



Health & Human  
Services Coordinating  
Council for Pinellas County  
14155 58<sup>th</sup> St N, Clearwater, FL 33760  
Phone: 727-582-7951

## ***DISASTER RECOVERY LEADERSHIP NETWORK***

**Thursday, July 28, 2011 - 9:00 a.m. to 11:00 a.m.**

**JWB Children's Services Council, Room 191**  
14155 58<sup>th</sup> Street N, Clearwater, FL 33760  
Venue Phone: 727-547-5600

### **AGENDA**

#### **Welcome and Introductions:**

- New Membership – Ms. Betti Johnson

*Jerry Wennlund, Chair*

#### **Consent Agenda:**

- Approval of May 26, 2011 Minutes

*All*

#### **Old Business:**

- Child Care for First Responders – Discussion

*Gene Pressoir, Kathy Krause*

#### **New Business:**

- Service Matrix Update – Merge CIP (Community Investment Profile) with 2-1-1's TBIN
- RMC Exercise
- DRLN Training Committee

*Denise Groesbeck*

*Lisa Sahulka/Rod Cyr*

*Shelba Waldron*

#### **Information:**

- Contact List for a Limited Disaster

*Jerry Wennlund*

#### **Status Reports:**

- COAD
- PROUD

*Stephanie Walker*

*Denise Groesbeck/Donna Lytwyn*

**Next Meeting: Thursday, September 22, 2011**

**JWB Children's Services Council, Room #191**  
14155 58<sup>th</sup> St N, Clearwater, FL 33760  
Venue Phone: 727-547-5600

**HHSCC Website: [www.hhsc-pinellas.org](http://www.hhsc-pinellas.org)**



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Thursday, May 26, 2011

9:00am – 11:00am

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### MINUTES

#### Welcome and Introductions: *Jerry Wennlund, Chair*

Jerry Wennlund opened meeting at 9:02am

**Consent Agenda – All**  
Approval of February 24, 2011  
Minutes

Motion: Cliff Smith  
Second: Rhonda Abbott  
All in favor: Unanimous

#### Old Business:

Analysis of Tornado Response - *Denise Groesbeck, Rod Cyr, Micki Thompson*

\*See handout(s). ("Timeline of Tornado-Pinellas Hope" and "Tornado Summary Notes from 2-1-1 Tampa Bay Cares")

Ms. Micki Thompson shared a summary of the day for 2-1-1 TBC. The 2-1-1 TBC team was alerted via weather radios that the tornado was coming. The biggest concern was that agencies did not call-in to 2-1-1 TBC to report their status. Ms. Thompson recommended that there be continued focus on the supplies that are needed during a disaster event. 2-1-1 TBC is always contacted by Volunteer FL in a disaster, regardless of the severity. 2-1-1 TBC found that they needed assistance with the volume of calls regarding requests for help. In the future 2-1-1 TBC will invite DRLN agencies to assist and support the call center when they are alerted to an incoming storm/disaster. The majority of the calls for help from agencies came from senior management.

Ms. Thompson also recommended that agencies test the '211' number. Many agencies do not allow 3-digit numbers to be dialed from their facilities. These agencies need to contact 2-1-1 TBC to get the updated information programmed into their phone system.

Further discussion ensued: There were questions about who gets a message of impending storm/disaster at agencies. There was no 'Declaration of Disaster' for this tornado. The concept of a "limited" disaster was discussed with regard to the Communication Plan and whether or not the DRLN should be activated under that circumstance. It was decided that the DRLN, HHSCC, and PC Emergency Management would be in communication with each other to determine the appropriate response in this situation. HHSCC staff will take the lead in initiating a conference call immediately following the "limited" disaster. HHSCC staff will also obtain cell numbers for the individuals representing each group mentioned above. The Communication Plan will be updated to reflect the change for "limited" disasters.

---Discussion ensued about communication...

Ms. Donna Lytwyn asked how the Network can cultivate an email list of the actual disaster contacts at the agencies. There should also be a list of resources available for agencies to reach out to other agencies that have similar services.

Ms. Rhonda Abbott, Mr. Cliff Smith (Special Needs), and Mr. Neil Dwyer, Circuit 6 Regional Council can facilitate special meetings to handle these additional needs for

communication. Licensing and childcare go hand in hand (ELC and CCC)

**Service Matrix – Joe Baldwin**

Mr. Baldwin gave a little background on the service matrix. The new matrix has only 17 fields with 2-1-1 TBC system (TBIN). The CIP (Community Investment Profile) and TBIN will be “married” to track information and we will have a more robust system that will be easier to manage.

**New Business/Status Reports: Post Disaster Redevelopment Planning Grant - David Walker**

David Walker not present to report.

**RMC Exercise (June 3, 2011) - Rod Cyr**

Mr. Rod Cyr reported that the RMC Exercise would be held at the Department of Health in St. Petersburg. Scenarios have been put in place. We have some volunteers but we are still short in some areas.

1. Mental Health area needs volunteers (2)
2. Childcare area needs volunteers (2)

HHSCC staff will communicate this need and work with Mr. Weddlund. Currently, County Emergency Management is asking that the RMC utilize a particular form when requesting resources (electronic or paper). (See COAD Exercise notes for more details in meeting packet). There will also be a training and informational video for the volunteers prior to the Exercise.

**Information: Preparedness Summit 2011 - Shelba Waldron**

See Handout...for details. Ms. Shelba Waldron reported to the Network on the success of the 2011 Disaster Preparedness Summit. Ms. Waldron made a recommendation to offer a Fall Disaster Recovery training. The Network agrees this is a good idea. She will take the lead on committing to a Fall training and a full table top exercise. It was discussed that the best time to provide this training is prior to the October height of the hurricane season. The DRLN needs to brainstorm on how to get middle management staff to attend and have the training offer hands on COOP plan work. (Example: ‘Let us help you write your COOP plan!’) Ms. Waldron will look into booking a SPC computer lab for the training event. There was a suggestion to have the training in September.

Area Agency on Aging requires that all their funded agencies submit COOP plans and they provide technical assistance to funded agencies to ensure that their COOP plans are reasonable and executable.

The Network recommended that Ms. Waldron proceed with plans for a Fall COOP training.

**COAD Exercise – Betty Tribble, Stephanie Walker**

Ms. Betty Tribble and Ms. Stephanie Walker reported on the May 2, 2011 COAD Exercise. This was the first time Hillsborough County did a Communication Plan. It was an overall successful learning experience. Betty Tribble will pass on more info to the DRLN on the system that they used SAMS (situational awareness management system).

**PROUD – Donna Lytwyn**

Ms. Donna Lytwyn reported that the PROUD Group is working on a couple agreements. Habitat for Humanity is looking at an MOU. There was confusion on whether it was long-term or short-term.

There was discussion on where PROUD would be housed if activated. PROUD is talking to JWB Children’s Services Council regarding office space. Ms. Groesbeck is taking the lead on this.

Mr. Jason Martino has an MOA and is working with agencies regarding the ability to share confidential information among the PROUD agencies.

**Additional Business:**

The Network discussed the frequency of meetings and the number of tasks that the network needs to accomplish; especially during hurricane season.

**ACTION:** Mr. Cliff Smith made a motion that the DRLN move to bi-monthly meetings to better accomplish the work of the Network, **seconded** by Ms. Micki Thompson.

**VOTE:** **Approved unanimously**

The HHSCC staff will get an updated agenda/meeting location and communicate the future meetings with the Network as soon as possible. Next meeting will be held on July 28, 2011.

Ms. Carrie Culbertson advises the Network that the Early Learning Coalition is providing training on disaster recovery at the start of the Early Childhood Conferences.

There being no further business, Mr. Jerry Wennlund adjourned meeting at 10:55am.

**Next Meeting: Thursday, July 28, 2011**

**JWB Children's Services Council, Room #191  
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**Web Address: [www.hhscc-pinellas.org](http://www.hhscc-pinellas.org)**



**ISSUE:** Child Care for First Responders

**ACTION:** Discussion

**BACKGROUND:** At the December 2010 DRLN meeting, Gene Pressoir, Assistant Director, Pinellas County Human Resources requested Network assistance in securing childcare services for First Responders during an emergency. Mr. Gene Pressoir, Assistant Director, Pinellas County Human Resources and Ms. Sandy McKellar have been planning child care for the county's first responders since 2004. They were working with Calvary Baptist Church to provide child care services in all phases of a disaster; however, these plans did not materialize. Ms. McKellar provided a handout with an estimate of the numbers of children needing childcare. Ms. Carrie Culbertson offered the Early Learning Coalition's services to help devise a plan. Ms. Culbertson recommended that the County approach R'Club.

1. Gene Pressoir, Assistant Director, Pinellas County Human Resources will provide a status report regarding the County's progress in child care for first responders employed by the County.
2. Discussion regarding the need to address child care needs for other first responders in the County. Are there policy issues to be addressed to ensure child care for first responders countywide? .

**UPDATE:** Mr. Pressoir has provided the below update on reaching a resolution to providing childcare to the County First Responders:

In the past few months, Pinellas County has been working with R'Club to craft an agreement to use three of their facilities (South, mid and North county) to provide day care services for children of our first responders. We are in the late stages of ironing out the details. We are also working on securing a back-up facility should one of their locations fail.

The County's Phase I and Phase II responders have indicated a need to care for a total of about 500 children. Here's the breakdown:

<b>TOTAL NEEDS FOR INFANTS:</b>	<b>30 Phase I</b>
	<b>28 Phase II</b>
	<b>58</b>
<b>TOTAL NEEDS FOR TODDLERS:</b>	<b>65 Phase I</b>
	<b>59 Phase II</b>
	<b>124</b>
<b>TOTAL NEEDS FOR SCHOOL AGE:</b>	<b>146 Phase I</b>
	<b>159 Phase II</b>
	<b>305</b>

That is the maximum number we expect. Once we are close to finalizing the agreement with R'Club, we will follow up with these employees to determine which of them expect to take advantage of this specific arrangement. We are attempting to arrange for day care services to be provided post-emergency from 5:00 a.m. to 9:00 p.m. to accommodate both shifts of our first-responders.

**DISCUSSION:** The focal point of this discussion is to determine how to provide child care to the first responders not affiliated with the County. Here are some discussion questions:

1. How many sites should there be?
2. Need to determine how many children to accommodate for? How many first responders will need childcare (i.e. with no spouse, or other family members/friends to care for the children)
3. Should there be multiple sites in the 3 main areas of the County? South, Mid and North?
4. What about alternate sites in case the event destroys the designated site?
5. How do other counties handle this essential provision for first responders?



**ISSUE:** Recovery Management Center (RMC) Exercise

**ACTION:** Discussion

**BACKGROUND:** In the event of an actual disaster impacting Pinellas County, it is expected that health and human service agencies will provide information about their status as soon as possible after the disaster. Agencies will do so by contacting the Recovery Management Center (RMC) by calling 2-1-1 from within Pinellas County and (727) 210-4211 if calling from outside the county. The RMC will serve as the central decision making location for the DRLN-appointed Recovery Managers in a post disaster environment. In the event of an actual disaster impacting Pinellas County, the RMC will provide a safe and secure location to allow communication with, and support for human service agencies. It is anticipated that the RMC will remain active for two (2) weeks following a disaster.

The Disaster Recovery Leadership Network (DRLN) Communications Plan provides a framework and Standard Operating Guidelines to guide the DRLN in its health and human services response efforts after natural disasters and emergencies. The complete *Health & Human Services Communications Plan for Pinellas County* is available on the HHSCC website: [www.hhsc-pinellas.org](http://www.hhsc-pinellas.org). (Refer to Section 11 for RMC operating guidelines.)

Each year, the RMC stages a communications exercise prior to the start of hurricane season. The volunteers meet at the Pinellas County Health Department in St. Petersburg, and some are divided into specialty industry groups: basic needs, behavioral health and child care. Team leaders are designated for each. Representative agencies include:

**Basic Needs:** Pinellas County Health and Human Services  
Religious Community Services (RCS)

**Behavioral Health:** JWB Children's Services  
Personal Enrichment through Mental Health Services, Inc. (PEMHS)

**Child Care:** Coordinated Child Care (CCC)  
R'Club Child Care, Inc.  
Pinellas County Licensing Board

Also on hand were representatives from 2-1-1 Tampa Bay Cares, Inc. as well as JWB and HHSCC staff.

This year's exercise was an overall success; however, there were some challenges that will need to be addressed by the RMC to ensure that the Center is operating as efficiently as possible. The various industry groups should be involved to help tailor the training. In addition, a behavioral health liaison needs to be identified.

*Attached are notes from the Exercise.*



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Disaster Recovery Leadership Network RMC Exercise – Friday June 3, 2011

NOTES

**Orientation:**

- Location of where the RMC is in the event of a disaster will be communicated to all RMC volunteers when they are called to duty.
- There will be a IN/OUT white board at the entrance to the RMC, for all volunteers to mark when they are IN the room and when they are OUT (leave the room) for any reason, even to use the restroom.
- It is stressed that all Volunteers have a Personal Disaster Recovery Plan in place. Without a personal plan, a volunteer is no help to others.

**Job Aids:**

- There should be a check list for team managers.
- Descriptions for each position of the RMC team and Standard Operating Guidelines (SOG) should be posted so that everyone is clear about their specific responsibilities.
- A checklist should be provided for the Phone Operators.
- Phone Operators need head-sets to answer calls.
- All laptops need to be provided with a mouse for quicker maneuvering through the system. There should also be additional mice on hand.
- Phone Operators need a 1-sheet (front/back) script/instruction sheet (hard laminated) on how to handle the calls (generally) and how to navigate in the electronic system for the agency status/intake process.
- Free form notes needed to be added to the electronic reports
- Agency information needs to be kept at the top of the screen while scrolling through the report, so that the RMC volunteer can keep track of which report they are in and also for reference purposes.
- White boards and flip charts need to be provided for each team.

- A Staffing Report needs to be created for the teams to use when determining where to send available staff in the field. (i.e. when they available, where they located, what is their expertise, transportation availability) This tool will also be useful when matching available staff who need transportation with others who have a functional vehicle and can pick them up.
- How-To Posters are needed for each team listing the team's general operating procedures
- Provide Post-It Notes for each team
- Need an aid for Logistical Requests

### **Flow Charts:**

Management → Call Takers → Resource Managers → Report to Emergency Management (EM)

### **Time Frames:**

- Reports should be pulled after the call(s) comes in and an initial agency report is made.
- After the reports are pulled and reviewed, requests are made to the team lead, then to the recovery managers.

### **Call Center/Phones:**

- There were challenges with the phones. When a call was answered, the phone operators could hear other callers/operators. As it was, the Health Department had some phone line problems that caused this occurrence. There was concern that 2-1-1 Tampa Bay Cares new program had something to do with the phone issue; however their new system was working functioning properly.
- When an Agency calls in to report their status/needs and they have multiple locations/sites/programs, an administrative site needs to be added to the "options" to report any assets they have available. Any additional information must be gathered under specific sites that have individual needs.

### **Questions/Concerns from the Call Center Team:**

- What happens to a caller, if they call in and all the lines are busy? Do additional callers sit in a call queue on hold? [Per Stephanie Walker (211TBC), only one person can be on hold. This is an issue that will need to be addressed and resolved, so there can be a limitless hold queue, with a recording and possible hold time alerts.]
- What happens if this occurs during an actual disaster/RMC activation?'
- 2-1-1 TBC has an Interpreter service. The question is how can the RMC phone operators tap into these services if needed?
- Having the capability to transfer calls is essential to the efficiency of the entire process.
- Phone Operators MUST be computer literate for the process to work efficiently.

## **Questions/Concerns from the rest of the RMC Team:**

- The noise level needs to be maintained/controlled by the team leads/RMC managers. The phone operators have to be able to hear callers, so the rest of the room needs to be especially vigilant about keeping the noise level at a minimum.
- How long are the phone operator shifts going to be? And the other teams' shifts?
- Data/Program familiarity. How familiar are the volunteers with the system?
- Suggestion: If the data system is available/accessible from anywhere, volunteers could access the system and become familiar with it, have tutorials available, etc.
- The RMC volunteers need to know what to bring with them when they report to duty. (Examples: Medications, clothing, food, drinks/water, personal items, toiletries, etc.) Will food be provided? Snacks or full meals? Does the center need to provide a refrigerator?
- Report times need to be defined.

## **Emergency Management Trainings Recommended for all RMC managers and supervisors:**

ICS 700      ICS 100  
ICS 800      ICS 200

Additional Training for Administrative Managers only:  
ICS 300

## **Other:**

- Poll RMC volunteers to see how many would be available to do a FULL day training/exercise
- Calculate calls per hour the call center can handle
- Request specific Who, What, When Why, Where (Task this to the DRLN) ?
- Survey Volunteers (In what capacity they would serve? Computer literacy would be one area of the survey)



**ISSUE:** The DRLN Training Committee

**ACTION:** Approve Proposed DRLN Training Committee Membership

**BACKGROUND:** The mission of the DRLN Training committee is to ensure that a wide array of training opportunities, focusing on Continuity of Operations (COOP) and post-disaster communications, are available to health and human service agencies by coordinating with training entities that offer disaster readiness and disaster recovery education. Trainings are targeted to health and human service agencies within the behavioral health, basic needs, and child care industries. Each of these industries has unique business/client concerns, staff time constraints, and regulatory considerations that have to be addressed in any training program. It is essential, that the DRLN Training Plan not only focus on general instruction for disaster preparedness and the DRLN Communication Plan, but also provide education on topics specific to each industry. Additionally, the format for these trainings may need to be tailored to the needs of each workforce.

The following Training Committee structure is recommended to ensure adequate representation from each industry group, as well as technical experts in training and disaster recovery.

<b>Training</b>	<i>JWB Children's Services Council</i>	<i>Shelba Waldron</i>
<b>Training</b>	<i>Tampa Bay Healthcare Collaborative</i>	<i>Carrie Hepburn</i>
<b>Content Expert</b>	<i>Mahila Partnership</i>	<i>Angela Devlen</i>
<b>Content Expert</b>	<i>Tampa Bay Regional Planning Council</i>	<i>Betti Johnson</i>
<b>Content Expert</b>	<i>Pinellas County</i>	<i>Bertha Battle</i>
<b>Content Expert</b>	Gulf Coast Jewish Family Services (SAMHSA Grant)	?
<b>Industry Representatives</b>		
<b>Basic Needs</b>	<i>(To be recommended by: Rhonda Abbott or Cliff Smith)</i>	
<b>Behavioral Health</b>	<i>(To be recommended by: Neil Dwyer)</i>	
<b>Childcare</b>	<i>Pinellas County Licensing Board</i>	<i>Kathy Krause</i>
<b>HHSCC</b>		<i>Karlana Morgan</i>

The Committee will be tasked with creating a Training Plan for the 2011-2012 fiscal year to be brought to the DRLN at the September meeting for approval. Execution of the approved plan will begin October 2011, commencing with the Fall COOP training.



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## Contact List for Limited Disaster - Pinellas County

**STAGE ONE:** Conference call to determine whether the RMC should be mobilized

- DRLN Chair and Co-Chair (Jerry Wennlund, Donna Lytwyn)
- HHSCC (Denise Groesbeck, Joe Baldwin)
- Emergency Management (Doug Meyer)
- 2-1-1 Tampa Bay Cares (Micki Thompson)

**STAGE TWO:** Conference call **IF** the RMC is mobilized

- DRLN Chair and Co-Chair (Jerry Wennlund, Donna Lytwyn)
- HHSCC (Denise Groesbeck, Joe Baldwin)
- Emergency Management (Doug Meyer)
- 2-1-1 Tampa Bay Cares (Micki Thompson)
- RMC Managers (Lisa Sahulka, vacant position)
- Lead Agencies
  - Basic Needs: Cliff Smith and Rhonda Abbott to decide contacts. Volunteers are: Karl Booker (PCHHS), Blanca Gonzalez (PCHHS), Lisa Matzner (RCS), and Geni Trauscht (PCHHS)
  - Behavioral Health: Neil Dwyer to decide contact. Volunteers are: Jeanine Evoli (JWB), Denise Groesbeck (HHSCC), John Link (PEMHS), Jerry Wennlund (PEMHS)
  - Child Care: Kathy Krause