Operationalizing the Principles of Inclusive Emergency Management

March 10, 2022

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Chief, Office of Access and Functional Needs (OAFN)
California Governor’s Office of Emergency Services (Cal OES)
Access and Functional Needs (AFN)

Individuals who have:

- Developmental, intellectual or physical disabilities
- Chronic conditions or injuries
- Limited English proficiency

And/or...

Individuals who are:

- Older adults, children or pregnant
- Living in institutionalized settings
- Low income, homeless and/or transportation disadvantaged
Office of Access and Functional Needs (OAFN)

Established in 2008 to identify the needs of people with disabilities, older adults, and all Californians with access and functional needs before, during, and after a disaster.

OAFN integrates whole community needs and resources throughout emergency management systems and provides guidance to emergency managers, planners, service providers, partners, stakeholders, etc.
Principles of Inclusive Emergency Management

Integration
• Bringing people to the table
• Understanding needs
• Making room for everyone

Partnership
• Working together
• Creating buy-in
• Earning credibility

Synergy
• Building community
• Achieving more together
The Mission: Mega Vaccination Pilot Sites

- Cal OES and FEMA were mission-tasked by the Administration to pilot two mega vaccination sites
- Vaccines were to be administered equitably with a focus on underserved communities
- The pilots were to create a blueprint for standing up mega vaccination sites nationwide
Principle #1: Integration – Bringing People to the Table to Understand and Address Needs

Establishing Equity Focus
• Including AFN stakeholders
• Identifying and addressing needs

Accessibility Services
• In-person and video language services
• DME, tents, privacy rooms, etc.
• Free paratransit and shuttles

Mobile Vaccination Clinics
• Deployed mobile clinics
• Partners identified sites
Principle# 2: Partnership – Working Together to Create buy-in and Credibility

- Direct input from the Pacific ADA Center, Disability Rights California, and others
- Involved in planning and implementation
- Trusted sources to assist with public messaging
- Deployed mobile vaccination clinics to CBO-identified locations
Principle #3: Synergy – Together we Achieve Great Things

Mass Vaccination Sites:
• As of April 12th more than 720,000 vaccines were administered
• More than 103,000 administered at mobile clinics within the community
• More than 68 percent were administered to targeted underserved communities and people of color
Thank you

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Chief, Office of Access and Functional Needs (OAFN)
California Governor’s Office of Emergency Services (Cal OES)
PACIFIC ADA SEMINAR

KERN COUNTY INCLUSIVE EMERGENCY MANAGEMENT

MARCH 10, 2022

Georgianna Armstrong, Emergency Manager
Kern County Fire Dept – Office of Emergency Services
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County of Kern’s ability to effectively plan for inclusive emergency response dependent upon interaction with key stakeholders:

- Independent Living Center of Kern County
- Community Action Partnership
- BGLAD
- Ombudsman
- CalOES – OAFN
Working with community organizations provides:

- Subject matter expertise that government may lack
- Enhanced response capability
KERN COUNTY EMERGENCY MANAGEMENT AFN PROJECTS

Alert & Warning: “ReadyKern”

- Targeted outreach
- Campaign graphics
- Multi-language
- Targeted Public Service Announcement
- Smart 911

Wouldn’t You Want To Know?

www.READYKERN.com or call 211
2009: Isabella Dam Failure Evacuation Plan

Stakeholder planning group failed to address AFN evacuation needs
KERN COUNTY EMERGENCY MANAGEMENT AFN PROJECTS
EVACUATION TRANSPORTATION

- Transportation providers into ICS structure
- Development of database of facilities
- Designated bus service pickup locations
COUNTY OF KERN: AFN DISASTER RESPONSE
EVACUATION TRANSPORTATION

- Aging & Adult Services Hot Line
- Coordination with EOC
- Transportation resource providers:
  - Kern Regional Transit
  - Kern Superintendent of Schools (MOU)
  - GET (MOU)
Established AFN Position in Kern EOC

- Operations Section
- Kern County Aging & Adult Services Dept
- Video incident updates with ASL interpretation
PARTNERSHIP WITH COMMUNITY ORGANIZATIONS

Grant Funds to Sponsor:

• **Independent Living Center of Kern County**
  Start up funding to expand ASL services available locally

• **Community Action Partnership of Kern County**
  Trusted source to provide community preparedness information to Spanish speaking and/or lower income community

• **BARC**
  Equipment for targeted training to use 911 and ReadyKern
GRANT FUNDS FOR INCLUSIVE EMERGENCY RESPONSE

FEMA Grant Programs Directorate
Information Bulletin No. 361 (May 13, 2011)

Directs integrating needs of persons with Access & Functional Needs into local Homeland Security and emergency preparedness programs.
GRANT FUNDS FOR INCLUSIVE EMERGENCY RESPONSE

Authorized Equipment List (AEL) to allow grant funds to be used to purchase equipment and supplies for:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>19AF-01-CHLD</td>
<td>Infants &amp; Children</td>
</tr>
<tr>
<td>19AF-01-COMM</td>
<td>Communications &amp; Sensory Support</td>
</tr>
<tr>
<td>19AF-01-FEED</td>
<td>Feeding Support</td>
</tr>
<tr>
<td>19AF-01-HYGN</td>
<td>Personal Hygiene</td>
</tr>
<tr>
<td>19AF-01-MOB</td>
<td>Mobility Support</td>
</tr>
<tr>
<td>19AF-02-BACC</td>
<td>Service Animals Bedding &amp; Accessories</td>
</tr>
<tr>
<td>19AF-02-RELF</td>
<td>Service Animals – Relieving Station</td>
</tr>
</tbody>
</table>
COUNTY OF KERN: AFN DISASTER RESPONSE
MASS CARE SHELTERS – EQUIPMENT TRAILERS

- ADA compliant cots
- Hoyer lift/sling
- Wheelchair, cane, walker
- Threshold ramps
- Bedside commode
- Privacy curtain

- Portable playpen/bassinet
- Diapers/wipes (adult & child)
- Shower bench & wheelchair
- Accessible shower tools
- Audio guard / lights
- Magnifiers / scrolling signage
- Disposable earplugs
- Cell phone chargers
- Service Animal supplies
- UbiDuo & Laptop computer
- Portable refrigerator (medication)
COUNTY OF KERN:

AFN DISASTER RESPONSE
MASS CARE SHELTERS – ADA COMPLIANT
2-UNIT BATHROOM/SHOWER TRAILER
COUNTY OF KERN: AFN DISASTER RESPONSE
MASS CARE SHELTER SOP

- Equal access and support
- Acting on client’s words to meet needs
- Support customary level of independence
- Compliance with Americans with Disabilities Act (ADA)
<table>
<thead>
<tr>
<th>Focus Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobility disabilities</td>
</tr>
<tr>
<td>Visual impairment</td>
</tr>
<tr>
<td>Hearing impairment</td>
</tr>
<tr>
<td>Non-English speakers</td>
</tr>
<tr>
<td>Limited financial means</td>
</tr>
<tr>
<td>Unaccompanied/unsupervised minors</td>
</tr>
<tr>
<td>Foster children</td>
</tr>
<tr>
<td>Persons without (pre-incident) stable housing</td>
</tr>
<tr>
<td>Legally mandated registered individuals</td>
</tr>
</tbody>
</table>
EMERGENCY PREPAREDNESS VIDEOS FOR PEOPLE WITH DISABILITIES

1. Introduction
2. Skills Test
3. Building a Support Team
4. Emergency Supply Kits
5. Physical & Mobility Limitations
6. Low or No Vision
7. Hearing

All video sections are in English and Spanish languages, captioned, with ASL interpretation. Videos hosted on Kern Aging & Adult Services website (https://www.kerncounty.com/government/aging-adult-services/resources/emergency-preparedness)
EXTENDED POWER OUTAGES

- Aging & Adult Services: direct contact to medical baseline customers to confirm awareness and requests for assistance
- Cache of portable power units for distribution as needed to support persons reliant on critical medical equipment (Kern Public Health Dept)
COVID-19 VACCINE CLINICS

- Process planning coordination with multiple community providers
- Onsite walk-thru with community providers for input on improved process
- Real-time, on-demand remote ASL interpretation services provided
UPCOMING PROJECTS

- Explore process and possibility to maintain real-time, on demand virtual ASL interpretation services Op Area-wide to support field-level first responders (Fire, Law, EMS)

- Development of evacuation plans specific to Skilled Nursing Facilities and Assisted Living Centers during disaster response
INCLUSIVE EMERGENCY
MANAGEMENT IN NEVADA COUNTY

Carly Pacheco – Executive Director
FREED’s Role in Emergency Management

- Work with local OES on emergency planning and sheltering needs
- Provide information to consumers on personal preparedness
- Sign-up consumers for notification and alert systems - comes from OES relationship
- Work with consumers who have lost AT for replacement
- Suspend normal intake process during emergency
- Temporary housing, transportation, and financial assistance during Public Safety Power Shut Offs
Nevada County

- High Fire Threat (all of Nevada County is in Tier 2 or 3)
- Winter Storms
- Multiple utility companies
- Significant Public Safety Power Shut Offs
Integration

- Established relationship with local OES
- Monthly Coordination Meeting
- Participate in emergency plan development and trainings
- Nevada County ADRC gathering unmet needs
- Prioritize AFN and you take care of whole community
Integration

- Ready, Set, Go Handbook direct mailed to all households
- Integrates AFN Strategies in “Emergency Preparedness for ALL”
- Highlights FREED’s Public Safety Power Shut Off Services
Partnership

- Get seat at Emergency Operation Center
- Share direct contact information across partners
- Co-planning with 211, public health, county social services and OES
- Shared communication system during emergency events
Synergy

- Winter Storm 12/27-1/11
- 2/3 of county without power
- Over 500 individual outages
- Many roads blocked
- Phone & internet lines down
- Longest without power 16 days
Nevada County Event Timeline

Initial Snowfall

Addtl Snowfall

County Roads Cleared

Nevada County PG&E Customers without Power

30,404 32,048

Note: Data verification underway. Definition of “PG&E Customer” likely undercount of residents impacted. Placer County impact not included.
Synergy – What worked well

• Phone calls from OES to share scope of challenge & establish available resources
• Collaboration to obtain additional resources
• Collaboration around community messaging and misinformation
• Shared referral system from 211 to county and FREED
• Triage information shared back with county staff clearing snow to prioritize critical issues
Synergy – What worked well

- Communication with shelter locations to assist individuals with complex needs
- Quick pivots as the needs increased as the event extended
- Collaboration with Paratransit, Transit, and County staff to assist with transportation
- Reassigned county staff to support 211, door to door check-ins and resources for mobile home residents
FREED Services Provided
12/27/21-1/13/2022

• Across Nevada, Placer, El Dorado, Yuba Counties
• Received 917 requests for service
• Provided 82 hotel rooms for 165 individuals
• Provided transportation to hotels for 8 individuals
• Provided 725 food vouchers for individuals in hotels and those with specific dietary needs that lost food
• Provided 574 gas vouchers to keep generators running and support propane purchases
Synergy – What we learned

- Need for community partners to attend daily county briefing
- Additional partners joining monthly OES/FREED coordination meeting
- CBO liaison position in EOC to be created
- County IT staff to support development of a new collaborative tool
- Development of a VOAD (Voluntary Organizations Active In Disaster)