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.
WE is a big word at Ventura County HSA.
(list not all inclusive)
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

Jeffrey Garcia
Disaster Response and Recovery Manager
Ventura County Human Services Agency
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Technology: Preparedness & Response

Disaster Preparedness Database (DPD)
- Client Data Platform
- Evacuations – Clients and Wellness Checks
- Public Safety Power Shut Offs – Clients and advance Alerts
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
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
  - 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
Outcome: Expanded Coordination and Information Sharing

- Discussions will be facilitated with HSA partners and community organizations to build commitment, review plans for needs assessment, and assess methodologies to ensure inclusive data collection.
- Stakeholders will be engaged to develop a shared community vision and common values.
- Getting beyond business cards! Gives opportunities to share best practices, ensure that partners have opportunity to share any updates in policies and procedures.
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