

**Community Alliance of Sarasota County
Sarasota Community Organizations Active in Disaster (COAD)**

September 10, 2007 Meeting Summary

Present

Blandford, Vicki
Bowen, Liz
Calkins, Susan
Day, Anna
Day, Robert
DeLoach, Nancy
Dennis, Kerry
Dorwarth, Pam
Dunio, Donna
Griffin, Michael
Griffith, Christine
Hencye, Curtis
Howell, Patricia
Jimison, Rik
Johnson, Lee
Lacher, Miriam
Lehman, Cindy
Levesque, Elaine
Little, Bill
McLeod, Erin
Meunier, Pam
Natiello, Lois
Nieskes, Gary
Rezola, Inaki
Shipley, Dianne
Smart, Kieran
Sortore, Marion
Suarez, Alberto
Sullivan, Bill
Taylor, Chip
Tracy, Pauline
Wismer, Bruce
Zimmerman, Doug

Agency/Organization

Tidewell Hospice and Palliative Care
Coordinated Assistance Network (CAN)
Sarasota County Health and Human Services
Sarasota County Health and Human Services
Sarasota County Emergency Management
Sarasota County Health and Human Services
Jewish Family and Children's Services
U.S. Access Board
American Red Cross
Sarasota County Health and Human Services
Sarasota County Health and Human Services
Calvary Chapel Relief Ministry
Lee County DHS
Sarasota County Health and Human Services
Sarasota Family YMCA
Bayside Center - SMH
Agency for Healthcare Administration
First Step of Sarasota
Sarasota County Health and Human Services
Senior Friendship Centers
Sarasota County Health and Human Services
DCF – Suncoast Region
Lions Club International
American Red Cross
Sarasota County Health and Human Services
Sarasota County Health and Human Services
Friendship Volunteer Center
United Way 2-1-1 of Manasota
American Red Cross – DeSoto
Sarasota County Health and Human Services
Sarasota County Health and Human Services
Pine Shores Presbyterian
VisionLink

Staff Present

Mahadeo, Jamie
Poswiatowsky, Tammi

Agency/Organization

Sarasota County Health and Human Services
Sarasota County Health and Human Services

Bruce Wismer chaired the meeting in the absence of Stewart Stearns. He welcomed everyone and self-introductions were made. Bruce asked for comments or corrections to the minutes of the last meeting. Marion Lacher noted for the record that she did attend that meeting. Alberto Suarez requested that,

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where the minutes say 'Manasota 2-1-1,' it should be corrected to state 'United Way 2-1-1 of Manasota.' The minutes were approved as corrected.

September 7 Exercise

Pauline Tracy reported for the Volunteers and Donations Strike Teams that there was a problem with everyone getting on the State's web mail and on the EISMax system. Jamie Mahadeo spoke with Anne Miller at the EOC. She recommended that we exercise just that communications piece between the EOC and HHS Ops to work out the bugs. Once they got past the technical issues, things worked smoothly.

Marion Sortore reported on the Volunteer Reception Center (VRC) and advised that they got off to a rough start due to an initial lack of leadership. Once that was under control, they were able to effectively exercise how each part of the VRC works and how they work together. In a real disaster, the space allocated to them was inadequate. They will need a room about twice that size to accommodate all the functions of the VRC. They need to exercise what to do in the event that there are no utilities or computer connections.

Lois Natiello reported on the Children and Youth Strike Team. The triage portion of the exercise worked well. She noted that there was a lack of protocol as to who will handle certain types of problems. She also mentioned the need for a list of the ESFs and what they do in order to appropriately refer issues. Jamie advised that they are working on a manual for ESF 8 Human Services that would answer most of these questions. Jamie asked Lois to provide her group's list of questions in order to include that type of data in the manual. Nancy DeLoach asked if Lois would include Jamie and her when the Children and Youth Strike Team meets to debrief.

Erin McLeod reported that the Elder Strike Team started communication with each other as soon as they received the first message from FDENS. There was some confusion in her group about what FDENS is and how to get on the list to be notified which she handled herself. She noted that she did not receive information in a timely manner since the requests were channeled through e-mail only. She read most of the e-mails requesting services after the drill was over. In a real event, she advised that there should be redundant systems in place in order to communicate urgent messages. Erin felt the drill was effective in showing where systems need to be strengthened. Their team will be meeting for a debriefing on Wednesday.

Anna Day reported major technical issues initially and reiterated the statements Lois made regarding the lack of information on what to do with different types of

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calls. She felt the strike team was disjointed without a definitive leader. However, the drill was beneficial in showing where the weak links in the system are.

Rik Jimison noted a lot of technical issues and his lack of training on EISMax. However, overall the drill was an excellent learning experience.

Tammi Poswiatowski reported that 12% of individuals responded to the Saturday FDENS alert. She realized later that the notifications went to work e-mail addresses that would not be picked up until Monday for most people. As they moved through the alert levels, the confirmation rate was around 60% which is satisfactory since not everyone has been trained on the system.

Marion added that everyone needs training on working with survivors. No matter where we are, there will be people who gather that need compassionate support. It was noted by committee members that law enforcement should be co-located with the VRC. Michael Griffin advised that the need for law enforcement at the VRCs is still being evaluated. Any request for law enforcement should go through the same process as any other request – through EISMax. Rob Day agreed to meet with law enforcement to discuss their resources and availability to support the VRCs. Traffic control issues were also noted at the VRC requiring staff to be diverted to handle the situation.

Chip Taylor requested that Tammi have the After Action Report completed and distributed before the next COAD meeting.

Announcements

Curtis Hencye reported that they are collecting items for a container to go to Peru for earthquake relief. They need new tents and Spanish Bibles. The drop off point is Your Auto Sales on Washington Boulevard. They also need specific medical supplies. He will send a list to Tammi to be distributed to the COAD.

On Wednesday, the quarterly State VOAD meeting will be held in Tampa. Marion asked if anyone had any issues they wanted to be addressed that they get with her prior to the meeting.

Tapestry (VisionLink)

Chip Taylor gave an overview of the events that took place earlier in the day regarding the presentations made by VisionLink and CAN regarding the Tapestry program. The issue of concern surrounds the scope of the project, how many records will be input, and the cost. It was generally felt that this program would

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be good to handle client records in the event of a disaster, to handle the HMIS caseload, and be used effectively by 2-1-1. The on-going costs would be around \$35,000 per year not including some initial costs for the system.

The outcome of the sessions was to identify funding to bring the VisionLink and CAN representatives back for two days to sit with the agencies around the table. At the end of two days, the goal is to identify which agency has what data that they are willing to share.

As soon as the meeting dates are established, Chip will arrange to bring the agencies in individually to discuss their situations. The complexity of the situation will surround the issue of sharing client data. It is possible to stage the implementation of the program rather than rolling out a massive system at one time. Discussion ensued regarding the implementation of the program by each agency. The consensus was that this appears to be an ideal system and now is the time to begin this process for the benefit of all agencies as long as the cost is acceptable to everyone.

Discussion ensued regarding the release of information forms that CAN has been able to develop and successfully implement in other communities. Chip added that CAN not only assists with the technology (hardware and software) but with the actual implementation of confidentiality, memoranda of understanding and protocols.

The CAN representative mentioned that the State VOAD is going to standardized forms, including confidentiality forms, state-wide. Also, as Friends of CAN, the local agencies may go to the website and sign up to begin the process. However, no agreement has been developed for government agencies at this time. This will take a while to develop. However, the nation-wide organizations like Salvation Army, Red Cross, etc. are already members and only need to sign on as Case Managers.

Bill Little suggested that a conference call be scheduled with CAN and the local agencies to get a facilitated view of the website. Alberto Suarez requested that the cost by agency be developed as soon as possible in order to inform the various Boards of Directors. Discussion ensued regarding how to develop this information for presentation in the next six weeks. Bill requested that Pauline set up these calls and meetings and notify everyone of the time/date.

Next Meeting

Bruce asked the Strike Team Leaders to be prepared to discuss in detail the drill debriefing. Marion asked that the debriefing documents be prepared by the

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Strike Team Leaders and distributed by Tammi prior to the next meeting so everyone is prepared for the discussion.

Anne Miller will be at the next meeting to discuss Citizens Corps.

The next meeting of the Sarasota Community Organizations Active in Disasters will be held on **October 8** at **3:30 p.m.** It will be held in the auditorium at the Health Department, 2200 Ringling Boulevard, 2nd floor.