

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

HEALTH AND HUMAN SERVICES RESTORATION

ISSUE F1: RESTORATION OF CRITICAL HEALTH CARE FACILITIES including hospitals, skilled nursing facilities, clinics and treatment facilities, the continuity of care and resumption of excellence in our health care system is priority for emergency response, as well as long-term recovery.

Strategy F1.1: Prioritize and facilitate the restoration of hospitals and other health care facilities in the county and provide for the continuity of care of patients throughout the emergency response and recovery phases.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F1.1.1: Prepare a Storm Tide Atlas with hospitals and long term care locations.	Pre-Disaster 2012	TBRPC	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • MMRS 	<ul style="list-style-type: none"> • Staff Resources
Action F1.1.2: Train/Exercise Physical Health Care Providers /Hospitals and responders to report operational status, facility status, bed availability and patient tracking in concert with ESF 8.	Pre-Disaster 2012-2013	Hurricanes and Health Care (MMRS)	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • MMRS • AHCA • Elder Affairs • DCF • EMS 	<ul style="list-style-type: none"> • Staff Resources • EM systems (PC DOH) • ESS (AHCA) • PC DOH Command Center
Action F 1.1.3: Coordinate with the County EOC on event response operations including evacuation and re-entry.	Pre-Disaster / Response	PC DOH	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • EMS • Medical Director • Law Enforcement 	<ul style="list-style-type: none"> • Staff Resources • EOC (Evacuation Plans) • PC DOH Command Center

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Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F 1.1.4: Implement the Communications Pathway to ensure the EOC/Disaster Recovery Center is aware of situation (facility, staff, patient status)	D+1 – D+30 days	All Health Care Providers	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • MMRS • AHCA 	<ul style="list-style-type: none"> • Staff Resources • Template for Sit Rep • PC DOH Command Center
Action F1.1.5: Where the facility is inoperable, identify alternate facility and/or staff resources and medical supplies available	D+15 – D+90 days	<ul style="list-style-type: none"> • All Health Care Providers • PC EOC (ESF 8) 	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • AHCA 	<ul style="list-style-type: none"> • PC DOH Command Center • State and Federal Partners (e.g. DMAT, Temporary hospital)
Action F1.1.6: Coordinate the restoration of the hospital /health care system in a holistic manner with a focus on mitigation and resiliency.	D+90 days – D+5years	<ul style="list-style-type: none"> • All Major Health Care Providers • PC EOC (ESF 8) 	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • AHCA • MMRS • Economic Development 	<ul style="list-style-type: none"> • Staff resources • Restoration Plan • Recovery Tracking Report
Strategy F1.2: Coordinate with ACHA and local nursing homes, treatment facilities and assisted living facilities to insure a continuity of care within those facilities and to prioritize their restoration, where feasible.				
Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F1.2.1: Prepare a Storm Tide Atlas/ Vulnerability assessment with locations of Nursing homes, treatment facilities and ALFs.	Pre-Disaster 2012	TBRPC	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • MMRS • Nursing Homes • Treatment Facilities • ALFs 	<ul style="list-style-type: none"> • Staff Resources • PC DOH Command Center
Action F 1.2.2: Implement the Communications Pathway to ensure the EOC/Disaster Recovery Center is aware of situation (facility, staff, patient status)	D+1 – D+30 days	All Health Care Providers	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • MMRS • AHCA 	<ul style="list-style-type: none"> • Staff Resources • Template for Sit Rep • PC DOH Command Center

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Action F1.2.3: Coordinate with the County EOC on event response operations including evacuation.	Pre-Disaster / Response	PC DOH	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • EMS • Medical Director • Law Enforcement 	<ul style="list-style-type: none"> • Staff Resources • EOC (Evacuation Plans) • PC DOH Command Center
Action F1.2.4: Train/Exercise Physical Health Care Providers /Nursing Homes, Clinics and ALFs to report operational status, facility status, bed availability and patient tracking in concert with ESF 8.	Pre-Disaster 2012-2013	Hurricanes and Health Care (MMRS)	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • MMRS • AHCA • Elder Affairs • EMS 	<ul style="list-style-type: none"> • Staff Resources • EM systems (PC DOH) • ESS (AHCA) • PC DOH Command Center
Action F1.2.5: Where the facility is inoperable, identify alternate facility and/or staff resources and medical supplies available	D+15 – D+90 days	<ul style="list-style-type: none"> • All Health Care Providers • PC EOC (ESF 8) 	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH 	<ul style="list-style-type: none"> • PC DOH Command Center • State and Federal Partners (e.g. DMAT, Temporary hospital)

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ISSUE F2: AN INTERRUPTION IN THE SUPPLY OF PHARMACEUTICALS, MEDICAL EQUIPMENT AND SUPPLIES as well as the loss of pharmacies or treatment facilities could pose a significant health concern in both short and long-term recovery. This issue was identified as a major concern affecting both physical health and behavioral health care.

Strategy F2.1: Ensure there is a sufficient plan in place to provide/coordinate the secure access to pharmaceuticals, medical equipment and supplies and that medical personnel are knowledgeable of the emergency procedures.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F2.1.1: Identify major and alternate supply chains for durable medical equipment, assisted devices and other supplies	Pre-Disaster 2012-2013	<ul style="list-style-type: none"> Health Care Providers PC EOC 	<ul style="list-style-type: none"> Private industry Emergency Management Disability Community 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners
Action F2.1.2: Identify major and alternate supply chains for pharmaceuticals to ensure safe, secure supplies.	Pre-Disaster 2012-2013	<ul style="list-style-type: none"> Health Care Providers PC EOC 	<ul style="list-style-type: none"> Emergency Management Private industry (Pharmacies) Hospital Formularies Security Issues Disability Community 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners
Action F2.1.3: Coordinate with suppliers and, if necessary, PC EOC to ensure adequate food and clean water at facilities.	Pre-Disaster 2012-2013	<ul style="list-style-type: none"> Health Care Providers PC EOC 	<ul style="list-style-type: none"> Emergency Management Private industry Hospital Formularies Security Issues Disability Community Suppliers 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners
Action F2.1.4: Coordinate with suppliers and, if necessary, PC EOC (ESF 8) to ensure adequate Services (e.g. laundry, cleaning)	Pre-Disaster 2012-2013	<ul style="list-style-type: none"> Health Care Providers PC EOC 	<ul style="list-style-type: none"> Emergency Management Private industry Hospital Formularies Security Issues Disability Community 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners

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Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F2.1.5: Develop partnerships with the private sector to ensure that safe, secure supplies are properly brought into the county.	Pre-Disaster 2012-2013	<ul style="list-style-type: none"> Health Care Providers PC EOC 	<ul style="list-style-type: none"> Emergency Management Private industry Hospital Formularies Security Issues Disability Community 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners
Action F 2.1.6: Coordinate with the PC EOC and Recovery Group to get major suppliers (e.g. CVS, Walgreens, Publix, Wal-Mart) back online as quickly as possible.	Pre-Disaster 2012- 2013 D+3- D+ 60 months	<ul style="list-style-type: none"> Health Care Providers PC EOC (logistics and ESF 8 and 18) 	<ul style="list-style-type: none"> Emergency Management Private industry Hospital Formularies Security Issues Disability Community Business and Industry 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners
Action F2.1.7: Each health care provider should have plans and MOUs in place to ensure sufficient supply of pharmaceuticals and supplies.	Pre-Disaster 2012-2013	<ul style="list-style-type: none"> Health Care Providers PC EOC (logistics and ESF 8 and 18) 	<ul style="list-style-type: none"> Emergency Management Private industry Hospital Formularies Security Issues Disability Community Business and Industry 	<ul style="list-style-type: none"> MOUs ESF 18 State and Federal Partners

Strategy F2.2: Maintain, expand and support electronic health records of survivors and displaced populations

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F2.2.1: Support the Regional health information management (HIM) for hospitals.	Pre-Disaster 2012-2014	Regional Health Information Organization (RHIO)	<ul style="list-style-type: none"> HHSCC Private Health Care Providers 	<ul style="list-style-type: none"> Staff resources Information Management Infrastructure
Action F2.2.2: Ensure mechanisms to provide coordination between service providers and protection of patient privacy.	Pre-Disaster 2012-2014	Regional Health Information Organization (RHIO)	<ul style="list-style-type: none"> HHSCC Private Health Care Providers 	<ul style="list-style-type: none"> MOU to share resources

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ISSUE F3: MEETING THE FUNCTIONAL AND ACCESSIBILITY NEEDS OF VULNERABLE POPULATIONS in the post-disaster environment may be a challenge. Sufficient planning is required to ensure that these needs are addressed.

Strategy F3.1: Develop a holistic collaborative to coordinate the provision of functional and special needs in post-disaster emergency/congregate shelters and within the context of wrap-around services within the Disaster Housing Plan.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
<p>Action F3.1.1: Map Vulnerability Populations and their diverse needs by marrying lists of service providers, i.e. COIN, Community Development, Senior Services, etc.</p>	<p>Pre-Disaster 2012-2013</p> <p>Pre-Disaster Response D+3 days – D+ 30 days</p>	<p>PC Emergency Management</p>	<ul style="list-style-type: none"> • Emergency Management • Private industry Hospital Formularies • Security Issues • Disability Community • Business and Industry • TBRPC 	<ul style="list-style-type: none"> • MOUs • ESF 18
<p>Action F3.1.2: Develop a more robust plan to accommodate functional needs and accessibility in emergency shelters, congregate shelters and disaster housing.</p>	<p>Pre-Disaster 2012-2013</p>	<p>PC Emergency Management</p>	<ul style="list-style-type: none"> • School Board • Disability Community • Private industry (Business and Industry) • Security Issues/ Law enforcement • Hospital Formularies and Pharmaceutical outlets • Disaster Housing Task Force 	<ul style="list-style-type: none"> • MOUs • ESF 18 • ESF 8 • ESF 6

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Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F3.1.2: Assess impact to population with disabilities, special needs (existing clients and new)	Short Term Recovery	HHSCC	<ul style="list-style-type: none"> • Service Providers • Neighborhood Assoc. • CERT • Civic Associations • 2-1-1 	<ul style="list-style-type: none"> • Public information (2-1-1 Referral)
Action F3.1.3: Identify needs of displaced population to match appropriate disaster housing.	Short to Long-term Recovery	Disaster Housing Task Force	<ul style="list-style-type: none"> • Service Providers • Neighborhood Assoc. • CERT • Civic Associations 	<ul style="list-style-type: none"> • Public information
Action F3.1.4: Develop post-event Population Relocation Plan if the environment is no longer safe for targeted populations.	Short Term Recovery	PC Emergency Management	<ul style="list-style-type: none"> • Pinellas Human Services • Transportation (PSTA/Ambulance) • Health Community • HHSCC 	<ul style="list-style-type: none"> • Federal and state partners • Adjacent Counties/ mutual aid • Staff Resources • MOUs
Action F3.1.5: Establish a Post-event congregate shelter to provide shelter to those in need of interim housing prior to the delivery and installation of disaster housing.	Short Term Recovery	PC Emergency Management	<ul style="list-style-type: none"> • Pinellas Human Services • Transportation (PSTA/Ambulance) • HHSCC • American Red Cross • University/ Colleges 	<ul style="list-style-type: none"> • Federal and state partners • Adjacent Counties/ mutual aid • Staff Resource s • MOUs

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ISSUE F4: PERSONNEL RETAINMENT AND RECRUITMENT

Following a major event, there is the possibility that a certain percentage of the population may choose to leave the area (either temporarily or permanently) especially if their homes/jobs/schools/neighborhoods are significantly damaged or if the infrastructure or utilities is disrupted. However, there will be increased demand for emergency responders and caretakers including health care/behavioral health/ medical personnel.

Strategy F4.1: Implement a plan/strategy to assist health care providers retain and recruit personnel, as necessary to support the health care needs in the community.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F4.1.1: Provide guidance/examples of Employee Disaster Assistance Programs and Policies for public, as well as the private sector entities.	Pre-Disaster (2012-2013)	Pinellas HR Dept.	<ul style="list-style-type: none"> • County Administration • Pinellas Emergency Management • OMB • HHSCC • Planning Dept. 	<ul style="list-style-type: none"> • Staff time and resources
Action F4.1.2: Using WorkNet Pinellas, develop and implement a strategy to retain/recruit health care workers.	Pre-Disaster	PC WorkNet PC Economic Development	<ul style="list-style-type: none"> • County Administration • Pinellas Emergency Management • OMB • HHSCC • Planning Dept. 	<ul style="list-style-type: none"> • State and Federal partners
Action F4.1.3: Recruit Home Health Care and other specialized staffing agencies (from in and outside the county) and Networks such as the CFBHN to supplement health care needs in the community.	Post-Disaster Short and Long-Term Recovery	PC WorkNet	<ul style="list-style-type: none"> • County Administration • Pinellas Emergency Management • CFBHN • HHSCC • PC Economic Development • Planning Dept. 	<ul style="list-style-type: none"> • State and Federal Partners

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Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F4.1.4: Develop MOUs for mutual aid through the Florida Hospital Association, Pinellas Medical Society, and other professional associations.	Post-Disaster Short and Long-Term Recovery	Pinellas Emergency Management	<ul style="list-style-type: none"> • DOH • County Administration • Private Health Care Providers • MMRS • CFBHN • HHSCC • PC Economic Development • Planning Dept. 	<ul style="list-style-type: none"> • State and Federal Partners • ESF #15 Public Private Partnerships

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ISSUE F5: COMMUNICATIONS AND COORDINATION between the behavioral health and human service providers are essential to facilitate the restoration of services and continuity of care for clients in need of services.

Strategy F5.1: Implement the DRLN Disaster Communications Plan in the aftermath of a disaster.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F5.1.1: All behavioral health and human service agencies complete the Service Matrix, and update it any time a significant change, including contact information, routine services offered, or estimates of post-disaster capabilities, is recognized.	Pre-Disaster	All Agencies	<ul style="list-style-type: none"> • PC Emergency Management • Health and Human Services Coordinating Council • Networks 	<ul style="list-style-type: none"> • Staff Resources
Action F5.1.2: Review the Service Matrix to ensure that their information is accurate.	Pre-Disaster, annual (April)	All Agencies	<ul style="list-style-type: none"> • PC Emergency Management • Health and Human Services Coordinating Council • Networks 	<ul style="list-style-type: none"> • Staff Resources

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<p>Action F5.1.3: 3. Maintain the Service Matrix, and contact participating agencies at least once annually to remind them of the need to update the data to maintain accuracy.</p>	Pre-Disaster	Health and Human Services Coordinating Council for Pinellas County (HHSCC)	<ul style="list-style-type: none"> • PC Emergency Management • Participating Agencies • Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.4: 4. Develop and maintain current Continuity of Operations (COOP) Plans.</p>	Pre-Disaster	All Agencies	<ul style="list-style-type: none"> • PC Emergency Management • Health and Human Services Coordinating Council • Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.5: 5. Train and review with employees regarding their own personal and family preparedness plans and employee responsibilities.</p>	Pre-Disaster, annual	All Agencies	<ul style="list-style-type: none"> • PC Emergency Management • Health and Human Services Coordinating Council • Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.6: Provide and coordinate training in Continuity of Operations Plan preparation.</p>	Pre-Disaster, annual	Disaster Recovery Leadership Network (DRLN)	<ul style="list-style-type: none"> • PC Emergency Management • Health and Human Services Coordinating Council • Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.7: identify individuals who will receive early notification of a disaster and who will staff the Recovery Management Center. (These individuals are included on a notification system managed by Pinellas County Emergency Management (PCEM).)</p>	Pre-Disaster	Disaster Recovery Leadership Network (DRLN)	<ul style="list-style-type: none"> • PC Emergency Management • Health and Human Services Coordinating Council • Networks 	<ul style="list-style-type: none"> • Staff Resources

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Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
<p>Action F5.1.7: Notify 2-1-1 Tampa Bay Cares and RMC Managers through the Ready Alert notification system and provide with Situation Reports (SitReps) giving detailed information about the emergency.</p>	<p>Pre-Disaster/ Response</p>	<p>PC Emergency Management</p>	<ul style="list-style-type: none"> • PC Disaster Advisory Committee (DAC) • Health and Human Services Coordinating Council • DRLN • Other Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.8: Provide Recovery Managers with updates of Disaster Advisory Committee activities and plans by Pinellas County Emergency Management.</p>	<p>Pre-Disaster/ Response</p>	<p>DRLN Chair or Vice-Chair</p>	<ul style="list-style-type: none"> • PC Emergency Management • PC Disaster Advisory Committee (DAC) • Health and Human Services Coordinating Council • Other Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.9: Authorize the initiation of the Communications Plan. This action will include ensuring notification of the implementation of the Communications Plan through 2-1-1 Tampa Bay Cares by the best available means.</p>	<p>Pre-Disaster/ Response</p>	<p>DRLN Chair or Vice-Chair</p>	<ul style="list-style-type: none"> • PC Emergency Management • PC Disaster Advisory Committee (DAC) • Health and Human Services Coordinating Council • Other Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.10: Direct the Recovery Management Center (RMC) staff to the Recovery Management Center. (Pinellas County Health Department, 205 Dr. M.L.K. Blvd. North St. Petersburg or an alternate location.)</p>	<p>Pre-Disaster/ Response</p>	<p>DRLN Chair or Vice-Chair</p>	<ul style="list-style-type: none"> • PC Emergency Management • PC Disaster Advisory Committee (DAC) • PC HHSCC • Other Networks • All agencies 	<ul style="list-style-type: none"> • Staff Resources

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<p>Action F5.1.11: All behavioral health and human service agencies must call in to report status of facilities and staff to the 2-1-1 Tampa Bay Cares (Agency Status Reports).</p>	<p>Post –Disaster (within D+24 hours)</p>	<p>All Agencies</p>	<ul style="list-style-type: none"> • 2-1-1- Tampa Bay Cares • Recovery Management Center (RMC) • PC Emergency Management • PC Disaster Advisory Committee (DAC) • Health and Human Services Coordinating Council • Other Networks 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.12: The Recovery Manager will assign a team leader to each of the following functions: Basic Needs Team; Behavioral Health Team; Child Care Team; Call Operators Team; and other teams as may be necessary. Each team will consist of individuals with knowledge and skill in the specific area assigned. Recovery Management teams will track and analyze the information to determine the best method of providing services, and prioritizing needs.</p>	<p>D+1- D+3 days Post-Disaster</p>	<p>Recovery Management Center/ Manager</p>	<ul style="list-style-type: none"> • PC Emergency Management • PC HHSCC • DRLN and Other Networks • All agencies 	<ul style="list-style-type: none"> • Staff Resources

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<p>Action F5.1.13: Using the data from <i>Agency Status Reports</i>, analyze the ability of the agencies to provide service and how the Recovery Management Center can assist them. With the goal to optimize service capability, strategies may include suggestions to:</p> <ul style="list-style-type: none"> • Identify assistance needed by agencies and communicate these needs to the Emergency Support Function 8 desk to speed assistance. • Maximize the use of facilities that are undamaged or otherwise maximally functional. • Combine staff from facilities that are closed or minimally functional with staff at locations that are operational. • Shift staff and other resources from low demand areas to high demand areas. • Open service sites in alternate locations where demand is high and accessibility is good. • Utilize staff in non-traditional roles to meet service demand. • Coordinating service provision activities with the Emergency Support Function 8 desk at the Emergency Operations Center to maximize use of all community resources. 	<p>D+ 1 day – D+90 days/ Short Term Recovery</p>	<p>RMC</p>	<ul style="list-style-type: none"> • 2-1-1- Tampa Bay Cares • Recovery Management Center (RMC) • PC Emergency Management • PC Disaster Advisory Committee (DAC) • Health and Human Services Coordinating Council • Other Networks • All Agencies 	<ul style="list-style-type: none"> • Staff Resources

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<p>Action F5.1.13: Provide a summary of the information from the Agency Status Report to the Emergency Support Function 8 desk at the Emergency Operations Center.</p>	<p>D+24 hours – D+90 days /Short Term Recovery</p>	<p>RMC</p>	<ul style="list-style-type: none"> • 2-1-1- Tampa Bay Cares • Recovery Management Center (RMC) • PC Emergency Management • HHSCC /DRLN/ Other Networks • All Agencies 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F5.1.14: Continue to provide / track recovery operations to the HHSCC/ County administration.</p>	<p>Long-term Recovery</p>	<p>PROUD</p>	<ul style="list-style-type: none"> • 2-1-1- Tampa Bay Cares • PC Emergency Management • HHSCC /DRLN/ Other Networks • All Agencies • Dept. of Human Services 	<ul style="list-style-type: none"> • Staff Resources

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ISSUE F6: RESTORATION OF BEHAVIORAL HEALTH SERVICE PROVIDER FACILITIES AND OPERATIONS is essential to address the needs of the community and to facilitate recovery. It is also assumed in the post-disaster environment, there will be a significant increase in population with behavioral health needs including trauma counseling.

Strategy F6.1: Prioritize and facilitate the restoration of critical behavioral health facilities including crisis units, treatment facilities, etc.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F6.1.1: Prepare a Storm Tide Atlas with behavioral health facilities including residential and outpatient locations.	Pre-Disaster 2012	TBRPC	<ul style="list-style-type: none"> • PC Emergency Management • CFBHN • PC DOH • DCF 	<ul style="list-style-type: none"> • Staff Resources
Action F6.1.2: Train/Exercise Behavioral Health Care Providers and responders to report operational status, facility status, bed availability and patient tracking in concert with 2-1-1 and ESF 8 through the Disaster Communications Plan.	Pre-Disaster 2012-2013	Behavioral Health Care Providers DRLN	<ul style="list-style-type: none"> • PC Emergency Management • CFBHN • PC DOH • AHCA • Elder Affairs • DCF • EMS 	<ul style="list-style-type: none"> • Staff Resources • Disaster Communications Plan
Action F6.1.3: Coordinate with the County EOC on event response operations including evacuation and re-entry.	Pre-Disaster / Response	Behavioral Health Care Providers PC DOH	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • EMS • Law Enforcement 	<ul style="list-style-type: none"> • Staff Resources • EOC (Evacuation Plans) • Facility COOP Plans
Action F6.1.4: Ensure behavioral health facilities receive priority in emergency repair program.	D+1 – D+30 days	PC Emergency Management	<ul style="list-style-type: none"> • PC Emergency Management • 2-1-1 • CFBHN 	<ul style="list-style-type: none"> • FEMA/COE Emergency Repair Program • Volunteers and Donations • Insurance

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Action F 6.1.4: Implement the DRLN Disaster Communications Plan to ensure the EOC/Disaster Recovery Center is aware of situation (facility, staff, patient status)	D+1 – D+30 days	All Behavioral Health Care Providers	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • AHCA • DCF • 	<ul style="list-style-type: none"> • Staff Resources • Template for Sit Rep
Action F6.1.5: Where the facility is inoperable, identify alternate facility and/or staff resources and medical supplies available	D+15 – D+90 days	<ul style="list-style-type: none"> • All Behavioral Health Care Providers • PC EOC (ESF 8) 	<ul style="list-style-type: none"> • PC Emergency Management • CFBHN • PC DOH • AHCA • DCF 	<ul style="list-style-type: none"> • PC DOH Command Center • State and Federal Partners (e.g. DMAT, Temporary hospital)
Action F6.1.6: Work with transit providers, 2-1-1 and clientele to provide transportation assistance to those clients who have been displaced or need transportation assistance to obtain care.	Short and Long-Term Recovery	All Behavioral Health Care Providers	<ul style="list-style-type: none"> • PC Emergency Management • PC DOH • PSTA 	<ul style="list-style-type: none"> • Staff Resources • Transit Services

Strategy F6.2: Coordinate the screening and provision of trauma counseling for disaster survivors.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F6.2.1: Through 2-1-1 refer survivors to the DRC or PROUD for trauma counseling as part of disaster assistance.	Post-Disaster: Short to Long Term Recovery	2-1-1	<ul style="list-style-type: none"> • PC Emergency Management • PROUD • CFBHN • PC DOH • AHCA Service Providers • DCF Service Providers 	<ul style="list-style-type: none"> • State and Federal Partners/ Individual Assistance
Action F6.2.2: Ensure client management personnel are trained to recognize symptoms of PTSD and referral services.	Post-Disaster: Short to Long Term Recovery	CFBHN/ DOH	<ul style="list-style-type: none"> • PC Emergency Management • CFBHN • PC DOH • AHCA Service Providers • DCF Service Providers 	<ul style="list-style-type: none"> • State and Federal Partners/ Individual Assistance • Staff/ Training

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Action F6.2.3: Coordinate the provision of services through the CFBHN, the ARC and local providers.	Post-Disaster: Short to Long Term Recovery	DOH	<ul style="list-style-type: none"> • PC Emergency Management • CFBHN • PC DOH • AHCA • DCF 	<ul style="list-style-type: none"> • State and Federal Partners/ Individual Assistance

Strategy F6.3: Coordinate and communicate with out-patient behavioral health providers

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F6.3.1: Providers should have plans in place that include address communications with clients, patient families and employees in the post-disaster environment.	Post-Disaster: Short to Long Term Recovery	CFBHN	<ul style="list-style-type: none"> • Service Providers 	<ul style="list-style-type: none"> • Staff/ Training
Action F6.3.2: Utilize 211 and Access Center (PAR/Directions) to direct clients to operating facilities.	Post-Disaster: Short to Long Term Recovery	CFBHN/ RMC	<ul style="list-style-type: none"> • Service Providers • Pinellas EOC • Communications 	<ul style="list-style-type: none"> • Public Information

Strategy F6.4: Working with Volunteers and Donations, coordinate the screening and assignment of volunteer mental health providers.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F6.4.1: Use 2-1-1 to direct volunteer mental health providers for screening and referrals.	Short and Long Term Recovery	CFBHN	<ul style="list-style-type: none"> • Behavioral Health Providers • ARC • United Way 	<ul style="list-style-type: none"> • Volunteer Reception Center • State and Federal Partners
Action F6.4.2: Identify local mental health counselors in the region trained to provide trauma counseling and incorporate them into the response teams.	Short and Long Term Recovery	AHCA/DCF	<ul style="list-style-type: none"> • Pinellas Emergency Management • Behavioral Health Providers • ARC • United Way 	<ul style="list-style-type: none"> • Volunteer Reception Center • State and Federal Partners

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

HEALTH AND HUMAN SERVICES RESTORATION

ISSUE F7: RESTORATION OF BASIC HUMAN SERVICE PROVIDERS FACILITIES AND OPERATIONS is essential to address the needs of the community and to facilitate recovery. It is assumed in the post-disaster environment, there will be a significant increase in vulnerable populations and citizens with basic needs

Strategy F7.1: Prioritize and facilitate the restoration of human service facilities/programs including homeless shelters, soup kitchens, housing and transit within the community.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F7.1.1: Provide training for homeless support workers staffing the homeless-support shelters	Pre-Disaster	Pinellas County Coalition for the Homeless	<ul style="list-style-type: none"> • PC Emergency Management • PC Health and Human Services 	<ul style="list-style-type: none"> • Staff Resources
Action F7.1.2: Hurricane information materials will be prepared and distributed to agencies and programs that serve the homeless population and distributed to the homeless through a mass campaign prior to the start of hurricane season, and throughout the hurricane season, as appropriate.	Pre-Disaster	Pinellas County Coalition for the Homeless	<ul style="list-style-type: none"> • PC Emergency Management • PC Health and Human Services 	<ul style="list-style-type: none"> • Staff Resources
Action F7.1.3: Conduct and distribute the Vulnerability Analysis of facilities serving the homeless population including food pantries, soup kitchens, shelters, centers and agencies.	Pre-disaster 2012	Pinellas County Coalition for the Homeless	<ul style="list-style-type: none"> • PC Emergency Management • PC Health and Human Services 	<ul style="list-style-type: none"> • Staff Resources

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
<p>Action F7.1.4: The communications materials (see communications Plan) containing evacuation information, including pick-up points, homeless support and general population shelters will be distributed to homeless persons by the street outreach teams, food pantries, soup kitchens, shelters, drop-in centers, and agencies serving the homeless.</p>	D-48 hours	Pinellas County Coalition for the Homeless	<ul style="list-style-type: none"> • PC Emergency Management • PC Health and Human Services • 2-1-1 • Law enforcement 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F7.1.5: Tampa Bay 2-1-1 will coordinate communication with homeless service providers/ agencies through the Emergency Communications Plan</p>	D-72 hours – D+ 90 days	Tampa Bay 2-1-1	<ul style="list-style-type: none"> • Pinellas County Coalition for the Homeless • PC Emergency Management • PC Health and Human Services • Law enforcement 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F7.1.6: Provide up to three buses for transporting individuals needing transportation to the designated homeless-support shelters.</p>	D-36 hours to impact	Pinellas Suncoast Transit Authority and/or the Pinellas County Schools Transportation Division	<ul style="list-style-type: none"> • Pinellas County Health and Human Services (staff monitors for buses) • Pinellas County Coalition for the Homeless • PC Emergency Mgmt. 	<ul style="list-style-type: none"> • Staff Resources • Buses • Radios/ Sat phones

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
<p>Action F7.1.7: A minimum of two (2) homeless shelter support staff will be placed at each homeless support shelter for each shift, to provide problem-solving, mediation, and post-evacuation planning and placement to homeless evacuees. In addition, each homeless support shelter will have an additional police officer, who has received Crisis Intervention Training.</p>	<p>Response/ Short Term Recovery</p>	<p>Pinellas County Health and Human Services</p>	<ul style="list-style-type: none"> • Pinellas Homeless Coalition • PC Emergency Management • Municipalities • Law Enforcement (Sheriff and Police Dept.) 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F7.1.8: Basic shelter supplies, such as blankets, towels, and items for personal hygiene (soap, toothpaste, deodorant, etc.) will be coordinated by Kits will be available at the pick-up points (or delivered to the Homeless Support Shelters).</p>	<p>Response/ Short Term Recovery</p>	<p>Pinellas County Coalition for the Homeless</p>	<ul style="list-style-type: none"> • Pinellas County Health and Human Services • PC Emergency Management • Municipalities • Law Enforcement (Sheriff and Police Dept.) 	<ul style="list-style-type: none"> • Staff resources • Basic Kits
<p>Action F7.1.7: When the evacuation shelters close, the homeless citizens will be returned to the same location where they were picked-up.</p>	<p>Response/ Short Term Recovery</p>	<p>Pinellas County Coalition for the Homeless</p>	<ul style="list-style-type: none"> • Pinellas County Health and Human Services • PC Emergency Management • PSTA 	
<p>Action F7.1.7: If facilities that normally provide services to the homeless population are damaged in a hurricane, ensure that alternate facilities are found that can provide basic services until normal services return.</p>	<p>D+48 hours – D+5 days</p>	<p>Pinellas County Health and Human Services</p>	<ul style="list-style-type: none"> • Pinellas County Coalition for the Homeless • PC Emergency Management 	<ul style="list-style-type: none"> • Alternate facilities

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F7.1.8: Report facility/staff status to Tampa Bay 2-1-1 and identify needs and resources within 24 hours of an emergency event and keep apprised as appropriate.	D+24 hours	<ul style="list-style-type: none"> • Service Providers • Tampa Bay 2-1-1 	<ul style="list-style-type: none"> • Pinellas County Coalition for the Homeless • PC Emergency Management • Pinellas County Health and Human Services 	<ul style="list-style-type: none"> • Staffing • Communications
Action F7.1.9: Prioritize restoration of facilities based upon repairs needed, size and type of service population and other guidelines.	D+24 hours – D+30 days	Pinellas County Health and Human Services	<ul style="list-style-type: none"> • Pinellas County Coalition for the Homeless • PC Emergency Management 	<ul style="list-style-type: none"> • Staffing • Insurance • State and Federal Partners

Strategy F7.2: Through the Disaster Housing Task Force, work to restore housing within the community and ensure that basic needs and wrap-around services are provided to the displaced population. Could the Homeless Coalition provide support in recovery operations? Disaster housing task force? Support to residents who find themselves homeless?

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F7.2.1: Provide support staff at the Disaster Recovery Center (DRC), to provide problem-solving, mediation, and post-evacuation planning and placement to homeless survivors.	Response/ Short Term Recovery	Pinellas County Coalition for the Homeless	<ul style="list-style-type: none"> • Pinellas County Health and Human Services • PC Emergency Management • Municipalities • Law Enforcement (Sheriff and Police Dept.) • Disaster Housing Task Force 	<ul style="list-style-type: none"> • Staff resources • State and Federal Partners
Action F7.1.8: Provide Basic shelter supplies, such as blankets, towels, and items for personal hygiene (soap, toothpaste, deodorant, etc.) for homeless survivors in shelters and as they are moved to disaster housing.	Response/ Short Term Recovery	Disaster Housing Task Force	<ul style="list-style-type: none"> • Pinellas County Health and Human Services • PC Emergency Management • Municipalities • Pinellas County Coalition for the Homeless 	<ul style="list-style-type: none"> • Staff resources • Basic Kits • State and Federal Partners

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F7.2.3: Recognize that the need for basic assistance (shelter, food, etc.) may surge in the Short Term Recovery Period and that assistance may be necessary to augment homeless soup kitchens, etc.	Response/ Short Term Recovery	Pinellas County Coalition for the Homeless	<ul style="list-style-type: none"> Pinellas County Health and Human Services PC Emergency Management Municipalities Law Enforcement (Sheriff and Police Dept.) 	<ul style="list-style-type: none"> Staff resources State and Federal Partners

HEALTH AND HUMAN SERVICES RESTORATION

ISSUE F8: RESTORATION CHILD WELFARE, DEVELOPMENTAL DISABILITY AND SENIOR SERVICE PROVIDERS FACILITIES AND OPERATIONS is essential to address the needs of the community and to facilitate recovery. It is assumed in the post-disaster environment, there will be a need to maintain/restore services as well as a significant increase in vulnerable populations and citizens with these service needs.

Strategy F8.1: Prioritize and facilitate the restoration of human service facilities/programs including child welfare, developmental disabilities and senior services within the community.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F8.1.1: Maintain list of Active (and wait-listed) clients of the senior services	Pre-Disaster	Area Agency on Aging (AAA)	<ul style="list-style-type: none"> AAA Service Providers DOEA 	<ul style="list-style-type: none"> Staff Resources
Action F8.1.2: Senior Service providers must contact clients to provide information and document response plans	Pre-Disaster (72 hours prior)	AAA Service Providers	<ul style="list-style-type: none"> AAA 2-1-1 TBC 	<ul style="list-style-type: none"> Staff Resources
Action F8.1.3: Senior Service providers must contact clients to determine status, confirm location and coordinate with AAA	Post-disaster (D+24-D+48 hours)	AAA Service Providers	<ul style="list-style-type: none"> AAA 2-1-1 TBC 	<ul style="list-style-type: none"> Staff Resources
Action F8.1.4: Maintain Senior Help Line operations and coordinate with 2-1-1 TBC	Pre- and Post-Disaster	AAA	<ul style="list-style-type: none"> Statewide Senior Helpline (mutual aid agreements/ MOUs) 2-1-1 TBC 	<ul style="list-style-type: none"> Staff Resources

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F8.1.5: Based on damage/operational assessments, help facilitate the re-opening of Senior Centers, Adult Day Care, transportation assistance and continuity of home-based services.	Post-Disaster : Short and Long Term Recovery	AAA	<ul style="list-style-type: none"> • Senior Service Providers • 2-1-1 TBC 	<ul style="list-style-type: none"> • Insurance (private sector providers) • (Priority) Power/ Alternate power • Volunteers/Emergency Repairs
Action F8.1.6: Maintain COOP Plans of Service Provider Agencies	Pre-disaster (ongoing)	AAA Service Providers	<ul style="list-style-type: none"> • AAA 	<ul style="list-style-type: none"> • Staff Resources

Strategy F8.2: Identify volunteers and, to the extent possible, provide training to augment staffs during disaster recovery.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F9.2.1: Provide on-going training re: COOP Plans, Response and Recovery Procedures for Senior Services	Pre-Disaster	AAA	<ul style="list-style-type: none"> • AAA Service Providers • Dept. of Elder Affairs • Emergency Management 	<ul style="list-style-type: none"> • Staff Resources • Training Materials
Action F8.2.2: Provide on-going training re: COOP Plans, Response and Recovery Procedures for Child Welfare and Developmental Disability Service Providers	Pre-Disaster	DCF	<ul style="list-style-type: none"> • Dept. of Human Services • Service Providers 	<ul style="list-style-type: none"> • Staff Resources • Training Materials
Action F8.2.3: Provide on-going training re: COOP Plans, Response and Recovery Procedures for Volunteer agencies/non-profits and faith-based groups	Pre-Disaster	Volunteer Florida	<ul style="list-style-type: none"> • United Way • American Red Cross • Emergency Management 	<ul style="list-style-type: none"> • Staff Resources • Training Materials

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Strategy F8.3: Ensure that a continuity of children/family services is provided to clientele and that additional needs of survivors are addressed, as appropriate.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F8.3.1: Maintain list of Active (and wait-listed) clients of the children and family services	Pre-Disaster	Service Providers/ Network	<ul style="list-style-type: none"> Eckerd Alternatives, Inc. Dept. of Human Services 	<ul style="list-style-type: none"> Staff Resources State and Federal Partners
Action F8.3.2: DCF Service providers contact clients to determine status, confirm location and coordinate with coordinating network.	Post-disaster (D+24- D+48 hours)	Service Providers/ Network	<ul style="list-style-type: none"> Eckerd Alternatives, Inc. Dept. of Human Services 	<ul style="list-style-type: none"> Staff Resources State and Federal Partners
Action F8.3.4: Maintain communications and coordinate with 2-1-1 TBC.	Pre- and Post-Disaster	2-1-1	<ul style="list-style-type: none"> 2-1-1 TBC 	<ul style="list-style-type: none"> Staff Resources State and Federal Partners
Action F8.3.4: Based on damage/operational assessments, help facilitate the re-opening of facilities, transportation assistance and continuity of home-based services.	Post-Disaster : Short and Long Term Recovery	Service Providers/ Network	<ul style="list-style-type: none"> Eckerd Alternatives, Inc. Dept. of Human Services 	<ul style="list-style-type: none"> Staff Resources State and Federal Partners

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

HEALTH AND HUMAN SERVICES RESTORATION

ISSUE F9: RESTORATION OF CHILD CARE AND THE EDUCATIONAL SYSTEM is critical to recovery in the community. It allows employees to return to work and provides stability as well as a return to normalcy for dependents.

Strategy F9.1: Prioritize and facilitate the restoration of dependent care facilities/programs including child care and after school programs.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F9.1.1: Maintain an inventory and vulnerability assessment of child care and after school programs.	Pre-Disaster (ongoing)	HHSCC Early Learning Coalition	<ul style="list-style-type: none"> • Pinellas Emergency Management • School District • DOH 	<ul style="list-style-type: none"> • GIS • TBRPC
Action F9.1.2: Child Care providers implement the DRLN Communications Plan immediately following a disaster to report operational/facility status.	Response/ Short Term Recovery	HHSCC Early Learning Coalition	<ul style="list-style-type: none"> • Pinellas Emergency Management • School District • DOH • 2-1-1 	<ul style="list-style-type: none"> • GIS • Staff Support • Client Management System
Action F9.1.3: Licensed Child care providers will receive priority with insurance adjusters.	Short Term Recovery	HHSCC Early Learning Coalition	<ul style="list-style-type: none"> • Pinellas Emergency Management • School District • DOH 	<ul style="list-style-type: none"> • Insurance Agencies • State and Federal Partners •
Action F9.1.4: Residential Child Care providers should receive priority in emergency repair programs if these repairs will allow them to reopen their facilities.	Short Term Recovery	HHSCC Early Learning Coalition	<ul style="list-style-type: none"> • Pinellas Emergency Management • School District • DOH • Disaster Housing Task Force 	<ul style="list-style-type: none"> • GIS • Staff Resources • State and Federal Partners

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Strategy F9.2: Provide support to the School District and post-secondary educational facilities to reopen schools and resume classes.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
<p>Action F9.2.1: Maintain an inventory and vulnerability assessment of public and private schools, early learning centers and higher education facilities.</p>	<p>Pre-Disaster</p>	<ul style="list-style-type: none"> • PC Emergency Management 	<ul style="list-style-type: none"> • TBRPC • Early Learning Coalition • Pinellas School Board • Secondary Colleges and Universities • Private Schools 	<ul style="list-style-type: none"> • GIS Support • Staff Resources • TBRPC
<p>Action F9.2.2: Educational facilities should coordinate with the County EOC following a disaster to report operational/facility status and request assistance if required.</p>	<p>Post-Disaster Short Term Recovery</p>	<ul style="list-style-type: none"> • PC Emergency Management 	<ul style="list-style-type: none"> • Early Learning Coalition • Pinellas School Board • Secondary Colleges and Universities • Private Schools 	<ul style="list-style-type: none"> • Staff Resources
<p>Action F9.2.3: The School District should evaluate vulnerable school locations in long-range plans to be implemented in the post disaster environment.</p>	<p>Post-Disaster Short and Long-Term recovery</p>	<ul style="list-style-type: none"> • Early Learning Coalition • Pinellas School Board • Secondary Colleges and Universities • Private Schools 	<ul style="list-style-type: none"> • PC Emergency Management • Jurisdictions 	<ul style="list-style-type: none"> • Staff Resources • State and Federal Partners
<p>Action F9.2.4: The School District should evaluate new school locations, design and construction to maximize survivability in a disaster. These plans should be incorporated in long-range plans to be implemented in the post disaster environment.</p>	<p>Post-Disaster Short and Long-Term recovery</p>	<ul style="list-style-type: none"> • Early Learning Coalition • Pinellas School Board • Secondary Colleges and Universities • Private Schools 	<ul style="list-style-type: none"> • PC Emergency Management • Jurisdictions 	<ul style="list-style-type: none"> • Staff Resources • State and Federal Partners

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

HEALTH AND HUMAN SERVICES RESTORATION

ISSUE F10: RESTORATION OF LICENSING, INFORMATION AND REFERRAL SERVICES, COMMUNICATIONS AND CLIENT MANAGEMENT SERVICES is essential in order to maintain the continuity of services within the region as well as manage the increased demand for services in short- and long-term recovery.

Strategy F10.1: Prioritize and facilitate the restoration of providing organizational services including licensing, information and referral and client management services.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F10.1.1: Maintain a vulnerability analysis of all licensing, information and referral agency facilities.	Pre-Disaster	TBRPC / Providers	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC • Providers 	<ul style="list-style-type: none"> • GIS Support • Staff Resources
Action F10.1.2: All agencies will participate in the DRLN Communications Plan. As many of these agencies provide a key role in the Plan, restoration of their facilities should receive priority.	Short Term Recovery	Recovery Management Center	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC • Providers • DOH • DBPR 	<ul style="list-style-type: none"> • Staff Resources

Strategy F10.2: Insure the ability to check licensing of providers, including volunteers (as required) and expand services as needed

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F10.2.1: Coordinate with Volunteers and Donations through ESF 8 in the EOC to ensure the ability to check licensing of volunteers and deployed (self-deployed) personnel.	Short Term Recovery	Recovery Management Center	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC • Providers • Referral Agencies • Volunteers and Donations 	<ul style="list-style-type: none"> • State and Federal Partners
Action F10.2.2: Coordinate through the LTRO/ PROUD and county departments to ensure appropriate licensing of service providers.	Long Term Recovery	PROUD DCF	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC/ Providers/Referral Agencies • Volunteers and Donations 	<ul style="list-style-type: none"> • State and Federal Partners

APPENDIX 10-A: HEALTH AND HUMAN SERVICES RESTORATION

Strategy F10.3: Insure the ability to re-establish/ maintain information and referral services to the public following a disaster.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F10.3.1: Maintain vulnerability assessment of referral services (facilities and communications) as well as COOP Plans / Alternate Facilities and backup power and communications	Pre-disaster	2-1-1	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC/ Providers/Referral Agencies • Volunteers and Donations 	<ul style="list-style-type: none"> • State and Federal Partners
Action F10.4: Ensure providers implement the communication plan and provide 211 the information necessary to determine the status and needs of providers within 24 hours of the emergency event.	Pre-disaster	2-1-1	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC/ Providers/Referral Agencies • Volunteers and Donations • PHP COAD 	<ul style="list-style-type: none"> • State and Federal Partners

Strategy F10.5: Ensure the ability to coordinate and communicate client needs and assistance in the post-disaster environment protecting privacy while addressing/coordinating unmet needs.

Action	Timeframe	Responsible Agency	Required Collaboration	Resources Needed
Action F10.5.1: Acquire the necessary client management system(s) that will facilitate an efficient tracking of client needs and assistance.	Pre-Disaster 2012-2013	HHSCC	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC/ Providers/Referral Agencies • PROUD/ PHP COAD • 	<ul style="list-style-type: none"> • Funding for license, development and operations • Training on system •
Action F10.5.2: Provide training as part of the annual exercise on the Client Management System.	Pre-Disaster 2012-2013	HHSCC	<ul style="list-style-type: none"> • Pinellas Emergency Management • HHSCC/ Providers/Referral Agencies • PROUD/ PHP COAD 	<ul style="list-style-type: none"> • Funding for license, development and operations • Training on system

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