Purpose

Tracking clients and services in *non-congregate shelter sites* during the COVID pandemic is as important as congregate shelter tracking. This job tool describes the process, requirements, and technology for using the Non-Congregate Shelter Counts Tool.

- The Non-Congregate Shelter Counts Tool is the system of record for reporting shelter counts in Red Cross non-congregate shelters for numbered disaster relief operations (ex: DR 910-20) or in those situations where regions anticipate requesting a disaster relief operation (DRO) number.
- Do not use this process to report DAT-provided hotel stays. DAT-provided hotel stay information is collected through the casework process. See COVID-19 DAT Response Tactics for more information.
- Do **not** use the National Shelter System (NSS) to report non-congregate sheltering in COVID-affected areas.

Reporting Requirements

- The HQ Sheltering Manager records shelter data within 2 hours of opening a non-congregate shelter site.
- The HQ Sheltering Manager updates the shelter count nightly between 10:00 p.m.-6:00 a.m. ET.
- When there are no Red Cross clients at the site, sites should be reported as *Closed/Unoccupied*.
- Lodging provided to disaster clients by organizations other than the Red Cross should not be reported.

Non-Congregate Shelter Counts Application

The HQ Sheltering Manager is accountable for entering daily counts using the Non-Congregate Shelter Counts app in SharePoint by following the directions below. Responsibility for entering the nightly shelter count data may be delegated to the Shelter Site Manager, but the HQ Sheltering Manager is accountable for ensuring the task of updating the tool is completed nightly and the data is accurate. All Red Cross workers with a valid redcross.org email address automatically have access to the tool.

If needed, FROST members are available to support any DRO with data entry. FROST support can be requested by emailing FROST@redcross.org.

Note: Do not use the National Shelter System (NSS) for non-congregate sheltering in COVID-affected areas.

Creating a New Shelter Site

☐ Click the '+' sign in the upper right corner to add a new shelter.
☐ Enter the name of the shelter site under *Site Name*.
   o Using the drop-down menu, *select the type of facility (Hotel, Dormitory, or Open Space, or Other.)*
☐ Fill in the full DRO number—do not preface with letters. (Example: 999-20)
☐ *Total Rooms Available*: Enter the total number of rooms available to the Red Cross at the site.
☐ Select the status of the site: *On Standby*, *Open*, or *Closed*
☐ *Rooms Reserved*: Enter the total number rooms that have been reserved by the Red Cross. Reservations are not always required but may imply a cost if not entered.
☐ *# of Rooms Occupied*: Enter the total number of rooms that are reserved for Red Cross clients this evening
☐ *# of Clients*: Enter the total number of Red Cross clients staying at the facility (total number of individuals including children)
☐ *# of Clients in Isolation*: Enter the total number of clients in self isolation. Clients isolating together should all be counted.
☐ *Count Date*: Enter the time and date that the count is performed.
☐ *Shelter Site Manager*: Enter the name of the Red Cross Shelter Site Manager. This person is responsible for providing the count to the HQ Sheltering Manager.
☐ *Site Manager Phone*: Enter the best phone number for the Shelter Site Manager.
☐ *Funding Type*: Select the funding that is being used to pay for rooms at the time the count is performed.
☐ *Estimated Daily Rate*: Enter the estimated daily rate per room.
☐ *Address*: Enter the street address of the facility, entering the county, state, and ZIP in the fields provided.
☐ When finished, click the check box at the top right of the screen to submit the shelter count for that site on that day.

Updating an Existing Shelter Site

Each evening, the HQ Sheltering Manager or Shelter Site Manager updates the shelter count. To update the count or any information on an existing non-congregate shelter site:

☐ Find the shelter by name on the home screen of the [Non-Congregate Shelter Counts app](#).
☐ Click on the arrow to the far right of the site name to bring up the edit screen.
☐ Click the pencil in the top segment of the app to update information about the site, including the nightly room count, cost, and other details.
   o Overwrite the data that was previously entered.
☐ Select the current date.
☐ When the update is complete, click the checkmark to record it.

Historical Record

All shelter data is downloaded daily at 6:00 a.m. ET to create a historical record of non-congregate sites and shelter populations. A trendline of count data is available each morning by 9:00 a.m. ET in the Director's Brief in RCView.

Non-Congregate Site Client Tracking Tool

The Non-Congregate Site Client Tracking Tool supports the tracking of client families and their needs while they are sheltering in non-congregate hotels managed by the Red Cross. This tool is optional to use for tracking clients at an individual site. The purpose of this tool is to maintain situational awareness and a common operating picture regarding recent interaction with clients, services provided, referrals, and projected duration of stay. Information tracked using this tool may also be helpful in reporting data in the Non-Congregate Shelter Counts app.

The Shelter Site Manager should maintain a site-specific document to limit the number of users who have access. As this tool does have fields to capture personally identifying information, it should only be used by the Shelter Site Manager, the Non-Congregate Site Client Lodging Coordinator, and those interacting directly with clients, such as Disaster Health Services, Disaster Mental Health, or those supporting casework. Fields containing personally identifiable information are shaded in gray in the tool, and this information should not be shared with anyone outside of the Red Cross workers supporting those individual clients.

- Instructions on how to use the tool can be found on the bottom left tab entitled *Instructions.*
- The working page of the document can be found by clicking the second tab at the bottom entitled *Hotel Worksheet.*
- Additional descriptors have been provided for each column and may be visible by hovering over the column header where a small red triangle is indicated in the corner of the cell.
- Edits and revisions may be made to the tool by the DRO in order to meet additional tracking needs of the shelter site.

Reporting on the 5266

Following is how Disaster Operations Control Form 5266 reporting will be implemented for non-congregate hotel sheltering. This is compatible with the *Form 5266 Data Collection Tool – Statistics - April 2020.*

- Mass Care/Sheltering uses Line 93 of the Form 5266 (currently titled *Temp Daily Rental Units*) to report the number of hotel rooms reserved for non-congregate client sheltering during the reporting period.
    - The *Sheltering* tab on the *Form 5266 Data Collection Tool - Statistics – April 2020* provides for input of these values.
    - If a room has been reserved for five days, report it as a single room in each of the five reporting periods.
- Mass Care/Sheltering uses Line 94 of the Form 5266 (currently titled *Temp Monthly Rental Units*) to report the number of persons occupying the rooms in non-congregate hotel shelters during the reporting period. This is a count of overnight stays.

- o The *Sheltering* tab on the *Form 5266 Data Collection Tool - Statistics – April 2020* provides for input of these values.
- Mass Care/Sheltering uses Line 95 of the Form 5266 (currently titled *Hotel/Motel Rent Dollars [$])*to report the estimated cost of hotel rooms used for non-congregate client shelters during the reporting period.
    - o Mass Care/Sheltering makes the hotel reservation using a P-Card or requesta that the Virtual Lodging Team make the reservation through Corporate Lodging Consultants (CLS) and report its daily cost to Mass Care/Sheltering.
    - o This should be the Mass Care/Sheltering estimate of cost based on the number of hotel rooms reserved and the average price of all the rooms that are reserved for use during the reporting period by either their using a P-Card to guarantee a reservation or by having CLC make a reservation.
    - o The *Sheltering* tab on the *Form 5266 Data Collection Tool – Statistics – April 2020* provides for input of these values.