

New York City Emergency Management Migrant Asylum Staffing

New York City Emergency Management

STAFFING SUPPORT

PROJECT DETAILS

DIFFICULTY: Medium

COST: \$900,000

TIMEFRAME: 10 Months

DELIVERABLES: Staffing support for the New York City Emergency Management Migrant Asylum Staffing Program

CORE COMPETENCIES:

- Staffing Support
- Emergency Management Planning
- Data Management
- Personnel Management
- Facility Management
- Engagement

PROJECT TEAM

Vision Planning and Consulting

CLIENT CONTACT

Client Contact

PROJECT OVERVIEW

VPC was contracted by New York City Emergency Management to provide staffing support for the city's Migrant Asylum program with its many responsibilities to the Migrant and Asylum populations in the city including Emergency Management Planning, Data Management, personnel and facility management, operations support, and much more.

PROJECT SUMMARY

In order to fulfill the rapidly developing staffing needs for the New York City Emergency Management's (NYCEM) Migrant Asylum program, VPC employed and maintains a highly effective and streamlined hiring process which allows for VPC to source highly qualified individuals whose experience and knowledge align perfectly with the required position. Using this system, VPC has been able to identify, interview, recruit, and deploy 19 individuals to support the program by fulfilling a variety of roles including data management, site coordination, human services, staffing coordinator, and many more.

Staff responsibilities vary from person to person depending on which position they have been selected to fill and depending on which aspect of the Migrant Asylum program they support. However, their primary goal is to ensure that the facilities used by the NYCEM as part of the Asylum program have the necessary, resources, supplies, procedures, and staffing to operate at capacity and to provide essential needs and other forms of support to the migrants and asylum populations in the City of New York.

Day-to-day responsibilities for on-site staff include tracking and managing site supplies and resources such as shelf stable meals and emergency water. Staff also monitor and track guest and guest visit activities, daily discharge reporting, and conducting regular site censuses.

One challenge faced by support staff is ensuring adequate resources are available. VPC staff work with facility operations teams to identify any resourcing shortages or issues. Once the issues have been identified, VPC staff work with vendors to procure the required resources.

A second challenge faced by support staff is when difficulties with guests, asylees, or staff who were previously assigned to a different facility as a result of a past incident are reassigned to the facility where that incident originally occurred. Staff must delicately handle each of these situations on a case-by-case basis, and must coordinate with other facilities, management, and if needed, local law enforcement, in order to safely address any issues.

In addition to supporting day-to-day facility operations and migrant needs, VPC has provided support staff to fill emergency management and emergency planning roles, on-site and off-site coordination roles, data analysis and management, technical assistance, site maintenance and coordination, and support to the Human Services Emergency Support Function (ESF).

VPC staff continue to support this ongoing operation and to improve the handoff that occurs between day and night shifts, and to improve overall communication and operational continuity and capability.