



# NCEM HUMAN SERVICES

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## TOPICS

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State Sheltering Strategy

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Access and Functional  
Needs in Shelters

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Functional Assessment  
Support Team

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Multi-Agency Shelter  
Transition Team

# STATE SHELTERING STRATEGY

Tiered  
approach to  
sheltering

- Local shelter efforts
- County-to-county or Regional shelters
- State-coordinated shelters

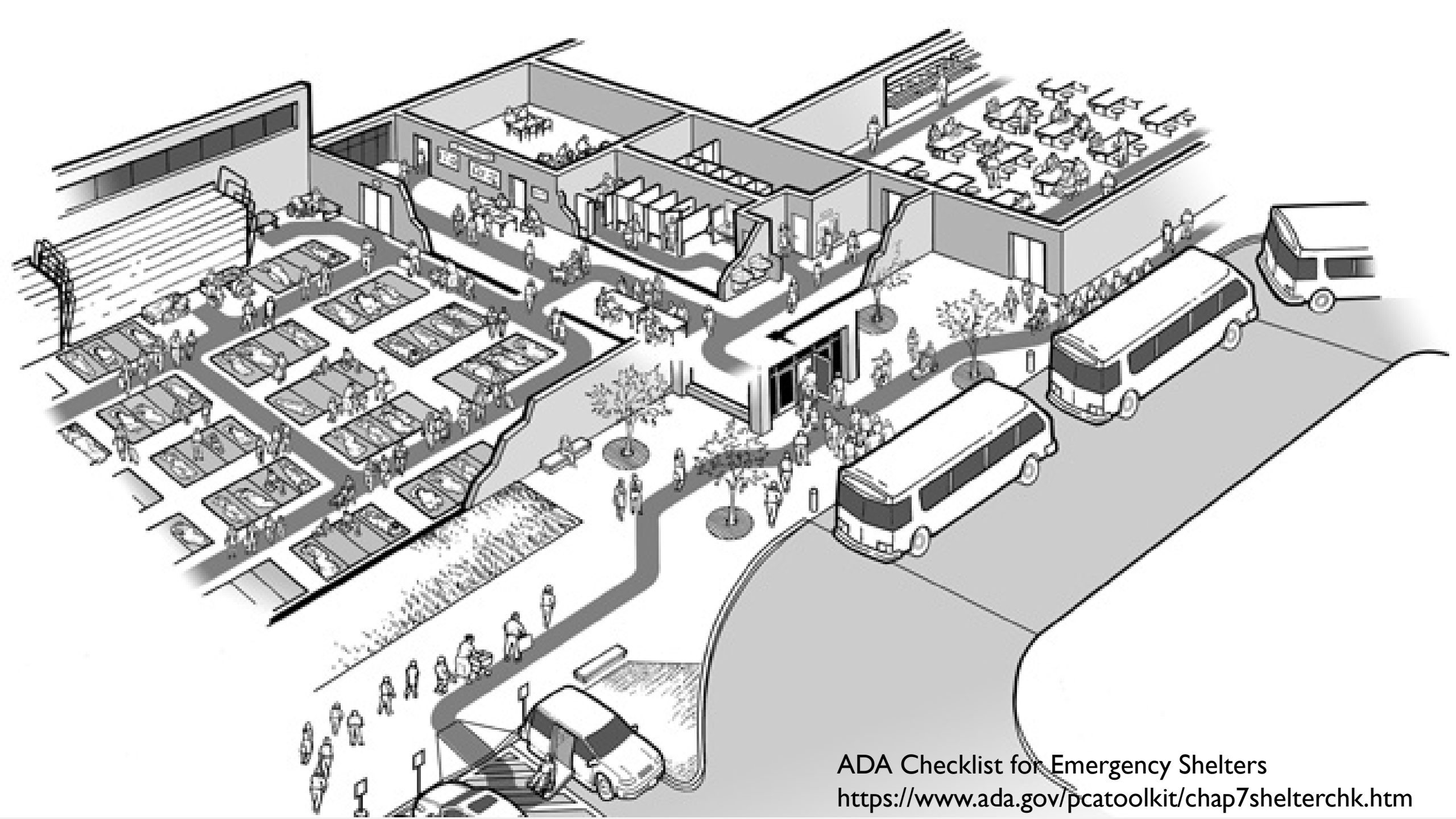
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Update

# ACCESSIBILITY IN SHELTERS

Physical Accessibility  
Considerations  
Shelter Services  
Communication



ADA Checklist for Emergency Shelters  
<https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>



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# COMMUNICATION

- Ensure that messaging is delivered through a variety of platforms and in languages appropriate to the shelter population.
- Written communication should be simple and available in multiple languages
  - Registration forms, shelter signage, posted messages, etc.
- Have interpreters available for verbal communication
- Request interpreters through local processes first

## *the American Sign Language*



<https://www.etsy.com/nz/listing/937857530/american-sign-language-asl-digital>



## ACCESSIBILITY IN SHELTERS RESOURCES

ADA Checklist

AFN Toolkit

Various State and Local  
agencies

FAST

ADA Checklist for Emergency Shelters  
<https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>



## FAST

- Trained, deployable teams that work in Disaster Service Centers during disasters. They assist with assessments and addressing the needs of people with access and functional needs.
- They help shelter managers identify solutions to assist residents in maintaining their independence in the shelter.



## WHAT TO EXPECT FROM FAST

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Teams will have 2 to 6 members, and will have a Team Lead

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Team members will communicate with the Team Lead, who will communicate with Shelter Manager or their designee (one point of contact)

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FAST Lead will ask to meet with Shelter Manager when they first arrive for a briefing; they will ask about the resource request process, a location to set up within the shelter, and a general overview of the shelter operations

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FAST Lead will ask about where to get information on self-identified people with access and functional needs and disabilities (those that identified at registration) and may ask to see the CMIST forms, if available

# SERVICE ANIMALS IN SHELTERS

## SERVICE ANIMALS

- What is a service animal?
- In North Carolina, a service animal is ANY animal that is specifically trained to do work or perform tasks for the benefit of a person with a disability. This includes service animals in training.

## ASSISTANCE ANIMALS

- What is an assistance animal?
- It is an animal that is not specifically trained, but may perform tasks or provide emotional support for the benefit of a person with a disability. An assistance animal is not a pet, but it can be a cat, dog, bird, monkey, or other type of animal.

# WHAT CAN I ASK THE ANIMAL'S HANDLER?

## SERVICE ANIMALS

If a person's disability is not obvious, you may ask the handler of a *service* animal two questions:

1. Is this a service animal required because of a disability?
2. What has it been trained to do?

## ASSISTANCE ANIMALS

If a person's disability is not obvious, you may ask the handler of an *assistance* animal for documentation that states the person has a disability, and that the animal provides support for that disability.



MASTT

## Multi-Agency Shelter Transition Team

- End goal: Transition all clients into other housing accommodations so the shelter can close
- Tiered approach
- Streamlined interview process reduces the burden on the client

# TRAINING

- FAST Responder Training – September 22<sup>nd</sup>
- Mass Care 101 Class @ Fall Conference
- FAST Responder Training – Winston-Salem, Date TBD

QUESTIONS?

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