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**PREPAREDNESS**  
SUMMIT

March 26-29 | St. Louis, MO  
2019

THE  
Evolving Threat  
Environment

# Caring for Our Newest Bostonians: Supporting Hurricane Maria Evacuees in the City of Boston

## Our Vision:

A resilient Boston through healthy, informed, and connected communities that are supported every day and during emergencies by strong, integrated public health and healthcare systems.

- Community fares better after an emergency
- Equitable access to health and human services during and after emergencies



# About Us

- Local public health authority
- Sponsoring organization for healthcare coalition
- ESF #8 lead for the City of Boston



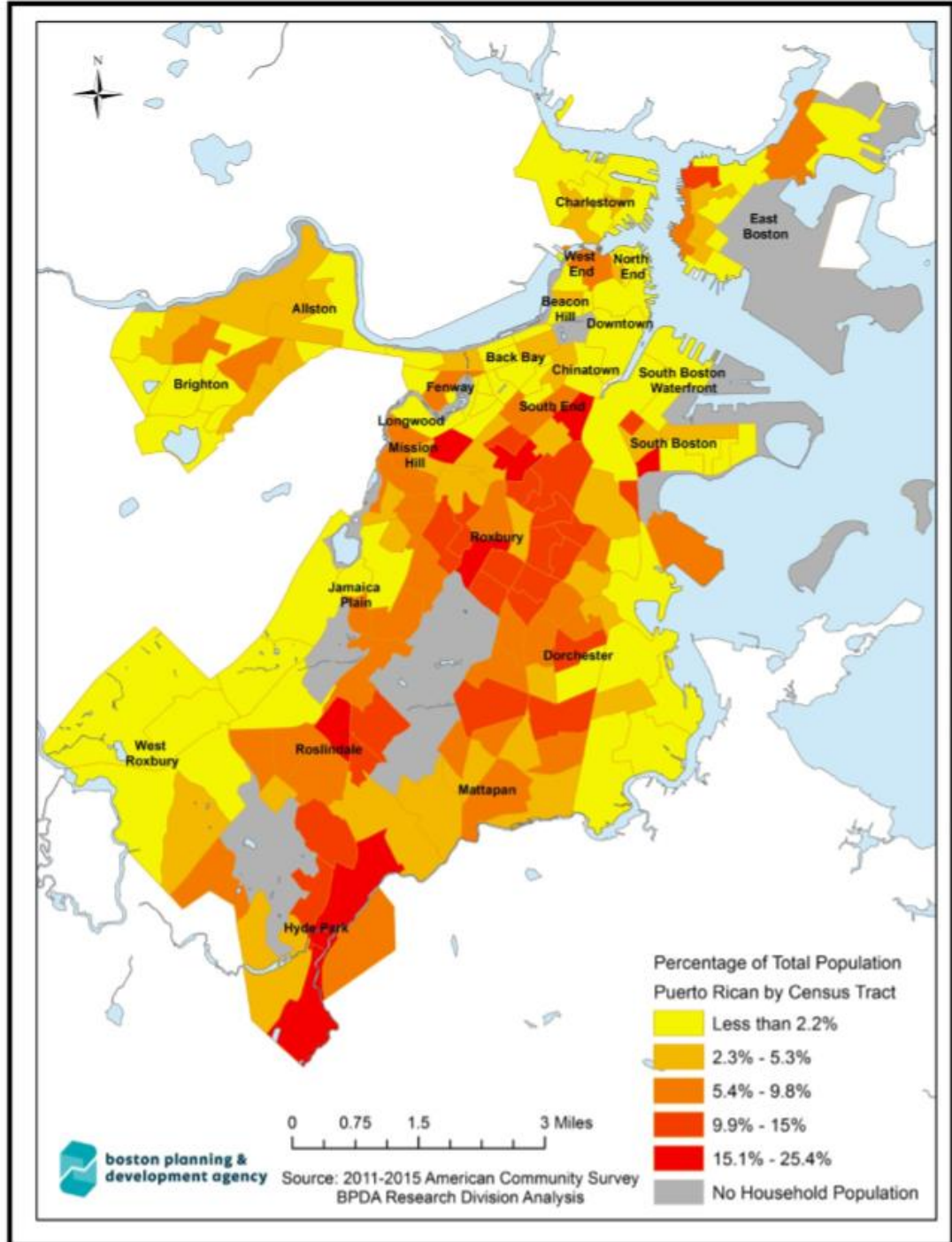
**Boston Healthcare  
Preparedness  
Coalition**

# RSF: Health and Social Services



Local Lead Coordinating Agency

- Restoration of essential health and social services
- Disaster behavioral health
- Protection of resident's long term health
- Environmental health cleanup
- On-going public health messaging



**boston planning & development agency**

Source: 2011-2015 American Community Survey  
BPDA Research Division Analysis

**Percentage of Total Population Puerto Rican by Census Tract**

- Less than 2.2%
- 2.3% - 5.3%
- 5.4% - 9.8%
- 9.9% - 15%
- 15.1% - 25.4%
- No Household Population

# Prior Evacuation/Recovery Experience

## **Supporting the Health and Social Services Needs of impacted (new) residents.**

- Hurricane Katrina
- Haiti Earthquake
- Wardman Road Fire

# Background of Boston Response

- Why was a response needed?
- What did it include?
  - Community Partners
  - Boston MRC
  - Disaster Behavioral Health
  - Office of Public Health Preparedness

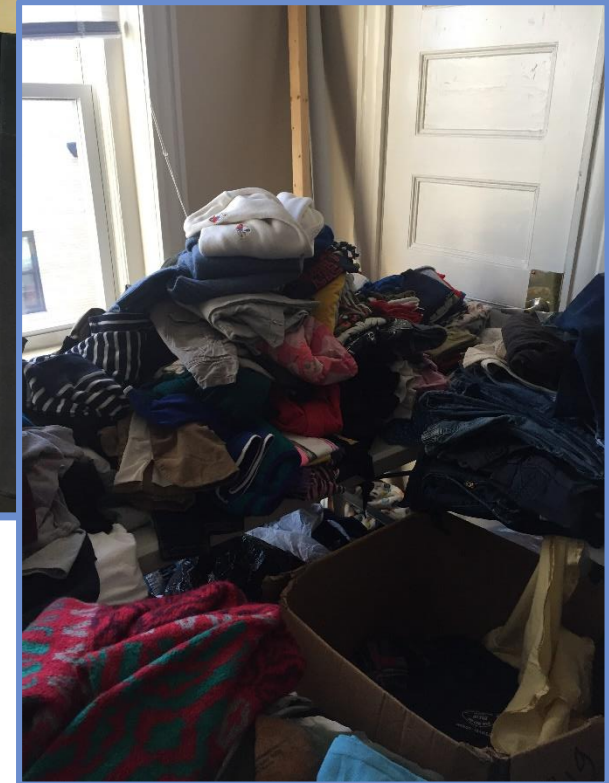
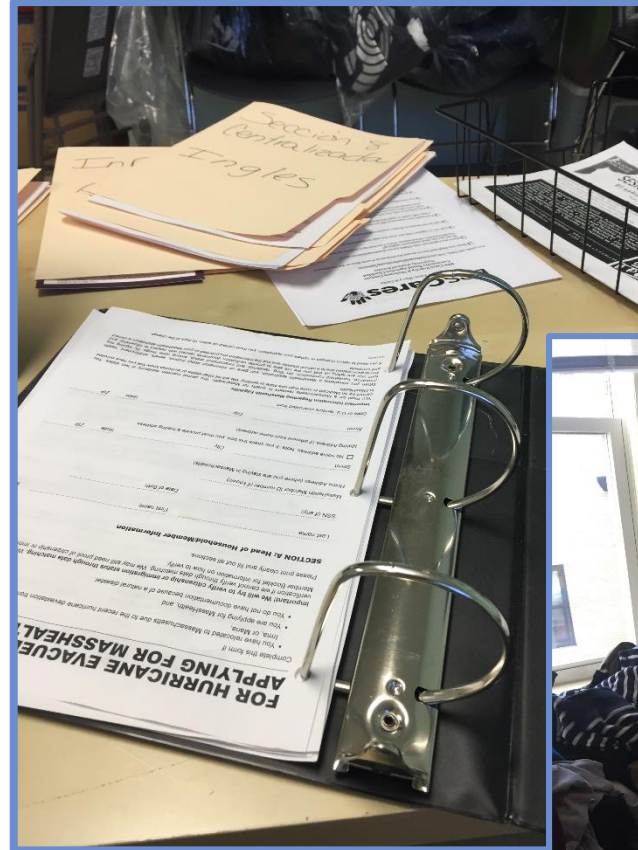
# Partnerships





# Boston MRC Involvement

- Request for translation
- Staffed at six “pop up” centers across the city



# Disaster Behavioral Health

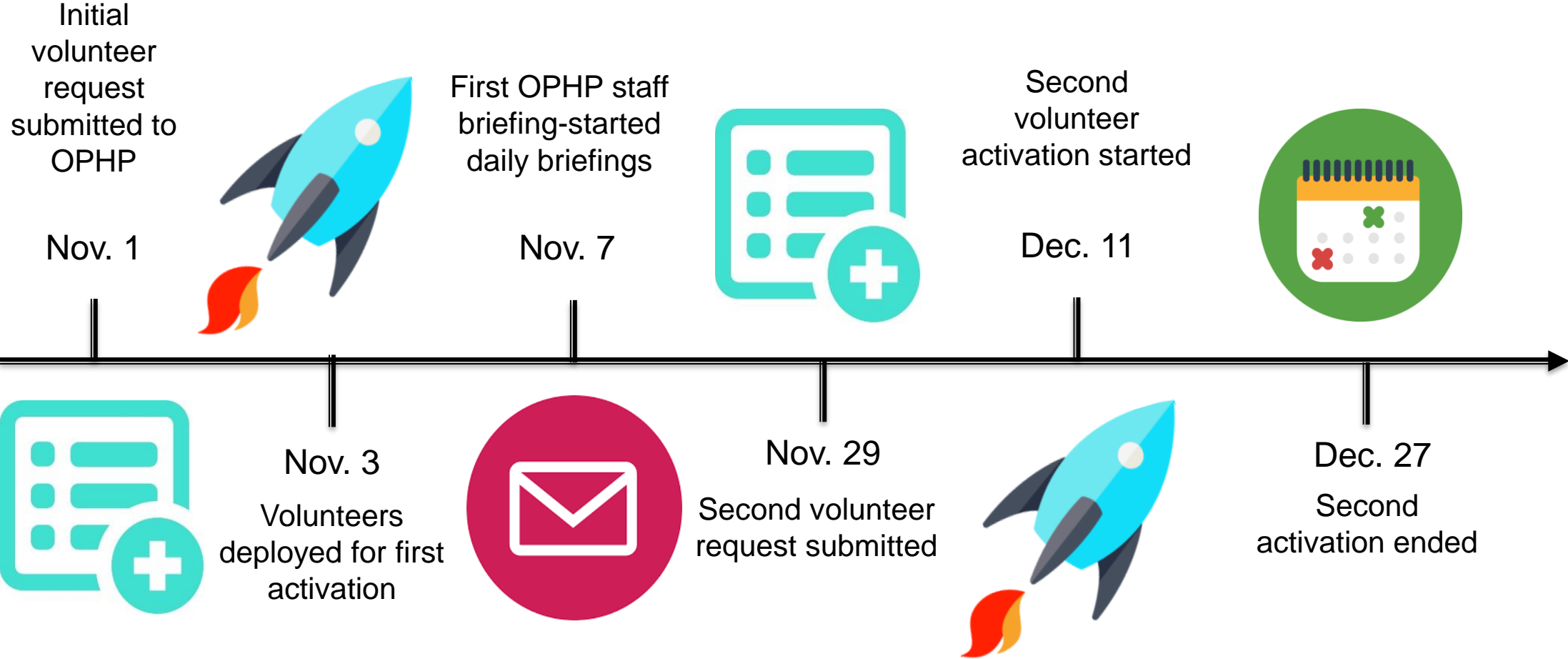
- Impacted employees/volunteers who had families in Puerto Rico
- Support for self-evacuees



Boston MRC  
INTRODUCTION TO DISASTER  
BEHAVIORAL HEALTH  
RESPONSE: ENHANCING  
RESILIENCE IN AN EMERGENCY



# Boston Area Response



# The Boston Response - By the Numbers

116

Total number of shifts  
requested

360

Volunteer hours worked

32

Number of days activated

\$8614.80

Amount of money saved by using  
volunteers

# Post Response Actions

- Data collection
  - Qualitative and quantitative
    - Polled volunteers, centers, and staff
- Data analysis
  - Resulting in a final report
- Volunteer Thank You

“I'm proud that I was able to help and am grateful for the MRC network for this opportunity” – BMRC Volunteer

# Lessons Learned-Volunteer Tracking

- Volunteer Tracking
  - Challenges
- Best Practices
  - Diversity MRC membership
  - Increase MRC field support
  - Volunteer tracking apps

# Lessons Learned-Volunteer Engagement

- Volunteer Engagement
  - Challenges
- Best Practices
  - What is your experience with volunteer participation during emergency activations?



# Next Steps

- Greater Boston CAC
  - Representation from all neighborhoods
- Daily volunteer “check-ins”
- Changing volunteer training program
- Increased awareness of resources
- Unaffiliated volunteers



# Thank you for participating!

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