



“Oakland California's Journey from Emergency Management Defendant to Model City for Inclusionary Practices”

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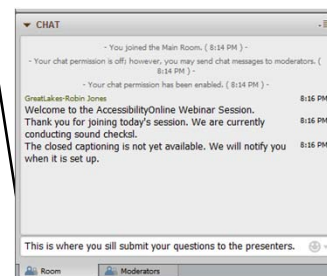
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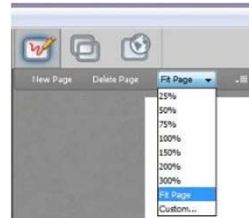
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From Special Needs to Functional Needs



Oakland, California’s Journey from Emergency Management Defendant to Model City for Inclusionary Emergency Management Planning and Response

January 8, 2014

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From Special Needs to Functional Needs

Webinar Documents and Links Page:

<http://tinyurl.com/krp872r>

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June Isaacson Kailes

Disability Policy Consultant

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Some Applicable Laws

- Americans with Disabilities Act of 1990
- Stafford Act of 1988
- Post Katrina Emergency Management Reform Act of 2006
- Rehabilitation Act of 1973
- Fair Housing Act Amendments of 1988



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Take Action

- Review your plans for gaps
- Create an Action Plan
- Break it down into smaller steps
- Create timeline and deadlines for addressing gaps
- Document and codify things you are already doing
- Leverage existing resources and your whole community partners
- Collaborate
- Seek grant funding and get support



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Functional Needs Terminology

Why use, “people with disabilities & others with access & functional needs?”



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People with Disabilities A Protected Class

Protected from discrimination as defined by federal civil rights laws such as ADA & other state civil rights protections that detail right to equal participation to enjoy & use services.



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Intent

To include broadest group of people who benefit from physical, communication & program access.

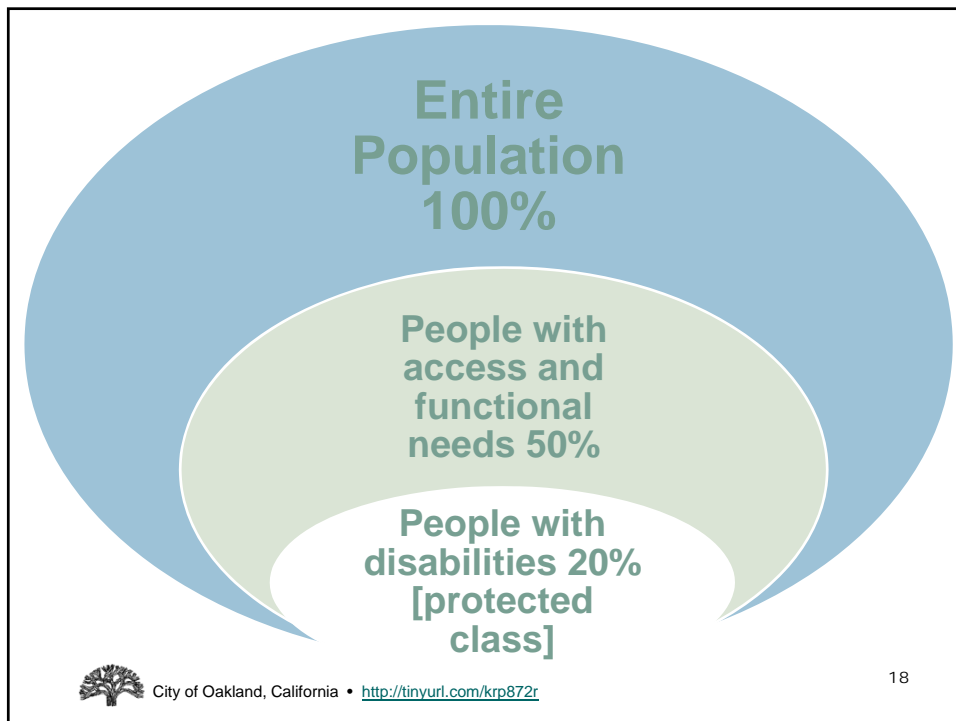
This includes:

- **People who have functional needs who:**
 - May or may not meet the definitions of civil rights laws, or
 - Some of the other 60 plus diverse & sometimes conflicting definitions of disability.



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Special Needs

Doesn't work because it doesn't provide guidance to operationalize tasks needed.

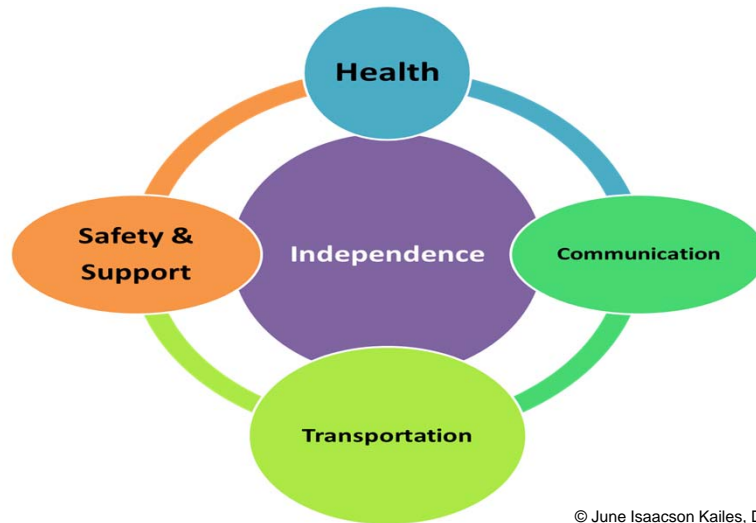


CMIST

Old	Updated
▪ Communication	▪ Communication
▪ Medical	▪ Maintaining Health
▪ Maintaining Independence	▪ Independence
▪ Supervision	▪ Support and Safety
▪ Transportation	▪ Transportation



Maintaining Independence



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publication in process

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Christine Calabrese

ADA Programs Manager

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Oakland's Journey

The challenge

In 2007, Oakland is made the national test case for bringing local government emergency preparedness and response programs in line with current federal disability civil rights standards.

City immediately launches an action plan aimed at creating and implementing sustainable cost effective E-prep programs, activities, and services for disability (access and functional needs) populations.



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Oakland's Journey

The challenge

- Large-scale regional disaster may leave the American Red Cross, as well as state and federal organizations, unable to respond.
- Although requests will be made for mutual aid, the City of Oakland may be operating strictly with its own resources until other aid arrives.
- Depending on the circumstances, it is possible the City may receive assistance from a state Functional Assessment Service Team (FAST).
- Approximately 25% of shelter residents may be defined as a person with disabilities.



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Oakland's Journey

The challenge

- Individuals with disabilities who require assistance may arrive at the shelter with or without support, medical records, medications, required mobility aids or medical equipment.
- Most individuals with disabilities will be best served in the local shelter and should not be sent to a medical facility further away from their home, family, and/or network of support and service providers.
- During a major event, transportation systems and access to medical facilities will be limited. Priorities will be for those most needing medical services. To avoid overwhelming these services, we will strive to support individuals with disabilities in their local shelter.



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Oakland's Journey

First Steps

- Evaluate other model programs
- Create a diverse top notch planning team
- Form and join local advisory bodies
- Conduct a self-evaluation
- Identify deficiencies, limitations and challenges
- Get buy-in from key stakeholders



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Building Capacity Framework and Infrastructure

- Creating access & functional needs frameworks for local mass care and shelter planning and response
- Assessing & mapping
- Folding C-MIST into all City E-Prep plans
- Planning for transfer of City shelters to American Red Cross operation
- Monitoring, training, and support



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Building Capacity The Functional Needs Annex

- The Annex delineates how the City will meet the access and functional needs of people with disabilities during an emergency that requires people to seek shelter.
- It provides guidance for City staff to meet Americans with Disabilities Act (ADA) Title II requirements in emergency planning and response activities.



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Building Capacity Establishing Key Roles

- Access and functional needs positions within E-prep planning and advice structures.
- Functional Needs Coordinator for Planning and Implementation Phases
- Emergency Operations Center Functional Needs Coordinators (E-FNC)
- Shelter Site Functional Needs Coordinators (S-FNC)
- Disaster Service Workers



Assessing and Mapping Shelter Site Accessibility Evaluation

Shelter #		City of Oakland		Project Name: E-Prep Planning & Advice		Shelter Site: East Oakland		Version: 1.0		Project Date: 1/15/14		Project Lead: [Name]		Project Number: [Number]	
Site ID	Site Name	Address	City	State	Zip	Lat	Long	Capacity	Access	Notes	Assessment	Access	Notes	Assessment	Access
001	Shelter A	1234 Main St	Oakland	CA	94612	37.85	-122.27	100	Good	Shelter A is accessible via public transit and has a ramp to the entrance.	Good	Good	Shelter A is accessible via public transit and has a ramp to the entrance.	Good	Good
002	Shelter B	5678 Elm St	Oakland	CA	94612	37.85	-122.27	200	Fair	Shelter B has a ramp to the entrance but lacks a paved path to the parking lot.	Fair	Fair	Shelter B has a ramp to the entrance but lacks a paved path to the parking lot.	Fair	Fair
003	Shelter C	9101 Oak St	Oakland	CA	94612	37.85	-122.27	150	Poor	Shelter C is not accessible as it is located on a hillside with no ramp or stairs.	Poor	Poor	Shelter C is not accessible as it is located on a hillside with no ramp or stairs.	Poor	Poor



Assessing and Mapping Shelter Site Accessibility Evaluation

- Location, size, condition and terrain
- Accessible routes and staging areas
- Sleeping, eating, and toileting
- Privacy areas
- Essential medical hook-ups
- Extent of repairs or modifications needed



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Assessing and Mapping Shelter Site Accessibility Evaluation

Attachment H
City of Oakland
Primary Emergency Shelter Site Accessibility
Evaluation
Oakland Unified School District List
v.5
Updated: July 30, 2013

Last Survey Date	Original Facility Name & (New Site Designation(s))	Street Address	Zip	CD	TYPE			CONDITION			SIZE			
					HS	MS	ES	NEW	MOD	YR	GYM Sq. Ft.	Multi-Purpose Sq. Ft.	Cafeteria Sq. Ft.	
Category 1: READILY ACCESSIBLE FACILITIES														
1	3.20.09	School 1	Street	946XX		X				X	2008	7,200		3,290
2	4.02.08	School 2	Street	946XX			X		X	2007		2,704		



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Assessing and Mapping Shelter Site Accessibility Evaluation

Attachment H
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2	4.02.08	School 2	Street	946XX			X		X	2007			2,704	



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Assessing and Mapping Shelter Site Accessibility Evaluation

Physical Access Rating 4=Excellent; 3=Good; 2=Fair; 1=Poor														
Overall Rating	Essential ADA Features						Other ADA Features							
	Gym Access	Gym Restroom	MP or Cafeteria Access	Other Restroom	Exterior Path of Travel	Interior Path of Travel	Drink Fount Y/N	If Yes, ADA Rating	Pay Phone Y/N	If Yes, ADA Rating	Showers Y/N	If Yes, ADA Rating	Single User Toilet	If Yes, ADA Rating
3.5	3.5	SEE NOTE	4	4	4	4	Y	4	N	N/A	Y	3	Y	4
4	N/A	N/A	4	4	4	4	Y	4	N	N/A	N	N/A	Y	4
4	N/A	N/A	4	4	4	4	Y	4	N	N/A	N	N/A	Y	4



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Assessing and Mapping Shelter Site Accessibility Evaluation

Kitchen		Elec.	Notes	Repairs Needed
FULL	LIMITED	Back Up Generator Y/N		
	X	NO	PARTIAL MODERNIZATION FALL 2008. Gym restroom not improved but 4 (2 men's/ 2 women's) multi-user restrooms were improved within 100 feet of Gym. No off-street parking / no large off-street paved area.	
X		NO	Flat Campus. Large / flat yard. Limited off-street parking but PLZ provided. S.U. restrooms surveyed are Men's / Women's	



Mapping Functional Needs Populations

- Mass care and shelter site inventories
- Public transit routes
- Accessible housing, medical and functional needs population clusters
- Voluntary registries
- Geographic Information System (GIS) Mapping



C-MIST

Strengthening Communications

- Creating flexible, varied, and redundant systems
- Training public information officers
- Making emergency alert systems accessible
- Building local cable television station capacity
- Creating stock and incident-specific bulletins



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C-MIST

Strengthening Communications

- Ensuring text equivalent for telephone based systems
- Implementing web-based systems (E-gov)
- Ensuring effective shelter communications
- Sign language availability during emergencies



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C-MIST

Health, Independence, Support & Safety

- Place a high value on mainstreaming and avoiding unnecessary medical transfers;
- Establish privacy areas;
- Allow individuals to access their own personal care and service animals supports; and
- Provide medical staff, durable medical equipment and consumable medical supplies at local shelters whenever possible.



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C-MIST

Medical Transfer

- Due to limited capabilities at shelters prior to other agencies/services arriving, shelter coordinators will need to recognize if an individual cannot safely remain in the general shelter environment. If so, coordination will be needed to transport the individual to a medical facility.
- Shelter coordinators must include individuals with disabilities, and/or their advocates, in all discussions throughout the transfer process. Consideration must be given to their preferences.



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C-MIST Transportation

- Provide several types of evacuation and transportation assistance, including public transportation, private transportation, and emergency transportation
- Coordinate transportation to shelter sites, between shelter sites (when relocation is essential), and to long-term housing



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Emergency Functional Needs Coordinator Training

- E-FNCs must complete FEMA web-based training courses ICS 100 and ICS 200;
- State Functional Asset Service Teams (FAST) training;
- City Disaster Service Worker training; and
- American Red Cross Training



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Functional Needs Training

For City workers

- A new access and functional needs training tool integrates curriculums specific to post disaster roles and responsibilities of city workers into S-FNC and DSW trainings.
- Shelter site managers, disaster service workers, and other City staffers receive the information they need to effectively serve disability populations.



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Renee Domingo

Emergency Services Manager

City of Oakland

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More About Effective Access & Functional Needs Planning

- Inclusion of Functional Needs stakeholders in all phases of the emergency management cycle
- Consideration of tools, resources and human capital limitations and needs
- Sustainability considerations to maintain the Team



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Partnering

With FEMA, ARC, State, Regional, and other Government Agencies

- Meeting and Planning together pre-disaster is essential
- Clarifying and defining the roles of each agency
- Understanding priorities of each agency
- Candid discussions to ensure the management of expectations



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Creating Accessible Emergency Transportation Networks

- Working with local paratransit providers
- Determining the existing capacity and availability of local systems during emergencies
- Developing clear expectations through MOU processes
- Following up to ensure the operation equals the plan



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Increasing the Resiliency of Local Disability Populations

Oakland CORE Program

(CERT National Model) Local Government perspective

- Proactive inclusion in all emergency planning efforts including Local ADA City staff
- Representation on Local Disaster Council(s) and Advisory Groups
- Foster and ensure involvement in curriculum development, revisions, training sessions
- Outreach and flexibility in tailoring training to the needs of the audience



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Lorraine Rosenblatt

Commissioner

Mayor's Commission on Persons with
Disabilities

City of Oakland

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Increasing the Resiliency of Local Disability Populations

When possible, the **American Red Cross** will provide accommodations and/or modifications for individuals with Access and Functional Needs:

- Accessible Cots
- Quiet and/or private spaces
- Ramps
- Accessible toilets and showers
- Directional Signs with pictures and large simple wording
- Pen and paper for communication
- Medical Staff



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Engaging External Stakeholders

The **Mayor's Commission on Persons with Disabilities** participates in community events to educate the public on Emergency Preparedness for Persons with Access and Functional Needs.

- Alameda County Transition Fair
- The Senior Fair
- Art and Soul Festival
- Comedy Night
- Youth in Action



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