SANTA CLARA COUNTY COLLABORATING AGENCIES DISASTER RELIEF EFFORT

A SUMMARY OF KATRINA OPERATIONS

CADRE, the Collaborating Agencies Disaster Relief Effort, is a county-wide leadership network of organizations, businesses and government partners. In partnership with the Santa Clara County Emergency Managers Association, CADRE is coordinated by the Volunteer Center of Silicon Valley (VCSV).

ACTIVATION
On August 29, 2005, in response to the devastating aftermath of Hurricane Katrina, VCSV activated the Santa Clara County Emergency Volunteer Operations Center to handle spontaneous volunteer phone calls and to provide a point of contact for the public and for local agencies. As mass evacuations expanded beyond the areas surrounding the Gulf Region, the City of San Jose Office of Emergency Services requested VCSV activate the CADRE Network on September 1, 2005. EMA and the County of Santa Clara OES concurred with the activation on September 2, 2005.

VCSV Resource Coordination:
- 1,452 spontaneous volunteers registered (320 deployed by ARC)
- 892 transitional housing offers received from community members
- 2 months of VTA passes made available to all evacuees
- $5000 in phone cards

Network Participation:
- 5 CADRE leadership conferences convened
- 35 participants from 22 agencies attended initial activation meeting
- Over 75 agencies and businesses participated in leadership forums and/or evacuee resettlement events

LONG TERM RECOVERY PLANNING
Planning efforts for the Long Term Recovery (LTR) needs of the evacuee community resettling in Santa Clara County began at the 3rd CADRE Katrina Conference on October 25, 2005. Working in partnership with Northern California YOAD (Voluntary Organizations Active in Disaster) and Mr. Dick Eskes, CADRE explored how to set up and organize community resources to guide LTR formation. Subsequently, CADRE formed three committees to plan for SCC’s LTR: Executive Leadership Committee, Case Management Committee, and Outreach Committee.

On January 31, 2006, the CADRE network formally de-activated CADRE’s Katrina operations and launched the Santa Clara County Katrina Long-Term Recovery (LTR) process. The ongoing resettlement needs will be managed by an LTR team of three CADRE agencies and an LTR Advisory Board. Funding for these efforts is underway through contracts with the City of San Jose and Santa Clara County.

CADRE Forums and Events:
- 8/29/05 – EVOC activated by VCSV
- 9/1/05 – CADRE network activation
- 9/6/05 – Emergency CADRE Network Activation Conference
- 9/7/05 – City of San Jose/County of Santa Clara hosted Faith Community Coordinating Meeting with American Red Cross and CADRE
- 9/7/05 – City of San Jose/County of Santa Clara hosted county-wide Mayors/City Manager Leadership Conference with American Red Cross and CADRE
- 9/9/06 – City of San Jose/County of Santa Clara hosted corporate/labor leadership conference with American Red Cross and CADRE
- 9/9/05 – CADRE Network Donations Subcommittee Meeting
- 10/6/05 – CADRE Network Leadership Conference: Evacuee Emerging Needs
- 10/15/05 – 1st CADRE Resource Fair at Spartan Village in San Jose
- 10/25/05 – CADRE Network Leadership Conference for long term recovery planning at San Jose City Hall
- 11/5/05 – 2nd CADRE Resource Fair in Palo Alto
- 11/1/05 – 3rd CADRE Resource Fair in partnership with Helping Hands Healing Hearts at the San Jose City Hall Rotunda
- 12/1/05 – CADRE Network Leadership Conference for long term recovery planning at County Office of Emergency Services
- 1/31/06 – CADRE Network Leadership Conference for operational deactivation and launching of SCC Katrina Long-Term Recovery Process

Evacuees with gifts
Resource fair participants
Resources Provided by CADRE Network Agencies:
- Housing assistance
- Financial support
- Employment opportunities
- Transportation
- Childcare
- Mental and physical health support
- Language assistance
- Private business services
- Spiritual and cultural support
- Assistance with navigating the government support systems
- Human and civil rights support

CADRE NETWORK RESOURCE FAIRS
As emerging needs and resources were identified, the CADRE network launched a three-part resource fair series that was held during the months of October and November of 2005. The first CADRE Resource Fair, organized in partnership with the Santa Clara Valley American Red Cross at Spartan Village, hosted 21 agencies and over 60 evacuee households. The second fair, organized in partnership with Palo Alto American Red Cross at Palo Alto, hosted 15 agencies and 9 families. The third event, hosted in partnership with the Helping Hands, Healing Hearts initiative of the African American Community Services Agency at San Jose City Hall, attracted over 50 agencies and approximately 92 families. VCSV coordinated these face-to-face opportunities for public service agencies, community-based organizations, businesses, faith-based communities and cultural organizations to share information about services, resources and resettlement opportunities with evacuees. Outreach to the evacuees included direct mailers, telephone communication, posters and bulletin board notices. When possible, free transportation services were provided by CADRE members.

DONATION COORDINATION
An important component of the CADRE Network response was the coordination of the holiday gift activities by the CADRE Outreach Committee. Donations were solicited from CADRE affiliates, churches and small community groups. Additionally, the CADRE network was approached by corporate employee groups who were interested in initiating their own donation collection programs.

HOUSING STATUS OF EVACUEES
The City of San Jose and Santa Clara County have contracted Emergency Housing Consortium (EHC) LifeBuilders to provide relocation services to evacuees as they permanently resettle in the area. These services include the purchase and delivery of the basic components of furniture, rental deposit assistance and moving assistance. In coordination with county-wide and city services, the Housing Industry Foundation provided evacuees $60,000 in deposit assistance.

Statistics:
- 1,384 evacuees (315 households) initially received by Santa Clara County
- Approximately 60% African-American and 30% Asian (primarily Vietnamese)
- 142 households currently on file:
  - 80 permanently housed
  - 25 in temporary housing
  - 20 returned to Gulf region or moved out of area

Some CADRE Donations:
- VCSV Welcome Backpacks with personal supplies (120 packs)
- New Orleans Neighborhood Association sweatshirts (120)
- Thanksgiving Welcome Baskets (91 families)
- Intel Employee Program (28 families)
- Google Employee Program (15 families)
- Tzu Chi Foundation cash and gift program (over $12,000 cash to 67 families)
- CADRE Holiday Gift Program
  - Community sponsors (8 families)
  - Gift Cards (over $4000 to 38 families)
  - Goodwill Gift Certificates (over $1700 to 38 families)
- Brook Furniture Rental donation (furniture or Salvation Army vouchers)
- “We’ve Got Your Back” school backpack and supplies by Links Project (25 families)
- Donated warehouse space and staff by California State Interior

COMMUNITY AND FAITH-BASED EFFORTS
With community and faith-based organizations at the heart of the direct services provided to evacuee clients, the CADRE network has been the coordination point for many of the county-wide community resources. While some of these organizations had not been integrated into the CADRE network early on, the gaps in representation were eventually identified. CADRE has since begun streamlining the different community efforts under one county-wide CADRE network response. As part of SCC EMA review and lessons learned, these gaps in coordination will be formally folded into the CADRE response process.

Thanksgiving basket assembly

Children enjoying fair

Thanksgiving basket assembly

Children enjoying fair

SCC CADRE SUMMARY OF KATRINA OPERATIONS
February, 2006
1922 The Alameda, Ste 100, San Jose, CA 95126 — 408 247 1126 x 304 — CADRE@VCSV.US