

AMENDMENT NO. 2
Subrecipient Contract No. 32000263

The above referenced Subrecipient Contract between the City of Portland (City) acting by and through its Portland Housing Bureau (PHB) and American Red Cross, Oregon Trail Chapter (Subrecipient) is hereby amended as follows:

4. **Compensation** is amended to:

The amount of compensation is amended to add \$50,000 in General Funds and shall not exceed \$125,000 in General Funds. The compensation requirements are contained in Section IV.

5. **Reporting** is amended to:

The Reporting requirements are contained in Section III. Final report and invoice are due **April 30, 2011**.

6. **Exhibits**

The following Exhibits have been amended and attached as follows:

<u>Document</u>	<u>Description</u>	<u>No. of Pages</u>
Exhibit A	Request for Payment	1
Exhibit C	Homeless Severe Weather Event Criteria	1
Exhibit D	Homeless Severe Weather Incident Command Standard Operating Procedures	18

Section I: Scope of Services

The first paragraph of **Section I** is amended to:

From November 1, 2009, to March 31, 2010, and from November 1, 2010, to March 31, 2011, Subrecipient will provide Severe Weather Emergency Warming Center overflow services for adults who are homeless (men, women, and couples) for a minimum of 150 persons (and up to 300 persons, depending on the size of space secured) for up to 15 nights during each period by provision of the following services.

Section I.F.5 is amended to:

(in partnership with Multnomah County Animal Services) a total of forty portable pet kennels across all sites to provide opportunities for people with cats/dogs and other small pets/companion animals to bring their animals in a Severe Weather Emergency Warming Center. All animal brought into a Severe Weather Emergency Warming Center must be in a kennel at all times; Subrecipient may make exceptions for service animals on a case-by-case basis.

Section I.L is amended to:

The City and its partners at Multnomah County Department of Human Services contract for the operations of two seven-night-per-week seasonal warming centers that operate from

November 1, 2009 – March 31, 2010, and November 1, 2010 – March 31, 2011. To support these seasonal warming centers, Subrecipient:

1. may provide training to seasonal warming center volunteers in shelter operations, First Aid and CPR at a fee.
2. will annually provide one-time delivery of warming center mats, blankets and other shelter user materials which were purchased using City Severe Weather grant funds.
3. may provide off-season storage of warming center supplies provide funding is available for pay for off season storage and maintenance.

Section II: Performance Measures is amended to:

From November 1, 2009, to March 31, 2010, and from November 1, 2010, to March 31, 2011, Subrecipient will maintain the capacity to provide and will provide upon request a minimum of 150 bed spaces (and up to 300 bed spaces, depending on size of space secured) in Severe Weather Emergency Center per night for up to 15 nights during each period.

Section IV: Compensation and Method of Payment

Section IV.D is amended to:

It is agreed that total contract compensation shall not exceed ONE-HUNDRED-TWENTY-FIVE THOUSAND (\$125,000) DOLLARS.

Section IV.D is amended to:

Subrecipient may submit invoices on a weekly, bi-weekly or monthly basis. Final invoice and service report shall be submitted no later than **April 30th, 2011**.

All other terms and conditions of Contract No. 32000263 between the City of Portland and American Red Cross, Oregon Trail Chapter and as previously amended shall remain the same.

**AMERICAN RED CROSS
OREGON TRAIL CHAPTER**

CITY OF PORTLAND

Maree Wacker
Chief Executive Officer Date

Margaret Van Vliet, Director
Portland Housing Bureau Date

APPROVED AS TO FORM:

DRAFT

Linda Meng, City Attorney Date

LaVonne Griffin-Valade
City Auditor Date

184335

EXHIBIT A

**American Red Cross: Oregon Trail Chapter
REQUEST FOR PAYMENT
(Amendment 2)**

TO: City of Portland/PHB

Attn: Ruth Benson / Ryan Deibert
421 SW 6th Avenue, Suite 500
Portland, Oregon 97204

Project Name: Severe Weather Overflow Emergency Warming Center Services
Funding Source: General Fund

Request For Payment Number: _____
Billing Period: _____
Contract Number: _____

Budget Category	Contracted Budget	Amended Budget	Amount This Bill	Amount Billed to Date*	Balance
Personnel	\$35,000	\$58,350			
Operating Expenses	\$6,250	\$10,400			
Client Assistance Supplies**	\$33,750	\$56,250			
TOTAL	\$75,000	\$125,000			

- *In this column please include all amounts billed in previous invoices, as well as the amount billed in this invoice.
- ** Includes: Food, beverage and related supplies; blankets, bedding, and first aid.

Total Amount Requested: _____ Date: _____

Prepared By: _____ Phone No.: _____

Email: _____

American Red Cross Approved By: _____
Signature Date

**NOTE: Please reproduce the form on agency letterhead, or submit cover letter to this invoice that includes total requested and authorizing signature.*

EXHIBIT C
(Amendment 2)

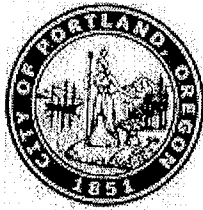
2010-2011 Severe Weather Criteria for Unsheltered Homeless Individuals

The City of Portland, acting through the Portland Housing Bureau, has formed standard operating procedures for Severe Weather Alerts and activation of Severe Weather Emergency Shelter. The goal of the severe weather response is to accommodate homeless persons when weather conditions place them at imminent danger of loss of life or serious negative health consequences, primarily between November 1 and March 31 each year.

- I. The meeting of the below criteria will constitute a **Severe Weather Alert**, which will initiate the opening of Severe Weather Emergency Warming Center overflow shelter:
 - A. Dry - any one of the following conditions:
 1. Temperature:
 - i. Single night: 22° F (-5.5° C) or below,
 - ii. Three or more nights: 25° F (-3.9° C) or below.
 2. Winds: forecasted sustained at 15 mph or greater and 32°F.
 - B. Wet- any one of the following conditions:
 1. Snow accumulations of 1.0 inch or more sticking to the ground in most locations.
 2. Temperature at or below 32° F (0° C) or below with driving rain of 1.0 inch or more overnight.
 3. Winds: forecasted sustained at 15 mph or greater and 32° F.
- II. The standard for requesting existing shelters and warming centers to provide additional beds (while NOT issuing a Severe Weather Alert) shall be predicted overnight weather of:
 - A. Dry Conditions:
 - i. 25° F or below
 - ii. 3 nights or more at 27° F or below
 - B. Wet Conditions:
 - i. 32° F or below with snow (sticking) or rain
 - ii. 33°-35° F with heavy rain (0.75" overnight)
 - iii. Freezing rain

EXHIBIT D
(Amendment 2)

184335



2010-2011 Standard Operating Procedures
**Severe Weather Alert & Severe Weather Emergency Warming Center
For the Protection of Unsheltered People during Cold Weather**

I. Introduction

- A. Purpose: This document outlines measures for the City of Portland, Portland Housing Bureau (PHB) to coordinate public and private resources during weather conditions that pose an immediate danger to the life and health of unsheltered people, especially those living with medical or mental health conditions that render them more vulnerable in inclement weather.
- B. Scope: This document provides criteria for PHB staff that will declare Severe Weather Alerts, initiate efforts to open and maintain an overnight Severe Weather Emergency Warming Center, and otherwise coordinate resources and services necessary to provide shelter to those experiencing homelessness during inclement winter weather conditions. It also provides communication protocols between PHB, Portland Office of Emergency Management (POEM), 211 info, other City bureaus, homeless service providers, and other external constituents.
- C. Objectives: This procedure is designed to safeguard the lives of vulnerable homeless individuals by providing shelter during inclement weather conditions that pose a threat to those living without adequate shelter, especially those at higher risk of death due to exposure.

II. Situation and Assumptions

- A. Situation:
 - 1. Portland experiences relatively few instances of extremely cold or dangerously inclement weather each year.
 - 2. On rare occasions, Portland experiences high winds or receives snow, sleet or accumulations of ice that pose an imminent danger to those living without adequate shelter.
 - 3. Surveys conducted in January 2009 indicate an estimated 1,600 people are unsheltered in Portland on any given night. Separate surveys conducted in October 2008 indicate that forty-seven percent of unsheltered people may be especially vulnerable to inclement winter weather due to poor health, inadequate access to appropriate resources (e.g., food, clothing, and shelter) or other risk factors.

4. The City of Portland and Multnomah County fund winter warming centers for families and adults from November 1 through March 31. There are also privately-funded organizations that provide winter shelter services. In addition to the nearly 761 shelter beds available year round, another 334 shelter beds will be available this winter and up to an additional 300 beds will be made available during severe weather.
5. Portland City Council has adopted a 10-Year Plan to End Homelessness. In support of this strategy, PHB coordinates concerted action to house unsheltered homeless people who are at the greatest risk of mortality and morbidity. In addition to leading the effort to end homelessness, PHB has been tasked with efforts to protect unsheltered homeless people during times of inclement weather.

B. Assumptions:

1. Wet and windy conditions exacerbate the effects of cold weather and increase the risk of hypothermia, frostbite, immersion foot, and other exposure-related illnesses among exposed individuals.
2. In most cases, short-term weather forecasts will provide sufficient warning of impending inclement weather to enable effective action to protect the most vulnerable people experiencing homelessness.
3. The Oregon Trail Chapter of American Red Cross (ARC) and other social service providers under contract to PHB can open Severe Weather Emergency Warming Center(s) within about six hours of notification, and will operate overnight emergency shelter from 9:00 pm to 7:00 am at selected location(s) across the city.
4. Several agencies not under contract with PHB are able to provide additional shelter beds (up to approximately 200 beds) during severe weather conditions and regularly do so voluntarily.
5. Homeless service providers conducting outreach and ad hoc outreach workers (e.g., Portland Police Bureau, Portland Fire & Rescue) will direct those in need to the Severe Weather Emergency Warming Center and other emergency shelters if provided with notice of their availability.
6. When notified of Severe Weather Alert and available resources, Portland Police Bureau will direct people whom they encounter through their regular duties to emergency warming centers, shelters and other services as appropriate.
7. When necessary, Tri-Met, Portland Police Bureau, Portland Fire & Rescue, and other city agencies (e.g., Water Bureau, Portland Parks & Recreation) will support PHB efforts to protect and shelter unsheltered homeless people during severe weather conditions by providing transportation, space, walk-throughs in overnight warming centers and other resources as warranted.

III. Alert Criteria and Communication Protocols

A. Severe Weather Alert Criteria: PHB and POEM have agreed to use the following criteria to determine when conditions pose a danger to exposed vulnerable people. The meeting of the below criteria will constitute a Severe Weather Alert:

1. Dry - any one of the following conditions:
 - a. Temperature:
 - iii. Single night: 22° F (-5.5° C) or below,
 - iv. Three or more nights: 25° F (-3.9° C) or below.
 - b. Winds: forecasted sustained at 15 mph or greater and 32°F.
2. Wet - any one of the following conditions:
 4. Snow accumulations of 1.0 inch or more sticking to the ground in most locations.
 5. Temperature at or below 32° F (0° C) or below with driving rain of 1.0 inch or more overnight.
 6. Winds: forecasted sustained at 15 mph or greater and 32° F.
3. For criteria related to weather conditions which do not meet Severe Weather Alert standards, but may warrant the opening of additional beds in existing shelters, see Appendix A.

B. Decision-making:

1. The POEM Duty Officer will monitor the National Weather Service (NWS) forecast and notify the designated PHB representative by email (Sally.Erickson@portlandoregon.gov; Jennifer.Chang@portlandoregon.gov; Ryan.Deibert@portlandoregon.gov) and cell phone (503-823-6696) when conditions satisfying the Severe Weather Alert criteria are expected to occur.
2. Upon receiving notification from POEM that NWS forecasts indicate upcoming conditions may present a danger to the health and welfare of people living outside, PHB will determine whether or not to issue a Severe Weather Alert based on established Alert Criteria.

C. Notification: PHB is responsible for the coordination of communications regarding a Severe Weather Alert, severe weather emergency overnight warming center(s), locations, hours of operation, capacity and expected date(s) of closure.

If the forecast does not meet Severe Weather Alert criteria, but PHB decides predicted weather conditions may or do pose an increased risk to unsheltered individuals, PHB will coordinate efforts among homeless service providers to provide additional beds in existing shelters. Appendix B outlines the process to be taken to contact homeless service providers.

In the event that a Severe Weather Alert is issued, PHB will generate an email declaring the Severe Weather Alert (see Appendix C for sample email notification) and will abide by the following process:

POEM Duty Officer

1. PHB will email the POEM Duty Officer at (poemdutyofficer@portlandoregon.gov) to notify them that a Severe Weather Alert has been issued.
2. The POEM Duty Officer will forward the notice to the following individuals and agencies:
 - a. City Elected Officials
 - b. City Elected Officials Executive staff
 - c. BOEC – Operations Management
 - d. BOEC – Fire
 - e. C103 (PF&R Email)
 - f. ONI Administration
 - g. ONI Crime Prevention All
 - h. Bureau Emergency Managers
 - i. Urban Area Emergency Managers
 - j. PHB Commissioner's Advisor
 - k. All Police Commanders
 - l. Police Public Information Officers
 - m. Public Health Officer,
 - n. City Hall Security Office

- o. Tri-Met
 - p. WebEOC
3. When NWS forecasts predict weather conditions will meet Severe Weather Alert criteria for 3 days or more, PHB will:
- a. Initiate daily conference calls between selected participants using a telephone number supplied by POEM.
 - b. Arrange through either POEM or Portland Fire & Rescue to distribute 800 MHz trunked radios among responders.

211info

4. PHB will contact Troy Hammond at 211info by both phone (503-419-8617) and email (Troy@211info.org), to notify them that a Severe Weather Alert has been issued.
5. PHB will provide 211info with on-going, updated information on referral services and shelter availability. 211info will relay this information to the public:
- a. During winter months (November through March) 211info can be reached by calling 2-1-1. The line is open to all callers between 8:00am and 6:00pm, Monday through Friday. Multnomah County callers may also contact 211info between 6:00pm and 10:00pm, Monday through Friday, and between 8:00am and 10:00pm on Saturday and Sunday.
 - b. 211info will send out an email notice of all warming center updates and winter service updates to interested shelter, outreach, and service providers via email, and to vulnerable people experiencing homelessness through their call-in information line and website.
 - c. When a Severe Weather Alert is issued, 211info will email winter shelter and day center providers to inquire whether there are any program updates or changes in service/capacity. **Providers will be requested to contact 211info with any updates by or before 2:00pm of the day of the alert, by phoning Troy Hammond at 503-419-8617.**
6. 211info will notify the following:
- a. Interested shelter, outreach, and other service providers (list will be provided by PHB) via email,
 - b. Vulnerable people in need of shelter through the 211info call-in information line and website.
 - c. 211info will receive calls from providers to verify shelter space and availability.

IV. Response Protocols

- A. **Level 1: Severe Weather Alert Criteria – NOT MET:** In instances when PHB determines that the forecast does meet the Severe Weather Alert criteria, and the weather does not pose any increased risk to unsheltered individuals, no action will be taken.

If the forecast does not meet Severe Weather Alert criteria, but PHB decides predicted weather conditions may or do pose an increased risk to unsheltered individuals, PHB will coordinate efforts among homeless service providers to provide additional beds in existing shelters. Appendix A outlines the process to be taken to contact homeless service providers.

- B. **Level 2: Severe Weather Alert Criteria - MET (3 consecutive days or less):** When PHB determines that the forecasted weather will or does meet the Severe Weather Alert criteria and is ***predicted to last a duration of 3 consecutive days or less***, PHB will take the following actions by or before 2:00pm of the day of the alert:
1. Direct the Oregon Trail Chapter of the American Red Cross (ARC) to open one or more emergency overnight warming centers.
 - a. ARC will open low-barrier and easily accessible Severe Weather Emergency Overnight Warming Center overflow services, with adequate facilities, for a minimum of 150 people per night (and maximum of 300, depending on size of space secured) at one or more locations in consultation with the City of Portland with 6 hours notice for that specific date.
 - b. ARC emergency overnight warming center(s) will include clean mats and blankets, space for carts/bikes, provisions for cats, dogs and other small pets or service animals, and snacks, water and hot beverages.
 2. Contact specific homeless service providers who may voluntarily be able to provide additional shelter space.
 - a. Calvary Christian Church – 65 beds
 - b. City Team Ministries – 10 beds
 - c. Family Network – contact to determine increased bed capacity
 - d. Janus Youth Programs – 10 beds
 - e. Portland Rescue Mission – 11 beds
 - f. Salvation Army Harbor Light – 10 beds
 - g. Union Gospel Mission – 60 beds
 3. Coordinate with homeless service providers who may voluntarily be able to provide expanded day services capacity.

- a. Downtown Chapel has agreed to voluntarily operate day services for up to 100 people Monday through Friday, 9:00 am until 5:00 pm. They will provide seating, hot beverages, snacks and movies.
 - b. The Salvation Army Harbor Light has agreed to voluntarily provide seating and hot beverages for up to 70 people daily from 7:30 am to 7:30 pm.
 - c. Union Gospel Mission has agreed to voluntarily provide hot beverages, seating and movies for up to 50 people daily from 9:00 am to noon and from 2:00 pm to 6:00 pm.
- 4. Coordinate transportation as needed for outreach and shelter shuttles (see Section IV.D: Transportation below).
 - 5. Coordinate communication of alert information and updates via email to interested parties (see Section III. C. Notification above).
- C. **Level 3: Severe Weather Alert Criteria - MET (4 consecutive days or more):** When PHB determines that the forecasted weather will or does meet the severe weather alert criteria and is ***predicted to last a duration of 4 consecutive days or more***, PHB will take the following actions, in addition to the actions listed for a Level 2 in Section IV. B above.
- 1. Incident Command System: PHB will employ the Incident Command System to manage the response when declaring a severe weather alert lasting 4 days or more.
 - 2. A representative of PHB will serve as Incident Commander. Once a severe winter weather alert is issued, PHB will staff this position on a 24hours/7 days-a-week basis until conditions no longer require a coordinated response.
 - a. PHB staff will alternate Incident Commander duties on 12-hour shifts. **The Incident Commander can be contacted by cell phone at: (503) 823-6696.**
 - b. The Incident Commander will be available to receive phone and email communication at all times while on shift.
 - 3. 211: During a Level 3 response, 211 will extend its capacity to 24-hour operations. 211 will serve the primary role of collecting and distributing information on shelter capacity, and coordinating transportation resources to and from shelter sites during an extended Severe Weather alert.
 - 4. Liaison Officer: POEM will provide a Liaison Officer to support the Incident Commander and ensure all agencies participating in the response have a single point of contact for coordinating their response efforts. The Liaison Officer may also serve as a planning section chief for the purposes of preparing the Incident Commander's daily situation report and incident action plan.

5. Public Information Officer: POEM will provide a public information officer to collaborate with the Housing Commissioner's office to coordinate and develop public messages and to act as a media liaison with representatives of PHB and the response organizations.
 6. Operations Section Chief: The Incident Commander may decide to appoint an operations section chief when the operation of emergency warming centers requires the provision of dedicated transportation, feeding, or medical care.
- D. Transportation: PHB will coordinate transportation to facilitate effective outreach and engagement, and ensure necessary transportation to emergency shelter locations.
1. PHB will provide transportation for homeless individuals to and from shelter sites. PHB's primary and first transportation source is Tri-Met. In the case that Tri-Met is not available or additional transportation capacity is needed, the following agencies will be contacted to assist in coordinating transportation:
 - a. CHIERS
 - b. Janus Youth Programs
 - c. JOIN
 - d. Portland Fire & Rescue
 - e. Portland Water Bureau
 - f. Independent cab companies
 2. PHB will coordinate with Union Gospel Mission (UGM) to provide a staging area where people may wait for transportation to the emergency warming centers.
 - a. UGM has agreed to voluntarily provide a warm, indoor space for people while they wait for transportation to emergency warming center(s).
 - b. The transportation staging area will open at 8:30 pm and will remain open until 9:30 pm.
 - c. UGM personnel will provide support to people waiting for transportation, including escorting people to vehicles or bus stops.
- E. Deactivation: A formal notice of deactivation will be sent to POEM, 211info and shelter providers when conditions no longer are categorized as severe weather. The following factors will be taken into consideration when determining whether to deactivate a Severe Weather Alert:
1. Weather forecasts indicate alert criteria will not be met for the next 48 hours.
 2. Shelter census has stabilized or decreased.

3. Snow has melted in outside sleeping areas.
4. No subsequent flooding is imminent.
5. Services are available that will allow unsheltered people to access and maintain dry clothing and outdoor gear sufficient to avoid hypothermia and other exposure-related conditions.
6. Tri-Met operations have returned to normal.
7. Regular homeless services have returned to normal operations.
8. Staff detects a decided shift in the social atmosphere in shelters marked by harmful or destructive behavior and in which continued shelter operations would be unsafe.

V. Responsibilities

A. Portland Housing Bureau (PHB):

1. PHB will contract facilities and services to operate emergency overnight warming centers for homeless people on short notice when forecasts indicate weather conditions will meet Severe Weather Alert criteria.
2. The designated PHB representative will have the authority and responsibility to issue a Severe Weather Alert and determine in consultation with contracted service providers if and when emergency overnight warming centers for the homeless will open or demobilize.
3. PHB will coordinate with homeless service providers to provide additional shelter beds and expanded day center hours with contracted and voluntary homeless service providers.
4. PHB will coordinate communication between 211info, homeless service providers, emergency responders, local government and other essential participants.

PHB will be in on-going contact with the POEM Duty Officer and 211info regarding monitoring the weather and issuing of Severe Weather Alerts. When an alert is declared, PHB will email POEM and 211info with notify them an alert was been issued, and will provide shelter information, updated information regarding response to the severe weather, availability of resources, and demobilization of operations.

5. PHB will provide support to 211info in the coordination of transportation and effective outreach and engagement and ensure necessary shuttle service to emergency shelter locations. PHB will arrange for a warm, dry area in which people may wait for transportation to over flow emergency warming centers.

6. When it is predicted that a Severe Weather Alert will remain in effect for a duration of 4 consecutive days or more, PHB will designate an Incident Commander to be available at all times while on shift by telephone or email to communicate with involved parties regarding severe weather and related activities.

B. American Red Cross (ARC)

1. ARC will provide low-barrier and easily accessible severe weather emergency overnight warming center overflow services for a minimum of 150 (and up to 300, depending on size of secure space) people at one or more locations. In addition, ARC will provide:
 - a. Facilities with adequate toileting for the number of individuals served.
 - b. Space, clean mats and blankets for all individuals using the severe weather emergency overnight warming center overflow service.
 - c. Snacks, water and hot beverages for the people served.
 - d. Space for carts and bikes at the severe weather emergency overnight warming centers.
 - e. (in coordination with Multnomah County Animal Services) Up to 40 portable pet kennels to provide opportunities for people with cats or dogs and other small pets or companion animals to bring their animals in a severe weather emergency overnight warming center. All animals must be in individual kennels at all times.
2. If requested by PHB staff, an ARC representative will serve as Operations Section Chief in the Incident Command General staff during Severe Weather Alerts.

C. Portland Office of Emergency Management (POEM):

1. The Duty Officer is responsible for monitoring overnight winter weather forecasts throughout the day.
2. When forecast conditions pose a danger to vulnerable exposed populations, the Duty Officer will notify the designated representative of PHB. After receiving confirmation from the designated representative of PHB that emergency warming shelters will open, the Duty Officer will issue the initial notification that a severe winter weather alert has been issued and provide information regarding emergency overnight warming center locations and opening hours.
3. The Duty Officer will enter a significant event in WebEOC indicating that the Severe Weather Alert has been issued and emergency overnight warming centers have opened.

4. POEM will provide a liaison officer to support the Incident Commander and ensure all agencies participating in the response have a single point of contact for coordinating their response efforts.
5. POEM will provide a public information officer to collaborate with the Housing Commissioner's office to coordinate and develop public messages and act as media liaison with representatives of PHB and the response organizations.

D. 211info:

1. During winter months (November through March) 211info can be reached by calling 2-1-1. The line is open to all callers between 8:00am and 6:00pm, Monday through Friday. Multnomah County callers may also contact 211info between 6:00pm and 10:00pm, Monday through Friday, and between 8:00am and 10:00pm on Saturday and Sunday.
2. 211info will provide warming center updates and referrals to interested shelter, outreach, and other service providers (list to be provided by PHB) via email.
3. 211info will provide information and referrals to vulnerable people experiencing homelessness through their call-in information line and website.
4. 211info will collect information received from warming centers, shelters, day service providers and other service providers and distribute updates to the broad network of homeless service providers.
5. 211info will serve as the primary point of contact for coordination of transportation and effective outreach and engagement and ensure necessary shuttle service to emergency shelter locations. 211info will receive support from PHB staff on coordination efforts.
6. During a Level 3 (extended) Severe Weather alert, 211 will increase its capacity to be operational 24-hours. During this time, 211 will continue to serve as the primary source of collecting and distributing updated information on shelter capacity and transportation.

VI. **Administration and Logistics**

- A. Ownership: The PHB Ending Homelessness Team Program Coordinator is responsible for maintaining the Standard Operating Procedures (SOP).
- B. Periodic Review: The SOP will be reviewed annually before the onset of severe winter weather and revised if necessary.
- C. Consultation: PHB will consult and have due regard for the advice of homeless service providers, POEM staff, and other external constituents when reviewing and revising the SOP.

VII. **Authority and References**

A. Ordinances:

1. Ordinance #182355
2. Portland City Code, Chapter 15.12.020(H)
3. Portland City Code, Chapter 15.12.020(I)

B. Policy Documents –

1. Home Again: A 10-year Plan to End Homelessness in Portland and Multnomah County (BCP-HOU-2.01)

APPENDIX A

Opening additional winter weather beds in existing shelters

2. The City of Portland and Multnomah County fund winter shelter services from November 1 through March 31. There are also privately-funded organizations that provide winter shelter services. In addition to the 761 shelter beds available year round, another 334 shelter beds will be available this winter and up to an additional 300 beds will be made available during severe weather.
3. PHB will coordinate with existing homeless service providers to confirm availability of additional beds for people who would otherwise sleep outside when predicted overnight weather conditions do not meet Severe Weather Alert criteria, but pose an increased risk to unsheltered individuals:
 - A. Dry Conditions:
 - i. 25° F or below
 - ii. 3 nights or more at 27° F or below
 - B. Wet Conditions:
 - i. 32° F or below with snow (sticking) or rain
 - ii. 33°-35° F with heavy rain (0.75" overnight)
 - iii. Freezing rain
4. After consulting with National Weather Service, PHB will determine if the above criteria have been met.
5. PHB will contact providers to request and confirm that additional beds will be made available as follows:
 - A. Calvary Christian Church – 65 beds
 - B. City Team Ministries – 10 beds
 - C. Family System – contact to determine potential increased bed capacity
 - D. Janus Youth Programs – 10 beds
 - E. Portland Rescue Mission – 11 beds
 - F. Salvation Army Harbor Light – 10 beds
 - G. Union Gospel Mission – 60 beds
6. By or before 2:00pm on the day of the event, PHB will generate an email for distribution to 211info, POEM and American Red Cross stating that a Severe Weather Alert will NOT be issued, but conditions warrant the opening of additional shelter beds. Information will include location and number of additional beds. This email will be sent to 211info for distribution to homeless service providers and the community.
7. Sample notification email:

(following page)

SUBJECT: NO Severe Weather Alert

After reviewing the forecast for [time period], I want to check in with you regarding the weather.

At this time, we do NOT anticipate a Severe Weather Alert will be issued for [time period]. Local weather will [describe predicted weather conditions for time period based on NWS forecast]. The criteria used to determine a Severe Weather Alert and the corresponding opening of Red Cross emergency warming centers is:

[Describe why forecasted conditions do not meet do not meet Alert Criteria].

Nonetheless, weather conditions will be challenging for those who are sleeping outside. Outreach workers and emergency responders will assist in directing unsheltered people to shelters.

The following shelter providers will expand capacity as follows:

[list shelters that will expand capacity and by how many beds]

[Briefly describe recent availability for women at Adult and Family Warming Centers].

211info, reached by calling 2-1-1, is open to all callers between 8:00am and 6:00pm, Monday to Friday. Multnomah County callers may also contact 211info between 6:00pm and 10:00pm Monday to Friday, and between 8:00am and 10:00pm on Saturday and Sunday. People should call 211info to be directed to shelter locations.

Winter service coordination provided by 211info is made possible by a grant from the Portland Housing Bureau. In partnership with other City departments, Multnomah County and community partners, the Portland Housing Bureau coordinates winter and severe weather shelter and day services for homeless individuals in our community.

As a reminder, two winter warming centers are open 7 nights a week through March 31st, 2010:

-- **FAMILY WINTER WARMING CENTER:** Located at 12505 NE Halsey Street, Portland Oregon (on Halsey near 126th Avenue). Call first 211 or (503-548-0200 or 503-405-7875) before sending someone there, to make sure there's room. Only for families with children under 18.

-- **WOMEN'S WINTER WARMING CENTER:** Check in at Transition Projects, 475 NW Glisan, between 8:30 a.m. and 7:00 p.m. to reserve a space for the night. Call 503-823-4930 to check availability. Guests must confirm reservation nightly at 7:30 p.m. Only for single women, up to 70 people.

-- **MEN'S EXPANDED SHELTER:** Located at Salvation Army Harbor Light, SW 2nd and Ankeny, between 7:30pm and 7:30am. Call 503-239-1259. Provides seating and hot beverages. Only for single men, up to 70 people.

Appendix B
Sample Email Notification of Severe Weather Alert

Subject: SEVERE WEATHER ALERT [TIME PERIOD]

Severe Weather Alert: The National Weather Service predicts [describe NWS forecasted conditions] will begin [time period] and are expected to persist through [time period].

Anyone seeking shelter should contact 211info, reached by dialing 2-1-1. 211info will be available to identify available shelter and warming center resources between 8:00am and 6:00pm, Monday through Friday. Multnomah County callers may also contact 211info between 6:00pm and 10:00pm Monday to Friday, and between 8:00am and 10:00pm on Saturday and Sunday. People should call 211info to be directed to shelter locations.

Service providers who would like to update information on services they offer during Severe Weather Alerts, please call Troy Hammond at (503) 419-8617.

In addition to existing year-round and winter shelter facilities, the following warming center facilities are available:

Family Winter Warming Center:

12505 NE Halsey Street, Portland Oregon

(on Halsey near 126th Avenue)

Call 211 or (503-548-0200 or 503-405-7875) to check for availability

Dates: seven nights a week throughout winter season

Hours: 7:00 PM - 7:00 AM, check-in on site

Serves: Families with children under 18

Women's Winter Warming Center:

Check in at Transition Projects, 475 NW Glisan, between 8:30 a.m. and 7:00 p.m. to reserve a space for the night. Call 503-823-4930 to check availability. Only for single women, up to 70 people.

Dates: seven nights a week throughout winter season

Hours: 7:00 PM - 7:00 AM

Serves: Single women

Men's Expanded Shelter:

Located at Salvation Army Harbor Light, SW 2nd and Ankeny, between 7:30pm and 7:30am. Call 503-239-1259. Provides seating and hot beverages. Only for single men, up to 70 people.

Dates: seven nights a week throughout winter season

Hours: 7:30 PM - 7:30 AM

Serves: Single men

Severe Weather Emergency Warming Center (only open when a Severe Weather Alert is issued):

Red Cross Severe Weather Emergency Warming Center at the Imago Dei Church

1302 Ankeny Street, (near 13th Avenue in Inner SE), Portland

Dates: Dependent on Severe Weather Alert

Hours: 9:00 PM - 7:00 AM, check-in on site

Serves: Families, single adults, and youths; Pets allowed; some space for carts; accessible location (main floor)

The following expanded day center services are available during the Severe Weather Alert.

Downtown Chapel Roman Catholic Parish

601 W. Burnside Street, 503-228-0746

Provides hot beverages, some snacks and movies

Dates: Dependent on Severe Weather Alert

Hours: 8:30 AM – 4:30 PM

Serves: Adults, up to 100 people

Salvation Army Harbor Light

SW 2nd and Ankeny, 503-239-1259

Provides seating and hot beverages

Dates: Dependent on Severe Weather Alert

Hours: 7:00 AM – 7:30 PM

Serves: Men, up to 70 people

Union Gospel Mission

15 NW 3rd Avenue, 503-228-0319

Provides hot beverages, some snacks and television

Dates: Dependent on Severe Weather Alert

Hours: 9:00 AM – noon and 2:00 PM – 6:00 PM

Serves: Adults, up to 50 people

Please call 211 with questions regarding other shelter and transportation resources.

Winter service coordination provided by 211info is made possible by a grant from the Portland Housing Bureau. In partnership with other City departments, Multnomah County and community partners, the Portland Housing Bureau coordinates winter and severe weather shelter and day services for homeless individuals in our community.

Appendix C
FY 2010-2011 Severe Weather Planning
Transportation Dispatch Plan

DRAFT

In the case that a Severe Weather Alert is declared, the Portland Housing Bureau (PHB) will coordinate transportation efforts with 211info and city/community partners to facilitate effective outreach to individuals on the streets and ensure necessary transportation to emergency warming center locations.

I. Staging Area

When a Severe Weather Alert is issued, PHB will coordinate with Union Gospel Mission (UGM) to open a staging area where homeless people may be dropped off and wait for transportation to the emergency warming centers. The address is:

Union Gospel Mission of Portland
15 NW 3rd Avenue
Portland, Oregon 97209
Ph: (503) 274-4483
Contact: Dave White (Phone: 503-274-4483)

The staging area will be open from 8:30pm to 9:30pm for each night that a Severe Weather Alert remains in effect. UGM personnel will provide support to people waiting for transportation, including escorting people to vehicles or bus stops. UGM staff will also maintain constant coordination with 211info and outreach staff regarding the availability of shelter space and day center hours at various agencies.

II. Transporting Individuals from the Streets to the Staging Area

PHB will contact the following agencies to help identify and transport unsheltered individuals from the streets to the staging area at UGM, before and up to 9:30pm on the night of the Severe Weather Alert:

- a. CHIERS
- b. Janus Youth Programs
- c. JOIN
- d. Independent cab companies (variable)

III. Transporting Individuals from the Staging Area to Emergency Shelter

PHB will contact Tri-Met as the first and primary source for transporting individuals from the staging area to emergency warming center locations. If Tri-Met is not available, the following agencies will be contacted and utilized:

- a. Portland Fire & Rescue
- b. Portland Water Bureau

- c. Independent cab companies (variable)

IV. Emergency Warming Center Locations

Tri-Met and/or the other entities listed in Section III will transport individuals from the UGM staging area to one of the emergency warming centers or other locations offering severe weather shelter beds. The addresses of these facilities are listed in the "FY 2010-2011-Winter Services and Shelter List", published by the Portland Housing Bureau.

V. Communication and Coordination of Transportation Efforts

When a Severe Weather Alert is issued, PHB will make the initial contact to 211info and all the above listed entities to inform them that an alert has been issued, and to activate the transportation plan, including the opening of the UGM staging area and shuttle service from the staging area to the emergency warming centers and other locations offering severe weather shelter beds.

Agencies and individuals who need transportation assistance will contact 211info, and 211info will then connect the agency/individual in need to one of the above entities listed in Section II.