



## Emergency Network Los Angeles

### Voluntary Organizations Active in Disaster

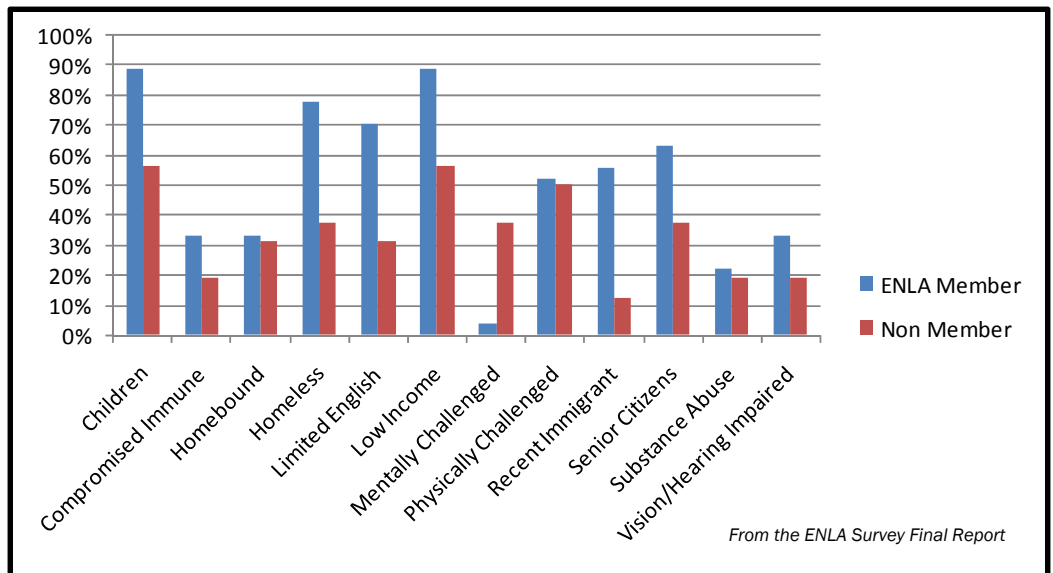
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#### Inside this issue:

ENLA Online Survey Results— Needs of Vulnerable Populations	1
Message from the Vice Chair	2
Featured Non-Profit Member: 2-1-1 LA County	2
July Annual General Meeting	3
Calendar/Schedule of Events	7

### Emergency Needs of Vulnerable Populations in LA County: An Assessment of FBO/CBO Service Capacity



ENLA received a grant from the Los Angeles County Department of Public Health in 2008, to increase the capacity of community-based organizations (CBOs) and faith-based organizations (FBOs) to support countywide response to pandemic influenza and other emergencies.

Part of the project involved assessing the needs of vulnerable/special needs populations (V/SNP) in LA County, and the ability of county CBOs and FBOs to assist this population during an

emergency.

We learned that 73% of ENLA members, and 82% of non-members, provided services to vulnerable populations. Several of the member organizations surveyed were not service providers at all, but research or funding organizations; this brings down the number of organizations serving any population.

While responding service organizations generally served all vulnerable populations, the most frequently mentioned were low income individuals and families (76.7%), people experiencing homelessness (62.8%), children (58.1%), those with limited English or no

English (55.8%), and senior citizens (53.5%). On the other hand, only 16.3% of service organizations responding indicated that they served those who are mentally challenged, and 20.9% served people dealing with substance abuse.

To a certain extent, ENLA members and non-members served different populations. Most notably, non-members served fewer senior citizens, those who are limited or non-English speaking, those experiencing homelessness, those with low income, children, and recent immigrant populations, but served many more of those who are mentally challenged. It is only possible

to make very general comments because of the low sample size. From this data, we can see that ENLA member organizations are better at reaching certain vulnerable populations than others. Children, people experiencing homelessness, those with limited English, low income residents, recent immigrants and senior citizens are receiving needed services and outreach.

Our survey showed that the non-member organizations tended to serve those who are mentally challenged to a far greater extent. ENLA will use these findings to target new membership outreach to organizations with complementary services. By

## Message from the Vice Chair



**Alix Stayton**  
ENLA Board Vice Chair

Now that hurricane season is in full swing and I am making my National Preparedness Month plans, I find myself reflecting on the cycles contained within each year. I hope that as we do the work, reflect back, improve and streamline, we are not just describing a circle, but an upward spiral in our ability to serve those in need of our services.

The Sanskrit symbol कर्म "act, action, performance" is the concept of 'action' or 'deed' understood as that which causes the entire cycle of cause and effect.

This reminds me a lot of the continual cycle we all participate in professionally in some fashion: **preparedness, response, recovery, mitigation.**

This cycle was at the forefront of people's minds at this year's Annual VOAD Conference in Salt Lake; we discussed linking social services (mitigation) to Long Term Recovery Groups (recovery) to lessen the effect of disasters on vulnerable populations (preparedness) and assist outreach during disaster (response). Around and around we go, and we work in this instance also to create an upward spiral of improved processes and systems.

ENLA has emerged from a busy planning cycle into the implementation process, and many thanks go to all Board members and other participants. Special thanks to the functional committee chairs who have led the way in service: Doug Quisenberry,

Tempie Beaman, Melissa Crews, Yaroslav Svitlynets and Corey Eide.

We learned a lot during our first year of staffing. We thank Deborah Robinson and David Miller, and look forward to working with them in their new capacities within the disaster community.

As we put together the pieces articulated in the new strategic plan, input from everyone will be important to ENLA's success. I encourage everyone to plan some time now for ENLA activities, to create space for this group and our work ahead of time. At the AGM this month, we'll be discussing the question "How can we better work together?" The answer, in my opinion, is also the motto for Burning Man,

## Featured Non-profit Member: 2-1-1 Los Angeles by Julio Puchalt

Since 1981, 211 LA County (formerly INFO LINE of Los Angeles) has been helping individuals and families with critical issues like health care and substance abuse, domestic violence, shelter, food, legal and financial assistance, children and senior programs and mental health services throughout Los Angeles County.

As a private, not-for-profit organization, it is the largest information and referral service in the nation, helping over 450,000 individuals and families each year. From the beginning, 211 LA County has provided free, confidential services 24 hours a day, 7 days a week to over 6.8 million residents. Services are provided in English, Spanish and over 140 other languages via a tele-interpreting service. Services are also provided for the hearing impaired via TTY.

211 LA County was founded out of a need to eliminate the requirement for people to navigate the complex and ever-growing maze of human service agencies and programs, numbering in the thousands. With the introduction of the three-digit number, 2-1-1, on July 1, 2005, 211 LA County streamlined the process by which people can get the help they need by providing a direct link to the County's social service network.

**Residents can simply dial 2-1-1 free of charge on a 24/7 basis** and a team of professional community resource advisors can assist in accessing and effectively using the vital community services callers need. One call to one number has helped ensure that callers can get help the first time they

call, and not struggle with having dialed the average of seven other agencies before reaching the one that can help. You can also call 800-339-6993, if there are problems getting through on 2-1-1.

211 LA County has a comprehensive database of 4,100 human service agencies that provide over 28,000 different programs and services, and is continually updated by a fulltime team of professional resource writers. This information is classified using our internationally endorsed Taxonomy of Human Services. The collection of data on demographics and caller problems provides an overview of the problems facing Los Angeles County individuals and families.

As part of the County's disaster

response, 2-1-1 can also be dialed for information in case of a major disaster or emergency. 211 LA County is funded by the County of Los Angeles, First 5 LA and contributions from United Way of Greater Los Angeles.

For more information about 211 LA County, please visit [www.211LACounty.org](http://www.211LACounty.org) or call 626-350-1841.



## July Annual General Meeting

We've been busy this year...attend the AGM to learn about the changes at ENLA!

Please join us for our Annual General Meeting in July. The current ENLA membership looks forward to meeting potential new members and reconnecting with previous members who would like to participate again. The meeting will be held in **Pasadena on Tuesday, July 28th from 9:00AM-2:00 PM**. Lunch will be served. Please RSVP to Brandy Welch at 310-445-2672 or [welchbr@arcla.org](mailto:welchbr@arcla.org).

Learn about the new ENLA structure, network with other organizations involved with disaster response, and update us on your organization's activities. We will discuss the preparedness levels of Los Angeles County as a whole, and how we can work better together to prepare, respond, and recover after disaster.

**Our guest speaker is Dr. Alonzo Plough.** Dr. Plough joined the Los Angeles County Department of Public Health in January, 2009, as Director of Emergency Preparedness and Response. Dr. Plough coordinates activities in emergency operations, infectious disease control, risk communication, planning, and community engagement.

**JOIN ENLA, the #1 emergency coordinating body for voluntary organizations in Los Angeles County.**



The Los Angeles County Department of Public Health is offering a Disaster and Pandemic Planning for Nonprofits workshop—

### BRIDGING THE GAPS

This FREE interactive workshop is designed to help your organization stay open during and after a disaster.

Two dates to choose from:

Tuesday, July 21, 2009—8am to 12:15pm  
Almansor Court, Alhambra

Wednesday, July 29, 2009—8am to 12:15pm  
Crystal Casino, Compton

All attendees will receive a Disaster and Pandemic Planning for Nonprofits Resource CD with template plans & checklists to start planning for your organization immediately!

**Registration is required, and these events will reach capacity quickly.** Sign up to reserve your seat today:

## ENLA's Schedule of Events and Calendar

### July 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### August 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**- July 9th @ 8:30am-11am**

*Board mtg.—open to all members.*

@ American Red Cross Ohio Avenue office - Los Angeles

**- July 10th @10:30am**

*Development Committee Mtg.*

Conference call

**- July 28th @ 9am-2pm**

*Annual General Mtg. - open to all interested*

Salvation Army—Pasadena

**- August 2009**

*ENLA is dark, no meetings planned*

Please visit [www.enla.org](http://www.enla.org) for more event details

*Special Appreciation to the United Way LA for covering the printing costs of this newsletter! Thank you!*

211 LA County  
 American Red Cross  
 California Governor's Office of Emergency Services  
 Cal-Pac Conference of United Methodist Church  
 Catholic Charities of Los Angeles, Inc.  
 City of Los Angeles Emergency Management Department  
 County of Los Angeles Dept. of Public Health  
 County of Los Angeles Dept. of Public Social Services  
 County of Los Angeles Office of Emergency Management  
 Faithful Central Bible Church  
 Los Angeles Animal Services  
 Los Angeles Regional Foodbank  
 Lutheran Social Services of the Southwest  
 Operation Hope, Inc.  
 Salvation Army Disaster Services Division  
 Seventh-Day Adventist Church  
 Southern Baptist Disaster Relief  
 Tzu Chi Foundation  
 United Way of Greater Los Angeles  
 Volunteer Center of Los Angeles

**ENLA Board of Directors**

ENLA is a California non-profit charitable corporation under IRS section 501(c)(3). The organization is governed by a Board of Directors comprised of representatives from CBOs, FBOs, national disaster agencies including the American Red Cross

**Our Organization**

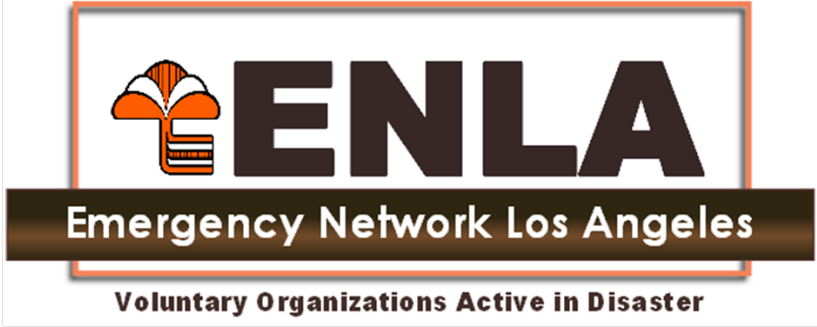
ENLA's mission is to enhance the capacity of non-profit, community, and faith-based organizations, government agencies, and the private sector for preparedness, response and recovery to disasters in Los Angeles County by facilitating cooperation, communication, coordination, and collaboration.

**Our Mission**

Emergency Network Los Angeles, Inc. (ENLA) is a network of non-profit, community-based organizations (CBOs), and faith-based organizations (FBOs), throughout Los Angeles County. Collectively, these organizations provide assistance to individuals, families, and special needs populations following emergencies and disasters. ENLA is the VOAD for Los Angeles County, and is an affiliate of the National Voluntary Organizations Active in Disaster (NVOAD) and the Southern California VOAD.

**Who We Are**

**What is ENLA?** The #1 coordinating body for voluntary organizations active in a disaster in Los Angeles County!



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SUMMER 2009 NEWSLETTER

