

EMERGENCY NETWORK LOS ANGELES

ENLA

**HOMELESS SERVICES & SHELTER
COMMITTEE**

WORK PLAN

Adopted October 21, 1998

Mission statement

The purpose of the ENLA Shelter & Homeless Services Committee is to provide support following a disaster to organizations so they are better prepared to assist people who are homeless or at risk of homelessness. The Committee will do this by promoting preparedness, communications and resource sharing.

Authorities

ENLA

The Shelter & Homeless Services Committee is a committee of the Emergency Network Los Angeles/ LAVOAD (ENLA).

ENLA is a 501[c][3] nonprofit corporation that is recognized as a sub-state VOAD under the By-laws of the Southern California Voluntary Organizations Active in Disaster (SCVOAD).

SCVOAD is a state-level unit organized according to the By-laws and policies governing state-level units of the National Voluntary Organizations Active in Disaster (NVOAD)

NVOAD is a 501[c][3] nonprofit corporation with principles that guide the work of its units at the state and sub-state level.

Committee Structure

Lead agencies

Roster

Homeless Health Care Los Angeles (HHCLA)

Eve Rubell

1010 S. Flower St. Suite 500, L.A. 90015

Phone: 213/744-0724 ext. 119

Fax: 213/748-2432

E-mail: erubell@aol.com

[second lead agency to be named]

Responsibilities of lead agencies

to work with the ENLA Membership Committee to maintain a roster of cooperating agencies

to maintain communications with ENLA by reporting on committee activities at general meetings and other ENLA functions

to coordinate pre-disaster activities including calling meetings and planning trainings and exercises

to activate the communications network following a disaster and to maintain contact with ENLA communications hub (HHCLA)

to convene and chair post-disaster meetings (HHCLA)

to prepare after action reports (HHCLA)

Cooperating agencies

Roster and Contact information

Maintained by membership committee

City of L.A. computer

Responsibilities of cooperating agencies

Maintain ENLA membership, including developing agency disaster mission statement and plan

To the extent agency resources allow, participate in committee activities and meetings

During disasters, participate in ENLA communications network and resource sharing activities

Assist with post-disaster needs assessment

Disaster assumptions

This plan addresses disasters which significantly impact people who are homeless or at risk of becoming homeless as well as the private and government agencies that serve them.

The types of disaster that could have this impact include:

- Earthquake

- Flood

- Hazardous materials incident affecting an area with a large homeless population

- Multi-building fire affecting an area with a large homeless population

- Civil disturbance

- Terrorist incident

It is considered unlikely that any disaster will impact all of the areas in the County where people who are homeless and the agencies that serve them are located.

[This plan will be activated according to the ENLA Disaster Plan]

Pre-disaster activities (planning and preparedness)

Develop resource directories [see attachments]

- Committee membership

- Comprehensive roster of homeless service providers including those who are not ENLA members [from Shelter Partnership following approval of plan]

Growth of committee

- Outreach and recruitment

 - Through presentations to existing groups such as L.A. Countywide Coalition to End Hunger and Homelessness, LAHSA, LAEFSP

 - Through member agencies relating to collegial agencies

 - Through dissemination of this disaster plan and other committee products to all agencies on Shelter Partnership list

- Future regionalization - when committee grows to a point where countywide meetings are impractical as the primary convening mechanism

 - Regionalization will follow ENLA boundaries

Exercises and training

- The committee will participate in ENLA drills and exercises

- The committee may conduct its own drills and exercises as needed or if ENLA does not conduct at least one exercise per year

- The committee will offer the Disaster Preparedness Training for Homeless Service Providers as needed

Technical assistance to cooperating agencies (Mitigation of hazards)

- The committee will develop a Hazard Mitigation Training for nonprofits, utilizing input from public safety agencies

Agreements between homeless service agencies

- The committee will draft one or more template statements of understanding for use by homeless service agencies

- Participating agencies will be encouraged to enter into agreements with agencies providing like services

Agreements with external resources

- The committee will be bound by agreements between external resources and ENLA

- The committee may enter into agreements with external resources for homeless-specific items and services

Post-disaster activities

Immediate post-disaster

- Lead agencies activate committee (see Communications, below)

Each agency begins disaster activity log

The disaster activity log is an internal document for each agency

Reasons for log

So everyone in the agency involved in management of disaster activities has access to a clear record of significant information

So an accurate after-action report can be prepared without relying on memory

Items to be recorded in log

Commitments

Decisions

Contacts with other organizations

Record contact person, return phone number, date and time of contact

Summarize content of conversation

Media contacts

Meetings

Meetings may just be referenced in the log with minutes kept separately

Other significant information

A sample disaster activity log form is attached as Appendix 2

Communications

Post-disaster communications hierarchy

Participating agencies communicate with the lead agencies

Participating agencies will use the standard reporting form (see Appendix A)

Where possible, the participating agency initiates contact within 12 hours following the event

If the participating agency does not initiate contact within 12 hours the lead agency will attempt to contact the member agency

No one communications technology can be relied on post-disaster; it may be necessary to physically carry messages

Fax is the primary communications technology both before and following disaster

Telephone is the secondary means of communication

E-mail should be used as it becomes commonly available to participating agencies

All documents sent via e-mail should be prepared as "cut and paste" messages rather than attached files to avoid compatibility issues

County radio can be used between the lead agency and ENLA communications hub

Disaster communications services (amateur radio through the County) may be available

The lead agencies will initiate contact with the ENLA communications hub within 12 hours of the event

The lead agencies will report on the combined input from the participating agencies and transmit this to the communications hub

Communications between the lead agencies and the hub will use fax with duplicate messages sent via E-mail if possible (to facilitate preparation of bulletins)

Primary contact information for the communications hub: Special Projects Team, INFO LINE of Los Angeles, 3035 Tyler Ave., El Monte 91731, Voice: (626) 350-1841 ext 2129, Fax: (626) 442-6940, E-mail: brenda@infoline-la.org

Secondary contact information for the communications hub: Burt Wallrich, INFO LINE Emergency Coordinator, Voice: (626) 350-1841 ext 2109 or (626) 292-2586, Fax: (626) 285-3953, E-mail: burtw@ix.netcom.com

ENLA central office at Salvation Army
phone: 213/896-9185
fax: 213/627-2105

Implement post-disaster inventory of resources

- Agencies will have blank forms with their disaster plans

- Lead agencies will match needs and resources

- Lead agencies will link potential donor and recipient agencies

Relief-phase activities

- Committee meetings - purposes

- Getting picture of the homeless services situation

- Ensuring that authorities are aware of situations impacting target population

- Linking needs and resources

- Among committee members

- Between ENLA committees

- Invite Mental Health representative to meeting

- Invite Food Committee representative to meeting

- Invite LAHSA specifically

- Invite FEMA/ARC Special Representative

- A sample agenda will be developed [appendix]

- A lead agency will chair the meeting

- Convening mechanism for committee meetings

- Lead agency will set time and location

- In a major disaster the first meeting will be held within 3 to 5 days if at all possible

- Initial meetings will be as brief as possible

- Lead agency will notify committee members directly or through ENLA central office

- Handling mutual aid requests

- Mutual aid among committee members will be facilitated by lead agencies with assistance of ENLA office

- Mutual aid from outside the committee will be facilitated by ENLA office with assistance of SCVOAD

- Seeking services for populations with immediate critical needs

- Communications with ENLA Office and other ENLA committees

- Government liaison

- Liaison with organizations providing mass care and shelter

Recovery-phase activities

- Unmet needs committee - separate from ENLA's general UNC?

- Lead agencies handle resource requests on-going (outside meetings)

- Cost recovery - assistance to organizations

- Conveying needs to ENLA funding committee

- Informing committee members of funds available and how to access

- After action report

Each committee member will complete its after action report

When its own disaster work is completed or

When the committee is deactivated

The lead agencies will do a combined committee after action report within 6 weeks after the committee is deactivated

The after action reports of each agency and the committee will include

A description of the impact on the organization or committee

Lessons learned

Corrective actions - a list of things to do

Review of plan

The lead agencies are responsible for convening a plan review sub-committee after the annual exercise and after any disaster activation

Glossary

CAO	Chief Administrative Officer (either county or city)
DAC	Disaster Application Center (established by the state and FEMA)
DPSS	Los Angeles County Department of Public Social Services
EC	Emergency Coordinator
ECA	Event Cost Accountant
ENLA	Emergency Network Los Angeles, the Los Angeles affiliate of VOAD (Voluntary Organizations Active in Disaster)
EOC	Emergency Operations Center
LACO	Los Angeles County
TDD	Telecommunications Device for the Deaf
VOAD	Voluntary Organizations Active in Disaster (a consortium of nonprofit organizations; exists at national, state and local levels), see ENLA

Key ENLA Internal Contacts

(NOTE: except in extraordinary circumstances, these contacts will be made through the lead agencies, not directly by cooperating agencies)

ENLA Office

c/o Salvation Army, 900 West 9th Street, Los Angeles 90015

Phone: 213/896-9185

Fax: 213/627-2105

ENLA Communications Center

c/o INFO LINE of Los Angeles, 3035 Tyler Ave., El Monte 91731

Phone: 626/350-1841

Fax: General - 626/442-6940; Burt Wallrich - 626/285-3953

Contacts: Brenda Coleman (ext. 2129), Rhea Rogers (ext. 2105), Burt Wallrich (ext. 2109)

E-mail: brenda@info-line-la.org or burtw@ix.netcom.com

ENLA Board

Sandra Shields, American Red Cross Los Angeles Chapter

2700 Wilshire Blvd. (at Ramparts), Los Angeles 90015

Phone: 213/739-5211

Fax: 213/739-4569

E-mail: shieldss@arcla.org

Burt Wallrich, INFO LINE of Los Angeles (see IXB, above, for contact information)

Key external contacts

(NOTE: except in extraordinary circumstances, these contacts will be made through the lead agencies via the ENLA communications center, not directly by cooperating agencies)

Los Angeles County Operational Area

Contact through Department of Public Social Services (DPSS)

Office of Bill Butler

Phone: 562/908-8447

Fax: 562/908-6160 906-0459 (backup)

E-mail: bbutler@co.la.ca.us

Los Angeles City Emergency Operations Organization

Office of Anna Day

Phone: 213/847-9992

Fax: 213/847-7143

E-mail: aday@cao.ci.la.ca.us

Relationship to other cities and governmental units in Los Angeles County is through the Area

Coordinators via their liaison with ENLA

Mike Martinet, Area G (ENLA Liaison)

Phone: 310/527-2272

Fax: 310/527-2275

Pager: 310/769-7335

E-mail: areag@earthlink.net

FEMA/ARC Special Representative Region IX

Dave Vargo

Phone: 415/923-7107

Fax: 415/923-7270

Pager: 800/759-7243 #546610

Sample tabletop exercise

Forms

Resource/status reports

Disaster activity log

Post-disaster meeting agenda