

Memorandum



CITY OF DALLAS

DATE November 10, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Emergency Shelter Standard Operating Procedures Update**

On October 11th, 2022, the Office of Emergency Management (OEM) briefed the Public Safety Committee on updates that OEM has made to the Emergency Shelter Standard Operating Procedures. These updates were made in response to areas for improvement identified in previous after-action reports. The presentation has been attached to this memorandum.

We wanted to call your attention specifically to the “City Disaster Aid” program. This program will allow the city to provide one-time direct financial assistance to residents that meet the following criteria:

- Their residence has been declared as uninhabitable by Dallas Fire-Rescue, Code Compliance, or the City Building Official
- The individual is not eligible to receive assistance from the American Red Cross
- The individual does not have renter’s insurance covering personal property
- The landlord/property manager is unable to accommodate the residents in vacant units or provide hotel rooms

Direct financial aid will follow a model that is similar to what is provided by the American Red Cross. The amount of aid offered will be based on the size of the family, which is tiered as follows:

- 1-4 people per family: \$500
- 5-7 people per family: \$800
- 8+ people per family: \$1,000

The source of funds for this program is in the FY 22/23 General Fund (Disaster Response Fund). OEM is still identifying the most effective mechanism for providing the direct financial aid, which may require a partnership with a third party.

We will provide additional updates as this project progresses. If you have any questions, please contact me at rocky.vaz@dallas.gov or at (214) 670-4277.

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Rocky Vaz
Director
Office of Emergency Management

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors



City of Dallas

Proposed Emergency Shelter Standard Operating Procedures

**Public Safety Committee
October 11, 2022**

Rocky Vaz, Director
Office of Emergency Management
City of Dallas

Presentation Overview



1. Purpose and Scope
2. Defining Mass Care
3. Emergency Shelters
4. Standard Operating Procedure Update
 - Notification and Assessment
 - Activation and Assistance Threshold
 - City Disaster Aid
5. Disaster Case Management



Purpose and Scope



- Purpose:
 - To ensure residents have access to safe shelter following a disaster
 - To show that the City of Dallas is serious about caring for our residents
 - To build our disaster response and recovery capabilities
- Scope:
 - The Standard Operating Procedure (SOP) applies to the immediate needs after a disaster, or approximately 72 hours.
 - This policy does not apply to Temporary Inclement Weather Shelters managed by Office of Homeless Solutions



Defining Mass Care



- Mass Care: Sheltering, feeding, distribution of emergency supplies/assistance, and reunification of families.
- Mass Care, for the purposes of this policy, is generally for displaced residents as a result of a disaster.
- Relevant disasters include, but are not limited to:
 - Fires, the most common disaster that mass care policy is activated for
 - Floods
 - Tornados
 - Extreme wind
 - Power outages
 - Gas leaks



Emergency Shelters



- Emergency shelters are short-term housing solutions for displaced residents.
- The City operates emergency shelters most frequently at Park and Recreation facilities.
- The City is also called upon at times by the state to provide shelter to residents displaced from other communities (i.e. hurricane evacuation) at 100% reimbursement



Emergency Shelters (Cont.)



- The Office of Emergency Management (OEM) is the lead department for shelter operations, while American Red Cross provides shelter management services.
- Congregate shelters are very rarely open for more than 24 hours, as most residents identify alternative housing options.
- Past major sheltering operations include (2017-2022):
 - **Hurricane Harvey:** 3500 people for 30 days as a state mission assignment (\$6.5 million)
 - **Hurricane Laura/Delta:** coordinated non-congregate sheltering at area hotels as a state mission assignment (\$1.5 million)
 - **Highland Hill Gas Explosion:** 250 residents in hotels for three weeks



Proposed Standard Operating Procedure (SOP)



- Cascading effects of disasters are frequently resulting in impacts to larger numbers of residences
 - Example: Fire causes an extended power outage
- The cascading effects generally do not fall within the thresholds for American Red Cross assistance
- City has not traditionally played a role in providing direct financial assistance outside of emergency shelter
- Disasters are occurring more often, and the impacts are exceeding what traditional disaster response agencies can absorb
- With new funding in 2022/23 budget, we can close known gaps in our existing SOP



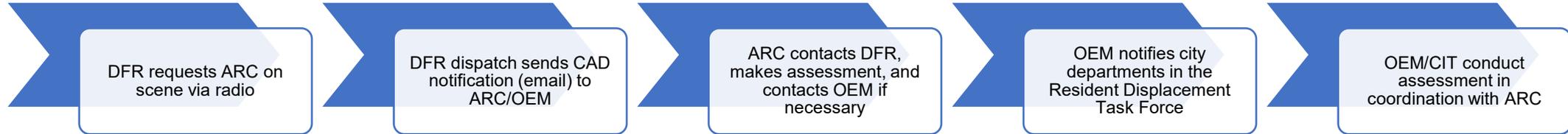
Proposed SOP



- OEM, in collaboration with many departments, has made several updates to our Emergency Shelter SOP as a result
- To help guide our update, OEM contacted several peer cities regarding their policies
- Most acknowledge that they face this issue, but do not have a clear solution



Notification and Assessment



If ARC determines that their capabilities to assist are exceeded, OEM will activate the Resident Displacement Task Force as a coordinating body:

- Office of Emergency Management
- Office of Integrated Public Safety Solutions
- Dallas Fire-Rescue
- Dallas Police Department
- Mayor and City Council Office
- Office of Governmental Affairs
- Office of Community Care
- Office of Homeless Solutions
- City Attorney's Office
- Code Compliance
- Development Services

Each department plays a role in either short term mass care needs or longer-term recovery.



Activation and Assistance Thresholds



Damage to Residence		
Damage Classification:	<ul style="list-style-type: none"> Major Damage Destroyed 	
Cause:	<ul style="list-style-type: none"> Fire Natural Disaster Extended Displacement (ex. utility outages) 	
Assistance Thresholds:	American Red Cross Criteria	Proposed City of Dallas Criteria
	<ul style="list-style-type: none"> Major structural damage to rafters, ceiling joists, or framing Destroyed (complete collapse of walls and roof) Significant smoke or water damage Flooding greater than 18" Damage must be caused by a fire, storm, flood, or vehicle hitting home ARC does NOT respond to power/utility outages 	<ul style="list-style-type: none"> Declared as uninhabitable by Dallas Fire-Rescue, Code Compliance, or the City Building Official The individual is not eligible to receive assistance from the American Red Cross The individual does not have renter's insurance covering personal property Landlord/property manager is unable to accommodate the residents in vacant units or provide hotel rooms



Activation and Assistance Thresholds



Response	
Response, if residents meet threshold for ARC assistance, less than 25 families affected:	<ul style="list-style-type: none">• DFR pages ARC through the Computer Aided Dispatch System (CAD)• ARC responds and provides financial assistance• OEM assistance is not generally requested
Response, if residents meet threshold for ARC assistance, more than 25 families affected:	<ul style="list-style-type: none">• DFR pages ARC through CAD.• ARC responds and requests OEM assistance• OEM opens a congregate shelter as necessary
Response, if residents do not meet thresholds for ARC assistance.	<ul style="list-style-type: none">• DFR pages ARC through CAD.• ARC responds and determines that residents do not meet thresholds for assistance• OEM provides primary assistance<ul style="list-style-type: none">• Less than 25 families = financial assistance• Greater than 25 families = congregate shelter



City Disaster Aid



- ARC model is to provide “one time” direct financial assistance:
 - 1-4 people per family: \$500
 - 5-7 people per family: \$800
 - 8+ people per family: \$1000
- The City of Dallas would follow these amounts for providing direct financial assistance.
- Source of funds:
 - FY22/23 General Fund (Disaster Response Fund)
 - City of Dallas Emergency Relief Fund (donations)
- OEM is identifying the most effective process for providing direct financial aid.



Disaster Case Management



- Assists residents in navigating the long-term recovery process, which can vary greatly depending on the size, type, and scope of the incident.
- Connects survivors with services, funding, and other resources that they may not be aware of or need help identifying.
- Highly individualized for each family and for each disaster.



Disaster Case Management (Cont.)



- ARC provides immediate assistance and basic “case management” services.
 - Does not cover long-term recovery.
- Catholic Charities sometimes provides case management, depending on availability of funds and type of incident.
- Various departments in the Resident Displacement Task Force may play a role in long-term case management/recovery.



Next Steps



- Incorporate your feedback into the draft SOP
- Finalize and implement new processes as soon as practical





Proposed Emergency Shelter Standard Operating Procedures

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Rocky Vaz, Director
Office of Emergency Management
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