

Training: Multi-Agency Transition Teams (MASTT)

Oregon Straight Line Winds and Wildfire DR4562
November 4, 2020; 1-4pm



FEMA



Training Agenda

- Opening Remarks
- Training Objectives
- Introductions
- MASTT Strategy and Purpose
- Safety
- Confidentiality
- Overall MASTT Operations
- Interview Operations
- Role Play
- Resources
- What's Next?



Training Objectives

By the end of this training, you will be able to:

- *Describe the purpose of the MASTT and your role and responsibilities in implementation*
- *Identify the roles and resources of each primary entity*
- *Recognize the elements of implementing effective MASTT interviews with survivors, including*
 - *Safety considerations*
 - *Scheduling considerations*
 - *Conversational prompting questions*
 - *Needed materials*
- *Describe the MASTT interview process*

Introductions

- Did you attend or have you viewed the MASTT Orientation on Tuesday, November 3; 10am-12pm?
 - If so, what is one lingering question you have from the MASTT Orientation?
 - If not, what is one thing you are hoping to learn about MASTT in this training?
- Your success is important to us!

Current Shelter Resident Population

As of November 3, 2020:

- 10% with children and youth, 103 total youth
- 13% with adults 65+, 76 individuals
- Average # of people/room = 2

County	# of Hotels	# of Rooms
Benton	1	2
Deschutes	1	6
Douglas	3	13
Jackson	19	195
Josephine	2	3
Klamath	2	9
Lane	15	131
Lincoln	8	101
Marion	3	34
	55	496

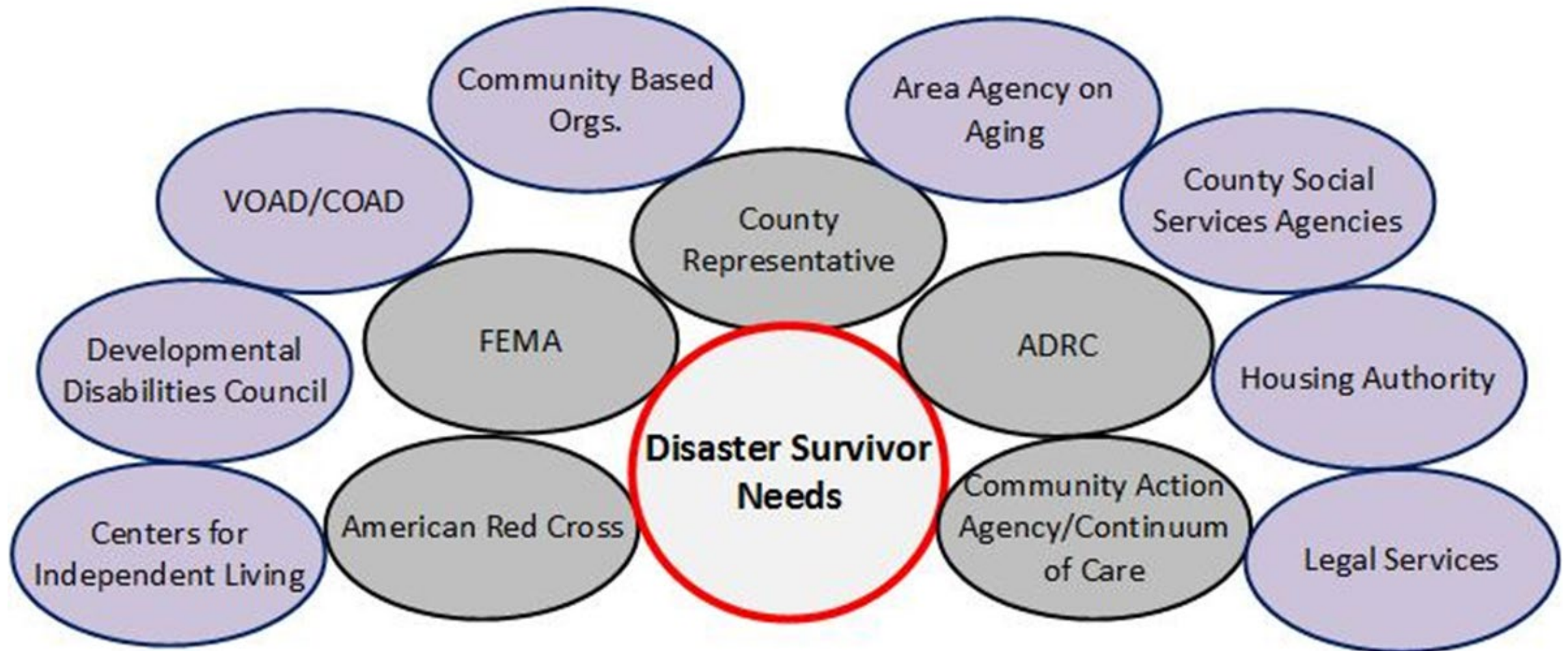
MASTT Strategy and Purpose

- You and your team will assist shelter clients to transition to longer-term or permanent housing solutions by providing:
 - information
 - resources
 - access to various local, state, voluntary organization, and federal programs
- Proactively address barriers impacting a disaster survivor's first steps in recovery

Survivor-Centered Care

- Trauma Informed Method of Interview
- Minimizing the number of interviews required
- Self Determination
- Ensuring all survivors have an opportunity to identify and apply for all available programs for which they may be eligible

Survivor-Centered Care



Safety

These measures MUST be in place to conduct in person MASTT interviews

- Personal Protective Equipment (PPE) (for all staff including partner agencies and applicants)
 - Face covering (Cloth)
 - Face covering for all survivors in facility
 - Gloves
 - Hand sanitizer
- Disinfecting cleaning supplies for interview locations (wipes or spray w/ paper towels)
- Sneeze guard barriers separating staff them from survivor
- Maintain 6 feet of distancing between staff and applicant (family, children, helper/aid)
- No more than 2-3 in person MASTT staff and applicant which can also include (family, children, helper/aid)

Other:

- Staff need to work in pairs at all times

Confidentiality

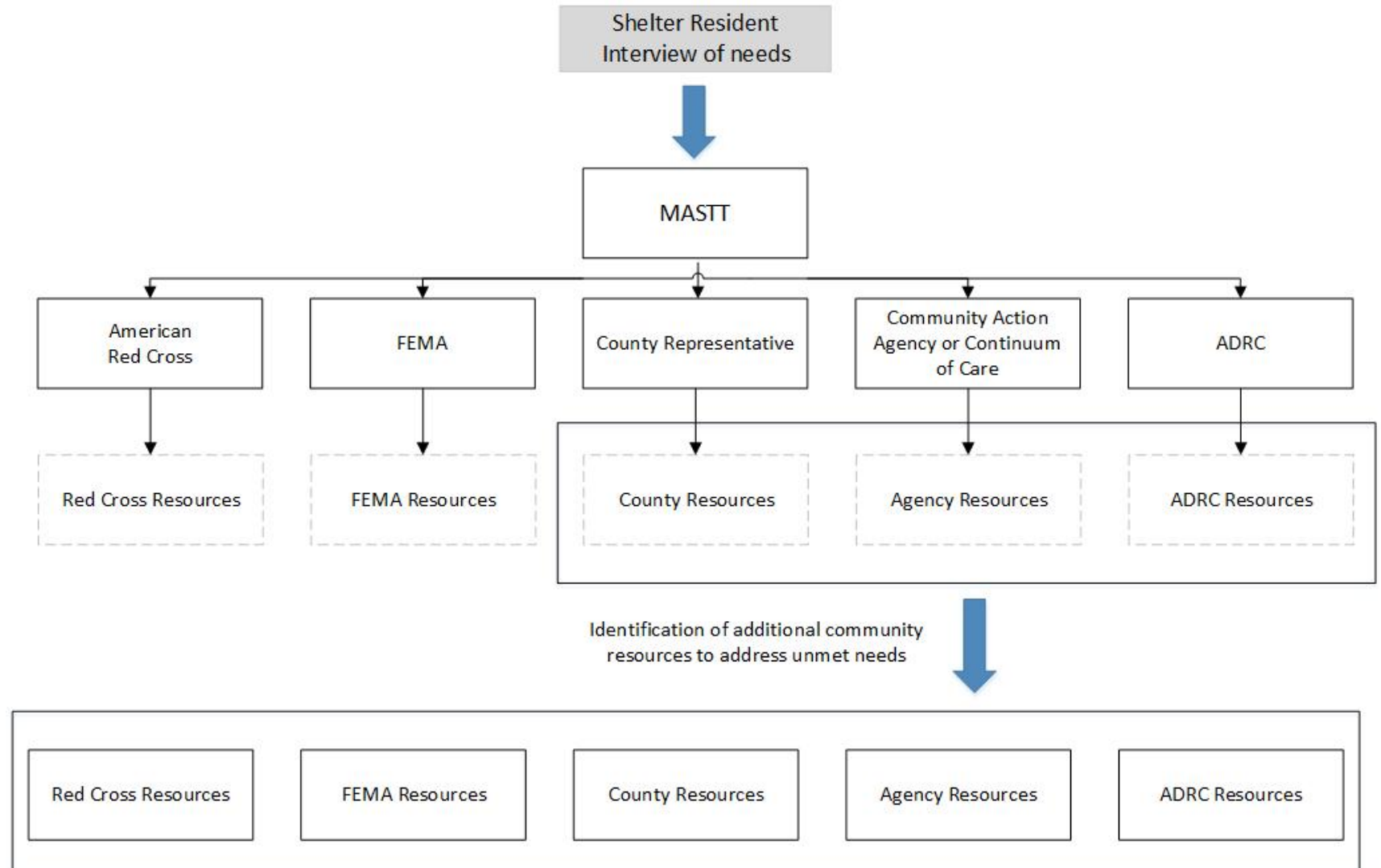
- Information Sharing Agreements
 - FEMA, State, American Red Cross
- Survivor Consent
 - Share information with federal, state, local, and tribal government agencies
 - Determine eligibility and deliver resources
 - Providing information is voluntary
 - MASTT and case management system

Overall MASTT Operations

- Team Makeup
- Team Member Responsibilities
- Primary Entity Resources and Delivery
- Successful Team Dynamics
- Sample MASTT Survivor Interview Timeline
- Time Commitment and Schedule
- Disaster Case Management System
- Internal Reporting

Team Makeup

- Phased implementation
- Initially
 - 3 teams
 - Jackson, Lane, Marion Counties
- Additional Primary Team Members
 - Data Managers
 - ODHS Social Services Emergency Liaisons (SSELs)



Our Responsibilities

- Conduct pre-interview assessments of survivors based on American Red Cross SRT information – what are they eligible for?
- Attend and communicate programs and resources to survivors during interviews
- Conduct post-interview outreach to community resource connections for MASTT Interviews, based on any shared survivor information
- Know role and understand responsibilities

Team Lead Responsibilities

- In-person
- Not supervisory, but manages the synergy of the MASTT
- Organizes and orients MASTT Members
- Facilitates survivor interviews (prompting questions) and MASTT huddles
- Identifies next steps for the MASTT
- Maintains the common repository for community and team resources
- Communicates concerns and needs with MASTT Coordinator

American Red Cross Responsibilities

- in person
- Identifies overarching COVID protocols
- Identifies private space to conduct survivor interviews
- Schedules interview times with survivors, including the identification of accessibility and language needs
- Shares SRT assessment information to MASTT Members for pre-interview assessment
- Manages consent forms

ODHS Responsibilities

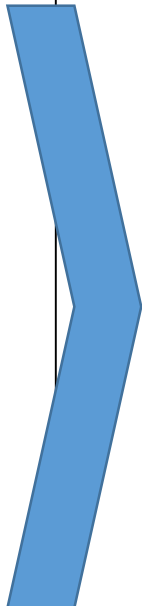
Data Manager

- Manages all survivor data for the MASTT

ODHS SSEL (in-person)

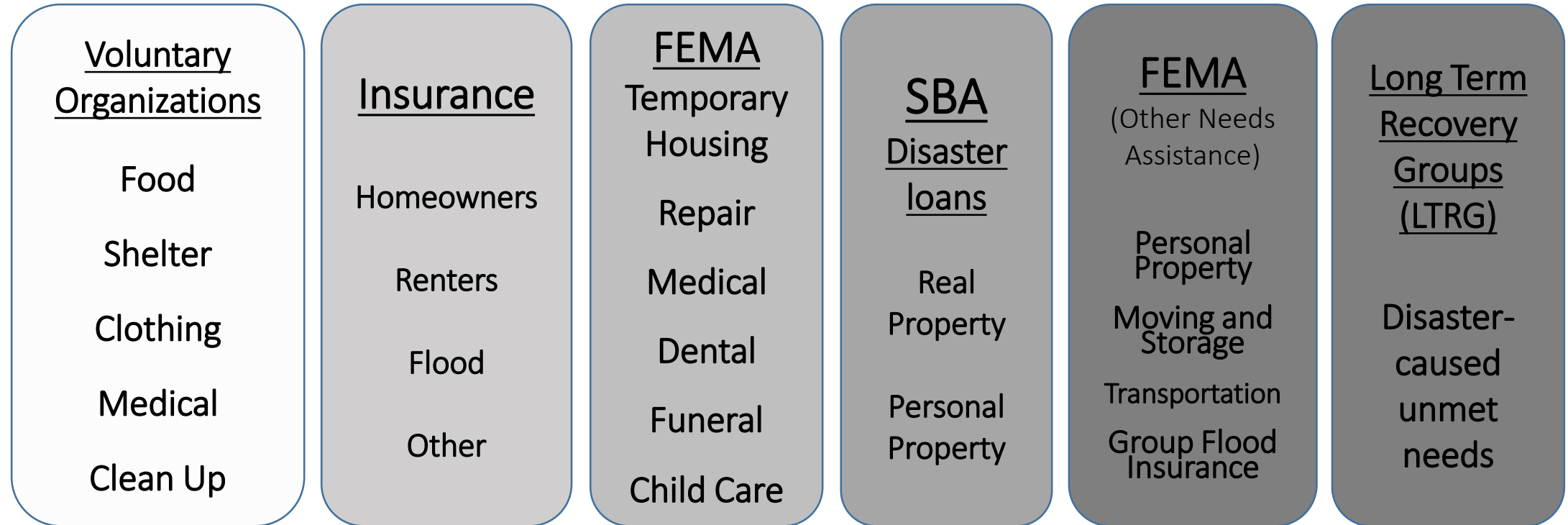
- Provides administrative assistance to Team Leads, which could include:
 - Implementing safety protocols
 - Schedules and runs Zoom meetings
 - Preparing any paper resources
 - Developing reports for the MASTT Coordinator
 - Identifying other entities to include in initial survivor interview

Primary Entity Resources and Delivery

- FEMA
 - American Red Cross
 - County Services
 - Oregon Department of Human Services
 - Aging and Disability Resource Connection
 - Continuum of Care
 - Community Action Agencies
- 

- What is your mission?
- What types of resources do you bring to the table?
- Any specifics about service delivery or clientele eligibility?
- What else would you like to share?

Disaster Sequence of Delivery



Manage survivor and community expectations: Set and clarify realistic timelines, availability and eligibility for each type of assistance. All assistance **cannot** be available at the same time.

Leveraging Federal Assistance (Stafford Act)



FEMA may be able to help with:

- Basic repairs for a home to be safe, sanitary and livable
- Temporary housing and other assistance needs, including:
 - disaster-caused childcare needs,
 - disaster medical expenses,
 - damage to essential vehicles or necessary clean-up items

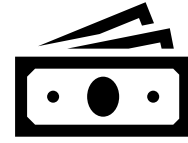
Small Business Administration (SBA) also offers Disaster Loans for homes and property.



FEMA



Housing Assistance Section 408 (C)



Housing Assistance (Financial)

Housing Assistance (Direct)

Temporary Housing Units (THUs) through:

- Temporary Transportable Housing Units (TTHUs) such as:
- Recreational Vehicles [RVs] and Manufactured Housing Units [MHUs],
- Multi-Lease/Repair (MLR), and/or
- Direct Lease.



American Red Cross

- Access to health professionals; behavioral health professionals, and spiritual care providers to address disaster-caused needs
- Limited financial assistance to bridge gaps and empower survivors to transition out of shelter, examples may include:
 - Money to purchase replacement bedding
 - Money to replace lost food
 - Money to assist with rental security deposits
- In-kind donations, may include
 - Donated bus tickets
 - Other services or needs identified by survivors
- In-person caseworkers who assist survivors register for identified recovery resources



**American
Red Cross**

Successful Team Dynamics

- What do you envision a successful team to look like?

Successful Team Dynamics

- MASTTs should establish familiarity among team members before supporting survivors
- Encourage creative solutions
- Team members should be familiar with roles; they know their strengths, weakness, they work together. The applicant will know when there isn't harmony among the team
- Everyone at all levels needs to focus on the individual applicant, "person centered" approach.
- The team needs to be fluid, be willing to step aside when a survivor 'connects' with a particular team member. Let them take the lead on the interview, it's not a one person/organizational show
- There needs to be down time for the team, it's emotionally taxing

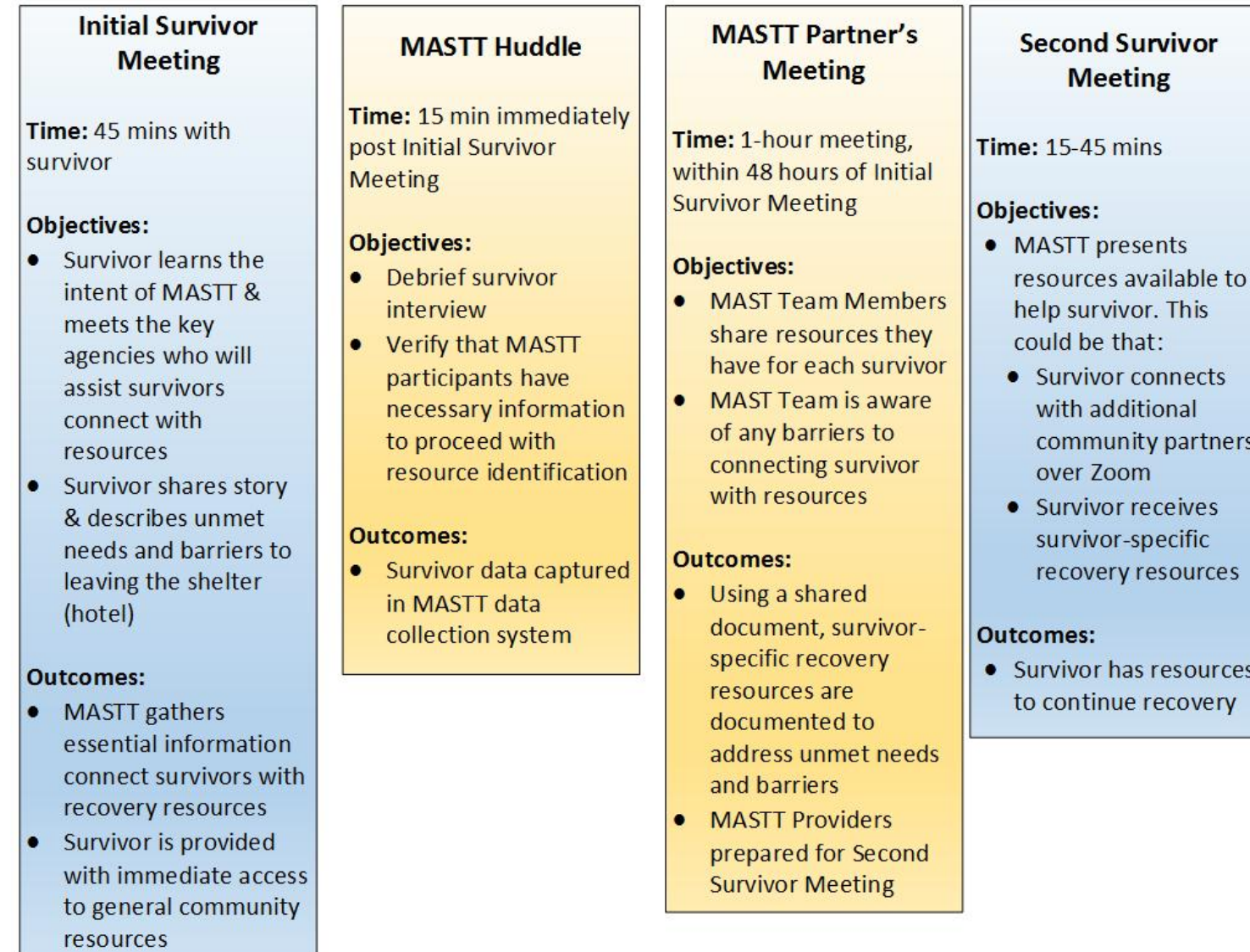
Scheduling Considerations

- Identify effective communication needs upfront
(hard of hearing/Deaf, low literacy, foreign language)
- Just ask “what is the best way to communication, what works best?”
- Allow for at least 1 hour
(45 min interview/15-minute administrative task)
- Confirm with survivor, ensure their understanding and provide paper reminder and/or offer a text reminder
- When working with interpreters or individuals who are hard of hearing or other types of disabilities the interview may require additional time

Interview Accommodations

- We are responsible for providing communication access, such as ASL interpreters and CART, whether it is in-person or virtual. When you are planning for the event, please contact the ASL/CART Coordinator at DR-4562-OR-ASL-CART-Requests@fema.dhs.gov to make those arrangements.
- Need at least 24-hour notice
- **Date:**
- **Start time – End time:**
- **Address of event:** Zoom Meeting Info or physical address
- **Type of event:** MASTT Interview
- **Point of Contact** (Requestor name, phone number, email address)
- **Names of presenters or persons of interest**

Sample MASTT Survivor Interview Timeline



48-72 Hours

Time Commitment & Schedule

- Initial implementation
 - Monday-Saturday
 - Time of day depends on survivor availability
 - 5-6 interviews on interview days
- Scale up
 - TBD
- What is your agency or organization able to support?

Proposed Schedule

<u>Initial Survivor Meeting</u>	<u>MASTT Partner's Meeting</u>	<u>Second Survivor Meeting</u>
Monday	Tuesday/ Wednesday	Thursday
Tuesday	Wednesday/ Thursday	Friday
Wednesday	Thursday/ Friday	Saturday

Disaster Case Management System

- VisionLink
- Includes:
 - A common repository for MASTT team resources, including community resource lists and templates and forms for MASTT implementation
 - Survivor PII information
 - No health or substance abuse information will be stored in this system, aside from general questions about access and functional needs for resource connections
- Licensing
 - ODHS to develop a privacy contract with each person that will have any level of access to VisionLink that are not current employees of ODHS.
 - The MASTT will identify who those people are and send to contracts
- MASTT Data Manager will be the team member with responsibility to maintain VisionLink inputs for their team
- Long term disaster case management

Internal Reporting

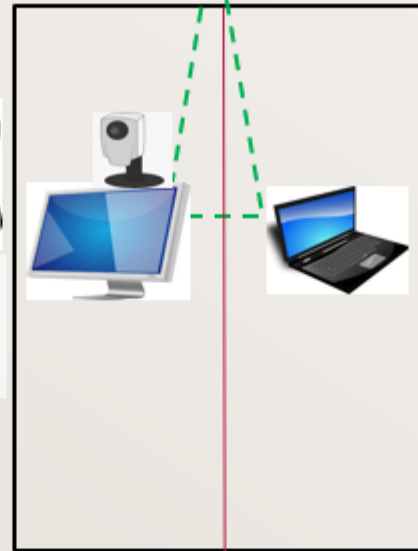
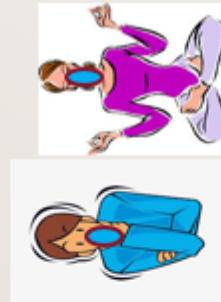
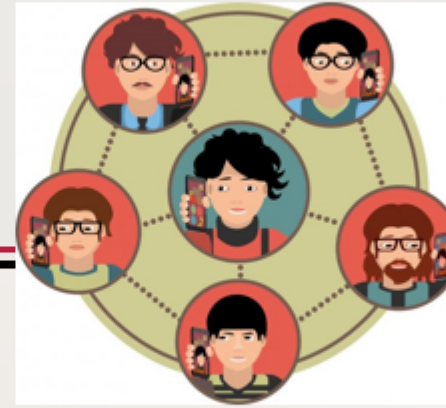
- Outputs vs. Outcomes
- Supported by SSEL and Data Manager
- Daily situation reports (quantitative)
 - Interviews completed
 - Cases closed
 - Additional agencies and organizations engaged
 - Provided support services
- Weekly Team Lead Meetings (qualitative)
 - Trends
 - Observations
 - Concerns



Interview Operations



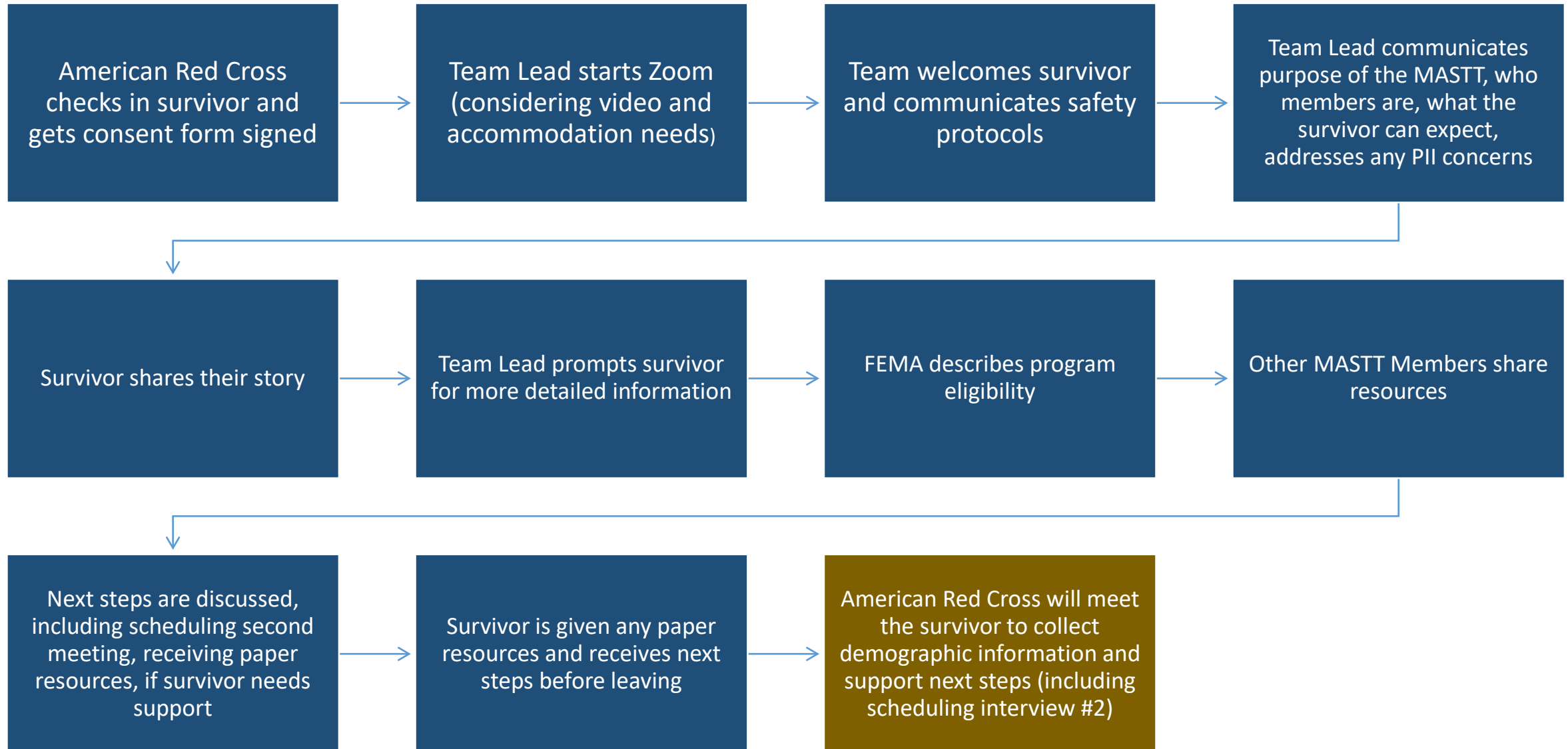
SAMPLE MASTT ROOM LAYOUT



6 Feet or
Sneeze
Guard



Example Interview Flow



Materials

- Computers (2)
- Monitor (1)
- Camera (1)
- Cleaning Supplies
- Barrier, if not 6 feet (1)
- Reading Magnifiers (1)
 - Hand-held magnifiers for individuals with low vision who may need assistance with reading forms
- Pocket Talker (1)



Accommodations: Pocket Talkers



- Most commonly used for individuals who are hard of hearing
- Transmitter/receiver with optional neck loop or headset
- Neck loop for hearing aid user who have a telecoil
- Headset for use with or without hearing aid
- Need 2x AAA **alkaline** batteries for William Sound system

Collecting Survivor Demographic Information

MASTT will utilize the Race, Ethnicity, Language, and Disability (REALD) form

These questions are optional and your answers are confidential. We would like you to tell us your race, ethnicity, language and ability levels so that we can find and address health and service differences.

You can get this document in other languages, large print, braille, or a format you prefer. We accept all relay calls or you can dial 711. Please contact _____ at _____
Today's Date: _____ Medical record number (if applicable): _____
First Name: _____ Middle Initial: _____ Last Name: _____ Date of Birth: _____

Race and Ethnicity

1. How do you identify your race, ethnicity, tribal affiliation, country of origin, or ancestry?

2. Which of the following describes your racial or ethnic identity? Please check ALL that apply.

Hispanic and Latino/a/x
☐ Central American
☐ Mexican
☐ South American
☐ Other Hispanic or Latino/a/x

Native Hawaiian and Pacific Islander
☐ Chamoru (Chamorro)
☐ Marshallese
☐ Communities of the Micronesian Region
☐ Native Hawaiian
☐ Samoan
☐ Other Pacific Islander

White
☐ Eastern European
☐ Slavic
☐ Western European
☐ Other White

American Indian and Alaska Native
☐ American Indian
☐ Alaska Native
☐ Canadian Inuit, Metis, or First Nation
☐ Indigenous Mexican, Central American, or South American

Black and African American
☐ African American
☐ Afro-Caribbean
☐ Ethiopian
☐ Somali
☐ Other African (Black)
☐ Other Black

Middle Eastern/North African
☐ Middle Eastern
☐ North African

Asian
☐ Asian Indian
☐ Cambodian
☐ Chinese
☐ Communities of Myanmar
☐ Filipino/a
☐ Hmong
☐ Japanese
☐ Korean
☐ Laotian
☐ South Asian
☐ Vietnamese
☐ Other Asian

Other Categories
☐ Other (please list) _____
☐ Don't know
☐ Don't want to answer

3. If you checked more than one category above, is there one you think of as your primary racial or ethnic identity?

- | | |
|---|--|
| ☐ Yes. Please circle your primary racial or ethnic identity above. | ☐ N/A. I only checked one category above. |
| ☐ I do not have just one primary racial or ethnic identity. | ☐ Don't know |
| ☐ No. I identify as Biracial or Multiracial. | ☐ Don't want to answer |

(To be filled in by agency/clinic staff)

Agency/Clinic: _____ Agency Staff/Provider Name or ID: _____
Phone: _____ Address: _____

Key things to Remember

- Model people first language/respect
- Focus on person-centered/self-determination (what does the survivor want)
- Wrap services around applicant need
- Utilize open ended questions
- Repeat and rephrase/ check in for clarification
- Solution-oriented
- Survivors only tell their story once
- The MASTT focuses on one applicant at a time
- Survivors have experienced a traumatic event and, because of the impact trauma has on cognitive functioning, may not be able to answer some of the questions. If a survivor does not want to answer or if they don't know the answer, don't force the question.

Interview: Prompting Questions

- Prompting questions assist interviewers to prompt the survivor to identify specific barriers to achieving the next step in recovery
- The interview is an opportunity to better understand/identify the barrier(s) to identify a more accurate resource referral to address an immediate barrier to their recovery and/or the need for further disaster case management
- Not all question need to be addressed
- The interview is not intended to determine eligibility to a specific program
- Outcome is to identify the interconnections of housing, vocational, medical, transportation, communication, childcare, functional need supports etc. that need to be in place to take the next step.

Barriers to Transition

Barriers	Symptoms
Economic	• Lack of insurance/underinsured • Disaster caused economic instability • Source of income temporarily/permanently affected
Housing	• Area housing inventory shortage • Housing unit uninhabitable or the repairs not completed • Lack of accessible housing
Medical	• Community infrastructure will not support individual with access and functional needs, social needs, quality of life and ongoing medical care • Repairs to home require accessibility improvements
Emotional	• No family, friends, or support systems in area • Psychological distress, overwhelmed by the disaster event • Benefits from social interaction at the shelter
Social	• Better quality of life in the shelter • Separated from caretaker • Home environment does not support Household member with functional needs

Identifying Needs: Housing

- What was your residential/home situation pre-disaster (Section 8, assisted living, private, apartment, shared)?
- What type of disability access do you need in your home (accessible shower, ramps, grab bars)?
- Does the family have pets?
- Do they have concerns if they need to relocate to a different county

Identifying Needs: Transportation

- What transportation resources did you use prior (public transit, medical transportation, para transportation, own vehicle)?
- If you are displaced from current home/residence how will travel distance impact services/job/childcare medical, you may receive?

Identifying Needs: Social Service / Medical Supports

- Do you receive any type of social service, case management, veterans' services?
- Do you receive Medicare, Medicaid, Private Insurance?
- Did you lose any type of Durable Medical Equipment, or Assistive Technology? (hearing aids, communication devices, cane, power wheelchair, CPAP, medical supplies)?
- Do you and or your family members have access to your usual medical support systems, including doctors, dietitians, NPs, and personal care attendants? (If applicant is displaced, how are they addressing their critical medical needs?)

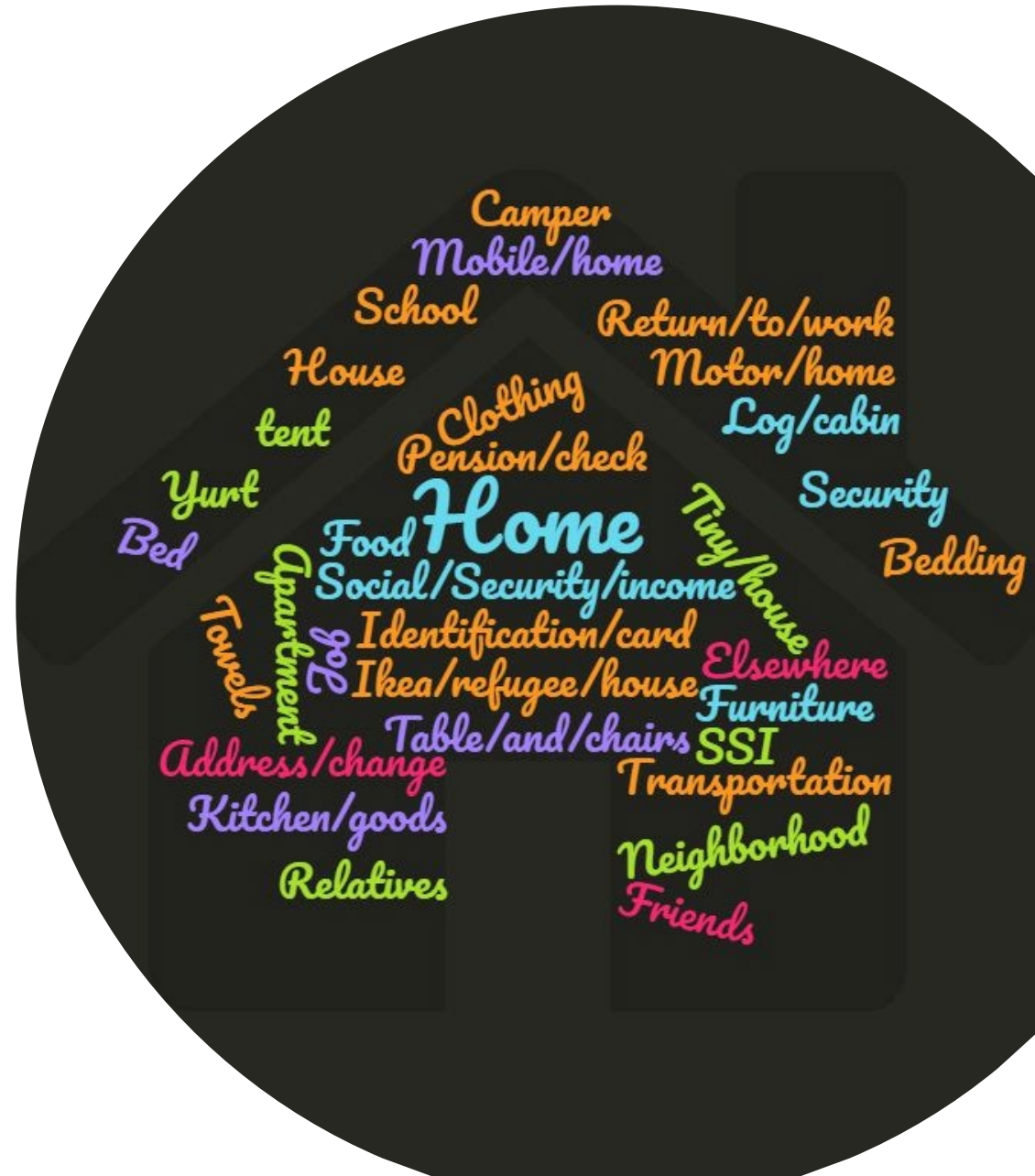
Other Considerations:

- Would the applicant like assistance in drafting a FEMA appeals?
- Does the individual need any assistance to accomplish their suggested MASTT resource plan - assistance with making phone calls/reading/filling out applications/forms?
- Does the individual understand the next step in the MASTT process?
- Does the individual need any assistance to accomplish their suggested MASTT resource plan - assistance with making phone calls/reading/filling out applications/forms?
- Does the applicant have reliable communications? (phone, email, mail, internet)

MASTT Client Interview

MASTT

This is what may be going through the client's brain while thinking about the future. It can be overwhelming.







Calli's pet hamster was injured in the fire and lost much of his hair and has burns over much of his body. Calli is worried that he will die "Just like her daddy."

Scary place for a little girl to be. DMH was called to talk with her and alleviate her fears.

FEMA has determined there
are not enough family assets
And so they will assist with
funds for a new beginning



HUD has found appropriate housing in the school system that Calli was going to previously



Red Cross

Coordinating and researching assets for the family so that a complete package can be assembled instead of bits and pieces

Maintaining personal contact with the client to allay their trepidation of the process and to add a human element



A veterinarian was found who
will take care of Hammy



MASTT

Hammy is all better and
making Calli secure in that
her family is now intact.



Resources

- FEMA will assist with funds
- HUD has an apartment
- Catholic Charities will pay the down payment
- Apartment complex will waive application fee
- Salvation Army and Goodwill have vouchers for furniture and kitchen needs
- Red Cross will purchase a one-month bus pass
- Local veterinarian treated Hammy



HAPPY CLIENT

With assistance from the
MASTT

Questions?

Scenario 1

A family lived in a beautiful, insured, 4-bedroom home. They have 3 children – 7, 10, and 14 – who were all in school. The 10 year old has a chronic disease that requires many doctor visits. The parents work online and will continue after Covid. Dad has an elderly parent who lives in Montana on a ranch that is getting too much for him, even with hired hands. They want to sell the ranch. This family loves Oregon and has 20 acres of land. The house is cinders and the land is scorched.

Scenario 2

A single parent on SSI has a 2-year old child. She lived in an uninsured trailer in a small town near the forests. The house is now a pile of twisted metal. Nothing is salvageable. They escaped in a not-so-solid 10 year old car that needs repair. They are living in the hotel for now. She wants to work but she was unable to find anything in near her town. She has a sister in New Orleans. She had plans to go live with her but now that the hurricanes have taken out Louisiana. She is not sure what to do. Her parents live in Baltimore in a row house.

Scenario 3

A single 50-year old man worked the Christmas tree farms in November and December. It was enough to keep him through the year. He had built a cabin on land that he owns in the Cascades. No insurance. He heats with a wood stove, hunts for meat, and is sparing with his money. He owns 10 acres. He has seen many forest fires in his lifetime, but these raging out of control wild fires were too much for him. He does not want to go back to his land. Not even to see if there is anything to salvage.

Scenario 4

A 92-year old lady lived in a lovely senior complex. Meals were served in the main hall and she was happy playing bingo on Thursdays and making quilts for her 17 grandchildren. She was evacuated twice and then the third time there was nothing to go back to. Her family is spread across the States. Closest is her oldest son and his wife in Seattle. She has no savings as she had invested in the complex. She has insurance. She has a little money in the bank.

MASTT

Questions???



What's Next?

- Each MASTT will participate in a team-specific meeting
- The purpose of this meeting is to:
 - Get to know each other
 - Resolve any lingering questions
 - Solidify roles and responsibilities
 - Share SRT assessment information & define next steps for team
- Hotel prioritization with counties
- MASTT implementation begins November 9, 2020



MASTT Team Leads & SSELS

- Team Leads (County Rep)
 - Marion: Tamra Goettsch; TGOETTSCH@co.marion.or.us
 - Jackson: Caryn Wheeler; Caryn.Wheeler@oregonstate.edu
 - Lane: Loral O'Rourke; laural.orourke@lanecountyor.gov
- ODHS SSELS
 - Marion: Ivonne Mora; IVONNE.MORA-HERNANDEZ@dhsosha.state.or.us
 - Jackson: Silvia Ceron; Silvia.E.Ceron@dhsosha.state.or.us
 - Lane: Terra Ralph; TERRA.L.RALPH@dhsosha.state.or.us

Documents

- Appendix F: Transition to Alternate Sheltering and Housing Solutions Considerations: <https://nationalmasscarestrategy.org/wp-content/uploads/2018/03/Appendix-F-Transition-to-Alternate-Sheltering-Final-Version.pdf>
- Oregon MASTT Plan
- MASTT Prompting Questions Document



MASTT Coordinator

Anna Feigum: anna.feigum@dhsosha.state.or.us

American Red Cross MASTT Lead

Curtis Peetz: curtis.peetz@redcross.org

Marion, Lane, and Jackson County Regional Liaison to the MASTT

Micah Goettl: micah.goettl@dhsosha.state.or.us