Inter-Agency Coordination Meeting – City of San Jose Flooding
February 28, 2017 from 11am to 1pm
Franklin McKinley Board Room 645 Wool Creek Drive, San Jose
Conference Line 877-411-9748, PIN 915321#

MEETING NOTES

NEXT STEPS:
Conference call scheduled for Friday, March 3rd, 2017 at 10am. Details to be posted to CADRE website under “Current Activations” page. Until then…work with and through your teams by function/issue area

***Call info will be posted to CADRE website at www.cadresv.org on the “current CADRE Activations” page

1) Welcome – Marsha Hovey, CADRE Board

Thanks to Franklin McKinley School District Superintendent, Juan Cruz; Catholic Charities for arranging for the venue; and Red Cross for snacks

Approximately 55 attendees in person and more on the phone.

Questions on the phone will go to CADRE email address: cadreeoc@gmail.com

Anna Swardenski – Objectives of the meeting and report out.

Who is here – By show of hands, who is here from…

• City of San Jose 8
• County 6
• Elected Officials 0
• CalOES 1
• CBO 12
• Faith Based 9
• Private 2
• Out of County Service Providers 3

On the phone: Cheryl Nagy – Southern California VOAD; Michael Kern – FEMA Voluntary Agency Liaison
2) Reports from City of San Jose, Santa Clara County and CalOES

a) City of San Jose by Kip Harkness – Deputy City Manager, Emergency Operations Center Director

Mr. Harkness is responsible for reentry and recovery. We want to provide compassionate action. Be open, honest and direct. We are new at this. Please give everyone constructive feedback. Performance, feedback, revision, performance. We cannot let resource constraints drive our decision making. Help us know what we need to do to do this right.

Event Overview by Kip Harkness

There was flooding along Coyote Creek. We were caught by surprise. Our numbers didn’t indicate flooding was going to occur.

Three areas

1. Northern part of the City. Mobile home parks had water under the units but did not impact the units. Everyone is back in but if they were storing property underneath, it was damaged.

2. Mostly homes affected in the Victorian neighborhood. Initially 1000 yellow tags in that area. Not significant structural damage but major property damage. Lots of debris removal. Estimates at 73 million dollars. Only 3 red tags. We have 2 properties still red tagged.

3. Rock Springs – most affected neighborhood. Poorest housing stock and highest amount of absentee landlords. Working class, some struggling to pay bills and lots of diversity. Many with no formal immigration status. We need to find a longer term solution for this group.

Shelter – Seven Trees location. One hundred individuals still there with facilities and amenities around them. Showers, park, fitness center, transportation to school, library access.

Right now we focus on the most fragile. Trying to get utilities back on and requesting grace periods for paying bills in the flooded areas.

The Mayors fund was set up provide for the immediate needs of the victims.

14,000 people in the mandatory evacuation area.

Old Oakland Rd, River Bend, Golden Wheel and South Bay mobile home parks totaled. 556 units

Naglee park, William street bridge area is 2927 units
Rock Springs is 535 units (well utilized units with lots of people living in each)

This area is our #1 priority right now. Volunteer coordination unit has been established. We can use all employees for this.

QUESTIONS:

Q – Do all yellow tagged property have running water?
A - All yellow tags have functioning water. Still coordinating reestablishment of electricity and gas. Williams area should get yellow tags removed today

Q - Did we meet the federal threshold?
A - Yes for State and likely at Federal level. Uncertain about Individual Assistance, we will be pushing our case but do not want to set the expectation.

Q - How many have flood insurance?
A - Probably much lower than we wish they had. Maybe 20%

Q - Are there requirements for reentry? What does a house need to have in place?
A – We are putting out information now in Spanish, English and Vietnamese. Essentially we want to confirm that life safety is covered, no immediate danger to health and safety, and that utilities are on. Also providing safety information because of contamination. The water was considered a hazardous material. Kids should not play in mud. Don’t eat fruit from trees under water.

Janet Childs, Bill Wilson Center – As an evacuee and survivor of the flood, thanks to the first responders for safely getting everyone out of the area.

b) County OES - Cindy Stewart

Wonderful to see so many people at the coordination meeting who are concerned and willing to assist.

Morgan Hill, Gilroy, Palo Alto and San Jose all had issues. The County held conference calls at least once a day to assist coordination. We have one staff person available 24/7 to assist San Jose with resource requests. Hotline phone number where San Jose can call to request resources and the County will help to broker. Requests included social services FAST Teams and Sheriff’s Helicopter for notifications.

c) CalOES - Katrina Palomar – – Individual Assistance Recovery Program

Coordination with San Jose, to set up the LAC. 315 families have gone through the LAC. Cal OES provided a couple of liaisons and coordinate state services like DMV, Dept of Insurance, State Contractors Licensing Board. Currently assessing what we want to ask federal partners to bring in. Federal low interest loans have
been requested. We plan to be out in the “field” soon with federal partners to assess damage. There are no State individual assistance grants available.

3) American Red Cross -- Kent Fielden

130 people in the shelter. Number going up and down as people go home and realize they can’t move back in yet. Mobile feeding in neighborhoods, clean up kits being provided. We did our own damage assessment indicating 80 homes destroyed and 150 damaged.

Shirakawa Center LAC is a little tight on space but we have Team Rubicon, Tzu Chi, Red Cross, Salvation Army and Catholic Charities doing case work.

We also have a site at the shelter in Seven Trees with the Red Cross doing case work.

4) CADRE COORDINATING AGENCIES REPORTS:

a) DISASTER CASE MANAGEMENT -- Gregory Kepferle - Catholic Charities

CADRE Lead for Disaster Case Management

We will assist with coordination. Red Cross handling immediate Assistance. Catholic Charities fills in for long term assistance.

Some of the issues include:

- Immigrant with no papers – legal services
- Landlord/Tenant – Tennant Advocacy
- Housing – Red Cross for immediate, will need to coordinate long term housing with all of the partners.
- Transportation – Catholic Charities – receives car donations and can give them to victims.
- Mental Health – People are on an emotional roller coaster. Catholic Charities providing some mental health assistance now.

b) ACCESS AND FUNCTIONAL NEEDS (AFN) -- Silicon Valley Independent Living Center – Carlo Santos filling in for Sheri Burns, Executive Director

CADRE Lead for Access and Functional Needs

Shared some suggestions/feedback from the FAST team at the shelter.

Needed bigger/more signage
Bigger aisles - walkers and chairs had some difficulty

Continue to work on inclusiveness of people with disabilities

Need a bull horn

Request to City of San Jose Housing Department to plead with apartment owners to register available apartment inventory with full bathrooms.

c) FOOD SOURCING AND DISTRIBUTION  --  Bruno Pillet – Second Harvest Food Bank

CADRE Lead for Food Sourcing and Distribution

Working with CityTeam, Cathedral of Faith, Sacred Heart, Crossroads Community, Salvation Army, Catholic Charities. Have not had food requests that we haven’t been able to fulfill. We may need to organize local food distribution. Will require special packaging, special food. How can we customize and make it easier to distribute.

Grocery – people have access to a cooking facility. Hot Meal – requires a place to serve.

Los Gatos Lions Club offered a freezer full of Los Gatos meats. Hot Dogs, polish sausage and burgers.

d) DONATIONS:  Goodwill of Silicon Valley- Trish Dorsey

We are collecting and sorting donations and providing vouchers so the victims can pick out what they need.

Salvation Army – John McKnight

We need to let donors know that donated goods go into the system - not to a specific person. We sort and ensure that each item is safe and ready for distribution. We also provide vouchers.

Q – Are there specific locations receiving donations?

A - Goodwill has all of their locations available.

A - Salvation Army request that donations be brought to their 4th street location.

We still encourage people to provide cash donations to trusted charities. Less time intensive method of getting the relief to victims. But socks and Gift Cards are easily used.
Comment - Bruno Pillet – Target offered 4600 brand new pillows.

5) Open Discussion

CLEAN UP / MUCK OUT: Team Rubicon Damian Bramlett

We can help with mucking out. If people don’t have insurance, let us know. There is a liability waiver that the property owner must sign – not the renter. It’s been difficult to get the property owner to sign and they must be on the property while we are working.

EMERGENCY ASSISTANCE: Poncho Guevara - Sacred Heart Community Services –

We are part of the Emergency Assistance Network. We will provide financial assistance directly to the people who have already been registered. Temporary placement, short term rentals, or allowing them to stay where they are - goal to keep people in their units, especially in Rock Springs as they are very reasonable and more cost effective for the residents, car repairs, furnishings, medicine, etc. 95112 zip code is managed by the Salvation Army Others are coordinated by Sacred Heart

TzuChi Foundation – Compassion and relief. Budhism faith based charity organization. Worked with Red Cross, Salvation Army, Catholic Charities for many years. Can help with translation. We have a lot of volunteers who can set up and take down. We have been at the LAC. We can also provide financial support after we receive Red Cross assessments. We have mobilized volunteers to help with clean up. Emotional Support. Long Term Care – willing to work with Catholic Charities

LEGAL – LANDLORD - TENANT Law Foundation of Silicon Valley – Hillary Armstrong

We have people at the LAC. Since most homes are yellow or green, rent is still owed so we are discussing rent stabilization with the City. Also trying to set up more flood related legal services. Re: Immigration status. Do not ask. We do not need to know. Anyone can be served. We have Spanish and Vietnamese speakers. For services call 408-280-2424

INSURANCE ADVOCACY United Policy Holders – Emily Rogan

We are a nonprofit. Not an insurance company. Our role is to make sure that people can use their flood insurance. We are an advocate for the residents. NFIP does not include temporary housing or living expenses. Victims only have 60 days from the day of the event to fill out the proof of loss form. NFIP is a federal program so you can’t complain. We can provide workshops to help people know the requirements. We provide trainings for case management so they are up on NFIP requirements.

Comment - Janet Childs, Flood Victim. I am one of those who do not have flood insurance. I was quoted $6,000 per year to purchase.
INFORMATION AND REFERRAL -- 2-1-1 United Way Bay Area - Kelly, Jay

Have received hundreds of calls – since evacuations started. We would like to put together all the notes and make them available so there is a place with all the information. We can create a printable document. We would like everyone here to fill out the information form to provide everything that agencies talked about today. Updates via email.

CADRE - Anna Swardenski  CADRE website has an activation page and we will keep information links there as well. ICS 214 unit log is available for use to track activities.

VOLUNTEERS: Volunteers Management, Kelle Kroll

San Jose is getting a website up today  www.helpindisaster.com/sanjose

So far, 1800 volunteers have helped doing muck out and clean up. Trying to identify what needs will come up when people want to reenter their homes. There is a form to register as a volunteer or register a volunteer opportunity.

Comment - Sam, Team Rubicon – W need to track all volunteer hours. All the volunteer hours will help to offset the City’s expenses. All volunteers for any organization. Must be able to show their assignment and that it was directly related to the event.

LOCAL ASSISTANCE CENTER -- LAC Managers – Neil Ruffin, City of San Jose

We opened the LAC on Saturday. 160 people came in on the first day. Another 64 over the last two days. Thank you for all the support.

Comment - Parents needing childcare at the LAC would be very helpful for the stressed parents.

Comment - Nick Arnett – Get the word out and remind people to decontaminate as much as possible.

Cindy Stewart – Public Health has info available about decon and tetanus shots.

Request - Sal, City of San Jose - The Oakland Road area mobile homes are a gray area – they are inspected by the State not the City. We need assistance getting them inspected. We want to try to coordinate with the California Conservation Corps to remove the skirting to ventilate the undersides and let them dry out to prevent mold but some of the residents don’t think there is a problem.

Handout provided showing functions and some sub-functions. Need San Jose to identify a point person for each.
6) SMALL GROUP Break outs into function groups. Tasks are as follows:

- Decide who is leading.
- Share contact information.
- Discuss first priorities and action items.
- Any concerns for the first larger group?

Small Groups Report Out

Case Management -- Use the Red Cross case management number as a referral when other services provided. Outreach – Sacred Heart

Food -- We are covered for food right now but we have families who will have difficulty making ends meet and they may have never taken food assistance before. People often call 2-1-1 about food and they are directed to Second Harvest. Second Harvest will stay at the LAC to help out.

Donations -- Will be focused on communication and flow so that everyone understands how the process works.

Muck Out -- Working with California Southern Baptists to develop a plan over the next three days and start helping. If you hear from any victims who need help, send them to us.

Volunteers -- Need to have some flexibility within the plan. Some things move slower than others. Need coordination between local government and non-profits to make sure the same outreach messages are going out about volunteers.

AFN -- We are coordinating on issues - Immigrants are not being notified in their first language. Fear of authority. They are not in shelters. How do we reach out?

Mental Health -- Has been a gap for a long time. Hoping that County Mental Health

8) NEXT STEPS:

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