

Disaster Recovery

CWDA CONFERENCE DISASTER RECOVERY – SOCIAL SERVICES ROLE IN
EMERGENCY RECOVERY (PART TWO)

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

- ▶ 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 Department, 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

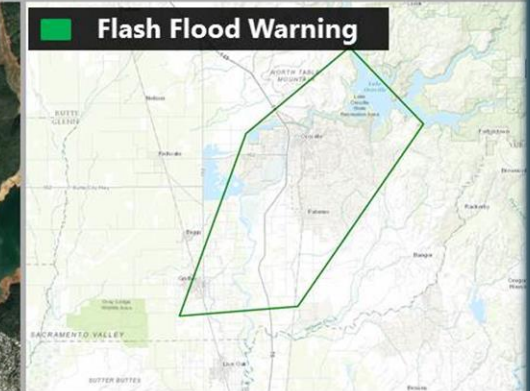


National Weather Service
Sacramento, CA

Flash Flood Warning

Until 4:15 PM PST February 12, 2017

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



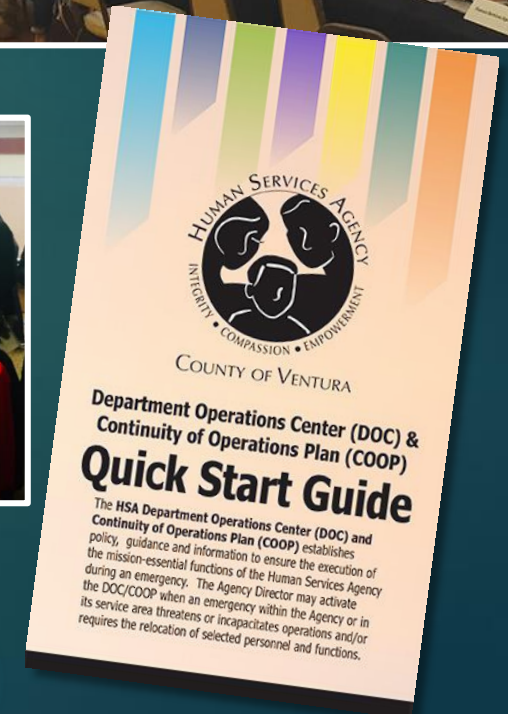
As per CA Department of Water Resources:

- 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

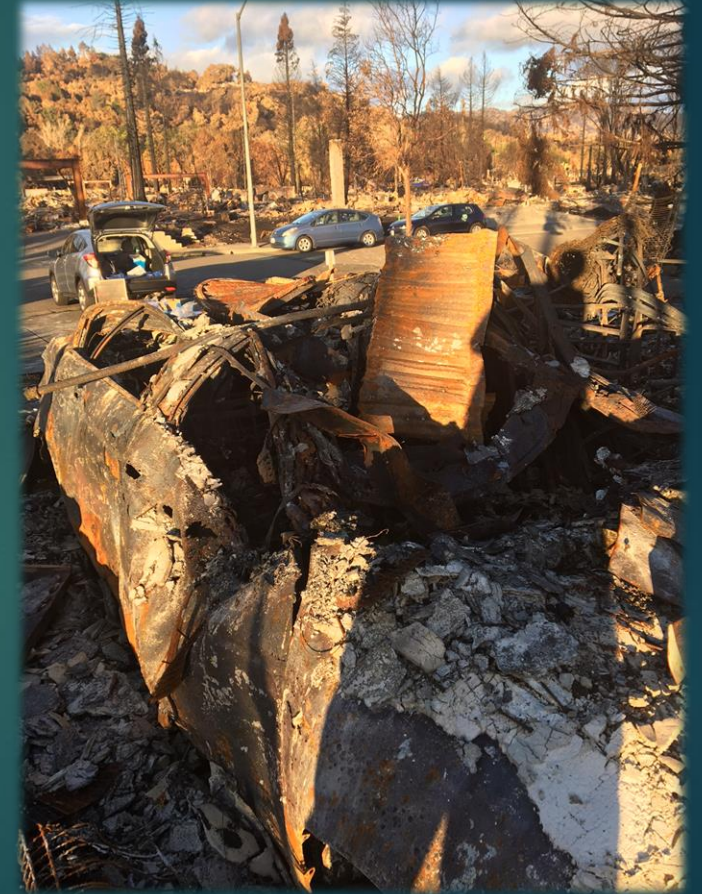
- ▶ Population: 854,223
- ▶ HSA provides services to 1 in 4 residents
- ▶ HSA is a stand alone Agency with nearly 1,500 employees
- ▶ HSA has oversight of Mass Care & Shelter operations; maintains updated COOP, DOC, and Disaster Communications plans
- ▶ Ventura County has experiences fires, heavy rainfall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



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



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



Notifications of Loss

- ▶ Every County provides notification of loss differently
- ▶ Dependent on Board of Supervisors and Sheriff
- ▶ Face to face vs. Web based
- ▶ Crisis counseling onsite
- ▶ Information about Local Assistance Centers
- ▶ Use of Behavioral Health staff



Local Assistance Centers



- ▶ Communications
- ▶ Victim compensation
- ▶ Sites identified
- ▶ ADA compliant
- ▶ FEMA

<https://krcrtv.com/news/butte-county/butte-county-opens-local-assistance-center-for-wall-fire-victims>



Donation Management

- ▶ County PIO
- ▶ Spontaneous donations
- ▶ Provide list of needed items
- ▶ Provide list of locations
- ▶ MOU with local Non-Profit to handle donations
- ▶ Cash is best
- ▶ Establish infrastructure to process and disseminate
- ▶ Develop strategy for moving donations on
- ▶ Local VOAD's



National
Voluntary Organizations
Active in Disaster

Recovery Website

[HOME](#)[NEWS](#)[ALERTS AND ADVISORIES](#)[RESOURCES](#)[CONTACT](#)

Mariposa County Recovers



The Official Website for Fire Information & Recovery

Welcome to the official information site for survivors of Fires in Mariposa County, California. Our goal is to bring you news, resources, and other information as it becomes available.

Please bookmark this page or the Alerts and Advisories page, as your portal for all things concerning the disasters that affect our beautiful area.

Disaster Case Management

Case Management

- ▶ Disaster case management is different
- ▶ Tracking system
- ▶ Multi-disciplinary teams
- ▶ UMCOR (United Methodist Committee On Relief)

Case Management Tool

Case Management Matrix

Butte Ombudsman

- ▶ Local community member
- ▶ Establish connections
- ▶ Rural communities
- ▶ Face to face meetings
- ▶ Support groups
- ▶ Town Hall meetings
- ▶ Advocate for unmet needs



California Hope Program

Services

- ▶ Brief educational or supportive contacts
- ▶ Individual crisis counseling
- ▶ Referrals
- ▶ Group counseling and public education
- ▶ Community networking
- ▶ Material development and distribution

Goals

- ▶ Helping disaster survivors understand their current situation and reactions
- ▶ Reducing stress and providing emotional support
- ▶ Assisting survivors in reviewing their disaster recovery options
- ▶ Promoting the use or development of coping strategies
- ▶ Connecting survivors with other people and agencies who can help them in their recovery process



Unmet Needs Council / Long Term Recovery

Mariposa County Example

Santa Barbara County Example

Ventura County Example

Post Disaster Housing

Ventura County

- ▶ Board of Sups approved \$500,000 to help - temporary housing and accompanying services for low to middle income residents displaced by the fires
- ▶ Housing Needs forms were completed in evacuated shelters and at the LAC; Homeless Services staff followed up with all residents
- ▶ Homeless Services staff assisted fire victims with transitions to interim housing and helped shelter residents who were homeless prior to the fire – relocate to the Winter Warming Shelter
- ▶ 56 households received rental assistance

County of Ventura
Human Services Agency News

WILDFIRE VICTIMS

Rental Help is Available!

Rental assistance and other help is available to eligible local residents who cannot return to their homes due to the impact of wildfires in Ventura County. [Learn more.](#)

Check out updated resource listings for fire victims at www.vchsa.org or click below.

Category	Resource	Phone	Website
Emergency Shelter	Winter Warming Shelter	805.437.1111	www.vchsa.org
Food	Food Bank	805.437.1111	www.vchsa.org
Financial	Financial Counseling	805.437.1111	www.vchsa.org
Health	Health Services	805.437.1111	www.vchsa.org
Legal	Legal Services	805.437.1111	www.vchsa.org
Transportation	Transportation Services	805.437.1111	www.vchsa.org

- ▶ Emergency Ordinance
- ▶ Vacation Rentals
- ▶ Donated / Loaned RV's
- ▶ Housing Authority – Emergency Support
- ▶ Board of Realtors Grant / Support

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

- ▶ Planning LAC Sites
- ▶ Proximity of Resources to those impacted
- ▶ Variety of Resources available
- ▶ Faith Based Communities
- ▶ Natural Leaders
- ▶ Flexible during Recovery
- ▶ Social Media and PIO

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 ?