

Disaster Response

CWDA CONFERENCE DISASTER RESPONSE – SOCIAL SERVICES ROLE IN
EMERGENCY RESPONSE (PART ONE)

Social Services Role in Emergency Response and Recovery

Part One: Response

- ▶ Vulnerable Populations
- ▶ Evacuation
- ▶ Mass Care and Sheltering
- ▶ Access and Functional Needs
- ▶ Jurisdictional Issues and Partnerships
- ▶ Animal Care and Sheltering
- ▶ EOC Staffing Challenges
- ▶ Communications Challenges
- ▶ Financial Aspects
- ▶ Caring for our Teams

Part Two: Recovery

- ▶ Notifications of Loss
- ▶ Local Assistance Center
- ▶ Donation Management
- ▶ Recovery Website
- ▶ Disaster Case Management
- ▶ California Hope Program
- ▶ Unmet Needs Council / Long Term Recovery
- ▶ Post Disaster Housing
- ▶ Caring for our Teams

Introduction

Which Departments / Agency's present?

- ▶ Severity of disasters in CA
- ▶ Impact on vulnerable populations
- ▶ Responsible for Communities and our Teams
- ▶ Differences in Counties
 - Agency Structure
 - OES Coordination
 - Active Red Cross
- ▶ Differences in disasters
 - Loss of property
 - Loss of life
 - Amount of overall loss based on costs
 - Eligible for FEMA support, State CDAA Support
 - The speed, magnitude, scope and duration of disaster

Butte County

- ▶ Pop: 229, 294 - Medium Rural/Urban County
- ▶ 19.5% lives in Poverty
- ▶ DESS is a Standalone Depart, 643 Employees
- ▶ Responsible for Care and Shelter
- ▶ 2017 Butte experienced 6 major events most notably the Oroville Spillway Incident

Oroville Dam
Construction completed in 1968

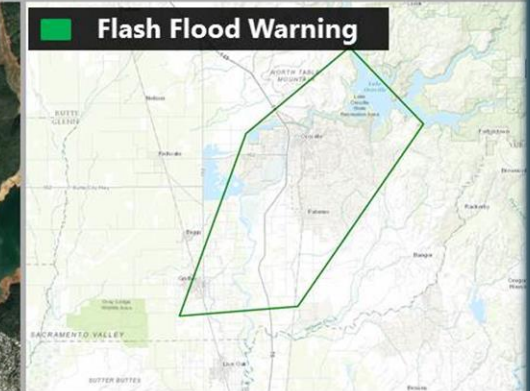


National Weather Service
Sacramento, CA

Flash Flood Warning

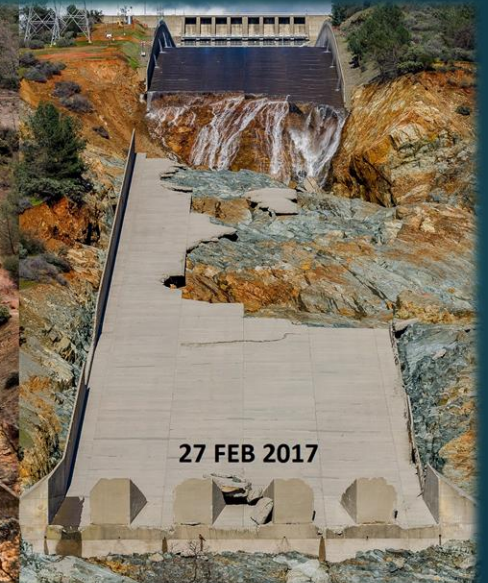
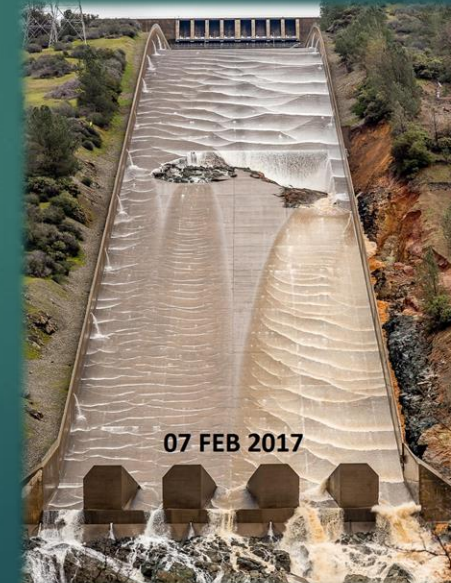
Until 4:15 PM PST February 12, 2017

Potential Dam Failure for residents in South central Butte County in northern CA



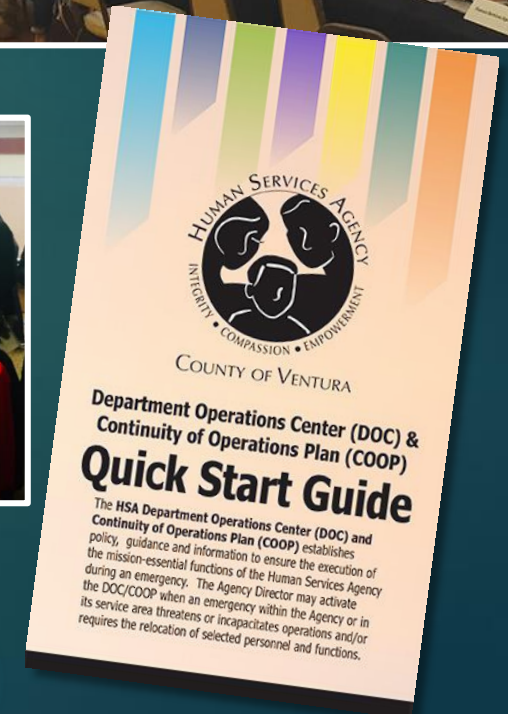
As per CA Department of Water Resources:

- Officials now anticipate a failure of the Auxiliary Spillway at Oroville Dam within the next 60 minutes.
- Residents of Oroville should evacuate in a northward direction such as towards Chico.



Ventura County

- ▶ Population: 854,223
- ▶ HSA provides services to 1 in 4 residents
- ▶ HSA is a stand alone Agency with nearly 1,500 employees
- ▶ HSA has oversight of Mass Care & Shelter operations; maintains updated COOP, DOC, and Disaster Communications plans
- ▶ Ventura County has experiences fires, heavy rainfall followed by landslides, and floods that have destroyed property and necessitated activation of HSA's Emergency Response Plan



Santa Barbara County

- ▶ Population: 448,150
- ▶ 23% Poverty
- ▶ Department of Social Services is a stand alone Department w/ 741 FTE
- ▶ Care and Shelter
- ▶ Thomas Fire in December 2017 and 1/9 Debris Flow in January 2018

Mariposa County

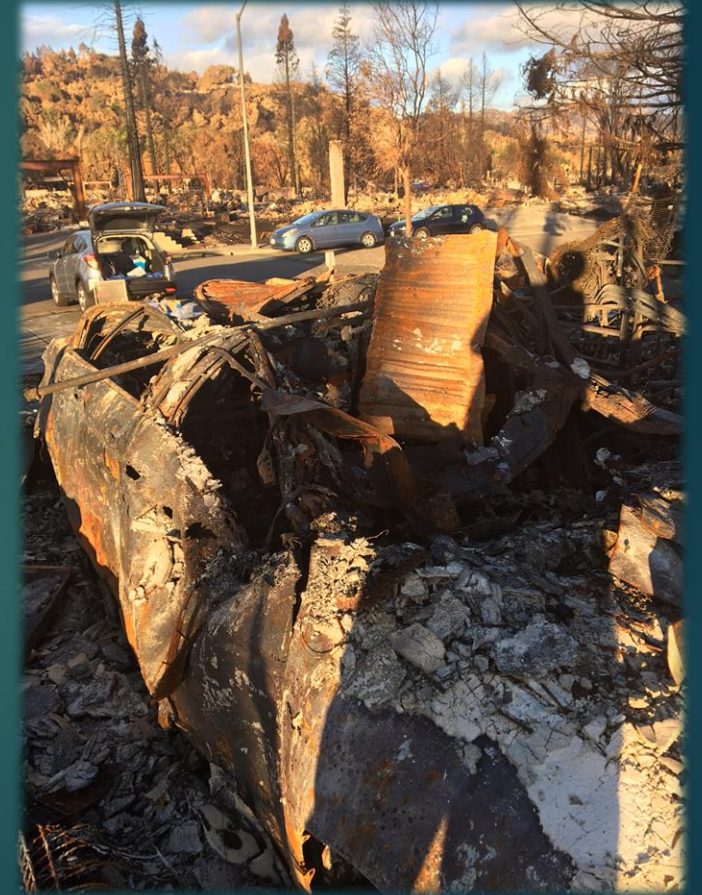
- ▶ Pop: 17,500 (34% over 60)
- ▶ 15% live in poverty, 40% below self sufficiency standard, 20% disability
- ▶ Economy – heavily dependent on Tourism
- ▶ Health and Human Services (SS, BH, PH)
- ▶ OES within Sheriffs Dept.
- ▶ HHSA - Mass Care / Shelter and Medical services roles
- ▶ Detwiler Fire *July – Aug 2017
- ▶ Floods *March 2018
- ▶ Ferguson Fire *July – Aug 2018



Sonoma County



- ▶ Pop: 504,217 – Medium Rural/Urban County
- ▶ 9% live in poverty
- ▶ HSD is a stand-alone social services department; 879 employees
- ▶ Responsible for Care and Shelter
- ▶ 2017: Sonoma experienced the most destructive wildfires in the State of CA





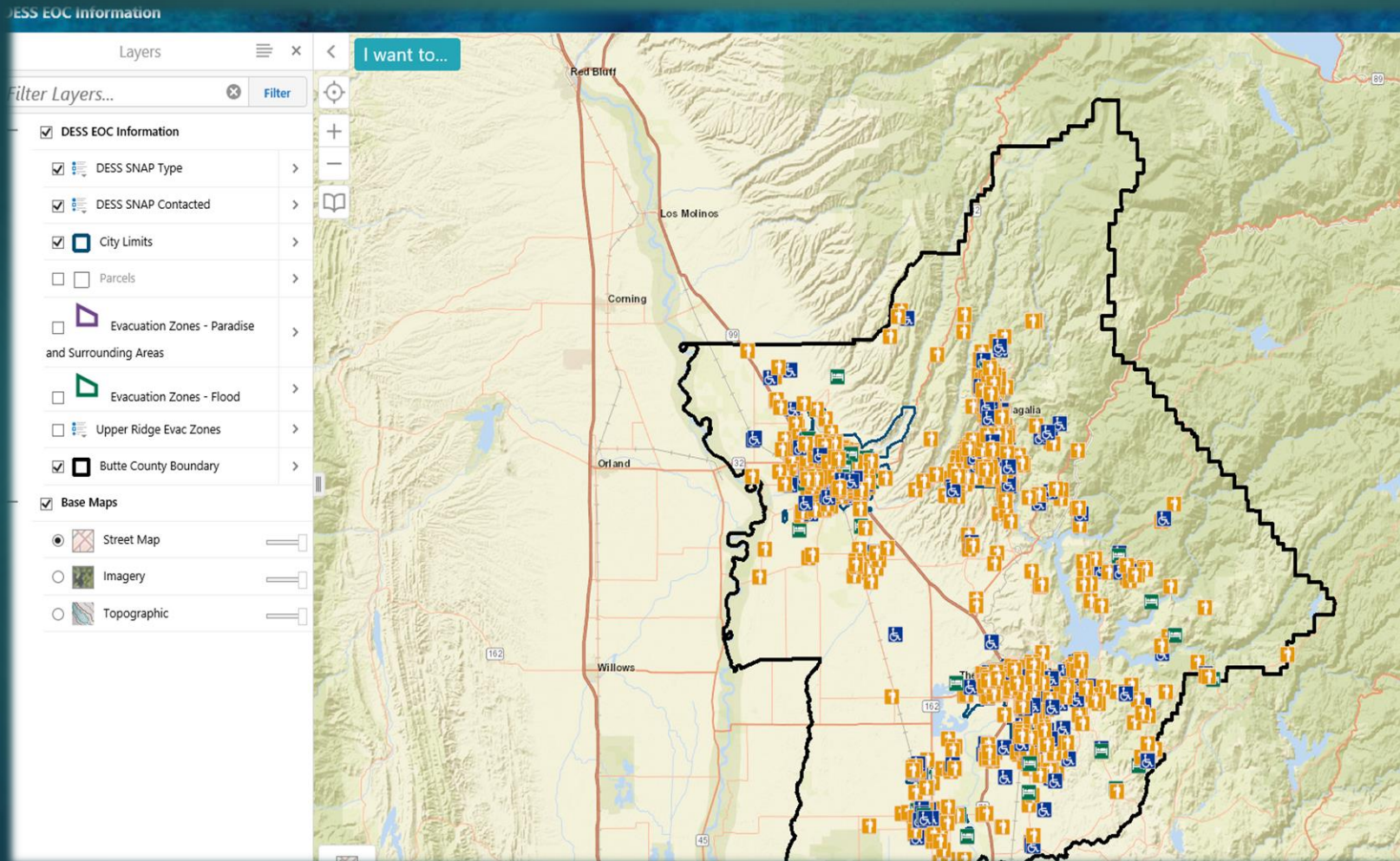
Evacuations



- ▶ Nixle Alert Systems
- ▶ GIS Mapping of Vulnerable Populations
- ▶ Support of Sheriff's SAR
- ▶ Pre-evacuation of Vulnerable Populations

Vulnerable Populations

SNAP/IHSS Mapping Tool



Conservatees

Homeless Individuals

Foster Youth

Paratransit needed

Mass Care and Sheltering

County Operated Shelters

- ▶ Challenges
- ▶ Shelter Planning Tool (Excel Sheet)
- ▶ Number of shelters
- ▶ Red Cross response
- ▶ Jurisdiction issues related to shelters

Shutting Down Shelters

- ▶ Ventura County Homeless services social workers helped shelter residents who were homeless prior to the fire transition to the Winter Warming Shelter

Mass Care Coordination Team

- ▶ Multidisciplinary team
- ▶ Coordination with OES, Red Cross, DSS to shut down Shelter



Access and Functional Needs



Health Care Needs

- ▶ Teams to assess the need
- ▶ Pharmacy needs

AFN Requirements

- ▶ Accessible shelters
- ▶ Accessible showers/toilets
- ▶ Durable medical equipment

CDSS FAST Teams

- ▶ Ventura County's FAST trained staff were deployed the shelters
- ▶ CDSS requested Ventura County Fast staff deploy to Santa Barbara

Jurisdictional Issues and Partnerships

Establish Partnerships & MOU's early

Federal / State / County Interplay

- ▶ Power outages / generators

Mutual Aid

- ▶ Call Center
- ▶ Disaster CalFresh
- ▶ SAWS System
- ▶ Bay Area Agreement

Animal Care and Sheltering

Animal Control



Non-Profit Animal Groups



NVADG

North Valley Animal
Disaster Group



Central California
Animal Disaster Team

ccadt.org



EOC Staffing Challenges

Staff cut off from accessing EOC

Enough staff for long term activation

Unexpected requests from CEO/EOC

Communications Challenges

- ▶ Phone and E-mail communications alternatives
- ▶ Too many cooks in the EOC Kitchen
- ▶ Interpreters for Sheltering and PIO Activities

Financial Aspects

- ▶ Claiming
- ▶ FEMA Reimbursement
- ▶ Prepare before the disaster – time study codes
- ▶ Difficult to recreate

Four Steps to Success

Protecting Your Public Assistance Disaster Funding

- 1 Procurement
- 2 Environmental
- 3 Scope of Work
- 4 Record-keeping

For more information about preserving Public Assistance funding, contact the California Governor's Office of Emergency Services at:

3650 Schriever Avenue
Mather, CA 95655
(916) 845-8200
(916) 845-8388 (fax)
DisasterRecovery@caloes.ca.gov
www.caloes.ca.gov

Obtain further program information for protecting your Public Assistance disaster funding from the Federal Emergency Management Agency at:

www.fema.gov/public-assistance-frequently-asked-questions

For minimizing the loss of program funding through audits, contact the Office of Inspector General at:

http://www.oig.dhs.gov/assets/Audit_Tips.pdf

Version 01-16

Claimed costs must be compiled on a per project basis.

Specified program deadlines, e.g., work-related deadlines and appeals for net small project overruns (NSPO) must be met.

Payroll records for each employee must account for all daily disaster-related activities performed, with time sheets signed and certified by the employee and supervisor.

Source documentation, such as paid invoices, contracts, change orders, is required for all funding expenditures.

Funding recipients must be monitored.

Comprehensive records retention is required.



4

Record-keeping

Caring for our Teams

Immediate

- ▶ All rules are out – families, animals, dress code, come and go whenever

Weeks 1 - 3

- ▶ EAP Counselors – Individual and groups

Months 2 -4

- ▶ Bring in outside consultant with specialty in trauma and secondary trauma -

Staff and Supervisors

One Year Support



Lessons Learned

Butte County

- ▶ MOU's in place
- ▶ Caches
- ▶ Mass Care Coordination Teams
- ▶ Donation management
- ▶ Gap Analysis Tool of Shelter Needs
- ▶ COOP (Continuity of Operations Plan)

Mariposa County

- ▶ Plan early
- ▶ Engage Partners year round
- ▶ Redundancy's – avoid burnout
- ▶ Case Management Tool
- ▶ Use GIS for Vulnerable Populations and Employees.

Sonoma County

- ▶ Prepare NOW
- ▶ Communication
- ▶ Maintain services
- ▶ Mobilize staff
- ▶ Care and Shelter
- ▶ EOC and LAC
- ▶ Recovery

Ventura County

Santa Barbara County



Questions ?