

April 17-20  
2018

# PREPAREDNESS SUMMIT

Atlanta Georgia  
HYATT REGENCY ATLANTA



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PREPAREDNESSUMMIT.ORG

## Strengthening Community Support Systems: Enhancing Continuity of Operations for CBOs



# About Us

## 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 & after emergencies



# About Us

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



**Boston Healthcare  
Preparedness  
Coalition**

# About Us

## RECOVERY PLANNING FOR PUBLIC HEALTH & HEALTHCARE ORGANIZATIONS



This four-week, **fully online course** will guide learners through guidance and best practices for long-term recovery planning, with opportunities for group discussion and planning with peers throughout Massachusetts.

### Why We Created This Course:

When disaster hits, we immediately activate response plans to meet the needs of the community. From the first day, we also need to take steps to ensure we can "build back better." This is the challenge in recovery planning. How can we re-establish vital services to the community while also improving organizational and community resilience? In the absence of pre-disaster recovery planning to establish partnerships, roles, and key priorities, public health and healthcare recovery can be slow to start, and limited in impact.

### Course Schedule:

This is a four-week course consisting of four live session webinars, with self-paced readings, videos, and discussion board activities between live sessions.

**Prep week:** May 1 – May 5

Live session,  
Wednesday, May 2  
from 2:00 - 2:30 PM

Week 1

Week 2



**STOP**  
THE BLEED

SAVE A LIFE



**Get Ready Be Safe Stay Healthy**

# Our Philosophy

**“All disasters begin and end locally.”**

- Community-based organizations, non-governmental organizations are critical players
- Engagement and Relationship Building
  - Peer and equity based
  - Reversing engagement directions
- Emergency management partners help us take care of people
- A COOP plan is only one component
- Outcomes vs output driven

# Here's what we thought this project was...

- Supported by DHS Urban Area Security Initiative (UASI) funding
  - Significant interest and need among our partners
- COOP plans
  - Homeless shelters
  - Residential treatment centers/methadone clinics
  - Facilities that could be “refuge centers”
- Workshop and Technical Assistance

# Activity

- Introductions
  - In pairs or triads share your:
    - Name
    - Title/office
    - A community level crisis you experienced, witnessed or heard of
  - Take 1 minutes each then switch

# Program Shift

- Post Marathon Bombing
- Key component of our approach to Community Resilience
- Limited
  - Guidance
  - Funding
  - Evidence base
  - Community engagement
- Extensive
  - Field experience in agency
  - Agency presence in the community outside of Emergency Management
- Community must lead the program design process

# Program Development Phases

- Define community
- Evaluate significant events
- Identify “Mandatory” community response and recovery leaders
- Build Relationships/Engage the Community
- Offer emergency management assistance

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- **Define community**
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# Define Community

- Exercise
  - In new pair or triads describe these features of your communities:
    - Size
    - Population
    - Ethnocultural/linguistic features
  - Take 1 minute each then switch

# Define Community

- Boston
  - Population approx. 675K
    - 1M+ during the day given commuters
  - 18 Neighborhoods
    - Some 1 sq. mi.
    - Some geographically/culturally isolated
  - Big small town mentality
  - Municipal culture driven by constituent services
    - High access to civic leadership
  - 25%+ born in another country

# Program Development Phases

- Define community
- **Evaluate significant events**
- Identify “Mandatory” community response and recovery leaders
- Build Relationships/Engage the Community
- Offer emergency management assistance

# Evaluate Significant Events

- Exercise
  - In groups of 10 list actual significant emergency events that impacted community that you:
    - Experienced directly
    - Supported
    - Heard of
    - Can imagine
  - Take 5 minutes

# Evaluate Significant Events

- Boston
  - South Boston Suicides
  - Marshall/Upham's Corner Health Center active shooter
  - Wardman Road arson/explosion
  - Hernandez School natural death of headmaster and assist headmaster within one week
  - Long Island Bridge Closure
  - Local ICE Raids
  - Dudley Street Party

# Program Development Phases

- Define community
- Evaluate significant events
- **Identify “Mandatory” community response and recovery leaders**
- Build Relationships/Engage the Community
- Offer emergency management assistance

# Identify Local Response/Recovery Leaders

- Our response and recovery efforts are optional
  - Often requiring authority and/or direct request
- For the local community, there is no option
  - They rely on individual and community capacities, skills, and experience
- Which individuals/groups will aid in response and recovery efforts whether we activate or not?

# Program Development Phases

- Define community
- Evaluate significant events
- Identify “Mandatory” community response and recovery leaders
- **Build Relationships/Engage the Community**
- Offer emergency management assistance

# Build Relationships/Engage the Community

- Exercise
  - In groups of 10 list the specific community entities you would partner with:
    - Specific organizations
    - Specific networks you know of
    - Specific individuals you know of
  - Take 10 minutes

# Build Relationships/Engage the Community

- Boston
  - Black Ministerial Alliance
  - Youth development/organizer organizations
  - Disaster Behavioral Health Network
  - Housing associations/CDCs
  - Municipal employee residents
  - Individual helpers
  - Elders
  - Crime Watches
  - Somalian community groups
  - Bsmart, Neighborhood Response Teams
  - Cape Verdean Community Unit

# Program Key Findings

- Seek permission to engage in what the community is already doing
- Determine what the community considers an emergency
- Join their existing structures, networks, meetings
- Focus on resilience and capacity building vs emergency management
- Focus on outcomes vs outputs

# Program Rollout

- Program Development
- Training Offerings
- Consultation and Technical Assistance
- Structured relationship
  - Community Resilience Teams
  - Community Advisory Committee
  - Medical Reserve Corps Teams
- Program Stewardship

# Thank you for participating

To access our presentation materials,  
please visit:

<https://delvalle.bphc.org/PrepSummit2018>

For further questions or comments, please contact:

Office of Public Health Preparedness  
[www.bphc.org/preparedness](http://www.bphc.org/preparedness)

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