

Follow-Up Items
City Council Business Meeting
Monday, July 27, 2020

Mayor and Council Questions	Response	Department Lead																																																																																																																																																																																																																																																																
<p>What is the rationale behind the 100-degree threshold for triggering extreme weather sheltering? (Eiselt)</p>	<p>Extreme weather and emergency homeless center operational protocols were approved by the Shelter Task Force under the combined guidance of our homeless service providers, Mecklenburg County Community Support Services (CSS), the Mecklenburg County Managers Office, the American Red Cross – Charlotte Metro Chapter (ARC) and Charlotte-Mecklenburg Emergency Management (CMEMO) and serve as the current guidance. (Please reference attached CHARLOTTE MECKLENBURG EMERGENCY MANAGEMENT SHELTER TASK FORCE OVERVIEW AND EXTREME WEATHER AND EMERGENCY HOMELESS SHELTER OPERATIONAL OVERVIEW (2020) for additional details)</p> <p>Indicators that may trigger activation are:</p> <ul style="list-style-type: none"> • Increased call volume to 911 service providers (weather related concerns) • Elevated emergency room traffic (homeless clients) • Extreme need indicated by homeless outreach teams • Capacity beyond surge levels at homeless service provider facilities • Excessive temperatures for a prolonged/sustained timeframe (standard temperature = 100+ / heat index = 102+) <p>Heat index guidelines are also consistent with staying out of the “Danger” ranges as established by the National Oceanic and Atmospheric Administration (NOAA):</p> <div data-bbox="600 873 1677 1507" data-label="Figure"> <table border="1"> <caption>NWS Heat Index</caption> <thead> <tr> <th colspan="2"></th> <th colspan="14">Temperature (°F)</th> </tr> <tr> <th colspan="2"></th> <th>80</th><th>82</th><th>84</th><th>86</th><th>88</th><th>90</th><th>92</th><th>94</th><th>96</th><th>98</th><th>100</th><th>102</th><th>104</th><th>106</th><th>108</th><th>110</th> </tr> </thead> <tbody> <tr> <th rowspan="10">Relative Humidity (%)</th> <th>40</th> <td>80</td><td>81</td><td>83</td><td>85</td><td>88</td><td>91</td><td>94</td><td>97</td><td>101</td><td>105</td><td>109</td><td>114</td><td>119</td><td>124</td><td>130</td><td>136</td> </tr> <tr> <th>45</th> <td>80</td><td>82</td><td>84</td><td>87</td><td>89</td><td>93</td><td>96</td><td>100</td><td>104</td><td>109</td><td>114</td><td>119</td><td>124</td><td>130</td><td>137</td><td></td> </tr> <tr> <th>50</th> <td>81</td><td>83</td><td>85</td><td>88</td><td>91</td><td>95</td><td>99</td><td>103</td><td>108</td><td>113</td><td>118</td><td>124</td><td>131</td><td>137</td><td></td><td></td> </tr> <tr> <th>55</th> <td>81</td><td>84</td><td>86</td><td>89</td><td>93</td><td>97</td><td>101</td><td>106</td><td>112</td><td>117</td><td>124</td><td>130</td><td>137</td><td></td><td></td><td></td> </tr> <tr> <th>60</th> <td>82</td><td>84</td><td>88</td><td>91</td><td>95</td><td>100</td><td>105</td><td>110</td><td>116</td><td>123</td><td>129</td><td>137</td><td></td><td></td><td></td><td></td> </tr> <tr> <th>65</th> <td>82</td><td>85</td><td>89</td><td>93</td><td>98</td><td>103</td><td>108</td><td>114</td><td>121</td><td>128</td><td>136</td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>70</th> <td>83</td><td>86</td><td>90</td><td>95</td><td>100</td><td>105</td><td>112</td><td>119</td><td>126</td><td>134</td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>75</th> <td>84</td><td>88</td><td>92</td><td>97</td><td>103</td><td>109</td><td>116</td><td>124</td><td>132</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>80</th> <td>84</td><td>89</td><td>94</td><td>100</td><td>106</td><td>113</td><td>121</td><td>129</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>85</th> <td>85</td><td>90</td><td>96</td><td>102</td><td>110</td><td>117</td><td>126</td><td>135</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>90</th> <td>86</td><td>91</td><td>98</td><td>105</td><td>113</td><td>122</td><td>131</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>95</th> <td>86</td><td>93</td><td>100</td><td>108</td><td>117</td><td>127</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <th>100</th> <td>87</td><td>95</td><td>103</td><td>112</td><td>121</td><td>132</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table> <p style="text-align: center;">Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity</p> <p style="text-align: center;"> Caution Extreme Caution Danger Extreme Danger </p> </div>			Temperature (°F)																80	82	84	86	88	90	92	94	96	98	100	102	104	106	108	110	Relative Humidity (%)	40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136	45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137		50	81	83	85	88	91	95	99	103	108	113	118	124	131	137			55	81	84	86	89	93	97	101	106	112	117	124	130	137				60	82	84	88	91	95	100	105	110	116	123	129	137					65	82	85	89	93	98	103	108	114	121	128	136						70	83	86	90	95	100	105	112	119	126	134							75	84	88	92	97	103	109	116	124	132								80	84	89	94	100	106	113	121	129									85	85	90	96	102	110	117	126	135									90	86	91	98	105	113	122	131										95	86	93	100	108	117	127											100	87	95	103	112	121	132											<p>CFD/EMS</p>
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Mayor and Council Questions	Response	Department Lead
Is there any minority contractor requirement in the development for the construction for Centene? (Johnson)	There is no specific minority contractor requirement. Business Investment Grants do not have a MWSBE requirement. However, staff is very diligent to ensure that the companies the city partners with align with council priorities, including minority participation. Staff have been working with the company and their general contractor to assist with developing the MWSBE participation strategy for the project, which remains a priority focus.	Economic Development

CHARLOTTE MECKLENBURG EMERGENCY MANAGEMENT

SHELTER TASK FORCE OVERVIEW

AND

EXTREME WEATHER

AND EMERGENCY HOMELESS SHELTER

OPERATIONAL OVERVIEW

(2020)



JULY 28, 2020
VERSION 1.0
(E. KATSAFANAS)

Charlotte Mecklenburg Emergency Management Sheltering Task Force Overview

Partnership Summary:

Charlotte-Mecklenburg Emergency Management (CMEMO) coordinates, in partnership with a variety of public and private agencies and organizations (*outlined below*), a Shelter Task Force, to further objectives related to emergency and disaster response sheltering within Mecklenburg County jurisdictional boundaries (*project objectives are defined below*). The Shelter Task Force meets the second Thursday of each month from 9:00-10:30 a.m. at Charlotte Fire Department Headquarters (*500 Dalton Avenue, Charlotte, North Carolina 28216*). Subcommittees (*outlined below*) meet on an as needed basis. Currently, while operating under a complex incident environment, specific to Mecklenburg County's pandemic response, as it relates to COVID-19, all meetings of the Shelter Task Force are held virtually.

The following entity(s) facilitate Shelter Task Force initiatives:

- Charlotte-Mecklenburg Emergency Management

The following agencies/organizations may serve as support organizations for initiatives directed by the Shelter Task Force:

- American Red Cross – Charlotte Metro Chapter (ARC)
- Cardinal Innovations Healthcare
- Charlotte Area Transit (CATS)
- Charlotte-Mecklenburg Animal Care and Control (CMPD-ACC)
- Charlotte Communications and Marketing (CC&M)
- Charlotte Community Relations Council
- Charlotte-Douglas International Airport
- Charlotte Fire Department (Fire Suppression/Fire Watch/Occupancy)
- Charlotte-Mecklenburg Police Department (CMPD)
- Charlotte-Mecklenburg Schools (CMS)
- CharMeck Responds (Volunteer Staffing)
- Charlotte Regional Visitors Authority (CRVA)
- Charlotte Solid Waste Services
- Charlotte Water
- City of Charlotte – Engineering and Property Management (Real Estate Services Division)
- Disability Rights and Resources
- Faith Based Community Partnerships
- Federal Bureau of Investigation (FBI) – Charlotte Field Office
- Higher Education Partners (lead by the University of North Carolina at Charlotte (UNCC))
- Independent School Community Partnerships
- Mecklenburg County Community Support Services (CSS)
- Mecklenburg County Department of Social Services (DSS)
- Mecklenburg County Fire Marshal's Office (Fire Suppression/Fire Watch/Occupancy)
- Mecklenburg County Public Health (MCPH)

- Mecklenburg County Parks and Recreation (MCPR)
- Mecklenburg County Public Information (MCPI)
- Mecklenburg County Sheriff's Office (MCSO)
- North Carolina Emergency Management
- Roof Above (Men's Shelter/Urban Ministry Center)
- Salvation Army – Center of Hope Women's Shelter
- Supportive Housing Communities – PATH Team
- Team Rubicon (Volunteer Staffing)
- Town Police Departments (Security)

The following focus areas –OR- sub-committees support the Shelter Task Force:

- Accounting Services
 - Budget
 - Documentation
 - Procurement
 - Reimbursement
- Client Services
 - Behavioral and Mental Health
 - Critical Incident Stress Management/Peer Support
 - Homeless Services (includes Outreach Team)
 - Patient Tracking/Victim Accounting and Advocacy
- Education and Public Information
 - Messaging
 - Outreach Toolkit
 - Preparedness
 - Response
 - Recovery
 - Training (includes exercise development)
- Facility Management
 - Shelter Audit
 - Shelter Inventory (designated and alternate)
- Logistics Support
 - Donations Management
 - Equipment/Supply/Resource Management
 - Food Distribution/Planning
 - Staffing and Volunteer Management
- Operations and Plan Management
 - Cooling and Warming Stations
 - Emergency Disaster Response
 - Family Assistance Centers
 - Reception Centers
 - Reunification

The following plans/protocols/guidance are managed by the Shelter Task Force:

- Family Assistance Center and Reunification Plan
- Warming and Cooling Protocols (*Mecklenburg County*)
- Charlotte Mecklenburg Emergency Operations Plan (EOP)
(*Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing and Human Services*)

NOTE: Additional guidance is developed for specific all-hazards response on a regular basis and is available upon request through the Charlotte-Mecklenburg Emergency Management - Emergency Management Planner overseeing mass care operations.

Charlotte Mecklenburg Emergency Management Extreme Weather and Emergency Homeless Shelter Overview

Operational overview:

Extreme weather and emergency homeless center operational protocols were approved by the Shelter Task Force under the combined guidance of our homeless service providers, Mecklenburg County Community Support Services (CSS), the Mecklenburg County Managers Office, the American Red Cross – Charlotte Metro Chapter (ARC) and Charlotte-Mecklenburg Emergency Management (CMEMO) and serve as the current guidance.

Considerable research across local, state and national agencies of comparable population density was considered. Typical protocols for most agencies include utilizing already established government owned facilities (libraries, recreation centers, public transportation centers, etc . . .) to provide relief from extreme temperatures, with few fixed protocols for alternative activations in place.

To this end, it is important to remember that extreme weather and emergency homeless center operations are considered non-emergency/non-disaster responses and the ARC and CMEMO serve as coordinating partners only in these operations. CSS currently serves as the lead agency for both extreme weather and emergency homeless center operations, with implementation conducted by homeless service providers (Salvation Army – Center of Hope and Roof Above). It's worth noting that there is no established funding source that supports these functions.

If activated, extreme weather operations take place during day time hours. Emergency homeless center operations are activated when homeless service providers extend past their surge capacity. Homeless service providers are asked to elevate their capacity to surge capacity when weather forecasts indicate extreme temperatures, likely to affect Mecklenburg County, however this is not the case during a complex incident response.

Each operation may be activated, based on need, by the following entities:

- Charlotte-Mecklenburg Emergency Management
- Mecklenburg County Manager's Office

Indicators that may trigger activation are:

- Increased call volume to 911 service providers (weather related concerns)
- Elevated emergency room traffic (homeless clients)
- Extreme need indicated by homeless outreach teams
- Capacity beyond surge levels at homeless service provider facilities
- Excessive temperatures for a prolonged/sustained timeframe
(standard temperature = 100+ / heat index = 102+)