

- **Purpose and Scope**

The Purpose of a Multi-Agency Shelter Transition Team (MASTT) is to assist survivors with the transition out of shelters into a more permanent recovery plan. This plan informs implementation of MASTT teams and provides guidance for the program for DR 4562 OR. The individual recovery plan resulting from the MASTT process may include more permanent housing options or provision of additional information on local, state, and federal recovery programs, as well as, a point of contact for accessing those services. Meeting the goal of an effective MASTT effort requires a well-coordinated, multi-agency, holistic approach to assist survivors in developing recovery plans and accessing needed resources. MASTT can be established for any size sheltering operation, however it is primarily recommended for longer sheltering operations where the post-event population has plateaued. After an event that displaces a large number of households, the shelter population will naturally decrease as people return home or find alternate housing arrangements. In some events, larger shelters will hit a plateau where the population stays the same for several days or the decrease slows substantially- drivers for this include viable better temporary or permanent housing options and access to those resources or other life essential services. The remaining individuals tend to be pre-disaster unhoused, pre-disaster precariously housed, and those who need significant assistance with interim housing.

- **Authorities and References**

- Appendix F, Multi-Agency Sheltering/Sheltering Support Plan Template, 3/26/2018
- Major Disaster Declaration DR4562
- Emergency Declaration EM3542

- **Assumptions**

- Non-congregate Shelter Public Assistance Category B waivers from Federal Emergency Management Agency (FEMA) for disasters during 2020 are valid for 6 days prior to the event and 30 days after the event. Extensions of this waiver can be requested.
- MASTT is activated when normal county and state resources have been exhausted, and it has been requested.
- MASTT may be activated when a state declared disaster and/or a federally declared disaster occurs.
- In larger events, there may be multiple teams deployed to multiple counties/shelters.

- **Triggers and Timelines**

- MASTT can be requested by a county (or counties) affected by a disaster through the normal resource request process. MASTT should be considered when the current recovery agencies (volunteer and governmental) supporting the shelter(s) have exhausted their known options for assisting those in the shelter(s). This may occur during a state declared disaster and/or federally declared disaster.

- 1     ○ Typically, MASTT will be necessary during a multi-region, multi-county event, and can be coordinated by the Department of Human  
2       Services in coordination with the American Red Cross
- 3     ○ The MASTT Lead for each impacted county will be determined through individual communications between the state and local level.
- 4

5     • **Agency Responsibilities**

Agency	Responsibilities
Oregon Department of Human Services (ODHS)	Lead State Agency <ul style="list-style-type: none"> <li>• Will provide a MASTT Coordinator to work at the State Recovery Coordination Center and/or FEMA Joint Field Office. This may occur virtually instead of in-person.               <ul style="list-style-type: none"> <li>- Will provide operational direction to the MASTT.</li> <li>- Will facilitate coordination between the MASTT and other agency partners.</li> </ul> </li> <li>• Provide Social Services Emergency Liaison to assist with local MASTT operations.</li> </ul>
American Red Cross	Supporting Agency <ul style="list-style-type: none"> <li>• Provides guidance for the MASTT Process</li> <li>• Provides caseworkers for MASTT in person</li> <li>• Coordinates resources and/or services a shelter resident needing assistance.</li> <li>• Coordinate with other agencies on the MASTT to help that individual move forward in their recovery process.</li> <li>• Provide shelter resident information if survivor consent is given.</li> </ul>
County Representative	Supporting Agency <ul style="list-style-type: none"> <li>• Serves as MASTT Lead in person</li> <li>• Manages the synergy of the MASTT event</li> </ul>

	<ul style="list-style-type: none"> <li>Communicates the concerns and needs with the MASTT Coordinator</li> </ul>
Federal Emergency Management Agency (FEMA) Mass Care	Supporting Agency <ul style="list-style-type: none"> <li>Provide a representative to each MASTT remotely</li> <li>Identify the status of federal individual assistance applications and provide benefit options to survivors</li> </ul>
US Department of Housing and Urban Development (HUD)	Supporting Agency <ul style="list-style-type: none"> <li>Provide MASTT technical assistance (subject matter expertise), when needed.</li> <li>Provide statewide and regional available HUD housing lists to MASTT Coordinator.</li> </ul>
Oregon Housing and Community Services (OHCS)	Supporting Agency <ul style="list-style-type: none"> <li>Identify services provided by continuum of care and local CAA organization for participation on the MASTT</li> <li>Provide statewide and regional available housing lists to MASTT the Coordinator</li> </ul>
Community-Based Organizations (CBOs) / Local Voluntary Organizations Active in Disaster (VOAD)	Supporting Agency <ul style="list-style-type: none"> <li>Provide resources to the MASTT to address survivor barriers and unmet needs.</li> </ul>
Local Continuums of Care (CoCs) & Community Action Agencies (CAAs)	Supporting Agency <ul style="list-style-type: none"> <li>Coordinate resources and/or services for shelter residents</li> </ul>
Aging and Disability Resource Connection (ARDC)	Supporting Agency <ul style="list-style-type: none"> <li>Provide resource connections for people with access and functional needs.</li> </ul>

## Concept of Operations

### General

Sheltering operations protocols during a COVID-19 environment required integrating social distancing and personal protective measures to mitigate the risk of virus spread within the congregate shelters. MASTT deployment and operations must also be altered to reduce risk of infection inherent in face-to-face contact.

During state declared emergencies, the MASTT will be available through a ZOOM/conference call line at any point to shelters and/or county emergency management. The MASTT may deploy a limited number of individuals to assist at shelters, but the full team would be available through virtual means. If MASTT members are deployed in person, personal protective equipment will be required.

During federally declared disasters, additional MASTT resources are available once FEMA individual assistance programs have been approved and shelter residents register with FEMA. The assistance may be provided in total virtual settings, face-to-face settings, or a hybrid of each, but will be dependent on the event and FEMA direction.

MASTT operations continue to be coordinated through state agencies and use a team concept. Deployment of MASTT may be handled in different ways and is dependent on the type and size of the event, including virtual deployment. MASTT teams work closely with local organizations to reduce duplication of efforts.

A MASTT Coordinator is designated by the Oregon DHS Mass Care Lead and provides direction and assistance throughout the event. The MASTT Coordinator ensures the team is following the correct policies and procedures and provides guidance to the teams.

### Policies

- Client Consent is provided to allow information sharing amongst all MASTT agencies
- Agencies assigned to a MASTT will complete scheduled training prior to execution of MASTT operations.
- Tasked agencies work together to determine (and communicate through the MASTT lead) what each shelter resident needs to move forward in their recovery efforts. Interviews will occur using a hybrid approach using Zoom and face-to-face communication.
- The MASTT Lead provides a short narrative to the MASTT Coordinator outlining trends, observations, concerns, and support services provided to establish and move a resident forward in their recovery plan.

- MASTTs are provided with an assigned shelter schedule. Assignments are subject to change depending on the current or emerging situation.

#### **Communication**

- The MASTT Lead provides a short narrative outlining trends, observations, concerns, and support to the MASTT Coordinator.
- Information shared will be captured within the Case Management System.
- Debriefing calls will be scheduled between the MASTT Lead and MASTT Coordinator as needed.

#### **Team Composition**

- The primary team consists of (virtual and/or in-person):
  - 2 American Red Cross Client Caseworkers
  - County Representative
  - Oregon Housing and Community Services
    - CAAs
    - Continuum of Care
  - ADRCs
  - Social Service Emergency Liaisons
  - FEMA Mass Care
- Teams may also include:
  - CBOs
  - Mental Health Professional
  - Centers for Independent Living
  - Veterans Administration
  - Disability Coordinators
  - Other stakeholder agencies

#### **Team Operations**

- Residents are provided assistance from MASTT. Residents are asked basic information regarding housing and other needs (identify-health and social services, employment, etc.) during shelter registration.

- Team members providing like or overlapping services should collaborate to determine team manning and consolidate information, e.g. housing service agencies (HUD, PHA, local Housing agency, CoC, etc.)
- The team coordinates opportunities to meet with each household.
- Shelter manager schedules interviews with households.
- The MASTT determines needs of residents based on the Prompting Question Document. TBP
- As the residents provide information, MASTT will work together to provide resources and assistance to residents as available and will follow up as needed.

#### **Training**

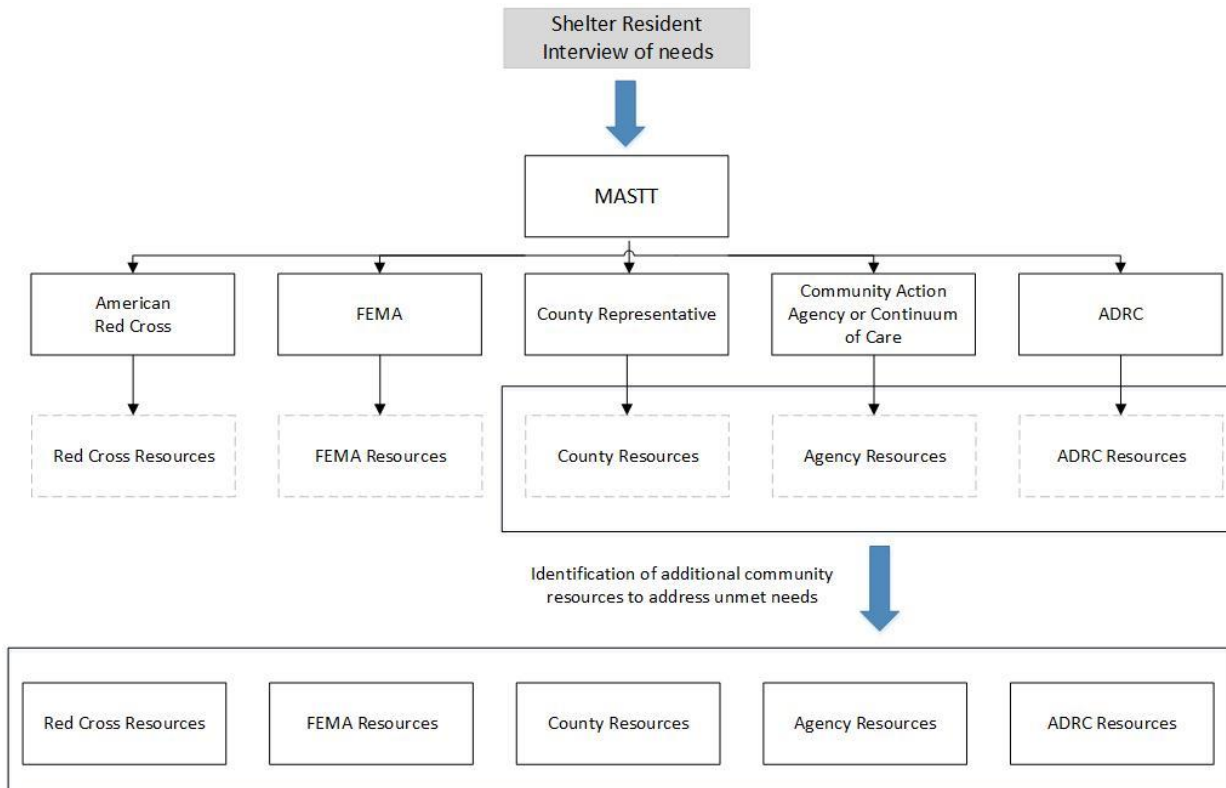
- Members will be provided training via Zoom on the MASTT concept of operations.

#### **Development, Review, and Maintenance**

This plan will continue to be developed and revised throughout the declared emergency.

## 1 Sample MASTT Structure

2



3