Access and Functional Needs (AFN) Strategic Planning Initiative
Session #2
November 26, 2013 - 9am to 1pm

Attendees: Tom Busk (American Red Cross), Anna Swardenski (Swardenski Consulting), John Montes (County Mental Health), Jim Yoke (County Fire Department), Lynn Brown (City of Mountain View), Vinny Mata (City of Sunnyvale), Neal Atkinson (City of San Jose OES), Monica Dibbel (City of San Jose OES), Emma Reed (City of San Jose OES – graduate intern) Katie Heately (OUTREACH), Kathryn Sorensen (OUTREACH), Sandy Sherman (SARC), Doug Micetich (Silicon Valley ILC), John Avery Palmer (SCCO Advisory Commission on Disabilities) Diana Miller (SSA), Marsha Hovey (WVMCCD), Maya Esparza (UWSV)

Richard Devylder (Cal OES OAFN), Kim Sackman (California Department of Social Services) on conference call line

Welcome and Introductions

Anna – Ground rules document review
New York article – judge finding not prepared – one page summaries from disabilities rights advocates legal actions

Legal Considerations - Summary of Brooklyn New York Case by Richard Devylder

Brief prepared - number of lawsuits and overall conclusions and action steps
8 actions steps –
- Local communities must provide people with disabilities meaningful access to their emergency preparedness program
- Evacuation plans must accommodate the needs in respect to evacuation including high rise evacuation and accessible transportation
- Shelter system plan must include architectural and programmatic accessibility
- Must plan for canvassing or for other wise assuring people with disabilities unable to leave their building are able to access services in the local community
- Plans to distribute supplies in the aftermath must provide for accessible communications at the facilities where resources are distributed
- Outreach and education programs must provide equal opportunity to develop an emergency plan
- Adequate and qualified staffing addressing needs must be a priority
- Must provide information about assistance and accessible services in an emergency
Meaningful Access to emergency plan programs meaning?
Overall around planning table people with disabilities are part of planning from beginning to end - ‘nothing about us without us’

Anna - re-cap meeting #1 for new attendees
Demographics
Legal Considerations
Purpose of group

Task Force document – review of edits – further clarification on roles and responsibilities
Phase 1 – bring community and government partners together to identify needs, research demographics and identify barriers and challenges
Phase 2 – Identify resources of community and who would take on those tasks and responsibilities

Goals for the day
Marsha Hovey to lead clarification on roles and responsibilities - challenges and barriers
Neal Atkinson and Dana McQuary – what are planning priorities and action items

Group discussion – thoughts comments

- Katie – focus of the needs of population – advisory groups – voice of the elderly and disabled not at table – not a general person at the table – no public representation – legal consideration – huge deficit under ADA

Discussion of including the general public - Add public group to objectives? Recruitment to orgs to the people they support – is a challenge – inclusivity verses exclusivity – how to open the opportunity ‘reasonable effort’ – throughout the process of planning it is important to reach out. See as consumer not just general public.

Response as a group – future priorities and action steps:
- Add consumer, community member or resident to dialogue?
- “Work with the Local Community”
- Add sub bullet – identify stakeholders and engaging broader representation
- Recruit from broad spectrum of contacts of current group – public stakeholders
- Look at the law – uniform message, equal opportunity with same message – very clear and uniform for legal consideration
- Also geographically, culturally, language – Brown Act territory – public notice once passed along to Mass Care Committee - as move forward include mechanism for broad participation
Vision Statement
Third check mark on vision statement – shelter services will be accessible – strike ‘fully’
Last check mark concern - strike feel – ‘Be provided best service disaster allowed’

Definition of functional needs – review of sheet with proposed edits
- Maintaining health – second paragraph – add County or Operational Area has embraced this model as well
- OP Area Council needs to realize the pressure this dialogue brings
- Before during and after – bullet point with scope is ‘whole disaster cycle’ – bullet point in vision statement – preparedness, response and recovery

Mitigation discussion – including mitigation, accommodation is around individual need – should it be part of the vision statement of the task force?
- 4 phases added to Strategic Plan stating mitigation
- Language may sound negative in CMIST categories – look at other draft language – FAST document coming from Kim to Anna with language to consider
- CMIST – review by group
- Discussion review proposed edits – statement in last paragraph strike – second added the needs fall into the five basic categories - keep ‘but are not limited to’
- Pre-disaster homeless statement discussion – getting life to back to what it was - needs and services part of planning – need new language
- Kim gave example from FAST document - ‘S’ statement – stated by Kim for supervision – Richard responded on fed view comes down to safety support services and self -determination – what can’t someone do in a disaster? will always be different – identify accommodations - customer service - meeting specialized needs
- Agreement of strike through language in last paragraph

Draft Table of Contents – review of document – focus on 6, 7 and 8 content
- Add mitigation
- County becomes operational area in language as part of scope
- Intent of a working strategic plan – review edits through December

BREAK

Discussion of document language –
- ‘Scenario Event’ change to ‘Event”

Meeting Our Collective Goals - CMIST review of document - brainstorm

Communication
- Needs
- need to have communication between the field – CADRE reps and other organizations being able to talk to the government
- CADRE line of communication
- Government push of information out – one way at first – steps?
- communication – how to prepare vs. Information – shelter locations
- look for redundancies – all phases of disaster
- high speed internet – internet connectivity
- need message to reach non-tech savy public
- all methods of media consistent - reaches all populations – engage as many people as can regularly
- Life safety information out
- Recovery information out
- Preparedness information out
- Communication from shelters to government
- get things that keep people from death first
- how does voice and vision of this task force fit in with existing documents stating functional needs
- timeframe consideration
- messages need consider intellectual – cognitive – use of symbols and pictures

Methods
- social messaging - resource sharing
- real time captioning
- public information messages
- sky writing – helicopters with PA
- sing spinners
- reverse 911 – define clearly and what message use it for – going out only audible currently no text
- pen and paper
- PA systems – public works announcing
- keep in mind texting message – communication boards –
- LED signs
- symbol boards
- Rumbler – super base that vibrates building
- first responders - door to door – CERT
- volunteer language skills

Who
- 4 duty officers - OES, medical, law and fire officers – they need to be able to reverse message to speak for the county – need to message out
- homeless advocate, child advocate, school districts, well-chosen agencies non-English speaking and broader reach for input on day to day care
- pull list of all CMIST who from all sections to this one
- at table should be combination of doers and receivers
- media representatives
To do for group - create drop box or google doc for all group to access and edit list of contact persons

Tech companies do not help us in anything – resources in operational areas that should be helping but don’t – will help but not coordinated

Tom response Op area council does have private industry committee - several tech companies have started digital dock monitoring media paid for by tech companies

State developed program - community networks – for organizations serving people with access and functional needs – provide for them the same information state legislators and government office receive

Litigation issue – if you are using a PA system – how are you communicating to those who cannot hear it?

Shelter communications- signage and language identification toolkits – with Social Service Agency case workers to assist with language in minor event

Transportation

**Needs**
- Tracking of where individuals are taken
- Medical
- Para-transit
- Operators – screening and license – meeting rules and regulations
- Know rules of transportation clearances
- Tracking durable medical and supplies
- Back up vendorization process of all pieces by public entities and non-profit – list for extra vehicles and equipment to back fill
- Mutual aid agreements – how are you bringing other vehicles into the area
- Assets listed, coordinated and organized - fleet registry from private and non-profit

**Method**
- Vehicles assets
- Chair vans
- Box Trucks
- Ambulance
- CALOES website – OAFN link to tool kit for evacuation transportation

**Who**
- Public works
- Responsible agencies – VTA, EMS, Public Works – action item should be what are your partnerships and contracts? Policy ordinances?
- Public Works
- Fleet and facilities
- EMS
- Fuel companies
- Supply vendors - all tend to use the same to items like medical – watch for duplication of efforts

**Conclusion** – Challenges of getting the right people to the table and the time to do it – Op Area Council should help with that - anticipations – they are to find the way to fill the gaps – importance in raising awareness
Disaster Council questions discussed – departments asked to do the fix are the departments with stripped resources - history of this is a barrier – financial is a barrier – rule changes and band width problems
Now we want resources from them to make sure that these things do happen

**Strategic Planning Action Items** - Neal

What are going to be the priorities to direct the council to making a plan that will work for the community and County?

**Review of phases**
- time frame of disaster will effect AFN population over duration of disaster and beyond
- population will be growing may not be able to support and serve
- need of specifics moving forward on what we are going to ask the Council to do
- continuity of all phases combined public plan as well as private plans
- part of council direction is to put out the onus to private sector - you need to support yourselves as well
- what are the objectives to reach and give direction to a plan

What smart goals are needed to give direction to a plan?
Referred list from vision statement to consider?
How draw attention to lack of preparedness?
What do we want to recommend as a task force be the priority beginning in 2014 from data brought forward in these two meetings to strengthen functional needs planning?
Phase one is October December phase with the beginning of phase two need to be clarified – share the information with stake holders and jurisdictions – should sub groups be developed to carry forward CMIST categories?

- Planning priorities
  - Identify life safety
  - Create MOU’s
  - Create resource lists
  - Priority of communication utilization – telephone, fax, ham radio
  - Identify preparedness activity and needs
• What Action Items are needed
  o Review legal requirement
  o Focus on needs, gaps and remedies
  o Frame the argument to OAC within this current timeframe
  o OES discussion series – used to support mass care - work this in on a monthly basis
  o Need of bandwidth from OAC – staffing, money to meet needs
  o Buy in from community and stakeholders
  o Document call out responsibility and levels
  o Vision- Expect this to be a higher priority to elected officials!
  o Addition of vision statement feeds up to mission statement – ‘public funded organizations have what they need – the resources required to meet their legal mandate to insure community needs are met in a disaster’ - sectors fully funded have their act together
  o Divide action into 5 CMIST category steps
  o All acting sub committees must include functional needs in dialogue

• Assumption that all take personal responsibility – people forget that they might not be in their house – preparation means a different function – must identify preparedness activity needs
• Need for coordinated plans and exercise
• Legal issues and consequences drive this
• Structure to implement these things – need to call this out – something structurally not right – needs to be fixed – need for resources and continuity - if legal mandate then need be legally compliant
• The next step after this review is exactly this as part of phase2
• Logical next steps to reach vision for group? Should there be creation of sub-groups CMIST? Who is leading this to get to action steps? Is this a ‘needs assessment’ or ‘gap’ analysis? What is compelling, doable and valuable by January? Assessment of the work hours required needs to be included.
• Matrix action items for phase 1 reviewed by Marsha – add ‘make recommendations’ to accomplish – very clear on how important it is and the right direction - provide recommendations to Op Area Council with time frame of accomplishments
• On the gap analysis are we institutionally meeting the requirements – if you are not then what is the remedy – planned allocation of resources – work groups focus on identify remedies
• Define lead agency to champion this – build mechanism over next six months

Recap discussion –Action forward – what is needed to address and who is involved and what will it take to make action – fix what is found from these subject experts
  • problem clearly stated in gap analysis
  • a plan to attack the problem and
  • what is needed to move forward in action.