DON’T FORGET THE PAPER CLIPS

TAKING YOUR AGENCY ON THE ROAD WHEN DISASTER STRIKES
Presented By:

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INTRODUCTIONS

Who is in the House?
- Board Members?
- Executive Directors?
- CFO’s?
- Front Line Staff?
- State Officials?
- Anybody Else?
Today’s Objectives

• Planning and Response to Emergencies In and Out of Your Service Area
• Hear Lessons Learned of One Agency’s Response Model
• Provide Participants with Customizable Planning Tools for Assisting Another Agency in a Time of Crisis
• Encourage Mutual Cooperation Among Agencies
ORIGINS OF THE MOBILE RESPONSE UNIT

“Necessity is the Mother of Invention”

A need or problem encourages creative efforts to meet the need or solve the problem.

- Plato
BENEFITS OF TAKING YOUR AGENCY ON THE ROAD

• Assist Clients Close to Home
• Assist Sister Agencies
• Provide For Comprehensive Services
• Understand the Need
• Learn How to Functionally Operate in Different Scenarios
• Others??
HELLO, MY NAME IS HARVEY
OUR FIRST DATE WAS A DISASTER...
ASSESSMENT – LONG BEFORE DISASTER HITS....

Identify Gaps in Disaster Response

• Who?
• What?
• Where?

Identify Resources Available to Your Agency and in the Community

• Staff
• Funding
• Equipment
ASSESSMENT – CONTINUED

Identify Administrative Issues
- Legal Authorization
- Fiscal Matters
- Funding Availability - Allocation
- Logistics
Identify Potential Partners – Assess their resources and limitations – MOU’s

- Community Action Agencies
- Emergency Management Coordinators
- Volunteer Organizations Assisting in Disasters (VOAD)
- EOC Committee
- Big Box Stores
- Local Suppliers, Hotels
- Long Term Recovery Group
- Other Disaster Agencies
- Ideas???
Spend Five Minutes at Your Table

• Identify Gaps in Disaster Response to Low Income Families
• Identify Resources Available to Your Agency
• Identify Administrative Issues
• Identify Potential Partners
PLANNING
Administrative Considerations

- Safety, Safety, Safety – CAA’s are NOT First Responders
- Clear Objectives, Timeline and Plan
- Board Authorization
- MOU’s with Partner Agency
- Demographic Analysis
- Availability of Benefits to be Provided
- Media Messaging
Logistical Considerations
- Safety, Safety, Safety
- Staff
- Distribution Site
- IT Concerns
- Duration of Operation
PLANNING - CONTINUED

Operational Considerations
• Safety, Safety, Safety
• Staff Availability
• Traffic Flow – Parking
• Flow of People – Lines, oh the Lines
• Food and Drink for Customers
• Waiting Area
• Maximum Number of Customers
• Media Messaging
CAAs:
- Pre-procure hotels, gift cards and other services periodically
  - Obtain vendor agreements
- Plan media message
- Initiate communication with County Disaster Coordinator
- Manage expectations appropriately

STATE and CAAs:
- Participate in a pre-disaster conference call:
  - State and federal flexibility
  - Eligibility guidelines
  - Key staff contacts
  - Alternative communication methods
  - Back up plans---social media
  - Establish conference call times and conference lines
  - Provide operational support
POST HARVEY: IT’S NOT OVER

Changed Family and Community Needs:
- Re-Assess
- Re-Plan
- Re-build resources/partnerships
- Staff support: many remain impacted
- Re-Evaluate
ON THE ROAD AGAIN

IMPLEMENTATION
Exercise Time (5 Minutes)

TAKING YOUR OFFICE ON THE ROAD – WHAT WOULD YOU PACK?
IMPLEMENTATION: OUTFITTING THE MOBILE UNIT
IMPLEMENTATION: OUTFITTING THE MOBILE UNIT

Set up Mobile Office for Comfort – "They’ve survived one disaster"
IMPLEMENTATION: WHAT WAS I THINKING?!?!?!
IMPLEMENTATION: WHAT WAS I THINKING?!?!?!
Day of Deployment

- Arrive Early
- Decide on Customer Flow
- Assign Responsibilities – Volunteer Greeters
- Assign Numbers – Break in to Manageable Groups
  – AM – PM
- Set a Schedule for the Following Day
- Utilize Standard Disaster Application

DON’T FORGET THE PAPER CLIPS
IMPLEMENTATION - CONTINUED

Day of Deployment
- Interview Individual Families – Determine Needs
- Provide Timely Services and Referrals (Matrix)
  - Partner/Referral List
  - Coloring Books, Crayons, Toys, etc.
  - Food, Water, Shelter, Restroom Facilities
  - Cleaning Guides
Day of Deployment

- End of Day
  - Balance Services and Benefits
  - Provide Service Reports
  - Evaluate Services Provided
  - Prepare for Next Day
DON’T STOP BELIEVING...