



COUNTY *of* VENTURA

Human Services Agency

**Attaining New Heights
in Disaster Response and Service Delivery**

**Ventura County Human Services Agency
American Red Cross**

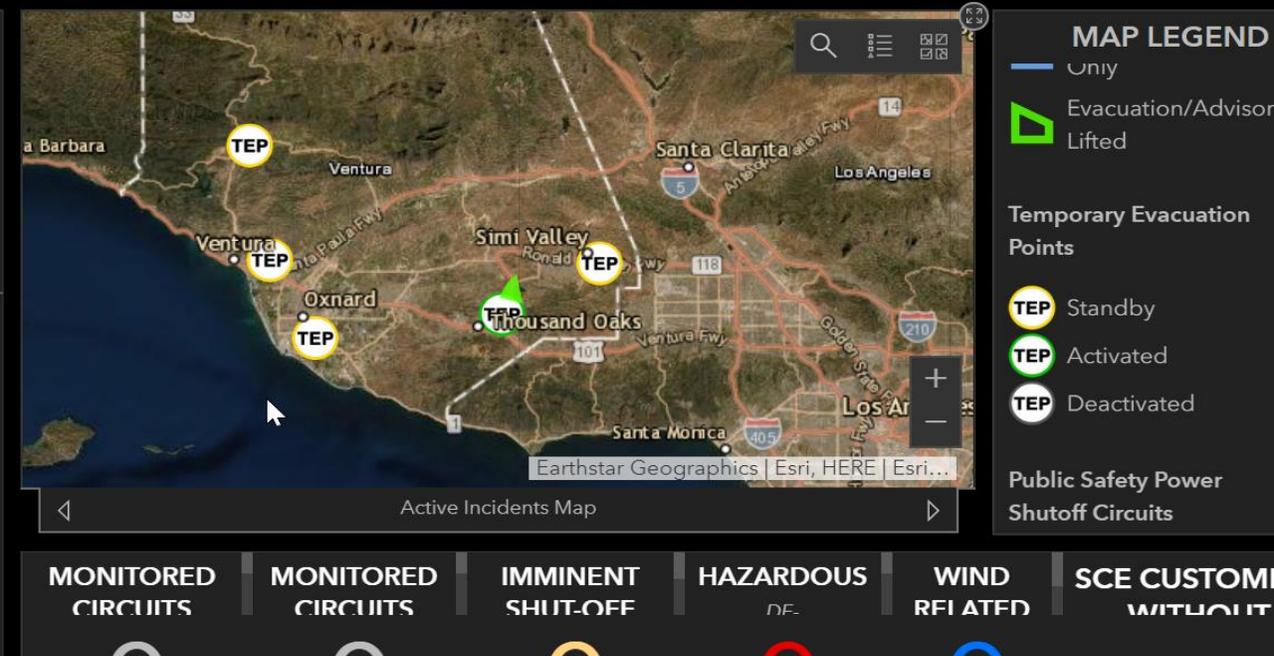
CWDA CONFERENCE MONTEREY, CA 10/14/21

Steven Karnazes

Disaster Response and Recovery Officer
Ventura County Human Services Agency

- Don't just have a plan – Have a playbook.
- Don't just be ready – Be operationally ready.
- TEP's are here to stay.
- We Practice how we *play* and we *play* how we practice
- Define the experience – Set expectations.
- Make your DSW's smile.
- Think like a squirrel.

Services Incident Dashboard



WE is a big word at Ventura County HSA.

(list not all inclusive)



**American
Red Cross**



Jeffrey Garcia

Disaster Response and Recovery Manager

Ventura County Human Services Agency

Technology: Preparedness & Response

Disaster Response & Recovery Management System (DRRMS) Development / Functionality

- ❖ Director's Vision
- ❖ Business Technology & GO Fishing
- ❖ Scanning Registration & Secondary Assessment
- ❖ Megan's Law Security
- ❖ Case Management – Building a Household
- ❖ DAFN Assessment & Needs
- ❖ Shelter Assignment and Check In
- ❖ What's Next...Case Management Refinement, Robust Reporting & Volunteer Modules

Home MyProfile Back

Shelter Forms (WORKING)

The following forms are under development. As additional forms are available they will appear below.

Start Here

Shelter Operations

Use the buttons below to deploy new sheltering operations or enter new facilities to support emerging operations.

Add Facility Search Shelters Open Shelter

Shelter Residents

Use these tools to manage shelter residents.

Add Residents Manage Residents

Reports and Analytics

Locate shelters and report status and activities.

Export Reports

Map Satellite

Adolfo Camarillo High School

Pleasant Valley Fields

Camarillo

Filter

Shelter Event	Status	Shelter Type	Facility	Location	Critical Issues
	Open	Other	CAMARILLO COMMUNITY CENTER	1805 Burnley Street Camarillo CA, 93010, US	Capacity

Jeffrey Garcia

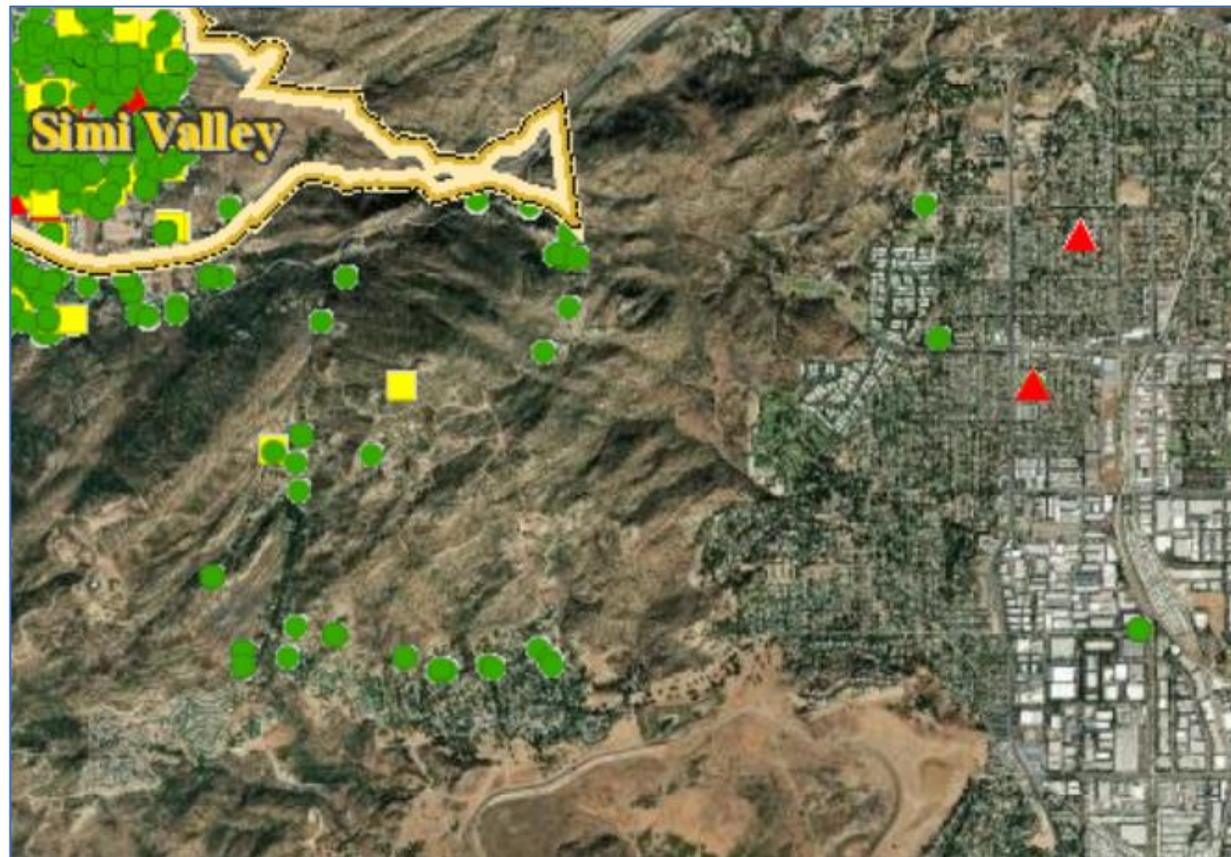
Disaster Response and Recovery
Manager

Ventura County Human Services Agency

Technology: Preparedness & Response

Disaster Preparedness Database (DPD)

- ❖ Client Data Platform
- ❖ Evacuations – Clients and Wellness Checks
- ❖ Public Safety Power Shut Offs – Clients and advance Alerts



Jeffrey Garcia

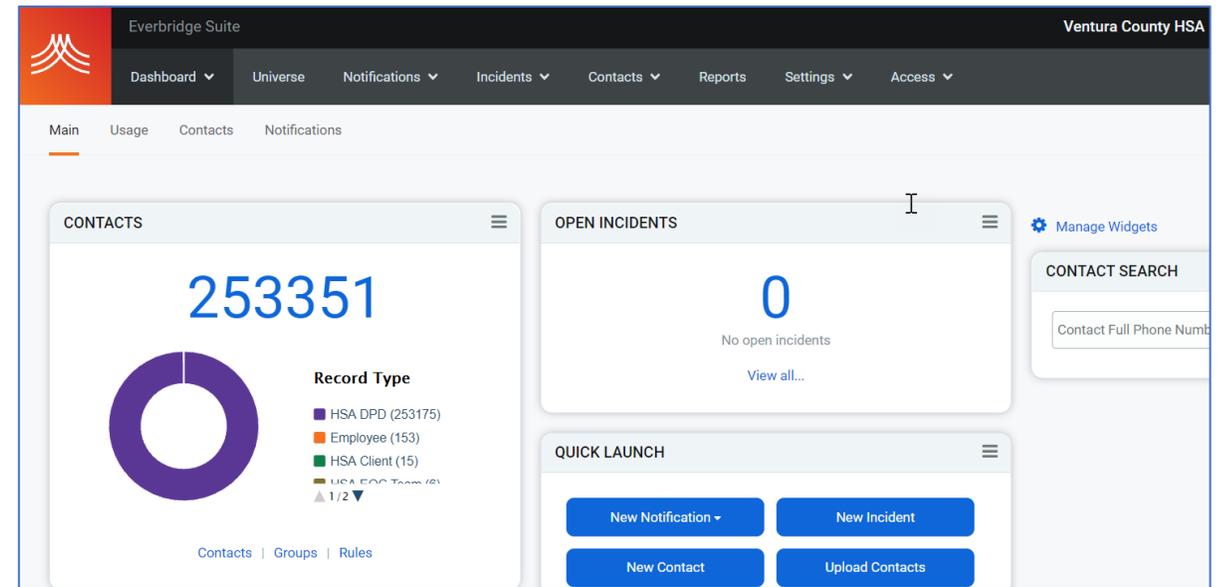
Disaster Response and Recovery Manager

Ventura County Human Services Agency

Technology: Preparedness & Response

Everbridge Communications

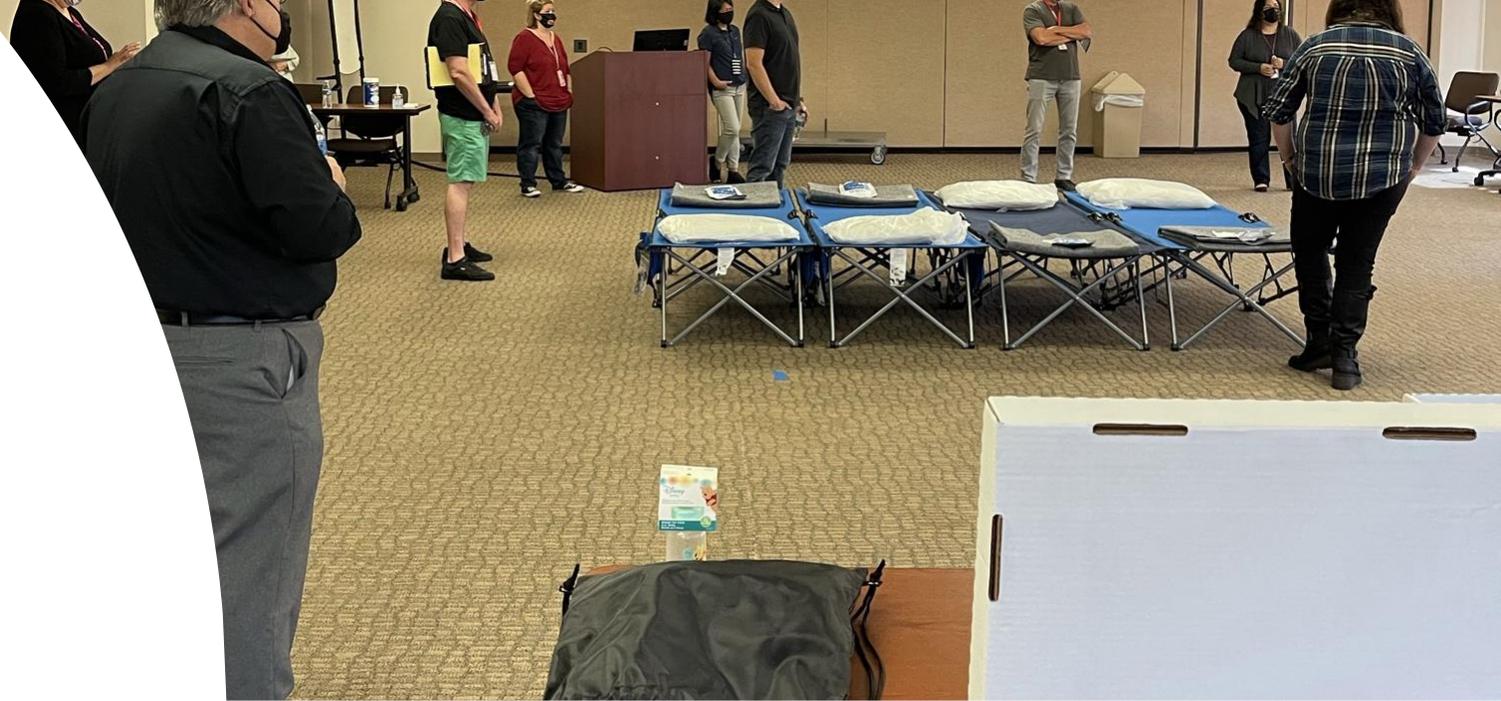
- ❖ Operational Area Coordination Calls
 - OES, Red Cross, Cities, County & NGO Partners
- ❖ Deployment:
 - Disaster Service Workers
 - Functional Assessment Services Team (FAST)
- ❖ HSA Clients Notifications

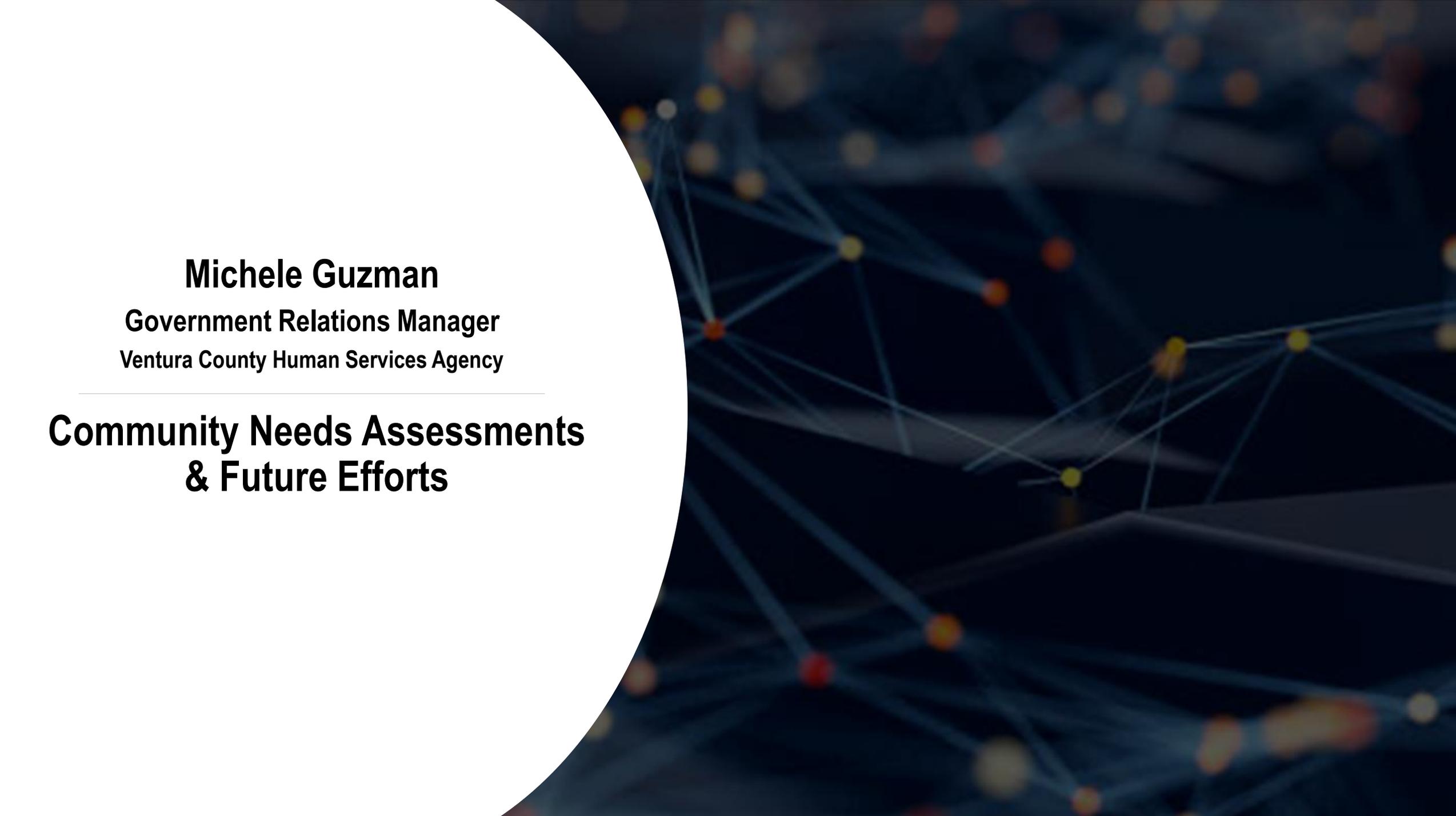


Scott O'Connell
Regional Disaster Officer
American Red Cross

Partnerships & C19 Protocols

- **HSA, VCOES, Cities & Red Cross**
 - **Data**
 - **Policies and procedures**
 - **Honesty**
- **Covid-19 Protocols**
 - **110 sq/ft per person**
 - **Isolating Covid positive clients**
- **Lessons learned during Covid-19 Pandemic.**
 - **TEP**
 - **Communicating expectations**





Michele Guzman

Government Relations Manager

Ventura County Human Services Agency

**Community Needs Assessments
& Future Efforts**

Community Needs Assessment Project Timeline

Phase 1: Partner Engagement

Now- January 2022

EPC Subcommittee
Expansion and
Engagement

Collection of plans
and administrative
data

Exploration of further
partnership
opportunities

Phase 2: Research and Data Collection

**January – August
2022**

Survey

Focus Groups
Workshops and Town
Halls

Partner Engagement
Survey

Phase 3: Database Expansion and Analysis

**August – January
2023**

DPD Buildout

Equity and Gap
Analysis

Phase 4: Community Engagement

**January – December
2023**

CBO Disaster Prep
Workshops

Phase 5: Evaluation

2024 and Beyond
PDSA



Research and Data Collection

- Data collected will pertain to understanding the current state, gaps, unmet needs, and the urgency of those needs; most specifically related to community preparedness, safety, well-being, and ultimately community resilience.
- Additional data will be explored via survey, focus groups, and workshops with town halls as opportunities to check for understanding and test findings.
- Provider engagement surveys will be conducted to identify existing community resources and programming that may be leveraged

Outcome: Data-Driven Disaster Response

- Information for real-time updates to playbook
- Targeted procurement of supplies based on needs identified
- Utilize partner data to expand and enhance the DPD for a comprehensive picture of need
- Harness data to improve DRRMs intake questions and process and use disasters as a real world verification of findings
- Make informed decisions to be operationally ready, and have data-informed options to explore during contingency planning.



Ultimate Goals

- Eliminate unanticipated needs to problem solve in the moment, as much as possible
- Enhance coordination and data sharing to improve outcomes for community members to expedite recovery and resiliency
- Establish a standard process of continuous learning and improvement



Let's Talk