



# HURRICANE KATRINA Regional Framework for Evacuee Management

MWCOG  
Emergency Planning Council  
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# [ MWCOCG CAO COMMITTEE ]

- September 7, 2005 – CAO Committee appointment of Gordon Aoyagi, Montgomery County, as Chair of Regional Framework for Evacuee Management Committee
- Committee members: Emergency Managers, Social Services Directors, RESF 6
- Objectives:
  - Support the District of Columbia for the FEMA designated shelter in the Armory and coordinate regionally other sheltering initiatives of local governments and private non-profit organizations
  - Support Red Cross as the primary shelter operator, locally and regionally
  - Coordinate local government services, private non-profit case management support and donated goods and services with Red Cross emergency financial assistance
  - Facilitate the integration of federal, state and local assistance provided through local case management to support transition from sheltering to temporary relocation or permanent resettlement
  - Establish appropriate regional protocols as required
  - Share resources and ideas
  - Focus on client centric services

# [ Sequence ]

- Sep 7 – Committee formed
  - **Adopted Committee Purpose:** To develop and implement a regional evacuee management framework that is client centric and efficiently and effectively utilizes the resources of Red Cross, local government social and human services, housing providers (donated or government assisted), volunteer and donated support services and other primary care providers to assist with temporary relocation or permanent resettlement in the region.
- Sep 9 – Organizational conference call
  - **Proposed model:** DC Armory intake and temporary shelter; regional support and assistance with housing outplacement and services
- Sep 10 – Committee meeting and review of DC Armory operations
  - **Regional Approach:** DC Armory – FEMA supported shelter; spontaneous and sponsored evacuees arriving throughout region and processed locally; need for centralized intake system (Red Cross through local offices); coordination of supportive local government and non-profit services
- Sep 12-29 – Bi-weekly regional conference calls
- Sep 29 – Coordination and procedures well established regionally.
  - **Transition to RESF 6** – Mass Care, Housing and Human Services

# Evacuees Arriving in Our Region

1. FEMA transported under State to State arrangement or FEMA approved, e.g. DC Armory
2. Living with family or friends – temporary or planned permanent residency
3. Sponsored by faith based or non profit group – living in church or non profit provided temporary or permanent housing
4. Living with volunteer host
5. Spontaneous arrival seeking shelter or housing

# Number of Evacuees

- Sep 10
  - DC Armory:
    - 295 individuals
  - Region:
    - Regional reports of significant number of sponsored and spontaneous evacuees seeking local services

	Sep 14	Sep 29
Alexandria	62 / 116	125 / 229
Arlington	77 / 150	133 / 250
Armory DC	295 / 304	427 / 453
AF Ret Home	313 / 324	324 / 331
DC	295 / 492	513 / 842
Fairfax	343 / 758	541 / 1127
Loudon	114 / 236	198 / 456
Montgomery	296 / 746	410 / 956
Prince Georges	291 / 669	508 / 1040
Prince Williams	139 / 277	180 / 385
<b>Totals</b>	<b>2225 / 4972</b>	<b>3359 / 6069</b>

# [ Regional Framework ]

- Red Cross provided “**centralized**” **intake** for emergency financial assistance through “**decentralized**” **local chapters**. Emergency shelter funds extended from 14 to 30 to 68 days. Registration also for FEMA benefits.
- Most counties established a **single point of entry** with local Red Cross Chapter for **client centric support services**
  - Many co-located local government social services to support evacuees (medical, school enrollment, immunization, Medicaid reciprocity, housing, employment counseling, job fairs, donations support – furnishing, clothing, financing, etc)
- **Non-profit Roundtable** coordinated with local governments to provide housing and **case management**
  - Five non-profit organization provide coverage for NCR
  - Catholic Charities of the Archdiocese; Jewish Social Services; Northern Virginia Family Services; Family and Child Services and Red cross
  - All local governments worked closely with non-profit in their area for case management transition and follow up support
  - Model for excellent coordination and support was Fairfax County

# [ Regional Framework ]

- Capital Region Red Cross was implementing the **Coordinated Assistance Network (CAN)** to centralize information and data base on evacuee services. National CAN would follow evacuee.
- Most Counties designated their **Department Director for Social /Human Services as “Branch Commander”** or “County lead” for evacuee care, housing and human services to work with Red Cross on intake and support/transition services.
- Most jurisdictions established **resource matching hotlines** or donations management centers to support evacuees. Resource matching services were used for employment, furniture, food, clothing, etc. Conference calls facilitated **regional sharing of resources** among jurisdictions and Non-profit Roundtable.
- DC Armory and PG had FEMA representatives on site to accept **FEMA registration and applications for benefits**. All jurisdictions provided assistance to register on line or by telephone with FEMA during intake processing.

# [ Regional Framework ]

- **DC, VA and MD** received **Presidential declaration of emergency for sheltering**. Applicant briefings for reimbursement being managed by the States.
- **Regional protocol** established and adopted for background checks and housing inspections for evacuee family being placed in volunteer host family from another jurisdiction.
  - **Reciprocity on housing inspection and background checks** for housing placement with host or evacuee family involving children
    - Background check on adults in host family
    - Background check on adults of evacuee family (except DC)
    - One housing inspection of host family
  - Protocol limited to **government to government placements**
  - Agreements with DC and VA FBI to perform expedited background check on the bases of name and SSN (MD pending)
    - Follow up with FBI for fingerprints of adults to verify background checks
  - MWCOG staff to work on local government to be **“held harmless” by agreement** with host family and evacuee.
- **Local housing authorities worked locally and regionally** at the request of US HUD to support placement in temporary or permanent housing. HUD programs used to support housing placement. Program elements of \$3.5 B HUD Katrina/Rita housing assistance integrated with FEMA emergency assistance/Red Cross emergency funds are pending.



# [ Regional Framework ]

- **Public health** considerations were included in **evacuee services** as well as in host family placements.
- DC Armory projected closing by October 15.
- FEMA Region III – not anticipated to receive additional FEMA transported evacuees. Rita did not add significant number of evacuees to the region. VA was in line to receive up to 1000 evacuees in Richmond area. As of Sep 29, there were no arrivals or designated date for arrival.
- Spontaneous and sponsored evacuees will continue to arrive in the region but not expected at the same rate as previously experience. Temporary relocation and permanent resettlement services are supporting evacuee decisions.
- **Regional coordination** for Hurricane Katrina/Rita evacuee management were **transferred to RESF 6**. Members of Regional Framework Committee invited to be active members of RESF 6.

# Lessons Learned

- Red Cross serves the nation and the region. Volunteer pool is the NCR and was limited in dealing with emergencies nationally and in supporting local initiatives.
- Red Cross, Non-profit Roundtable and other NGO's play an essential role in mass care, housing and human services.
- Nature of emergency required different model for sheltering. Was not temporary shelter. Was transitional sheltering for temporary relocation or permanent resettlement. Required a whole host of integrated, coordinated and supportive services.
- Designation of Directors of Social/Human Services as “branch commander” for jurisdiction response for evacuee care, housing and human services ensured the integration and coordination of services with the Red Cross in establishing “single points of entry”.
- Centralization through Red Cross via decentralized access through “single points of entry” was efficient and client centric. CAN will be an essential tool for client services management.
- Evacuee management brought different key players to the emergency “table” – housing, code enforcement, employment, NGO's, etc. - to deal with transitional housing problems. NCR will benefit from these partnerships and the partnerships must be sustained. As the process progressed, there were increased number of participants and interests represented.

# [ Lesson Learned ]

- Regional protocols were established for evacuee placement in another jurisdiction and requires additional follow up with FBI and County Attorneys for final implementation.
- Integration at the federal level of various relief and assistance programs from different departments will require monitoring and may have impact on local government to administer or apply for reimbursement. This area is still unsettled and may continue to be as the Administration, Departments and Congress attempt to address.
- Federally declared emergencies for sheltering was unique. It brings its own challenges regarding Applicant reimbursement. DC, VA and MD approached sheltering as well as the request for declaration differently. Fortunately, all three states received the federal declaration for sheltering. Consideration should be given for a coordinated declaration of emergency for sheltering for the NCR should a similar large scale disaster occur in the future.
- Are there other unique responses, other than sheltering, that consideration should be given for specific declarations of emergencies by the States for the NCR in future events?
- MWCOG and the region has a history and long tradition of strong regional collaboration and commitment to support our neighbors. This was again well demonstrated in implementing the regional framework for evacuee management.