State Coordinated Regional Shelter Plan Annex B

Non-Congregate Shelters

July 2020

Annex B – Non-Congregate Shelters

<u>Record of Changes</u>

Date of Change	Location of Change	Description of Change

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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 Non-Congregate State Coordinated Regional Shelters (hereinafter after referred to as "Non-Congregate SCRS" or "Non-Congregate SCR Shelter(s)").

Non-Congregate SCR Shelters are designed to provide immediate temporary shelter for persons (including their service animals) and accompanying pets who are displaced by an emergency event that occurs during a public health emergency that deems congregate sheltering unsafe as defined by the Virginia Department of Health (VDH). Non-Congregate SCR Shelters will be located primarily in designated hotels and supported by VDSS, the Adjunct Emergency Workforce, the hotel, and other state agencies as defined in the SCRS Plan and this Annex

To identify Non-Congregate SCR Shelters sites and their capabilities, a survey prepared by the State Coordinated Regional Shelter State Agency Partners will be conducted. The survey will assess the site's safety, accessibility, and on-site services. Each site will have different capabilities.

2. Protocol

2.1 Accommodations

2.1.1   To the degree possible, evacuees will be placed in the shelter that can most effectively meet their needs as identified during the registration and assessment process.

2.1.2   Evacuees with mobility disabilities will be assigned accessible rooms that meet their mobility needs.

2.1.3   Whenever possible, evacuees with visual or auditory needs will be assigned rooms with accommodations that meet those needs. If these rooms are not available, reasonable modifications/solutions will be made available to ensure their safety and accessibility.

2.1.4   Whenever possible, evacuees who rely on electricity-dependent medical equipment will be placed in a non-congregate shelter with redundant power.

2.1.5   Whenever possible, evacuees who take medications that require refrigeration will be placed in a non-congregate shelter with an in-room refrigerator and redundant power.

2.1.6   If an evacuee cannot care for themselves in a non-congregate shelter due to a medical issue or relies on the assistance of a caregiver who cannot provide assistance to them in the shelter, the evacuee will be placed in a healthcare facility capable of providing the level of care necessary or will be placed in a congregate shelter setting with on-site medical support available.

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2.2 Pharmaceuticals, supplies, and devices

2.2.1 Evacuees for whom medications, equipment, supplies, and devices have been prescribed are encouraged during registration and through public messaging to bring those pharmaceuticals, supplies, and devices necessary for health maintenance with them to the shelter. These items will remain under the ownership and cognizance of the individual(s) to whom they belong. Evacuees placed in non-congregate shelters who need assistance with obtaining prescription refills or have general health-related questions can request assistance through the call center.

2.2.2 If appropriate durable medical equipment (DME) is not available at the assigned shelter site, the resident may request this DME through the call center.

2.3 Safety

2.3.1 When using hotels as shelter sites, normal site safety and security measures and secured individual/family group rooms will meet security needs.

2.3.2 Additional safety and security support for individual shelter sites will be considered and arranged as determined necessary during contract negotiations.

2.4 Communications

2.4.1 Maximum use will be made of communications and information systems already in place within the shelter facility for staff and residents.

2.4.1.1 Shelter residents will be assured access to data services via the internet at no cost to the resident.

2.4.1.2 Shelters residents will have access to telephone communications within their room. Any surcharges or fees for telephone usage will be waived.

2.4.2 Equipment and system requirements beyond the capability of Non-Congregate SCRS site will be identified during contract negotiations and coordination between the site and VITA will develop solutions to put in place upon activation.

2.5 Household Pets

2.5.1 Evacuees that have accompanying household pets will be directed to an appropriate pet-friendly Non-Congregate SCR Shelter or other arrangements as determined during registration.

2.5.1.1 Pet owners that are a co-sheltered with their pet(s) will be responsible for their care and appropriate behavior to minimize risk to public safety.

2.5.1.1.1 Pet owners should bring their animal's food, medications, crates, toys and other belongings to the Non-Congregate SCR Shelter.

2.5.1.1.2   VDACS will work with VDEM logistics to procure and distribute food for those animals without food provided, when requested through the call center.

2.5.1.1.3   Veterinary care will be the responsibility of the owner. VDACS can assist owners in locating a local veterinarian and coordinating transportation as necessary, when requested through the call center.

2.5.1.1.4   Pet owners should minimize damage to the Non-Congregate SCR Shelter facility, since the Commonwealth is liable.

2.5.1.1.5   Non-Congregate SCR Shelters will not accept animals with health care issues requiring hospitalization, or behavioral issues that pose a risk to public safety.

2.5.1.1.6   Any animal welfare concerns will be handled by the legally designated local animal control officer, including dog bites.

2.5.1.2   All attempts will be made to find pet friendly Non-Congregate SCRS. If such shelters are not available, VDACS will make arrangements for sheltering. Any congregate pet sheltering will need to be planned with locations identified in advance. During a public health emergency, to limit community spread of disease, owners will not be permitted to visit pets that are not co-located.

2.5.1.3   Evacuees with unaccepted household pets (as defined in the Glossary of the SCRS Basic Plan) will be directed by the call center to the Pet Services Representative for other resources.

2.6   Site Policies, Restrictions and Guidelines

2.6.1   Individuals and groups seeking shelter contact the shelter call center for assistance in locating an approved shelter site (i.e., hotel) and registering for admission to that site. Evacuees who do not register via the shelter call center are personally responsible for the cost of staying at the hotel.

2.6.2   Non-Congregate SCRS shelter residents must abide by all policies, restrictions and guidance of the Non-Congregate SCRS site. The Non-Congregate SCRS site will have the authority to evict any resident that is in violation of these rules.

2.6.3   The Commonwealth will only pay for pre-approved costs as defined within the contract with the site.

2.7   Demobilization

2.7.1   Resident reservations, either individually or in mass, may be adjusted and/or extended beyond the initial impact period if initial damage assessments indicate the need.

2.7.2   Non-Congregate SCRS will remain open no longer than 30 days after the FEMA defined incident period. Every effort will be made to transition residents to their

homes, other housing solutions or recovery programs as quickly as possible.

3.   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 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 Non-Congregate SCR Shelters.

3.1   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:

3.1.1   Submit request to FEMA for authorization of use of non-congregate shelter as requested by VDSS/Hurricane Evacuation Working Group and supported by VDH.

3.1.2   Provide an Access and Functional Needs (AFN) Coordinator(s) to the call center to assist with assignment of evacuees to most appropriate shelter site or receive necessary AFN supports.

3.2   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 Non-Congregate SCRS 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 Social Services ECT. Pursuant to the COVEOP, VDSS agrees to:

3.2.1.1   Coordinate and implement a call center to process evacuees for assessment, registration and site assignment as well as provide continual support for shelter residents throughout their shelter stay.

3.3   Virginia State Police (VSP)

The COVEOP designates Virginia State Policy (VSP) as a support agency to VDSS in the operation of the SCRS. This includes the operation the Non-Congregate SCRS as follows:

3.3.1   Coordinate security requirements with shelter sites during contract negotiations and/or upon activation.

3.3.1.1   Ensure necessary resources to meet site safety and security needs as agreed upon.

3.4   Virginia Department of Health (VDH)

The COVEOP designates VDH as a support agency to VDSS in the operation of the SCRS. This includes the operation of Non-Congregate SCRS as follows:

3.4.1   Provide a letter of requirement for use of non-congregate shelters from the State Health Commissioner or his/her authorized representative.

3.4.2   Prepare medical screening criteria for on-site and/or virtual assessments.

3.4.3   Provide Health Services Coordinator(s) to the call center to assist with assignment of evacuees to most appropriate shelter site and for assistance in ensuring necessary medical supports are in place for shelter residents.

3.5   Virginia Department of Agricultural and Consumer Services (VDACS)

The COVEOP designates VDACS as a support agency to VDSS in the operation of the SCRS. This includes the operation of Non-Congregate SCRS as follows:

3.5.1   Ensure sheltering services for household pets are available to shelter residents in Non-Congregate SCRS Shelter sites.

3.5.2   Coordinate necessary transportation for pet related issues for shelter residents without personal vehicles.

3.5.3   Provide Pet Services Coordinator(s) to the call center to assist with assignment of evacuees to most appropriate shelter site or those with pets that fall outside of the accepted pet definition of the sites.

3.6   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. This includes the operation of Non-Congregate SCRS as follows:

3.6.1   Provide Disaster Behavioral Health Services Coordinator(s) to the call center to assist with provision of necessary disaster behavioral health supports.

3.7   Virginia Information Technologies Agency (VITA)

The COVEOP designates VITA as a support agency to VDSS in the operation of the SCRS. This includes the operation of Non-Congregate SCRS as follows:

3.7.1   Coordinate with shelter sites during contract negotiations and/or upon activation to ensure resident communication capability. Provide support as necessary and agreed upon.

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4.   Organization

4.1   Call Center

During a non-congregate sheltering event, a call center will supplant or replace the registration and in-take process typically used in a congregate shelter situation. The purpose of the call center is to provide evacuees with information about non-congregate shelter sites, assess evacuees' sheltering needs and requirements (including an assessment of healthcare and access and functional needs), register and assign evacuees to designated sites, and manage the reservation process in collaboration with the site point of contact.

In addition, the call center will provide services to shelter residents. These services include informational updates, connecting residents with service providers, accepting needs requests, and providing casework services.

The Call Center Manager (CCM) will coordinate and define staffing requirements for each of the specified team members. A minimum of one call center specialist will be required from the identified agencies during operational hours; the CCM may require additional specialists based on call volume or call trends.

In the event that additional resources are required, call center representatives will coordinate to ensure completeness and accuracy of the request (using the specialists as needed) and then submit a resource request to the appropriate state agency. The receiving agency will review for necessity and validity prior to fulfillment. If the agency is unable to meet the resource need internally through organic or contract resources, the agency will then submit the request to the VEST through WebEOC.
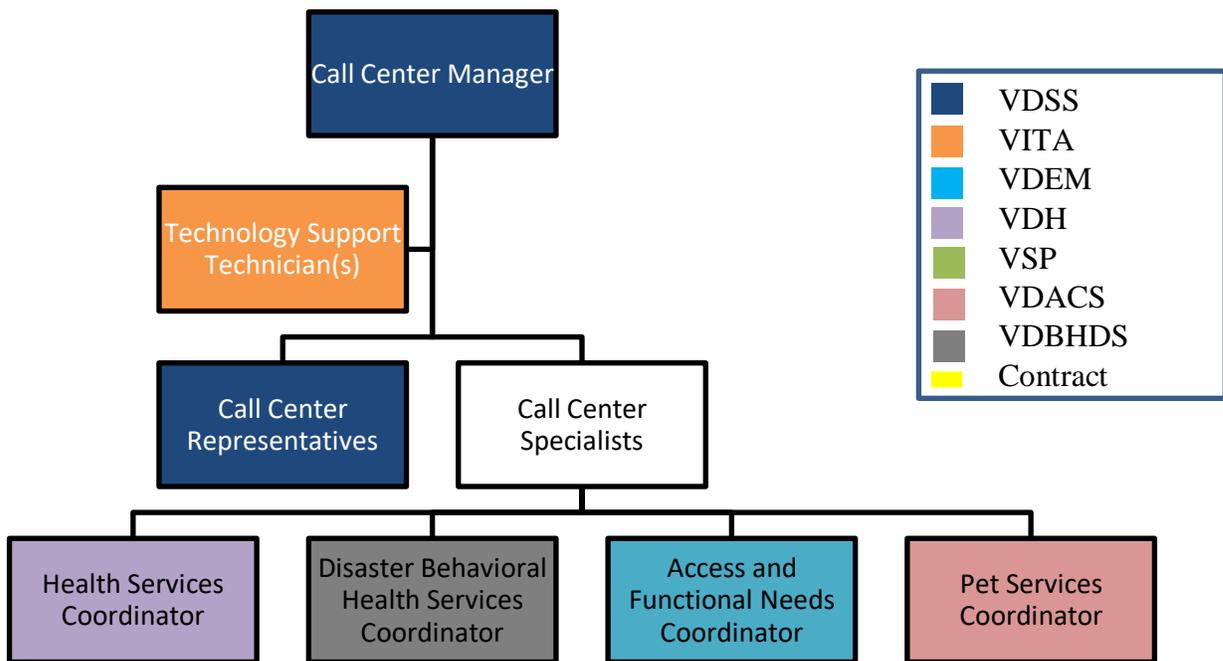
Figure 1 - Call Center Organization

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5. Sequence of Events

In preparing for and opening Non-Congregate SCRS, VDSS and supporting agencies should follow this sequence of events and associated timelines. The timeline provided may be adjusted if circumstances of the event warrant.

To open a Non-Congregate SCRS with full and complete services and support, the activation decision must occur 5 days (120 hours) prior to the onset of the event (i.e., 5 days prior to onset of tropical storm force winds in the Commonwealth). Any delay in this timeline, will create deficiencies in immediate capabilities of the system.

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5.1   5 Days Pre-Event Activation

H - 144 hours
- State Shelter(s) Decision Process Begins
- ESF 6 Mobilized
- VDSS ECT Activated
- Support Agencies, Shelter Staff, and Contract Support Notified of Potential Activation
- Resource Requests Prepared for Submission

H - 120 hours
- Non-Congregate Shelter Solution Activated
- Support Agencies and Shelter Staff Activated
- Call Center Activated
- VDSS ECT Mobilized
- Potential Sites Contacted for Room Availabilty
- Resource Requests Submitted in WebEOC

H - 96 hours
- Call Center Mobilized
- Call Center Prepared (Just-in-Time Training, Operational Testing, etc.)
- Contracts Let with Available Sites and Rooms
- Meal Service Contracts Coordinated for Each Contracted Site

H - 72 hours
- Call Center Ready
- Shelter Support Staff On-Site

H - 48 hours
- Call Center Begins Accepting Calls in Conjunction with Evacuation Order
- Call Center Assesses, Registers, and Assigns
- Food Service Begins at Sites with Residents

H - 24 hours
- Call Center Continues Assessment, Registration, and Assignment Process
- Call Center Provides Assistance to Shelter Residents

Impact
- Call Center Provides Assistance to Shelter Residents

5.2 No Notice Event Activation

Impact
- State Shelter(s) Decision Process Begins
- ESF 6 Mobilized
- VDSS ECT Activated
- Support Agencies, Shelter Staff, and Contract Support Notified of Potential Activation
- Resource Requests Prepared for Submission

I + 4 hours
- Non-Congregate Shelter Solution Activated
- Support Agencies and Shelter Staff Activated
- Call Center Activated
- VDSS ECT Mobilized
- Potential Sites Contacted for Room Availabilty
- Resource Requests Submitted in WebEOC

I + 12 hours
- Call Center Mobilized
- Call Center Prepared (Just-in-Time Training, Operational Testing, etc.)
- Contracts Let with Available Sites and Rooms
- Meal Service Contracts Coordinated for Each Contracted Site

I + 24 hours
- Call Center Ready
- Shelter Support Staff On-Site
- Call Center Begins Accepting Calls
- Call Center Assesses, Registers, and Assigns Evacuees
- Food Service Begins at Sites with Residents
- Call Center Provides Assistance to Shelter Residents

6. Concept of Operations

6.1 Planning

Each agency will develop the training and/or certification requirements for the shelter positions to support Non-Congregate SCRS and will prepare a training and exercise schedule to ensure that assigned staff receives adequate opportunities for training.

Each agency should prepare a generic list of necessary supplies, commodities and services needed then work to develop a cache of these goods, enter into contracts or Memorandums of Understanding (MOU)/Agreement (MOA) for their fulfillment, or develop pre-scripted mission requests that would be entered into WebEOC upon determination of need.

6.2 Alert, Notification and Activation

VDEM, through the VEST, will ensure situational awareness of any potential or ongoing disaster to its ESF partners. Each ESF maintains its own notification capability and is responsible for

ensuring their ESF and operational support staff receives adequate and necessary information regarding the incident.

If there is a potential that SCRS may be needed, the VEST will coordinate the Hurricane Evacuation Working Group (note - this group or similar can be brought together for events outside of hurricanes) to coordinate and discuss the most appropriate evacuation and sheltering actions to take in the event. ESF 7 will request non-congregate site availability and capacity. The Hurricane Evacuation Working Group will develop a recommendation of evacuation and sheltering actions for consideration of VEST leadership and the Governor.

Upon the decision to activate Non-Congregate SCR shelters, VEST Operations will input a mission assignment for activation of the Non-Congregate SCR shelters. ESF 6 will then ensure that the supporting agencies and Non-Congregate SCRS sites receive written notification of the activation, timeline, and expectations for their site. VDSS, VDH, VDACS, VDBHDS and VSP are all members of VEST and will execute their own plans and procedures to open and support Non-Congregate SCR shelters including alert and notification to their supporting agencies, staff (including the Adjunct Emergency Workforce) and contractors. Volunteers from cooperating non-profit organizations to augment state staff will be coordinated and deployed through the VEST ESF 17 as requested by state shelter support agencies/ESFs.

6.3 Deployment

Each agency is responsible for the deployment of any and all resources necessary for the fulfillment of their roles and responsibilities to support Non-Congregate SCRS. This includes supplies and commodities, services, and staff. The caches, contracts, MOU/MOAs, and/or pre-scripted mission requests created during the planning phase will be initiated and deployed by each responsible agency. ESF 6 should be made aware of any resources that will be delivered to the site(s), their anticipated time of arrival, and the on-site point of contact that will receive the delivery. Each agency sending staff and or contractors to a Site must notify ESF 6 of the name, affiliation, shelter role, and anticipated time of arrival prior to entry to the Site. ESF 6 will ensure that the Non-Congregate SCRS site contact receives this information to ensure overarching awareness of all incoming resources to allow ease of access to the facility upon arrival.

Each agency will also ensure that their assigned staff and contractors receive appropriate assignment details including travel instructions, personal protective equipment (PPE) requirements, information on meals and snacks, and housing. Each agency is responsible for providing administrative support for their staff to include PPE, travel, meals, etc. and to ensure contractors do the same for their employees.

6.4 Set-up and Organization

6.4.1 Plan Implementation

Upon activation of the Non-Congregate SCRS, ESF 7 will coordinate the implementation of contracts with available sites based on anticipated need. Every effort will be made to keep evacuees as close to home as possible to reduce community spread. Additionally, sufficient accessible rooms and pet-friendly rooms will be negotiated. Reporting requirements will be detailed in the contracts.

As sites are activated and rooms reserved, a single shareable database will be created outlining:
- Site name
- Site address
- Room availability (per room)
    - Sleeping capacity (Number of guests room can accommodate)
    - Accessibility features (if any)
    - Pet friendliness (and any restrictions/limitations)

6.4.1.1   Shelter Evacuee Reception Information

VDSS will coordinate with each site to prepare and distribute information packets for shelter residents upon check-in at the shelter. Instructions on any information that must be completed that is specific to that site will be given to the site contact. This could include check-out date and time, meal delivery/pick-up schedule, and other site-specific details.

6.4.1.2   Safety and Security

Each site will be contacted by VSP to discuss security requirements if not already detailed in contract terms. VSP will coordinate necessary resources to meet needs are required.

6.4.1.3   Voice and Data Communication

Each site will be contacted by VITA to discuss shelter resident communication accessibility if not already detailed in contract terms. VITA will coordinate necessary resources to meet needs as required.

6.4.1.4   Supplemental Evacuee Supports

In addition to provision of room space, additional necessary supports must be requested and contracted through ESF 7.

6.4.1.4.1   Meals and Hydration

As sites are identified, meal services must be coordinated to support the potential shelter residents. Three meals per person per day will be provided. Meals must be provided directly to each shelter resident room; they can be brought at designated meal times, or if the room has refrigeration capability, can be brought once daily. The meals should be nutritionally balanced and meet any medical or religious dietary requirements identified during registration and provided to the service provider. At a minimum, one hot meal must be provided daily.

6.4.1.4.2   Transportation

During many events, there will be transportation-dependent individuals within the evacuation zone. Solutions to assist in transport of those individuals from their home or walkable pick-up point to the assigned shelter site (or possibly a non-shelter housing option) will be required.

6.4.1.4.3   Interpretation Services

The call center will require access to language interpretation services and Relay VA/TTY to ensure communication capability with all callers.

6.4.1.5   Supplemental Pet Supports

Not all identified shelter sites will be pet friendly and certain pets may not be accepted. Therefore, call center staff will work to utilize available and appropriate sites for evacuees with pets. For evacuees with pet situations that fall outside of any of these possibilities yet still within the definition of pet as defined by the SCRS Plan, solutions will need to be made available to meet these needs.   VDACS will coordinate with ESF 7 to develop and contract solutions.

6.4.2   Call Center Activation

Upon Non-Congregate SCRS activation, the call center will need to be immediately activated per the Call Center Standard Operating Procedures.

6.5   Assessment and Registration

Public information about non-congregate shelter options will be communicated through all public information delivery routes by the Virginia Emergency Support Team (VEST) Joint Information Center (JIC). Messaging will direct those seeking shelter during the evacuation to call the call center. Calls to the call center will be toll free, accessible to those deaf or hard of hearing, and offer translation services as necessary.

The call center will provide the initial screening to determine eligibility for shelter. All eligible evacuees will then be registered over the phone. A registration record will be created for each. Callers will be required to provide the needed information for each member of their family, household, and/or travel group. During the telephone registration in-take process, information will be collected to assess any special requirements that will need to be considered in providing shelter to the individual/group.

Once registered and transportation arranged (if necessary), the call center will follow the Call Center Standard Operating Procedures (SOP) to assign and reserve shelter room(s). Call center staff will assign shelter residents to sites and rooms to accommodate the specific needs of the evacuee(s), e.g., wheelchair accessible, pet friendly. The caller will be given the name and address of the shelter site to which they have been assigned, provided the confirmation number of their reservation, offered tips on items to bring with them, and given direction on the on-site check-in process.

6.6   Shelter Check-in

Upon evacuee arrival at the assigned site, the evacuee and party will self-identify at the site's designated check-in and present their confirmation number. Individuals/groups that do not verify will be turned away and/or directed to the call center.

Upon verification, the head of the party will receive a room key and a brochure that delineates the approved check-out date/time, behavioral expectations, food service schedule and process,

process for requesting assistance, service, or other necessities, emergency and situational communication options, and how communication will be received from shelter staff.

6.7 Resident Care

6.7.1 Resident Tracking

Residents will be given a final check-out date upon check-in at the shelter. Residents can check out earlier but, unless provided an extension, not later than the given date and time. Residents will be asked to check out in person at the check-in/check-out location upon final departure to allow for accurate accountability of room usage. Each site will submit a daily report of occupied rooms by name and occupancy one (1) hour after the scheduled check-out time to ESF-6. This data will then be provided, after cross-referencing for any dietary requirements, to the food service contractor(s) for next day planning.

6.7.2 Shelter Services

Most shelter services will be provided virtually to limit contact and potential disease spread. Shelter residents will have 24/7 access to the call center to request information and services.

6.7.2.1 Information Sharing

Shelter residents should have access to situation and shelter information at all times. Opportunities and formats for delivery of information will be dependent upon the capabilities of the shelter site and the shelter resident. Shelter resident access to national and local news feeds on in-room televisions, internet access for personal devices, and/or in-room, hotel-driven televised information/bulletin boards are multiple solutions to ensure residents maintain an understanding of the situation "at home" and at the shelter as well as services and support available.

6.7.2.2 Meal and Hydration Service

Meal service will be provided for three meals daily to registered and checked-in shelter residents. All shelters will ensure that residents have access to a safe water source and that cups are provided as needed.

Meals will be made available to those with medically necessary dietary requirements (e.g., lactose intolerance, peanut allergy, diabetic) including age appropriate diets for infants and toddlers upon request of the person or their guardian/caregiver during registration with the call center. Non-medical dietary restrictions will be accommodated as best as possible if, at registration, the restriction is noted.

6.7.2.3 Hygiene Care

Evacuees, during registration, will be encouraged to bring any hygiene care items with them to the shelter. Shelters sites will provide their normal hygiene supplies, as well as linens and towels, to shelter residents.

6.7.2.4   Public Health, Medical Support, and Behavioral Health Services

Public health, medical support, and behavioral health services will be provided virtually as needed on a "by-request" basis. Shelter residents make this request through the call center. Medical emergencies should be called directly to 9-1-1 or will be immediately routed to 9-1-1 upon call to the call center.

6.7.2.5   Access and Functional Needs Services

Upon initial registration, call center staff will do their best to assess any access or functional needs for consideration upon assignment to a shelter. If upon entry to the shelter a shelter resident determines that additional supports are required to maintain daily life activities, they may call the call center to request those supports.

6.7.2.6   Security

Shelters sites will provide the normal site security for shelter residents. If identified upon contracting, additional security provisions will be put in place by VSP as collaboratively determined necessary. Security or safety emergencies should be called directly to 9-1-1 or will be immediately routed to 9-1-1 upon call to the call center.

6.8   Transition

The call center will maintain communication with shelter residents throughout their stay. Using available damage data, the call center representatives will assist in assessing impacts with shelter residents. Family plans will be developed for these displaced persons for intermediate and long-term housing and other recovery needs, including the need for extension of shelter check-out date.

6.9   Demobilization

6.9.1   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 Non-Congregate SCRS may use different sources for time accountability, but each staff member from that agency is responsible for understanding and completing their agency's requirements.

6.9.2   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.

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    6.9.3   Supply and Equipment Return

Any supplies or equipment loaned to shelter residents throughout the event should be returned for temporary storage at the shelter site; the delivering agency of the equipment will collect the items within 14 days of resident check-out.

7. Authorities and References

7.1 Federal

    7.1.1   FEMA Policy 104-009-18: FEMA Emergency Non-Congregate Sheltering during the COVID-19 Public Health Emergency (Interim)

7.2 State

    7.2.1   *Commonwealth of Virginia State Coordinated Regional Shelter Plan* (2019 and as amended)

Appendix 1

Shelter Position Descriptions

Position	Responsible Agency	Position Description
Call Center Manager	VDSS	- Coordinates with leadership to establish goals and objectives - Maintains daily situational awareness and communication with leadership and call center staff - Manages call center staffing: schedules staff, provides supervision, manages staff performance, provides staff training and feedback - Manages inbound call center customer services: consults with leadership to establish customer service protocols and standards - Consults with subject matter experts to develop scripts and job aids for call center staff - Monitors inbound call volume and quality assurance to maximize efficiency and customer satisfaction - Address customer questions and issues elevated to management level - Reviews requests for assistance, refers approved requests to the appropriate state agency for fulfillment - Provides reports and recommendations to leadership - Duties as assigned
Technology Support Technician	VDSS	- Ensures connectivity to support call center technical functionality - Serves as the liaison to VITA and other stakeholders to provide technical support for the call center. - Address connectivity issues; troubleshoots technical issues

Call Center Representative	VDSS	• Answers inbound calls and provides customer service in high-volume call center during emergency situations • Assesses caller's sheltering needs and assigns shelter solutions • Communicates shelter assignment details to caller and to designated points of contact • Assists shelter residents with information, service and/or resource needs. Forward to appropriate specialist if needed. • Meets performance standards for customer service and interactions, call volume, response time, information accuracy, assessment of customer needs, record-keeping, etc. • Elevates problems and issues to supervisor as needed • Makes outbound calls as assigned
Call Center Specialist – Disaster Behavioral Health Services Coordinator	VDBHDS	• Provides subject matter expertise to address and provide resources for disaster behavioral health issues that come to the call center
Call Center Specialist – Access and Functional Needs Coordinator	VDEM	• Provides subject matter expertise to address and provide resources for access and functional needs issues that come to the call center
Call Center Specialist - Health Services Coordinator	VDH	• Provides subject matter expertise to address and provide resources for non-behavioral health issues that come to the call center
Call Center Specialist – Pet Services Coordinator	VDACS	• Provides subject matter expertise to address and provide resources for pet issues that come to the call center