



**SANTA CLARA COUNTY EMERGENCY MANAGERS
ASSOCIATION MEMBERSHIP MEETING**

Thursday, September 20, 2018

9:00 a.m. Networking

9:30 a.m. Meeting

Santa Clara County Sheriff's Auditorium

55 W. Younger Ave., San Jose

APPROVED Minutes

1. Meeting called to order at 9:30 a.m. by President Ponce
2. Welcome/Safety Briefing/Introductions
3. Changes to the Agenda - none

4. Approval of August 16 Member Meeting Minutes

MOTION to approve – Bob Cascone

Second – Ken Hulick

UNANIMOUS Approval

5. Announcements

- IPAWS test postponed to Oct 3
- Sunnyvale holding LISTOS training Oct 6 and LISTOS T3 Oct 27,28. Morgan Hill also has a LISTOS program. Ms. Ponce participated in the curriculum development. Great program.
- Cindy, SCVWD - Winter Prep meeting is Oct 25. If you did not receive an email invitation, contact Cindy. <https://2018winterprepworkshop.eventbrite.com>

6. Discussion: Lessons Learned from Yellow Command

Jay McAmis - County

Over 100 people in the EOC for the exercise. Lots of PIOs. We need more work at the local level on future MSELs to make interactions more relevant. We went out to every jurisdiction who requested it prior to the exercise to help them prepare. We left exercise participation open to each jurisdiction to do what would be beneficial for them. Need to have clear expectations set for exercise interactions to improve outcomes.

Exercise was about testing sheltering.

Q – Was the new shelter sit stat report tested?

A – Yes, for those who used it. We don't control the information that was in it. Shelter information is entered by each jurisdiction. We don't interfere with that.

Q – Regional coordination?

A – David Flamm and representatives from 12 OAs at the SimCell drove the injects for exercise play.

Rick Filippuzzi – Public Health

The OA EOC Ops Section Medical Health Branch was staffed by representatives from County Public Health, EMS Agency, Behavioral Health Services and the Department of Environmental Health.

County Public Health nurses supported the e City of San Jose shelter and appreciated the opportunity to participate in the exercise. . For the County of the Santa Clara, the Public Health nurses served to support shelter assessments/surveillance of the potential for public health threats.

Q – Is County Public Health Officer planning to be an Agency Rep at the OA or actually staffing Medical Health?

A – Would depend on the incident and who the Lead Agency is and whether it's a Public Health Emergency or another event where EMS, Behavioral Health or Environmental Health may be the Agency Rep.

Q – If there was a catastrophic event, if there is a non-Red Cross shelter, would the nurses do health screening too?

A –The Public Health nurses assessment, and if shelter screening is needed, and resources are requested, one source for the resources may be the MVDR (Medical Volunteers Disaster Relief) or other Medical Reserve Corps.

Comment. There is confusion across the State on the role of Public Health and do they work directly with the County or go through the City EOC, etc.

Bob Cascone - Cupertino

We did a two part exercise. Morning - shelter activities to practice what the Red Cross trained staff on earlier this year. Opened up the supplies. Cots are hard to open up.

We sent some resource requests through WebEOC but we did not phone to follow up. We didn't have a number. Afternoon – we did an EOC training with Public Works. Found out that the County sent out a contact list but no one said they received it. County Logistics did not act on the Resource request because we did not fill in the "Assign to" field. Need to work on it. It's currently not flagged as a required field. Great conversation with our Public Works Dept about their role, the EOC, DSW volunteers.

Jim Oberhofer – Talking to Public Works worked very well. Getting City staff involved is important. Public Works gets it. They know they are in Operations and Logistics.

Randy Decker – Gilroy

We did a partial activation of Operations and Planning. We had ham radio operators working and they did a great job. Great communication and coordination with the EOC. Our injects were all hand delivered. First inject was open a shelter. Care and Shelter operates out of Logistics. They have been told that there could be a time when the Red Cross would be there to help. They have had shelter training. Someone did go to the shelter site and simulate set up. There was communication between the shelter and the EOC.

The "previous" shift left them an Action Plan that they had to act on and they knew that they needed to create an Action Plan for the next Operational Period. Comm – Web EOC, EOC to EOC radio and Ham Radio, Telephone. Gilroy cannot operate Control 10 from the EOC. We have to take it outside.

Jennifer Ponce & Ken Hulick– Morgan Hill

Jennifer - Team has been through shelter fundamentals and shelter management. Tested thinking through the logistics of opening the doors, who to communicate with. Had meetings leading up to Yellow Command to orient them. Care and Shelter rep called Jennifer the day before and asked them not to help at all during the exercise. They wanted to do it on their own. Ken - Team deployed from the EOC to open a City shelter. Ken ran the Logistics section of the EOC. Participants - Red Cross, Ham Radio, City staff. Staff did a great job. Inspected the facility,

made a Logistics request for cots, blankets, sheets, pillows, first aid kits, comfort kits, water. No food. We needed the staff to know exactly what is contained in the cache so they know what to ask for. We set up at the alternate shelter site – no showers. It had fewer resources. When staff needed something, they called Logistics but they didn't think about what if the resource was not available. Showers, food, etc. We don't have generators yet but are working on it. Injects from the clients were good – staff did remember their training and were able to handle the issues.

WebEOC – seems to be improving. Morgan Hill has a grab and go kit for sheltering. Includes lanyards with position titles and duties.

Ryan Yin & Stephanie Charles – Sunnyvale

Opened a shelter and staffed a few EOC positions. Were all in one room. We need to create our own policies/procedures for setting up a shelter if the Red Cross wasn't there. We had 60 people identified as shelter teams and they went through ONLINE shelter training and some went through Shelter manager training. Library and Community Services are part of the shelter team. Have translators and other great skills. Would help to have pre-designated people in charge of food, registration, etc. would be easier. We need a procedure and P.O.s in place to get food. The Department is "owning" their program. Are ordering supplies for kids and getting some other equipment.

Stephanie – Shelter managers did a great job. They learned a little from us but it was mostly that they know how to manage/lead. Staff should be flexible and know that if their role is not needed, to help with another role.

One thing that goes wrong in shelters – common problem – plan the layout before setting it up. Relation to food, dorm area, families with pets. Really hard to change the layout once it's set up. Stephanie now on the regional task force.

Lisa Schoenthal - Santa Clara

We conducted a Logistics Workshop as part of Yellow Command. We did not activate a shelter this year. We did last year. Great experience because we had to put our training into action just a few weeks ago after an apartment complex fire. Our Emergency Resource Directory is being revised. We tested our WebEOC user directions. We have a Sharepoint intranet loaded with documents as well as thumb drives and hard copy. Reviewed how to request medical health resources from the County. With GIS, we have our Staff mapped so that we can tell if any of our staff are directly impacted. Assignments are made based on geographic location.

Marsha Hovey - San Jose (No San Jose rep present)

I was an evaluator in San Jose's EOC. Ray Riordan started the exercise in a unique way. Taking one message at a time, having the recipient read it aloud and asking the rest of the EOC if they needed to know the same information and why. Provided a great dialog and understanding of all roles/responsibilities in the EOC. The EOC Director was Kip Harkness who also lead the Coyote Creek flood event. He provided great leadership and reminded them to think ahead about what needed to be done next, not just focused on "now". He empowered the staff to make decisions and challenged them to own their EOC roles and direct the planning to improve instead of leaving it up to the Emergency Manager. The entire team works very well together and has learned a lot in the last 18 months.

Cindy Martinez – SCVWD

WebEOC. We have limited access to view things. Would like to be added to the Municipal Status page so that everyone can see. Had a meeting to talk about what information cities need.

Marsha Hovey – Los Altos Hills

We did not participate in the exercise because we have two new Department Heads. We did get the entire EOC team (7 people) together and did a Hazard Analysis with them. We discussed not just disasters, but impacts of disasters (loss of fuel, cell phone, sanitary sewer, internet, power, etc.). Having all the reps in the room provided some very different opinions about potential impacts and gave everyone a better understanding of community risk. Several of the impacts made it into our top ten threats which was a surprise.

Ann Hepenstal – Los Altos

We did not play in the exercise but will have an exercise in Oct. We sent staff to Cupertino to look at the shelter operations. Ann observed in Palo Alto's EOC. One takeaway she had was from Ken Deuker "If it's worth walking a message over to someone, it's worth writing down on your log."

Robert Maitland - Mountain View

We did not play in the exercise but I observed in Cupertino.

Terry Blount - Monte Sereno

Did not participate. We work with the Los Gatos EOC and we talked to them about exercising in October.

Anna Swardenski - CADRE

Encouraged local jurisdictions to include nonprofit community based organizations in future exercises and planning conversations. Particularly some of CADRE's lead agencies such as Silicon Valley Independent Living Center, San Andreas Regional Center, Second Harvest Food Bank, Catholic Charities, The Salvation Army and Goodwill. These agencies play key roles in Santa Clara County through CADRE and it would benefit both the local jurisdictions and the agencies to learn more about one another and practice together in exercises such as this one focused on mass care and sheltering.

Just as County OES deployed staff to assist with Hurricane Florence, our CBOs are working hard to support other parts of the Bay Area and across the nation when disasters strike. This summer Catholic Charities deployed to Texas working with Immigrant emergency needs. Our local Second Harvest Food Bank provided assistance with fires across the State and Silicon Valley Independent Living Center is tied into the statewide network of agencies supporting access and functional needs. Sharing experiences and strengthening understandings will make our "whole community" stronger together.

Ms. Hovey suggested that, at a future EMA meeting, we create a message library and create some messages that really drive coordination and address gaps.

Comment. Can we reach out to Carnegie Melon to see if they want to be part of EMA?

ACTION: Ms. Hovey will investigate.

7. Monthly Reports

- a. Presidents Report & EOAC – No Report.
 - Announcement of new EMA member – Richard Wong, D-3 Neighborhood Commission of San Jose, Individual Member
- b. Request for hosts for November EMA meeting - pending
- c. Treasurer’s Report – Cindy Martinez
Balance \$5,132.53 after paying for our guest speaker’s travel last month.
- d. SCCOES & OAS – David Flamm, Tammy Norem, Sue Sharon (VMC) in North Carolina to support the hurricane. Will be coming back soon and can share what they learned.
- e. Cal OES – No report.
- f. Haywired Update – No report.
- g. CERT Subcommittee – Countywide exercise on Oct 27 at Moffett Field. Eventbrite link is live.

8. New Business

- a. Bylaws Review – The annual bylaws review is in progress. Deadline to submit comments is September 30.
- b. Volunteer of the Year and EM of the Year – December 13th. Meeting will be held in Morgan Hill and the luncheon will be on Mama Mia’s on East Dunne. Start thinking about who you want to honor. Get photos together of the volunteers

9. Old Business

- a. Distribution of Member contact information – Available for distribution.
MOTION to Adjourn Meeting – Stephanie Charles, Red Cross
Second, Bob Cascone
UNANIMOUS approval. Meeting adjourned at 11:10 a.m.

Next Meeting October 18 at the Sheriff’s Auditorium 55 W. Younger Ave., SJ
Levi’s Stadium presentation on the
2019 College Football Playoffs National Championship

Remember to encourage private companies to have their employees sign up for Nixle and Alert SCC even if they do not live in Santa Clara County. It’s important that they receive local notices while at work.