

Multnomah County Disaster Resource Centers



**Workshop at
JOHS Provider Conference**

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Disaster Resource Centers

DRCs are open spaces for people to come during emergencies - all hazards.



https://www.cdc.gov/orr/documents/ahpg_final_march_2013.pdf

Mission: Respond to those impacted; protect from disaster in open space like severe weather shelter

Ethics: Center racial equity/ accessibility/ people; welcome compassionately; interrupt discrimination.

For full mission & philosophy: <https://www.multco.us/dchs/disaster-resource-centers>



Always Preparing & Collaborating!

Preparedness Messaging, Resources, Outreach

- **Department of County Human Services (DCHS) role**
Shelter Operations & Plans
 - Community Outreach & Shelter Staff Training
 - Feedback & Assessment, Process Improvement
- **Joint Office of Homeless Services (JOHS) role**
Supply Distribution & Outreach
 - Coordination with Contracted Providers
 - Community Based & Mutual Aid Groups
- **Multnomah County Emergency Management (MCEM) role**
Resources & Helping Communities Prepare
 - Material Management & Facility Identification
 - Transport Program



DCHS Severe Weather Response: Shelters & Outreach



Sheltering

- Protect people from extreme weather ([heat](#) [cold](#)).
- Manage the shelters when open.
- Provide shelter, food, water, blankets, clothing, to guests & pets in a safe place to rest.
- Community outreach to keep cool or stay warm.
- Check in with vulnerable clients & groups.

DCHS Blue Skies Preparation & Assessment

- Year round planning & leadership
- Shelter Staff [Training](#) & [Staff Outreach](#)
- Develop on-site support for all staff in [DRCs](#) from Person-in-Charge (PIC).
- Gather Feedback & Process Improvement



Always Preparing!

JOHS Year Round

- Conducts community outreach - Promotes safety on the streets
- Contracted Provider teams help to staff & operate DRCs during each Severe Weather activation

JOHS Operates a Supply Distribution Center & does mapped Coordinated Outreach with:

- Contracted Providers
- Community Based Organizations
- Mutual Aid Groups

Oversees the purchasing of supplies, so outreach teams can serve houseless neighbors that don't enter a DRC: e.g., sleeping bags, hand warmers, hats, gloves, clothing

Monitors the weather daily and activates Coordinated Outreach Missions to distribute gear & get word out about shelters days in advance of opening



What is it like to staff a DRC?

DRCs can be active OR calm community spaces.

Pick the role right for you! [Shelter Staff](#), [Logs](#), [Behavioral Health](#)?



How Severe Weather Shelters are activated

County leads monitor weather conditions, consults with experts: National Weather Service, Health Department, Joint Office, Department of County Human Services, Emergency Management.

Leadership decides to activate and open a DRC or shelter based on any condition threshold below:

Warming shelters open when any threshold below is **forecasted** for **4 or more nighttime hours**:

- Temp of 25° F (-4° C) or below.
- Snow accumulation of 1.0 inch or more.
- Temp at or below 32° F (0° C) with driving rain of 1.0 inch or **more overnight**.
- In addition to these categories, request can be made to activate based on other elements.

- *Leadership consults with experts about risk.
- Leadership determines types of shelters.
- They declare an emergency and activate.
- Shelter facilities and hours are identified.
- 211 info will send out notifications.
- People outside are made aware through outreach, emergency staff, word of mouth.
- Support and shelter staff are recruited to set up & staff operations & shelter sites.

**Our DCHS EM Team communicates with leadership.*



Overall approach

Overall

- Apply person-centered, trauma-informed, harm reduction approach. We incorporate de-escalation strategies as well as behavioral health support and skills.
- We train staff to lead with grace, avoid or interrupt microaggressions, and be mindful of bias, historical trauma and inequities. These situations can make hard things harder.

Closing can be tough

- Weather may still be poor, people lost stuff or spots, hard to wake or leave comfort.
- At check in/ during exit, we share info about closing, short notice, transportation options.
- We try to give out resources, info about supports or places to go, how to get there.
- We also work to support our partnerships who lend facilities or groups who help staff.

**We always need more sites and staff, and there are many ways to get involved.
Overwhelmingly, guests and staff express having very meaningful experiences.**



Welcoming & Trauma-informed Messaging

**Let's create
a safe space together.**

All are
welcome
here.

Thank you



Todos son bienvenidos aqui. Здесь рады всем. 欢迎各位莅临。 Tất cả mọi người đều được chào đón tại đây. الجميع مرحب به هنا.

All are
welcome
here.

이 곳에 오시는 모든 분을 환영합니다. सबैलाई यहाँ स्वागत छ।

では、だれでも歓迎です。 All are welcomed here. ھەرحەق ھەسەن ھەھە. Dhammaan halkan waa lagu soo dhowaynayaa. ॐဆ်၊ ဝတ္တုလိပ်ပိုင် ဂျာလ်းဂါလ်း. Здесь рады всем. 欢迎各位莅临。

Multnomah County
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Small Group Discussion #1

Expanding our Reach

Break into small groups in your vicinity. Identify notetaker and someone to share out. [10 minutes small group]

Discussion prompt:

We welcome input on things we can impact: e.g., expand our community outreach. Do you have ideas about outreach, communications and recruitment strategies to increase community involvement, to help staff and support shelter operations?

*Please know we gather and analyze input from multiple sources and perspectives differ. We can't always promise to apply all feedback, but **we consider all feedback.***



Small Group Discussion #2

Exit Process & Resources

Break into small groups in your vicinity. Identify notetaker and someone to share out. [10 minutes small group]

Discussion prompt:

Working in shelters is rewarding, but not always easy. Exiting guests is hard. Do you have ideas about how to make the process easier, keeping in mind there may be limited availability of resources (e.g., staff)? Do you have ideas about training topics to support our shelter staff?

*Please know we gather and analyze input from multiple sources and perspectives differ. We can't always promise to apply all feedback, but **we consider all feedback.***



Follow Up Questions & Wrap up?

We invite you to ask questions and stay connected to our team.

Contacts for additional questions:

ESF6.MassCare@multco.us

[Sign up](#) to be contacted about Trainings & Opportunities.

