

RESOURCE TYPING DEFINITIONS FOR MASS CARE

SHELTER MANAGEMENT TEAM

DESCRIPTION	Shelter Management Teams coordinate and manage resources in a congregate care facility (shelter) intended to provide a safe and protected environment for populations displaced by an incident or an event		
RESOURCE CATEGORY	Mass Care	RESOURCE KIND	Team
OVERALL FUNCTION	<p>Provides a core management team for shelter operations, including client registration, dormitory, food service, resident services, and facility support in a shelter</p> <p>Public health, behavioral, and medical services coordinated separately (see Reference section below)</p>	COMPOSITION AND ORDERING SPECIFICATIONS	<p>Order by type of shelter and number of locations</p> <p>Expected performance capacity for 24-hour operational period (two 12-hour shifts)</p> <p>The Shelter Management Team does not provide shelter staff. Additional shelter staff must be ordered separately or ordered locally. See Reference #2.</p> <p>See Reference #4: Supplemental Aid to Resource Typing Definitions for Mass Care for additional ordering specifications.</p>

RESOURCE TYPES			TYPE I (LONG-TERM OR MEGA SHELTER USED FOR DURATIONS TYPICALLY LONGER THAN 2 WEEKS)	TYPE II (STANDARD SHORT-TERM SHELTER USED FOR DURATIONS TYPICALLY NOT TO EXCEED 2 WEEKS)	TYPE III (EMERGENCY EVACUATION SHELTER USED FOR DURATIONS TYPICALLY NOT TO EXCEED 72 HOURS)	TYPE IV (TEMPORARY EVACUATION POINTS USED FOR DURATIONS TYPICALLY OF SEVERAL HOURS)
COMPONENT	METRIC / MEASURE	CAPABILITY				
Personnel	Per team	Management Expected performance capacity for 24 hour operational period	1 Shelter Manager Type I 2 Assistant Managers (1 per shift) Shelter Manager Type II or higher 1 Feeding Services Manager 1 Registration Leader 2 Dormitory Managers (1 per shift) 1 Resident Services Manager 1 Facility Support Manager	1 Shelter Manager Type II 2 Assistant Managers (1 per shift), Shelter Manager Type III or higher 1 Feeding Services Manager	1 Shelter Manager Type III 1 Assistant Manager, Shelter Manager Type III or higher	Same as Type III
			NOTES: Staffing levels and scaling factors are included in the guidance documents referenced below. See Reference #3. Additional Assistant Managers may need to be ordered depending on increasing population sizes.			
Personnel	Per team	Direct Service Support-Expected performance capacity for 24 hour operational period	1 Executive Administrative Assistant	Same as Type I	Not Applicable	Not Applicable
			NOTES: The Executive Administrative Assistant provides administrative/clerical support to the Shelter Manager/Assistant Manager			

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COMMENTS

- NIMS span of control criteria should be applied when assigning staff.

REFERENCES

1. See also FEMA 508-8: *Typed Resource Definitions for Medical and Public Health Resources: Public Health and Medical Team in a Shelter*
2. Shelter staff is scaled to support the Shelter Management Team. Further guidance on sheltering, shelter staffing, and large shelter planning may be found on the National Voluntary Organizations Active in Disaster website at <http://www.nvoad.org>.
3. See also *Position Qualifications for Mass Care Shelter Manager I, II, and III (509-X)*
4. Draft *Supplemental Aid to FEMA 508-: Resource Typing Definitions for Mass Care*

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