



A SUMMARY OF THE 2017 SAN JOSE COYOTE CREEK FLOOD ACTIVATION AND OPERATIONS

DESCRIPTION OF THE EVENT:

In February 2017, during one of the wettest winters in decades, several San Jose neighborhoods experienced severe flooding that forced thousands of residents to evacuate their homes and caused significant damage. The most severe flooding took place in neighborhoods along Coyote Creek. The area includes a number of low-income communities and mobile home parks that were submerged when Anderson Reservoir reached its capacity and began spilling into the creek. Hundreds of homes, apartments, cars and businesses were flooded. A total of 372 residents were rescued by Fire Department boats from the Rock Springs, Williams and Olinger Park neighborhoods. Two mobile home parks – South Bay and Golden Wheel – were also affected by flooding downstream.

TIMELINE OF ACTIVITIES:

- **2/24/17** –CADRE Network Activation requested by the City of San Jose. Initial conference call held to plan for the opening of the Local Assistance Center
- **02/25/17** – Local Assistance Center opens with CADRE agencies present
- **02/28/17** – CADRE Inter-Agency Resource Coordination meeting held at Franklin McKinley School District
- **03/01/17** – CADRE Leadership begins meetings and conference calls with City EOC Director and Recovery Planning Team members
- **03/03/17** – CADRE Inter-Agency Resource Coordination webinar held
- **03/09/17** – CADRE Inter-Agency Resource Coordination webinar held
- **03/16/17** – CADRE Inter-Agency Resource Coordination webinar held
- **03/17/17** --CADRE Leadership met with City staff to share models and plan for Long Term Recovery coordination
- **03/23/17** – CADRE Leadership attends City Recovery Action Coordination Team meeting
- **03/24/17** – CADRE Inter-Agency Resource Coordination meeting held at American Red Cross/CADRE offices

ACTIVATION

On February 24th, CADRE was officially activated by the City of San Jose to assist with the coordination of community resources.



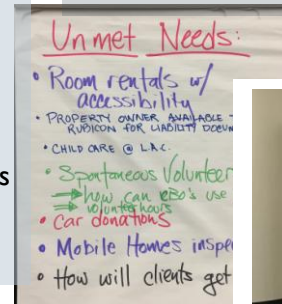
Collaborating Agencies Disaster Relief Effort (CADRE) is a county-wide network of non-profit and faith-based organizations working together with businesses and government. CADRE works closely with Santa Clara County and local jurisdictions to encourage coordination and collaboration to effectively and efficiently support our communities to prepare for and respond during disasters.

CADRE is the designated local VOAD (Voluntary Organizations Active in Disaster) coordinating entity for Santa Clara County and is connected to both the statewide and national VOAD networks.

CADRE LEADERSHIP

Over the course of five weeks, CADRE convened in person meetings, webinars and conference calls. Additionally, CADRE leadership attended multiple meetings with City staff, while Coordinating Agencies led functional teams established during the initial planning forums.

Throughout the course of the event, over eighty (80) representatives from various city and county departments, faith and community based organizations and agencies participated in the CADRE network efforts to coordinate resources for San Jose's flood survivors.



RESOURCE COORDINATION

Beginning on February 28th, fifty-five (55) participants from a myriad of community, faith-based and governmental agencies came together in person for the first CADRE Inter-Agency Coordination Meeting. The meeting began with situational updates provided by the City of San Jose's Deputy City Manager, Kip Harkness, followed by reports from both the Santa Clara County and State Offices of Emergency Services. American Red Cross reported on emergency sheltering and client needs and then each of CADRE's four Coordinating Agencies gave reports on what was being done in the areas of Case Management; Access and Functional Needs; Food Distribution; and Donations Management. Other needs specific to the flooding event were then discussed and teams were formed to identify leaders, define needs, and develop action plans and next steps. Team rosters were assembled and shared with all who attended. Following the first meeting, weekly webinars were held throughout the month of March to further coordinate community resources and relief efforts; as new needs or resources were identified, teams were formed and new participants welcomed into the efforts. As resource coordination needs wound down, and with the City of San Jose's concurrence, CADRE officially deactivated on March 24th 2017.

RESOURCES PROVIDED by CADRE network agencies:

- Emergency shelter
- Financial support
- Clean up and muck out
- Access and Functional Needs
- Food distribution
- Legal assistance
- Insurance advocacy
- Donations management
- Client casework and case management
- Housing assistance
- Mental health services
- Spiritual and cultural support
- Language translation
- Information and referral



FROM MUCK OUT & CLEAN UP TO REPAIRS & REBUILDING

Beginning the first weekend after the flooding occurred, Team Rubicon led the way coordinating teams of veteran volunteers to assist with mucking out flood damaged homes and apartments. After two weeks of painstaking efforts, work orders were taken over by California Southern Baptists Convention Disaster Relief volunteers who continued to assist with further clean up in the three affected neighborhoods. As repairs and rebuilding needs became clear, two other community organizations stepped up to assist. Rebuilding Together Silicon Valley and Habitat for Humanity worked out arrangements to assist mobile homeowners with repairs and rebuilding.



DONATION COORDINATION

CADRE's Donations Team was coordinated by Goodwill of Silicon Valley, working closely with The Salvation Army to receive donated items and issue vouchers that were then made available to flood survivors through client caseworkers. Vouchers allowed flood survivors to shop at both Goodwill and The Salvation Army thrift stores to replace items lost from the flood. In addition, bulk offers of new items, such as pillows from a local hotel, were received and re-distributed to flood survivors through CADRE's Donations team. In addition, a monetary donations fund was set up early on in the response by the Mayor's Office and managed by the Silicon Valley Community Foundation. Resources from this fund were used to support survivors through American Red Cross, Catholic Charities, Sacred Heart Community Services, The Salvation Army and others.

CASEWORK TRANSITIONS TO LONGER TERM DISASTER CASE MANAGEMENT:

Initial client intakes were done by American Red Cross at either the Shelter or the LAC. Referrals were then provided to Tzu Chi Foundation and Sacred Heart Community Services for additional immediate financial assistance. Other organizations, notably those serving the Vietnamese community in Rock Springs, were also brought into team discussions to better coordinate intake, referrals and to avoid duplication of resources and services. Catholic Charities served as the Coordinating Agency for this team and continued on at the City's request to coordinate long term case management, housing assistance and a vehicle replacement program for those most in need.



AGENCIES PARTICIPATING IN THE FLOOD RESPONSE:

- American Red Cross
- Amigos de Guadalupe Center for Justice and Empowerment
- Bill Wilson Center, Center for Living with Dying
- California Southern Baptists Convention Disaster Relief
- California Office of Emergency Services
- Catholic Charities of Santa Clara County
- Center for Employment Training
- Community Child Care Council
- FEMA Region IX Voluntary Agencies Liaison
- Goodwill of Silicon Valley
- Habitat for Humanity East Bay/Silicon Valley
- HomeFirst
- International Children Assistance Network (ICAN)
- ImmigrantInfo.org
- Japantown Prepared!
- Law Foundation of Silicon Valley
- Lutheran Social Services of Northern California
- Northern California VOAD
- Rebuilding Together of Silicon Valley
- Sacred Heart Community Services
- San Andreas Regional Center
- San Jose Water Company
- Santa Clara County Behavioral Health
- Santa Clara County Office of Emergency Services
- Santa Clara County Office of Immigrant Relations
- Santa Clara County Social Services Agency
- Second Harvest Food Bank of Santa Clara and San Mateo Counties
- Silicon Valley Independent Living Center
- Sunnyvale Community Services
- Team Rubicon
- The Salvation Army
- Tzu Chi Foundation
- United Policyholders
- United Way Bay Area -211
- VIVO Vietnamese Voluntary Foundation

