The State of Texas
Mass Care Shelter Plan
Hurricanes
Tropical Storms
State Mass Care Plan

Defines the operational procedures and synchronization of components necessary to plan and prepare for a catastrophic hurricane or tropical storm event to ensure the delivery of mass care resources and services to take care of Texas citizens.
State Mass Care Plan

Mass care is meeting the basic human needs for people that have been impacted by the occurrence of a disaster or emergency event.

Mass care support consists of resources and services to include shelter, food, water, clothes, medical care, crisis counseling, emotional and spiritual care and other essential life supporting requirements as necessary to meet the immediate needs of disaster victims or emergency response workers.
State Mass Care Plan

Plans, prepares and coordinates with local governments who plan with...

- Local schools
- Local voluntary organizations
- Local civic clubs
- Local churches
- Local faith based organizations
State Mass Care Plan

Plans, prepares and coordinates with state agencies who plan with local and regional state agency representatives…

- Texas Department of Health & Human Services
- Texas Information Referral Services (211)
- Texas Parks & Wildlife Department
- Texas Department of State Health Services
- Texas Education Agency
- Texas Department of Criminal Justice
- Texas Office of the Attorney General
State Mass Care Plan

Coordinates Synchronized Planning & Information With

State Level Disaster Relief Organizations

Victim Relief Ministries
The Salvation Army
American Red Cross
Texas Baptist Men
Southern Baptist Disaster Relief
Billy Graham Ministries
Statewide shelter system of Hubs and Point to Point Locations are configured to expand or contract as needed based on the track and severity of the storm.
State Shelter Hub Plan

A pre-designated geographic location that provides evacuees the security of a safe-haven in a metropolitan area that has adequate infrastructure, commercial mass care resources, and public shelter facilities to logistically support massive evacuations.
2010 State Hurricane Shelter Hubs and Evacuation Routes

Risk Areas
- Category 1
- Category 2
- Category 3
- Category 4
- Category 5
State Shelter Hubs

Shelter Hubs are the major component of the State Mass Care Plan to *Take Care of Texans*.

Shelter Hubs provide an organized approach for the movement of evacuees from Anywhere, Texas, to a sheltering community in Anywhere Else, Texas.
The track and severity of the hurricane will determine how many Shelter Hubs will be activated.

Shelter Hub activations will be coordinated from the State Operations Center with local jurisdictions.

Shelter Hubs are designed for general population self-evacuating individuals.

Some Shelter Hubs also include an agreement with a coastal community to provide shelters for bused evacuees also = Point to Point agreement.

Shelter Hubs For Texas Coastal Evacs
Mass Care Planning For Hurricanes Occurs All Year Long
Shelter Plan Component

Point to Point Shelter Cities

Pre-identified community that has made a commitment to provide shelters for a specific evacuating coastal community.

Point to Point Shelter Cities are provided mass care resources to support their shelter operations.
PTP shelter locations are not for the self-evacuating general public and locations are not announced to media.

In a perfect world, evacuations of Special Needs Populations begin before a general public evacuation is recommended.
Shelter Plan Component

Point to Point Shelter Cities

Provide for early, rapid, direct coordination between evacuating cities and sheltering cities.

Provide pre-identified shelters that are reserved for bused evacuees that have NO WAY to evacuate themselves.

Point-to-Point shelter locations are NOT for the self-evacuating general public.
Shelter Plan Component

What happens if the general public find out where the Point to Point shelters are located?
Shelter Plan Component

Special Needs Categories

**Level 0:** Persons who have no medical needs, but require transportation assistance for evacuation.

**Level 1:** Persons dependent on others or in need of others for routine care (eating, walking, toileting, children under 18 without adult supervision, etc.).

**Level 2:** Persons with disabilities such as blind, hearing impaired, amputation, deaf or blind.
Special Needs Categories “Medical”

**Level 3:** Persons requiring assistance with medical care administration, monitoring by a nurse, dependent on equipment, assistance with medications, and mental health disorders.

Medical Special Needs Shelters are opened to provide the best medical care necessary to take care of people with individual needs.
Shelter Plan Component

Special Needs Evacuation Tracking System

- Tracks special needs evacuees, their families, pets and medical equipment from check-in at the Evacuation Point through arrival at a Shelter Hub Reception Center or Point to Point Shelter Reception Center.
- Identifies the last known location of evacuees and keeps a history of each evacuee’s movement through various check-points using GPS and satellite technology.
Shelter Plan Component

Reception Center for Special Needs Evacuees

Bus GPS Bar Code scanned to show arrival at destination
Evacuee wristband scanned at reception center or shelter to show arrival at destination
Texas Special Needs Evacuee Tracking System
Medical Special Needs
Shelter Plan Component

Point to Point Reception Center

Scanned

Assigned

Triaged

To Medical Special Needs or General Population Shelters
Deaf Link Services With Victim Relief Ministries Support
Activated Shelter Hubs are announced to the media, 211, travel centers, TDOT message boards, and general public.

The reception center address for each shelter hub will be announced. Some reception centers use the drive thru process instead of an actual building to register evacuees.
For Shelter Information Call 211

Directs callers to shelter hub reception center locations
Advises callers to dial 211 for evacuation and shelter information

TxDOT Electronic Message Boards

Assist With Shelter System Management

Shelter Reception Centers Open Call 211
State travel centers assist with information flow to evacuees which in turns assists with the management of shelters statewide.
Shelter Plan Component

Travel Centers and Evac Route Rest Areas

1. Directions to shelter hub reception centers
2. Information on cities with hotel availability
3. Emergency communications
4. Additional port-a-potties
5. Maps and evacuation route information
Evac Route Rest Areas provide free bottled water
Shelter Plan Component

Travel Information Centers

- Provide information to SOC for estimating the number of “out of state” evacuees entering Texas
- Provide information for estimating the number of “out of state” evacuees seeking public shelter
- Coordinate with 211 Texas to disseminate evacuee specific information
Shelter Plan Component

Shelter Hub Reception Center
Triage…Register…Assign To General Population Shelter
Shelter Registration
Deaf Link Services With Red Cross Assistance
Shelter Plan Component

Register

Assign

Triage

Shelter Hub Reception Center
Evacuees To Medical Special Needs Shelter
Shelter Plan Component

Shelter Hub Reception Center
Triage...Register...Tag...Assign...Pets To Shelters
Evacuation Shelters

Shelter Plan Component

Evacuation Shelters
Mass Care Component

Red Cross Emergency Response Vehicles
Mass Care Component

Salvation Army Mobile Feeding Units
Mass Care Component

Southern Baptist Disaster Relief Field Kitchen
Mass Care Component

Chaplains (Emotional & Spiritual Care)
Mass Care Component

Southern Baptist Disaster Relief
Feeding Kitchen
Mass Care Component

Southern Baptist Disaster Relief

Shower Unit and Laundry Unit
Mass Care Component

Mobile Medical Clinic
Mass Care Component

Post-Landfall Points of Distribution
Mass Care Component
Hurricane Dolly

Category 2 Hurricane
100 mph winds

Rio Grande Valley
15 inches rain
Hurricane Dolly Impact

Local officials encouraged people in low-lying areas and unsafe homes to seek safety in evacuation shelters.

Flooding, lack of power, extreme heat, mosquitoes, stench, mold and no food or water kept evacuees from returning to their homes.
Hurricane Dolly Challenges

Response / Service Challenges

Flood waters had no where to drain which delayed services due to inaccessibility.

Colonias (unincorporated rural areas) were not documented on county map.

People were living in flooded homes because they were afraid to leave their possessions due to looters.

Limited communications from the impacted areas due to lack of cell phone service.
Hurricane Dolly

Information
Was the key to helping people!

The need and poverty level was so great even before Dolly!
Hurricane Dolly Challenges

Local jurisdictions decisions to evacuate…
Mass Care Timelines > Where? When? How?

Multiple areas with existing mass are needs that were exacerbated post landfall…
Mass Care > Where? How much is enough?

Information
Was the key to helping people!
Hurricane Ike

September 13, 2008
Hurricane Ike Impact
Hurricane Ike Impact
Hurricane Ike Impact
Hurricane Ike Impact
Hurricane Ike Impact
No Pet Left Behind In Texas

Hurricane Ike Impact
Hurricane Ike Impact
Hurricane Ike’s Biggest Challenges

Challenges / Special Needs Populations

• The impact of special needs and special medical needs populations on sheltering
• Shelter planning is driven by pre-season identification and classification of special needs populations
• Shelter activation is greatly impacted by “unknown number” of medical special needs evacuees
• MSN shelters are impacted by “unknown number” of caregivers
• Repatriation planning is critical for special medical needs
• Increase planning and delivery of mass care resources and services to coincide with repatriation
The State of Texas
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