Oregon Department
of Human Services

Presentation to the House Committee on
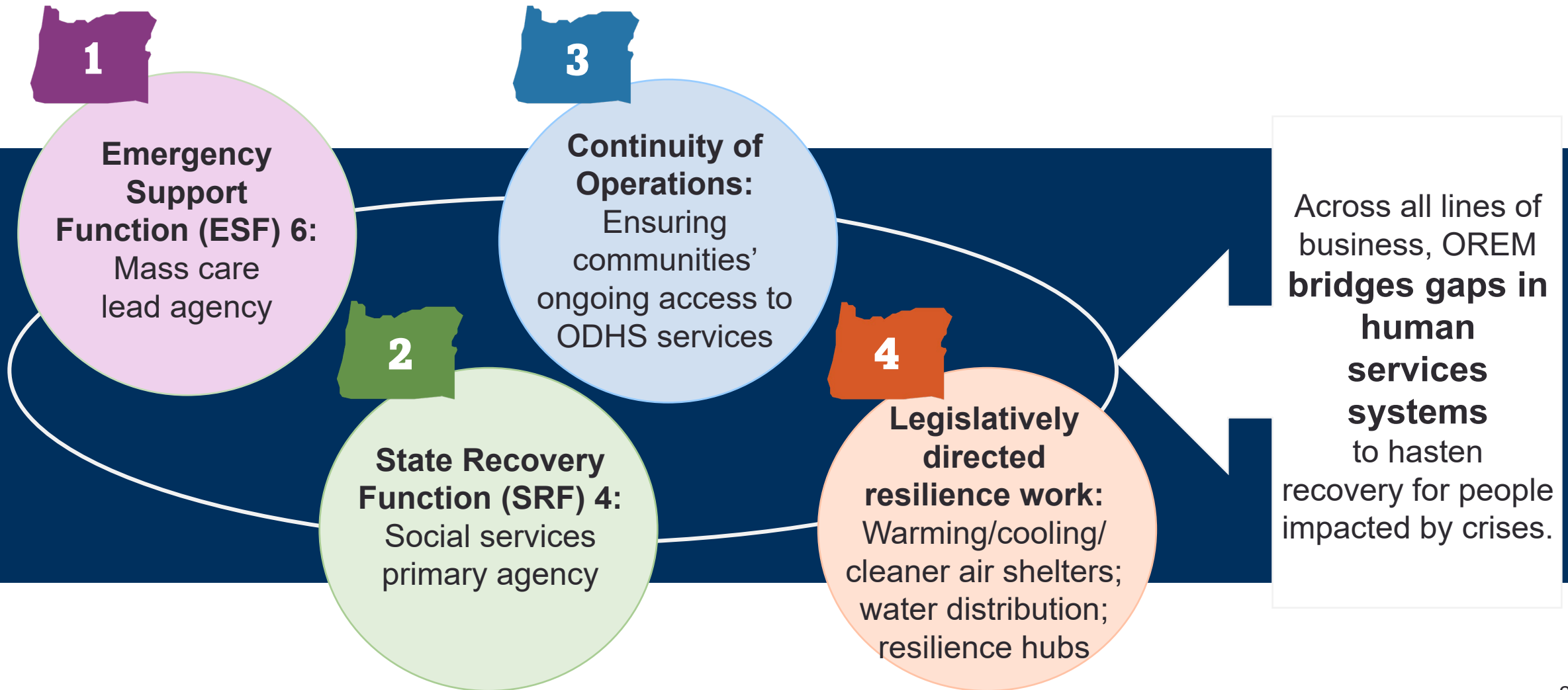Emergency Management, General Government,
and Veterans

Office of Resilience and Emergency Management (OREM) overview

Ed Flick, Director, ODHS Office of Resilience and Emergency Management

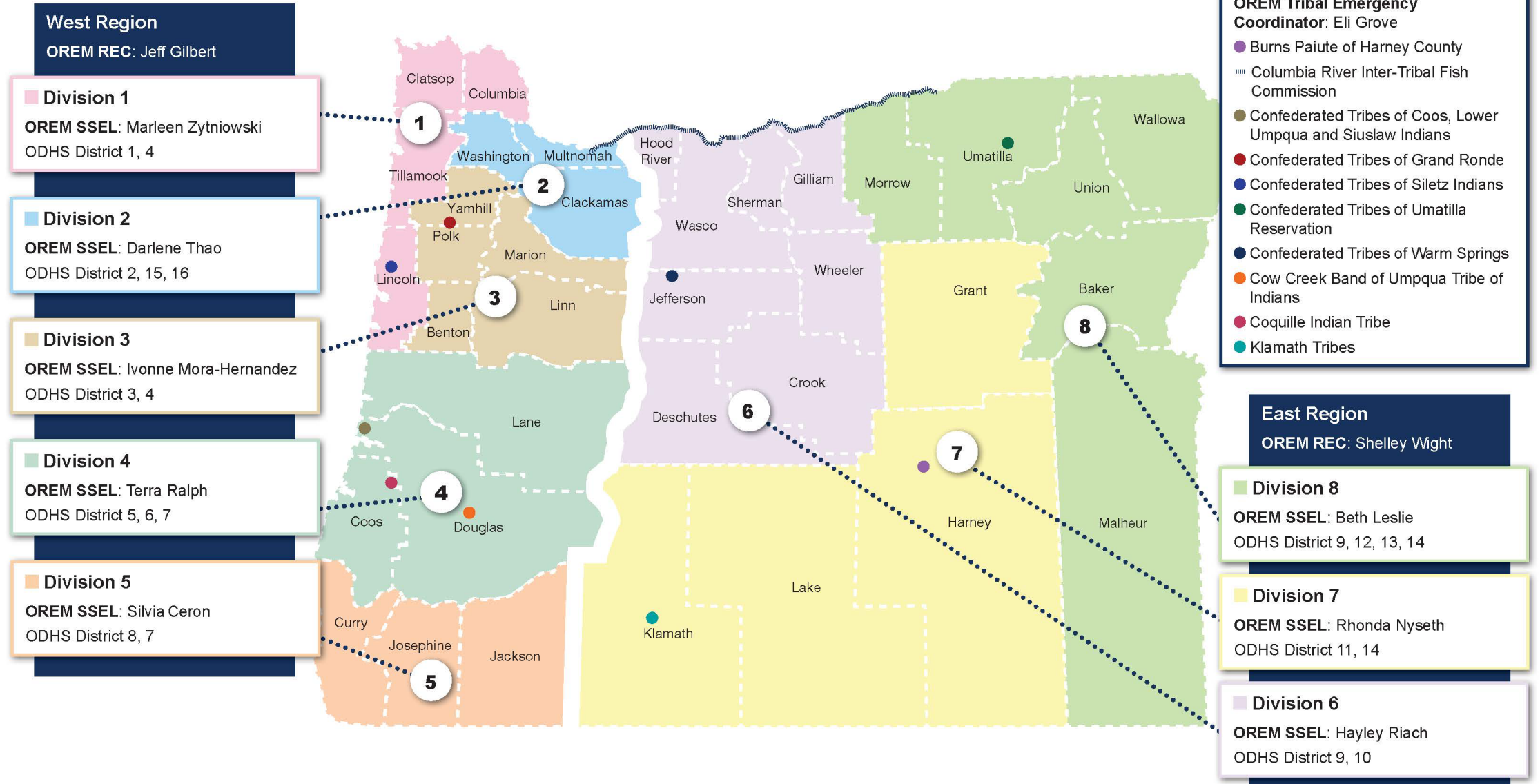Spencer Karel, Policy Chief, ODHS Office of Resilience and Emergency Management

January 23, 2025

OREM's primary lines of business

1 **Emergency Support Function (ESF) 6:** Mass care lead agency

3 **Continuity of Operations:** Ensuring communities' ongoing access to ODHS services

2 **State Recovery Function (SRF) 4:** Social services primary agency

4 **Legislatively directed resilience work:** Warming/cooling/cleaner air shelters; water distribution; resilience hubs

Across all lines of business, OREM **bridges gaps in human services systems** to hasten recovery for people impacted by crises.

How We Are Organized | Across the State

Oregon Department of Human Services
RESILIENCE AND EMERGENCY MANAGEMENT

Office of Resilience and Emergency Management (OREM) | Regional Emergency Coordinator (REC) | Social Services Emergency Liason (SSEL)

West Region
OREM REC: Jeff Gilbert

Division 1
OREM SSEL: Marleen Zytniowski
ODHS District 1, 4

Division 2
OREM SSEL: Darlene Thao
ODHS District 2, 15, 16

Division 3
OREM SSEL: Ivonne Mora-Hernandez
ODHS District 3, 4

Division 4
OREM SSEL: Terra Ralph
ODHS District 5, 6, 7

Division 5
OREM SSEL: Silvia Ceron
ODHS District 8, 7

Tribal
OREM Tribal Emergency Coordinator: Eli Grove
- Burns Paiute of Harney County
- Columbia River Inter-Tribal Fish Commission
- Confederated Tribes of Coos, Lower Umpqua and Siuslaw Indians
- Confederated Tribes of Grand Ronde
- Confederated Tribes of Siletz Indians
- Confederated Tribes of Umatilla Reservation
- Confederated Tribes of Warm Springs
- Cow Creek Band of Umpqua Tribe of Indians
- Coquille Indian Tribe
- Klamath Tribes

East Region
OREM REC: Shelley Wight

Division 8
OREM SSEL: Beth Leslie
ODHS District 9, 12, 13, 14

Division 7
OREM SSEL: Rhonda Nyseth
ODHS District 11, 14

Division 6
OREM SSEL: Hayley Riach
ODHS District 9, 10

Counties: Clatsop, Columbia, Washington, Multnomah, Hood River, Gilliam, Morrow, Umatilla, Wallowa, Union, Tillamook, Yamhill, Clackamas, Sherman, Wasco, Polk, Marion, Wheeler, Grant, Baker, Lincoln, Linn, Jefferson, Benton, Lane, Crook, Deschutes, Coos, Douglas, Harney, Malheur, Curry, Josephine, Jackson, Klamath, Lake

The OREM approach to all emergencies

Prepare communities; keep people safe in their homes

If people must leave, give them options; coordinate support

Support people and social service organizations through long term recovery

The OREM approach to all emergencies

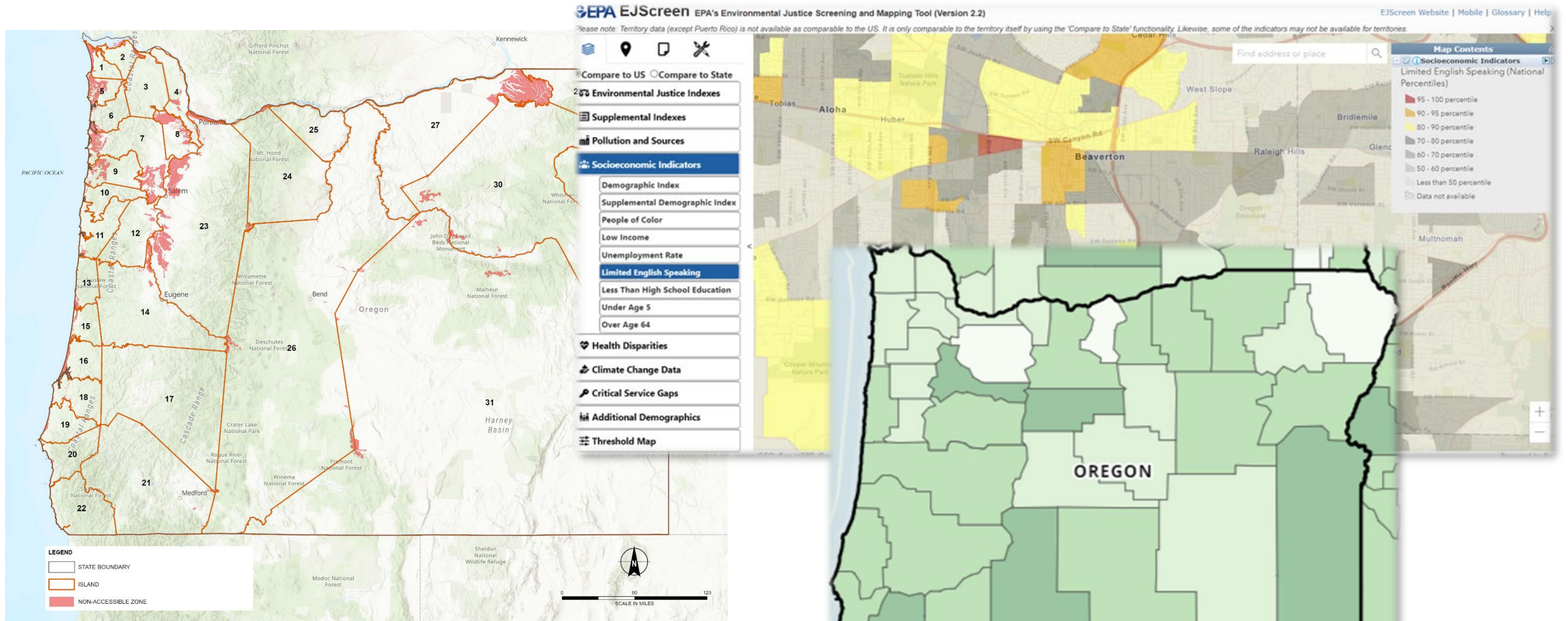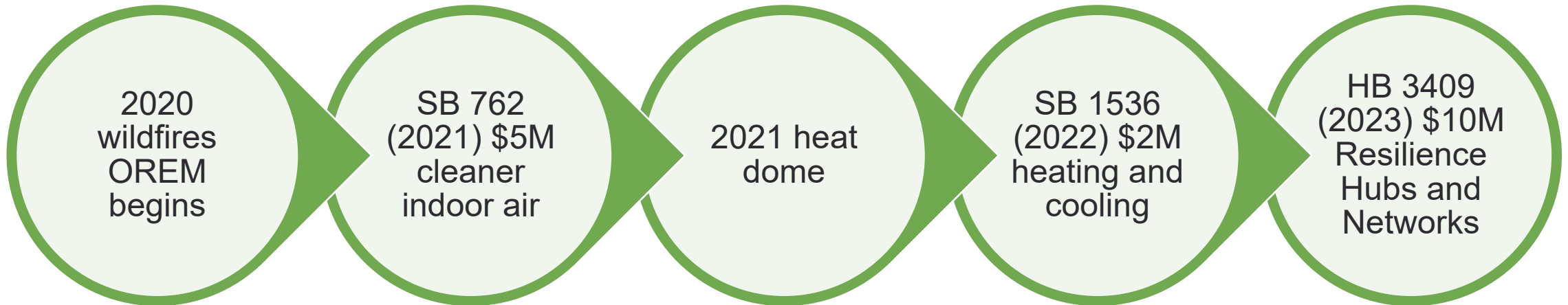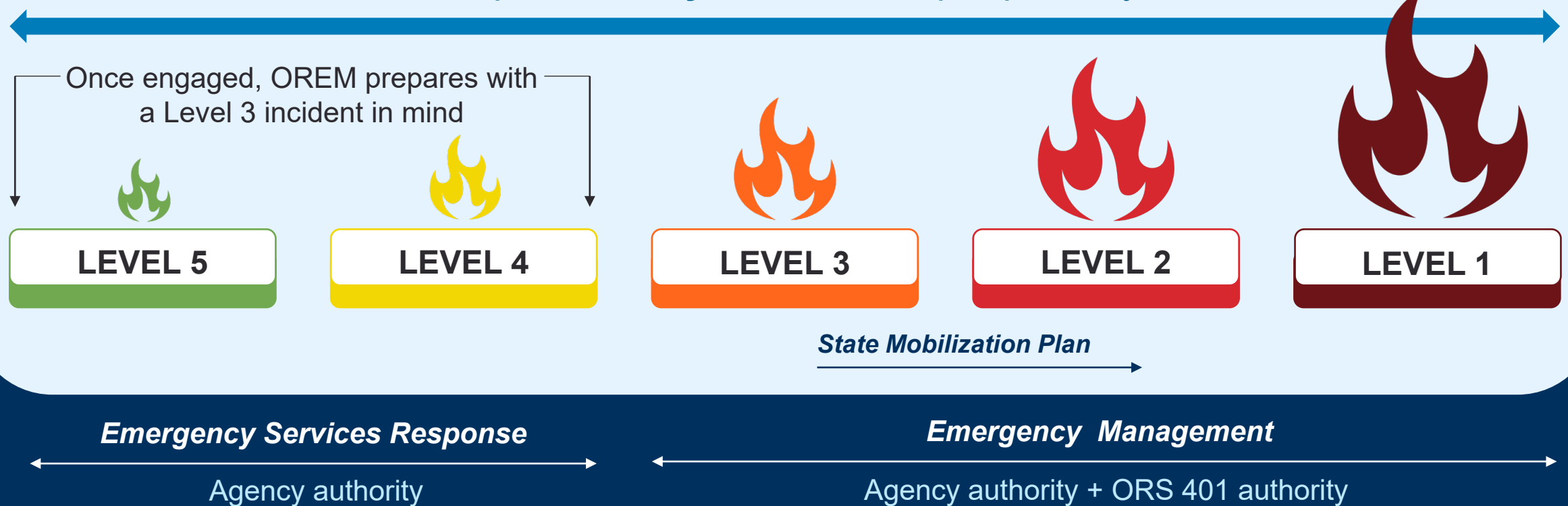Prepare communities; keep people safe in their homes

If people must leave, give them options; coordinate support

Support people and social service organizations through long term recovery

Understanding the impact of hazards

Keeping people safe in their home

OREM grant programs

2020 wildfires OREM begins → SB 762 (2021) $5M cleaner indoor air → 2021 heat dome → SB 1536 (2022) $2M heating and cooling → HB 3409 (2023) $10M Resilience Hubs and Networks

OREM resilience infrastructure

- Warming/cooling/cleaner indoor air grant recipients
- Staged air scrubbers
- Evacuation assembly point locations
- Resilience Hubs and Networks Grant project locations
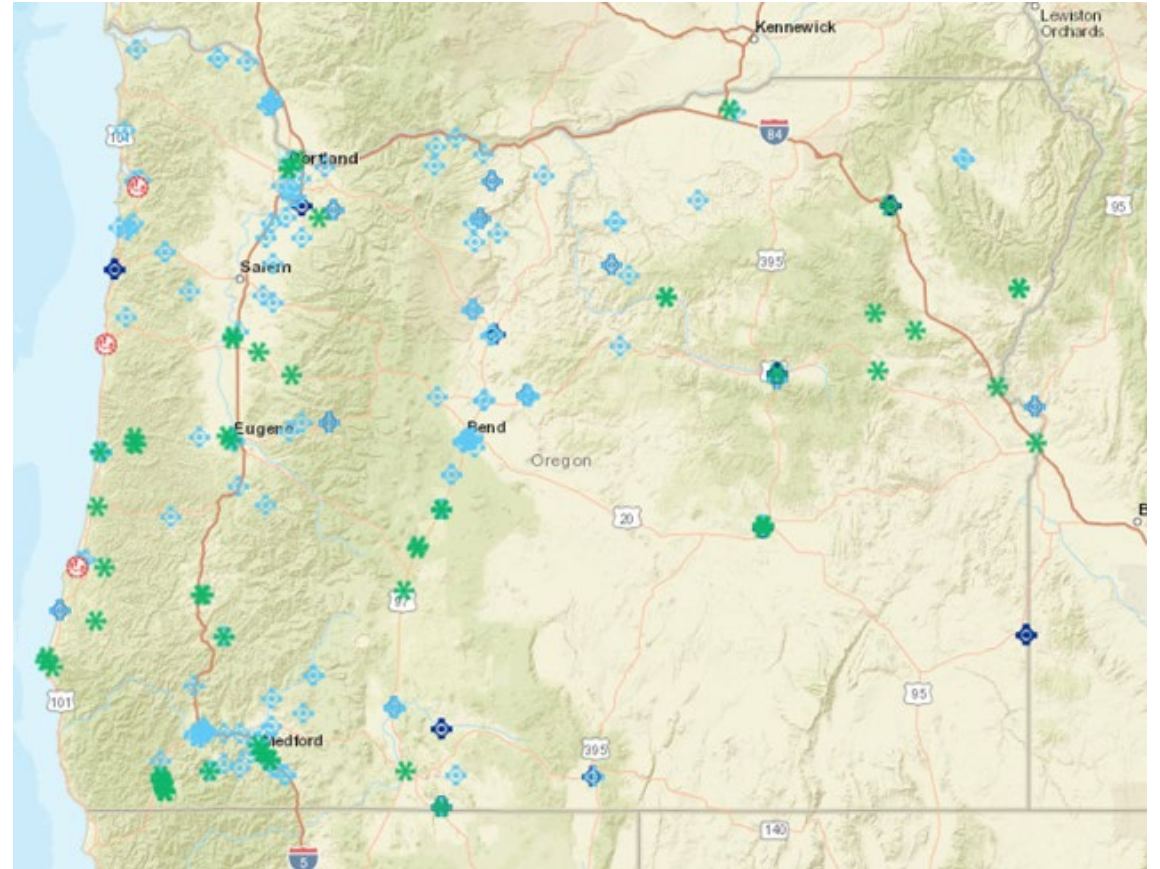
Pre-incident contracts

- Lodging / shelter
- Feeding
- Bulk water distribution
- Hygiene
- Transportation / logistics
- 211info

BE A COMMUNITY HERO!

Apply to provide rooms, meals or both for people affected by disasters.

ROGUE FOOD UNITES

When we're not responding, we're preparing to respond.
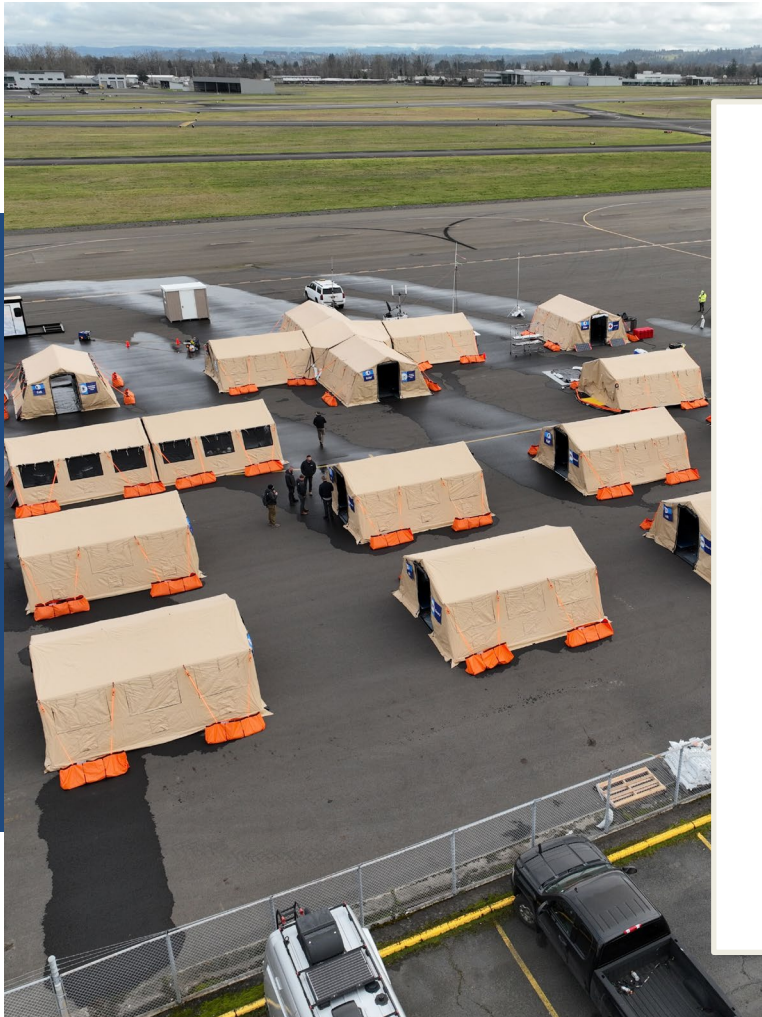
The OREM approach to all emergencies

Prepare communities; keep people safe in their homes
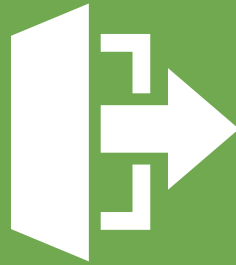
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Support people and social service organizations through long term recovery

OREM activates before state mobilization

OREM will respond **at any level** where people may be at risk.

Once engaged, OREM prepares with a Level 3 incident in mind

| LEVEL 5 | LEVEL 4 | LEVEL 3 | LEVEL 2 | LEVEL 1 |

State Mobilization Plan

Emergency Services Response

Emergency Management

Agency authority

Agency authority + ORS 401 authority

See FEMA's National Incident Complexity Guide for detailed discussion of each emergency level.

Emergency Support Function 6: mass care

- Evacuation assistance
- Emergency shelter, food, water
- Bulk distribution
- Hygiene
- Family reunification
- Assistance to people with access and functional needs
- Non-congregate sheltering
- Emergency assistance; coordination of volunteers
- Situation reporting

Evacuation support

- Developing FEMA typed evacuation capabilities
- Project EVAC - software to help emergency managers with evacuation and reentry
- Current implementation by county:
  - 5 complete, 13 in progress, 5 ready to start, 1 info requested, 12 not started
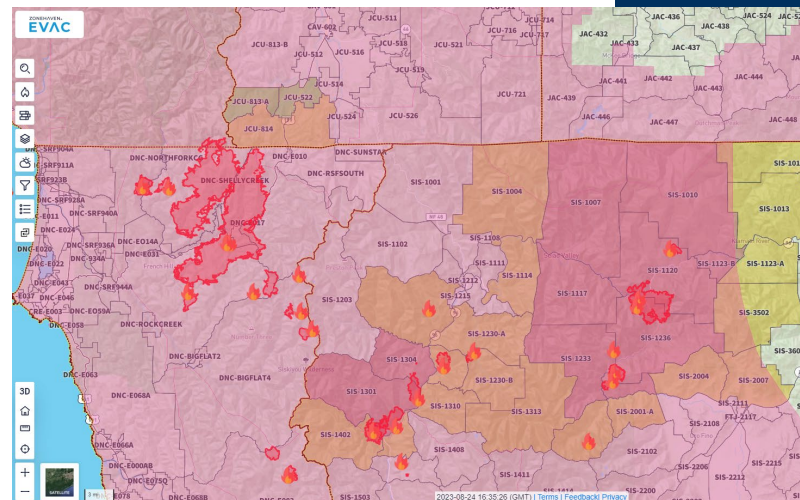
The OREM approach to all emergencies

Prepare communities; keep people safe in their homes

If people must leave, give them options; coordinate support

Support people and social service organizations through long term recovery

ODHS business continuity

Delivering air scrubbers
to ODHS offices

Training on emergency protocols

Planning to serve ODHS clients

State Recovery Function 4

Individual recovery

Social service systems recovery

How far we've come

2020 Wildfires	Today

2020 Wildfires

- It took **weeks to stand up disaster feeding**
- **No non-congregate shelters** in place for survivors
- **No impact assessment protocol** established to help direct resources to where people needed them
- Disaster case management and other **systems took months to set up**

Today

- Survivors can get **same-day basic needs** supports and **feeding and hydration within 24 hours.**
- With pre-incident contracts in place, we can **shelter people the same day**; we can also initiate new contracts on a 24- to 48-hour timeline thanks to the relationships now established with lodging and other partners.
- **Impact assessment tool** can be put to use immediately so we can promptly meet people's specific needs during and immediately after incidents.
- With D-LAN, VisionLink and other digital platforms in place, **disaster case management has "instant on" capability.**

Gaps in our systems = barriers to recovery

The state's **emergency functions have not met the needs of communities** most impacted by emergencies and disasters.

Local jurisdictions have limited capacity to keep these communities safe during emergencies.

And in many cases, local and community-based human services providers are **not equipped to help communities recover** after emergencies strike.

ODHS created the Office of Resilience and Emergency Management to help bridge these gaps.

2025 Legislative agenda

- **POP 102**: $5M for response and knowledge management systems

- **HB 3170**: Funds a second round of Resilience Hubs and Networks grants

- **HB 2346**: Establishes OREM and provides necessary authorities

Key statutory responsibilities

ORS 409.010(2):

The department is responsible for the delivery and administration of programs and services relating to…

(c) Persons who, as a result of the person's or the person's family's economic, social or health condition, require financial assistance or other social services;

(h) [a]ll other human service programs and functions delegated to the department by or in accordance with the provisions of state and federal law.

ORS 431A.410(2):

Establishes support to emergency spaces that provide cleaner air, warming or cooling.

ORS 431A.412:

Identifies ODHS as "the lead state agency for supporting operations for spaces that provide cleaner air, warming or cooling…"
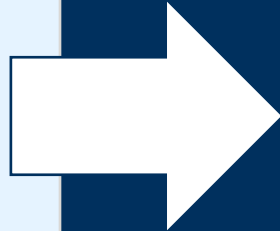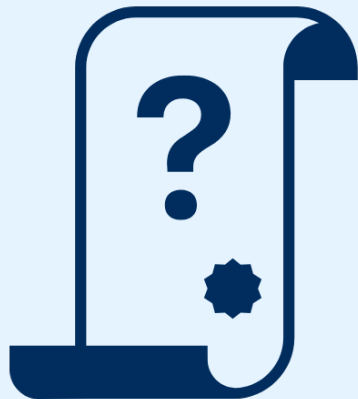
ORS 409.760:

The Department of Human Services shall, in consultation with the State Department of Energy and the Oregon Health Authority, provide grants, support and technical assistance for Resilience Hubs and Networks in Oregon.

*See CEMP Volume III, Emergency Support Functions 6 and 11; and Volume IV, State Recovery Function 4

Risks:
Gaps in statutory authority hinder our mission

OREM lacks precise statutory direction

This constrains our ability to swiftly support communities and/or initiate contracts for emergency-related supports, which creates roadblocks for local entities that stand ready to serve their communities during and after disasters.

These roadblocks can **keep survivors waiting too long to get the help they need.**

Policy recommendations: HB 2346

Oregon communities deserve swift and equitable human services supports when emergency strikes. To meet this need, ODHS recommends that OREM be granted the **statutory authority** to:

1. Establish **specific authorities to act to reduce the impacts of disasters** on communities and be better prepared for the future**.**

2. **Assist first responders** in identifying and locating vulnerable individuals and communities needing advance notice and additional assistance related to evacuation.

3. Provide mass care and human services through **grants, contracting, rule making and direct support.**

Questions?

Oregon Department of Human Services