

SHELTER MANAGEMENT TEAM

DESCRIPTION	The Shelter Management Team coordinates and manages resources in a congregate care facility, to provide a safe, accessible, and secure shelter environment for disaster survivors.		
RESOURCE CATEGORY	Mass Care Services	RESOURCE KIND	Team
OVERALL FUNCTION	The Shelter Management Team serves as a core management team for shelter operations, including resident and facility support services	COMPOSITION AND ORDERING SPECIFICATIONS	<ol style="list-style-type: none"> 1. Discuss logistics for deploying this team, such as security, lodging, transportation, and meals, prior to deployment 2. The team works up to 12 hours per shift, is self-sustainable for 72 hours, and is deployable for up to 14 days 3. Order a National Incident Management System (NIMS) Type 1 Shelter Management Team for all Long-Term Shelters 4. Order a NIMS Type 1 Shelter Management Team for all NIMS Type 1 Short-Term Shelters 5. Order a NIMS Type 2 Shelter Manager Team for all NIMS Type 2, 3, or 4 Short-Term Shelters 6. Public health, behavioral, medical, support for household pets, service and assistance animals, security, and child care are not part of the Shelter Management Team and requestor should order these positions separately 7. The Shelter Management Team does not include shelter staff; refer to the National Mass Care Strategy (NMCS) Sheltering Guidance Aid and Staffing Matrix for sample staffing ratios

RESOURCE TYPES			TYPE 1	TYPE 2	NO TYPE 3	NO TYPE 4
COMPONENT	METRIC/ MEASURE	CAPABILITY				
Personnel	Per Team	Minimum	8	4	Not Applicable	Not Applicable
			NOTES: Not Specified			
Personnel	Per Team	Management and Oversight	1 - NIMS Type 1 Shelter Manager	1 - NIMS Type 2 Shelter Manager	Not Applicable	Not Applicable
			NOTES: Not Specified			

Superseded



RESOURCE TYPES			TYPE 1	TYPE 2	NO TYPE 3	NO TYPE 4
COMPONENT	METRIC/ MEASURE	CAPABILITY				
Personnel	Per Team	Operations and Support	2 - NIMS Type 2 Shelter Manager 1 - NIMS Type 1 Feeding Services Manager 2 - NIMS Type 1 Resident Services Leader 2 - NIMS Type 1 Shelter Facilities Support Team Leader	2 - NIMS Type 3 Shelter Manager 1 - NIMS Type 2 Feeding Services Manager	Not Applicable	Not Applicable
			NOTES: NIMS Type 2 and NIMS Type 3 Shelter Managers function as assistant managers in these positions.			

Superseded

COMMENTS

1. Shelter Management Teams not typed for Evacuation Shelters, as there would not be sufficient time to assemble and deploy such a team prior to an incident occurring.
2. Shelter Management Teams should coordinate with the Authority Having Jurisdiction (AHJ) to ensure shelter facilities meet the needs of people with disabilities and others with access and functional needs.
3. See the Reference section and the NMCS website for further guidance on sheltering.

REFERENCES

1. FEMA, NIMS 509: Access and Functional Needs Advisor
2. FEMA, NIMS 508: Evacuation Shelter
3. FEMA, NIMS 509: Feeding Services Team Leader
4. FEMA, NIMS 508: Long-Term Shelter
5. FEMA, NIMS 508: Short-Term Shelter
6. FEMA, NIMS 509: Shelter Facilities Support Team Leader
7. FEMA, NIMS 509: Shelter Manager
8. FEMA, NIMS 509: Shelter Resident Services Leader
9. FEMA, Commonly Used Sheltering Items and Services Listing, August 2011
10. FEMA, Planning for Integration of Functional Needs Support Services in General Population Shelters, November 2010
11. International Association of Venue Managers (IAVM)/American Red Cross, Mega-Shelter Planning Guide, October 2010
12. National Mass Care Council, Shelter Guidance Aid and Shelter Staffing Matrix, October 2010
13. National Mass Care Council, Multi-Agency Sheltering/Sheltering Support Planning Template, October 2014
14. US Department of Justice, Americans with Disabilities (ADA) Checklist for Emergency Sheltering, July 2007
15. US Department of Justice, Guidance on the 2010 ADA Standards for Accessible Design, September 2010

NOTES

Nationally typed resources represent the minimum criteria for the associated component and capability.

Superseded