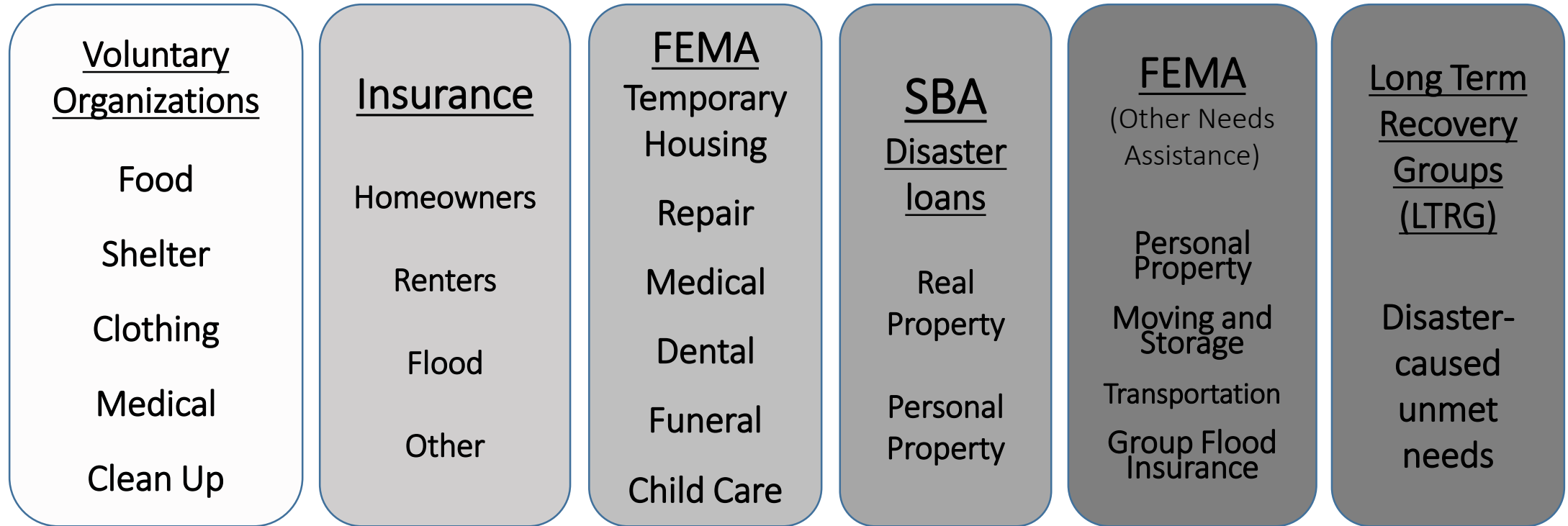
Survivor-Centered Care

- Applying a Trauma Informed Method of Interview
- Minimizing the number of interviews required
- Right to self determine
- Ensuring all survivors have an opportunity to identify and apply for all available programs for which they may be eligible

We Can't Do This Alone!



Disaster Sequence of Delivery



Manage survivor and community expectations: Set and clarify realistic timelines, availability and eligibility for each type of assistance. All assistance **cannot** be available at the same time.

Leveraging Federal Assistance (Stafford Act)



FEMA may be able to help with:

- Basic repairs for a home to be safe, sanitary and livable
- Temporary housing and other assistance needs, including:
 - disaster-caused childcare needs,
 - disaster medical expenses,
 - damage to essential vehicles or necessary clean-up items

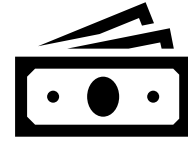
Small Business Administration (SBA) also offers Disaster Loans for homes and property.



FEMA



Housing Assistance Section 408 (C)



Housing Assistance (Financial)

Housing Assistance (Direct)

Temporary Housing Units (THUs)
through:

Transportable Temporary
Housing Units (TTHUs) such as:

- Recreational Vehicles [RVs] and Manufactured Housing Units [MHUs],
- Multi- Family Lease and Repair (MLR), and/or
- Direct Lease.



Overall MASTT Operations

- Safe and Confidential
- Team Makeup
- Team Member Responsibilities
- FEMA Sequence of Delivery
- Sample MASTT Survivor Interview Timeline
- Demographic Information

MASTT Timeline

November 2

- MASTT Orientation
- MASTT Training (Teams only)
- Prioritization of hotels within initial counties
- Team-specific meetings

November 9

- MASTT What resources can your organization or agency bring to this effort?
implementation begins
- Forward planning for scale up capability
- Receive feedback on initial implementation

Subsequent Weeks

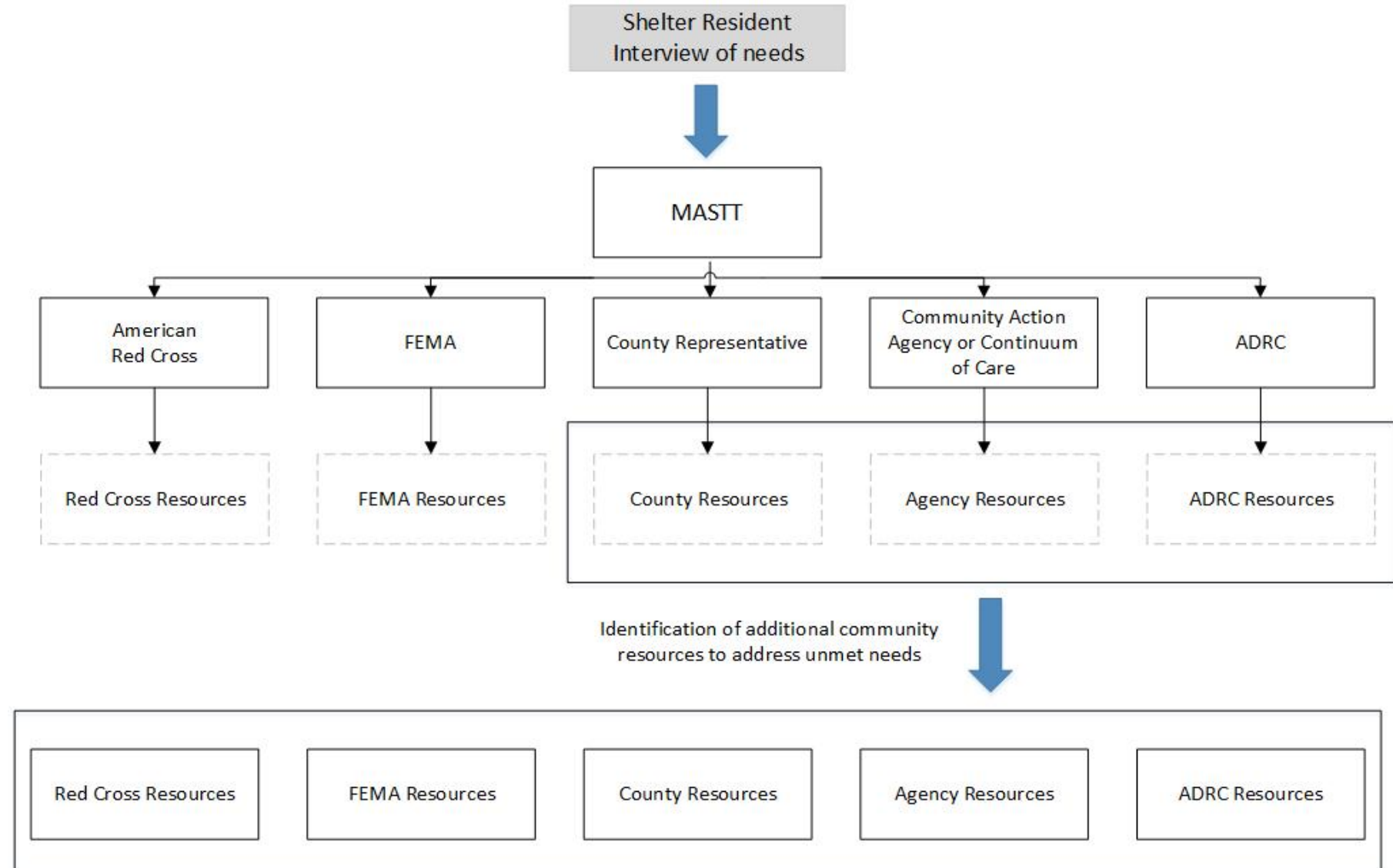
- Scale up MASTT operations
- Implement Additional Training
- Continuously review and adjust
- Data analysis

Safe and Confidential

- **COVID protocols**
 - PPE, cleaning between interviews, 6 ft or barrier, few people in room
- **Interview in private room**
- **Information Sharing Agreement**
 - FEMA, State, American Red Cross
- **Survivor Consent**
 - Share information with federal, state, local, and tribal government agencies
 - Determine eligibility and deliver resources
 - Providing information is voluntary

MASTT Team Makeup

- Phased implementation
- Initially
 - 3 teams
 - Jackson, Lane, Marion Counties
- Other Team Members
 - Data Managers
 - ODHS Social Services Emergency Liaisons (SSELs)



Team Member Responsibilities – Team Lead

- In-person
- Not supervisory, but manages the MASTT dynamics
- Organizes and orients MASTT Members
- Facilitates survivor interviews and MASTT huddles
- Identifies next steps for the MASTT
- Maintains the common repository for community and team resources
- Communicates concerns and needs with MASTT Coordinator

Team Member Responsibilities – All

- Knows role and responsibilities
- Provides resource connections based on survivor needs
- Participates in interviews to communicate programs and resources to survivors
- Conducts pre- and post- interview assessments, based on information shared

Sample MASTT Survivor Interview Timeline

Initial Survivor Meeting

Time: 45 mins with survivor

Objectives:

- Survivor learns the intent of MASTT & meets the key agencies who will assist survivors connect with resources
- Survivor shares story & describes unmet needs and barriers to leaving the shelter (hotel)

Outcomes:

- MASTT gathers essential information connect survivors with recovery resources
- Survivor is provided with immediate access to general community resources

MASTT Huddle

Time: 15 min immediately post Initial Survivor Meeting

Objectives:

- Debrief survivor interview
- Verify that MASTT participants have necessary information to proceed with resource identification

Outcomes:

- Survivor data captured in MASTT data collection system

MASTT Partner's Meeting

Time: 1-hour meeting, within 48 hours of Initial Survivor Meeting

Objectives:

- MAST Team Members share resources they have for each survivor
- MAST Team is aware of any barriers to connecting survivor with resources

Outcomes:

- Using a shared document, survivor-specific recovery resources are documented to address unmet needs and barriers
- MASTT Providers prepared for Second Survivor Meeting

Second Survivor Meeting

Time: 15-45 mins

Objectives:

- MASTT presents resources available to help survivor. This could be that:
 - Survivor connects with additional community partners over Zoom
 - Survivor receives survivor-specific recovery resources

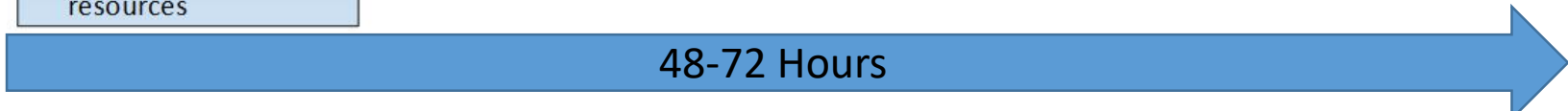
Outcomes:

- Survivor has resources to continue recovery

Proposed Schedule:

<u>Initial Survivor Meeting</u>	<u>MASTT Partner's Meeting</u>	<u>Second Survivor Meeting</u>
Monday	Tuesday/ Wednesday	Thursday
Tuesday	Wednesday/ Thursday	Friday
Wednesday	Thursday/ Friday	Saturday

48-72 Hours



We Really Can't Do This Alone!

- Your agency or organization is important!
- MASTT primary entities will not solve everything
- Your agency or organization will be integral in providing resources for unmet needs
- Outreach to organization and agencies by primary entities – provide resources, POCs, present in interviews
- Providing services closest to the ground gives consistency to survivor
- Do you have a community resource that MASTTs should know about?

Complete this MASTT Resource Survey:

<https://www.surveymonkey.com/r/N6SNM2V>

Demographic Information

- Information gathering gap (Shelter Resident Transition (SRT) Assessment)
- Elements of demographic information to collect:
 - Race
 - Ethnicity
 - Access and Functional Needs
 - Veteran Status
- The purpose of gathering this data is to ...
- Proposed collection method

What's Next?

- Orientation Survey:
- Part 2 of this training is specifically for MASTT primary entities
 - Wednesday, November 4; 1-4pm
- MASTT Implementation begins November 9, 2020
- MASTT Stakeholder Meetings; Tuesdays 3-4pm
 - [Join Microsoft Teams Meeting](#)
 - +1 231-282-9932; 210 204 837#



Resources

- Appendix F: Transition to Alternate Sheltering and Housing Solutions Considerations: http://www.nationalmasscarestrategy.org/wp-content/uploads/2014/10/Multi-Agency-Shelterin-Plan-Template-Final_100114.pdf
- Oregon MASTT Plan



MASTT Coordinator

Anna Feigum: anna.feigum@dhsosha.state.or.us

American Red Cross MASTT Lead

Curtis Peetz: curtis.peetz@redcross.org

Marion, Lane, and Jackson County Regional Liaison to the MASTT

Micah Goettl: micah.goettl@dhsosha.state.or.us