

INCLEMENT WEATHER SHELTER OVERFLOW REVIEW

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CHARLOTTE-MECKLENBURG EMERGENCY MANAGEMENT

- The Emergency Management Office serves as an advisory and coordination entity to ensure that all parts of the emergency process operate towards a common goal and a common operating picture.
- Responsible for:
 - Planning, orchestrating, and coordinating the community's resources and efforts in preparation for, response to, and recovery from all hazards, both natural and man-made.
- In summary, we connect resources to solve problems.

DEFINITIONS

- **Warming Station:** The warming station should provide, at minimum, a warm facility, restroom, warm beverages, comfort food, security, and volunteer staffing.
 - The proposed hours of operation for the warming station are noon to 6:00 p.m. and as late as 8:00 p.m. Warming stations do not provide overnight shelter.
 - When a decision to activate is made, Emergency Management coordinates partner involvement.
- **Extreme Weather Emergency Shelter:** A facility that provides overnight accommodations to provide protection from the extreme cold for those who have no where to go.
 - Activated when overflow capacity at local shelters is exceeded.

SHELTER TEAM

- **Mecklenburg County**

- Community Support Services
- Public Information
- Parks and Recreation
- Sheriff's Office
- County Security

- **City of Charlotte**

- Charlotte-Mecklenburg Emergency Management
- Communications & Marketing
- CATS
- CMPD

SHELTER PARTNERS

- Salvation Army Center of Hope Women's Shelter



- The Men's Shelter of Charlotte



- Urban Ministry Center

- Room in the Inn
- Outreach Team



**American
Red Cross**

Support provided by
American Red Cross
Charlotte Metro Chapter



ACTIVATION GUIDELINES

- **Activating guidelines for extreme cold-related conditions:**
 - A sustained wind chill factor of 10 degrees for 24 hours; or
 - Existing overnight sheltering is unable to accommodate influx of persons requiring overnight shelter.
 - Environmental conditions that contribute to prolonged health risks; or
 - An increase in call volume by 20% to 9-1-1 centers, or an increase in calls for assistance to service agencies. Unless the calls to 9-1-1 centers are specific to cold weather issues, the 20% increase guideline may not provide the data required for activation.

EVENT 1: RESPONSE TIMELINE (JANUARY 1-7)

- First conference call held prior to extreme cold temperatures setting in.
- The Shelter Team and the American Red Cross worked throughout the week to prepare to open an emergency shelter, if needed.
- The Urban Ministry Center's Outreach Team conducted multiple visits daily throughout the community.
- Needs were met through overflow capacity until Sunday January 7.
- The decision to open the Emergency Shelter at Tuckaseegee Recreation Center was made on Sunday morning.
- Shelter Team worked through Sunday to ensure successful operation of the Emergency Shelter.
- Conference calls continued to be held each day through Monday January 8.
- A debrief meeting was held on Wednesday January 10.

EVENT 1: SHELTER CAPACITY

	1/1/18	1/2/18	1/3/18	1/4/18	1/5/18	1/6/18	1/7/18
Total Shelter Capacity	1,113	1,040	1,100	1,117	1,143	1,082	1,185
Shelter Guests	1,043	1,003	1,035	1,046	1,059	1,005	1,010

EVENT 2: RESPONSE TIMELINE (JANUARY 16-19)

- First conference call held prior to inclement weather began (Tuesday January 16).
- The Shelter Team and the American Red Cross pre-identified the Grady Cole Center as a shelter location, if needed.
- The Shelter Team decided to open an emergency shelter at the Grady Cole Center on Tuesday evening in anticipation of the snow beginning early Wednesday morning.
- Daily conference calls were held to determine that status of the shelters and whether to keep the emergency shelter open.
- The emergency shelter remained open through Friday January 19 at noon.
- A debrief meeting was held on Monday February 5.

EVENT 2: SHELTER CAPACITY

- Numbers provided by shelter partners; some of which are approximate.

	1/15/18	1/16/18	1/17/18	1/18/18	1/19/18
Total Shelter Capacity	1,048*	1,249	1,249	1,275	1,124
Shelter Guests	1,048	1,071	1,228	1,186	1,056

* Men's Shelter of Charlotte beyond emergency overflow capacity, but did not turn anyone away.

EVENT SUMMARY

- Year long pre-planning among partners.
- Strong communication among Shelter Team.
- Commitment and dedication of all partners.
- Productive after action feedback.

QUESTIONS?