



A Tradition of Stewardship
A Commitment to Service

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**HHSA EMERGENCY OPERATIONS
PLAN (EOP) – APPENDIX 9**

LOCAL ASSISTANCE CENTER PLAN

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY (HHSA)

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1. INTRODUCTION

The Napa County Local Assistance Center (LAC) is established by the County to provide a “one-stop shop” for information and resources to assist disaster victims. The mission of the LAC is to assist communities by providing a centralized location for an array of services, access to potential service providers, and resource referrals in the affected area. The LAC also serves to continue regular government services when normal systems have been disrupted.

Napa County HHSA is responsible for assessing the need for and establishing the LAC in coordination with County Office of Emergency Services (OES) and State OES. The County is also responsible for coordinating the participation of local government, community-based organizations (CBOs) and private, non-profit organizations. Although vendors and contractors are useful to a community’s recovery, vendor participation is conducted outside the LAC. The purpose of this plan is to provide guidelines to activate an LAC.

State OES is responsible for coordinating the participation of state and federal agencies in a LAC. State OES also ensures that an appropriate number and location of LACs are established based on disaster specific criteria. State OES may provide financial support for eligible costs associated with LAC operations through the California Disaster Assistance Act (CDAA). In order to implement CDAA, the Governor must have proclaimed a state of emergency that includes Napa County.

Service providers at the LAC may include:

- American Red Cross (shelter, food assistance, cleaning supplies)
- Salvation Army (food, clothing, transportation, and shelter assistance)
- Catholic Charities (shelter, food assistance, replacement of some household items)
- Napa County Health and Human Services Agency
- Napa County Conservation, Development and Planning Department (building permits and information)

- Napa County Environmental Management Department (water, food and other safety issues and hazardous materials)
- Federal Emergency Management Agency or FEMA (financial assistance and referral to other government programs)
- Small Business Administration or SBA (business and home owner financial assistance)
- California Employment Development Department (disaster unemployment & referral)
- Napa County Housing Resources Agencies
- City of Napa Community Services
- Long Term Care Ombudsman
- Volunteer Center of Napa County
- Community Based Organizations

2. LAC ACTIVATION PROCEDURE

The Napa County LAC is activated as a field activity of the Napa Health and Human Services Agency Department Operations Center (HHSA DOC), Operations Section / Recovery Branch.

Activation is coordinated with the Napa County Operations Area Emergency Operations Center Operations (Op Area EOC) Care and Shelter Branch and the Logistics Section. The HHSA DOC Director and the Recovery Branch Director (at the HHSA DOC) determine when to activate the LAC. This determination is made in coordination with the Op Area EOC Operations Section Chief and HHSA DOC Care and Shelter Branch Director.

The LAC is a recovery phase activity, however, needs must be assessed during the response phase so that the LAC may open as soon as possible. The American Red Cross, Salvation Army, Catholic Charities, and other local community based-organizations (CBOs) are usually mobilized to aid the recovery effort within a few days, or sometimes within hours of the disaster. FEMA and the Small Business Administration cannot be

involved until after a federal disaster declaration, which may take from 5 to 30 days. State OES may not get involved until after the federal declaration.

Therefore, the County must be prepared to activate and open the LAC so that local CBOs, agencies and departments can provide services before state and federal recovery programs are activated.

The doors to the LAC are opened to the public when:

- Initial participating agencies, departments and CBOs' work areas are set up.
- The initial Morning Meeting/Daily Briefing has been conducted to explain LAC operations to participating agencies, departments and CBOs and to distribute necessary forms and logs.
- County staff is on site to oversee LAC operations.
- Telephones, internet access, copy machines, fax machines are operational.
- LAC hours of operation, location, and parking instructions have been established and broadcast to the public.
- The County disaster website has been activated and includes information on the LAC.
- Adequate provisions have been made to maintain a safe working environment including, heating/cooling, water, lighting, security, food for workers, bathrooms and sanitary supplies.
- All agency, department and CBO representatives have been briefed on LAC operations and the LAC ground rules have been explained.

3. LOCATION OF THE LAC

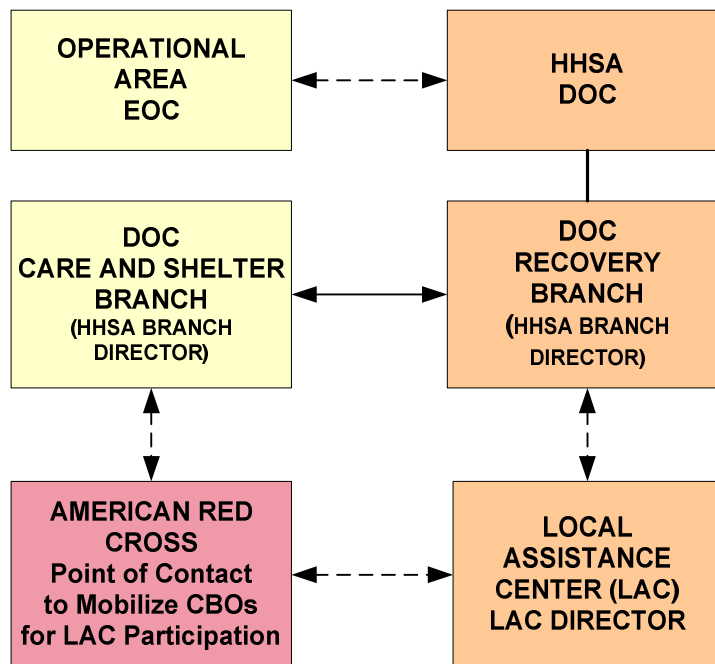
A single LAC is set up on the HHSA Campus, 2261 Elm Street in Napa. If this site is not usable or, if it is necessary to set up additional LACs in the county, the Recovery Branch Director will identify appropriate sites.

4. LAC COORDINATION

The LAC is activated and managed by the Recovery Branch of the HHSA DOC. LAC activities are coordinated among:

- HHSA DOC Recovery Branch
- Op Area EOC Care and Shelter Branch (staffed by HHSA)
- American Red Cross, which acts as the single point of contact to activate and mobilize CBO participation.

Napa County Local Assistance Center (LAC) Coordination



5. LAC ACTIVATION

To activate the LAC, the Recovery Branch Manager is responsible for the follow actions:

1. Contact the County EOC Plans Section, Resources Unit for updated status information on population displacements, impacted areas, damage assessments, etc.
2. Convene a meeting of the HHSA DOC Director, the County OES Operations Section Chief and/or Care and Shelter Branch Director to assess determine:
 - a. When to activate the LAC.
 - b. Which initial services and assistance will be provide at the LAC, based on the incident needs.
3. Appoint an LAC Manager for the HHSA Campus Site.
4. Appoint additional LAC Managers if it is necessary to open more LACs (at sites to be determined by the Recovery Branch Director).
5. Assign Recovery Branch staff to contact city and county agencies and departments to provide representation at the LAC for those services identified for the initial LAC participation.
6. Contact the American Red Cross to initiate notifications and activation of participating CBOs.
7. Notify HHSA and other county/city personnel to assist at the LAC and prepare staffing rosters for LAC support positions.
8. Order equipment, supplies, and telecommunications for the LAC. Obtain additional supplies through the HHSA DOC Logistics Section, if needed.
9. Assign HHSA staff to set up the LAC site. Obtain additional assistance for LAC set up through the HHSA DOC Resources Unit (or Logistics Section).

10. Coordinate with the HHSA/County Public Information Officer to announce LAC opening, hours, parking instructions, etc.
11. Conduct the initial LAC Morning Meeting/Daily Briefing and subsequent daily briefings with agencies, departments and CBO participants.
12. Reassess LAC services and referrals and mobilize additional types of service and assistance from other agencies, departments, and CBOs, if needed.
13. Prepare to incorporate state and federal program representatives (OES, CA EDD, FEMA, SBA) when possible.
14. With LAC participants, assess services and referrals and determine when participants can demobilize LAC participation.
15. With the HHSA Incident Commander, determine when to close the LAC. Coordinate with the HHSA/County PIO to announce the closure of the LAC and provide information to obtain further assistance.
16. Document LAC activities in order to provide a clear record of services provided and resources used.

6. NOTIFICATION OF LAC PARTICIPANTS

COUNTY AND CITY AGENCIES AND DEPARTMENTS:

The HHSA DOC Resources Branch Director identifies and contacts city and county agencies and departments to provide services and assistance at the LAC. The first tier agencies and departments called include:

- County HHSA (LAC Manager and support staff)
- County OES
- County Public Health Nurse
- County Mental Health
- County Community Services
- County Environmental Health
- County Assessor
- Napa County Conservation, Development and Planning Department (Building Permits)
- City representatives

Additional agencies and departments may be mobilized depending on assessment of unmet needs of disaster victims.

Procedures to activate and manage risk communication and materials used in risk communication are described in the Napa County HHSA/Public Health Division Crisis Emergency Risk Communication Plan (CERC).

COMMUNITY-BASED ORGANIZATIONS AND NON-PROFIT ORGANIZATIONS

The American Red Cross Silverado Chapter serves as the single point of contact for the activation of CBOs for LAC participation.

The HHSA DOC Resources Branch Director contacts the American Red Cross Silverado Chapter with a request to mobilize CBO and non-profit agencies to participate at the LAC. The American Red Cross Silverado Chapter point of contact will always activate the following “first tier” CBOs for initial participation at the LAC:

- American Red Cross
- Salvation Army (Napa Corps/Del Oro Division)
- Volunteer Center of Napa Valley
- Puertas Abiertas (Hispanic Advocacy and Translation Services)

When the Recovery Branch Director and LAC Manager assess additional services needed at the LAC, the American Red Cross point of contact initiates calls to additional CBOs and non-profit organizations to participate in the LAC.

STATE AND FEDERAL AGENCIES AND DEPARTMENTS

Following a federal disaster declaration, state and federal agencies and departments may send representatives to the LAC. Participation is coordinated by the HHSA DOC Recovery Branch and the County EOC, Care and Shelter Branch Director or Operations Section Chief.

- State OES
- State Insurance
- State Social Services
- State Franchise Tax Board
- State Economic Development Division
- State Contractors License Board
- National Flood Insurance Program
- Small Business Administration
- FEMA
- IRS

7. LAC NAPA COUNTY STAFF

The following positions are staffed by Napa County HHSA:

- LAC Manager
- LAC Assistant Manager
- Clerical support for Manager (as needed)
- Greeters (2)
- County or HHSA Public Information Officer (present for the first few days of LAC operation and/or on-call)

Position Duties:

LAC MANAGER

- Oversee all LAC Operations
- Develop Staffing Plan
- Order and coordinate LAC equipment and supplies
- Provide assistance to LAC agencies and personnel
- Conduct the Morning Meeting/Daily Briefing each day the LAC is operational

LAC ASSISTANT MANAGER

- Act on behalf of the Manager, if the Manager is unavailable
- Provide general and clerical support staff to Manager
- Run errands
- Attend LAC briefings

GREETER

- Handle telephone calls
- Log in LAC clients
- Provide the LAC routing form and route clients to needed services. The Greeter places a checkmark next to each service provider the client will visit.
- Answer general questions
- Establish method for controlling flow of those seeking assistance
- With the Security personnel, prevent an excess number of people from entering building
- Manage the “take-a-number” system, if one is used.
- Attend the Morning Meeting/LAC briefings
- Keep current on all flyer information
 - Disaster specific information
 - Small Business Information
 - Telephone and cell phone information
 - Health services information
 - Medical-health related information
 - FEMA Information
 - Up-to-date Press Releases
 - Supply Purchase Information
 - OES Information

8. LAC FLOOR LAYOUT

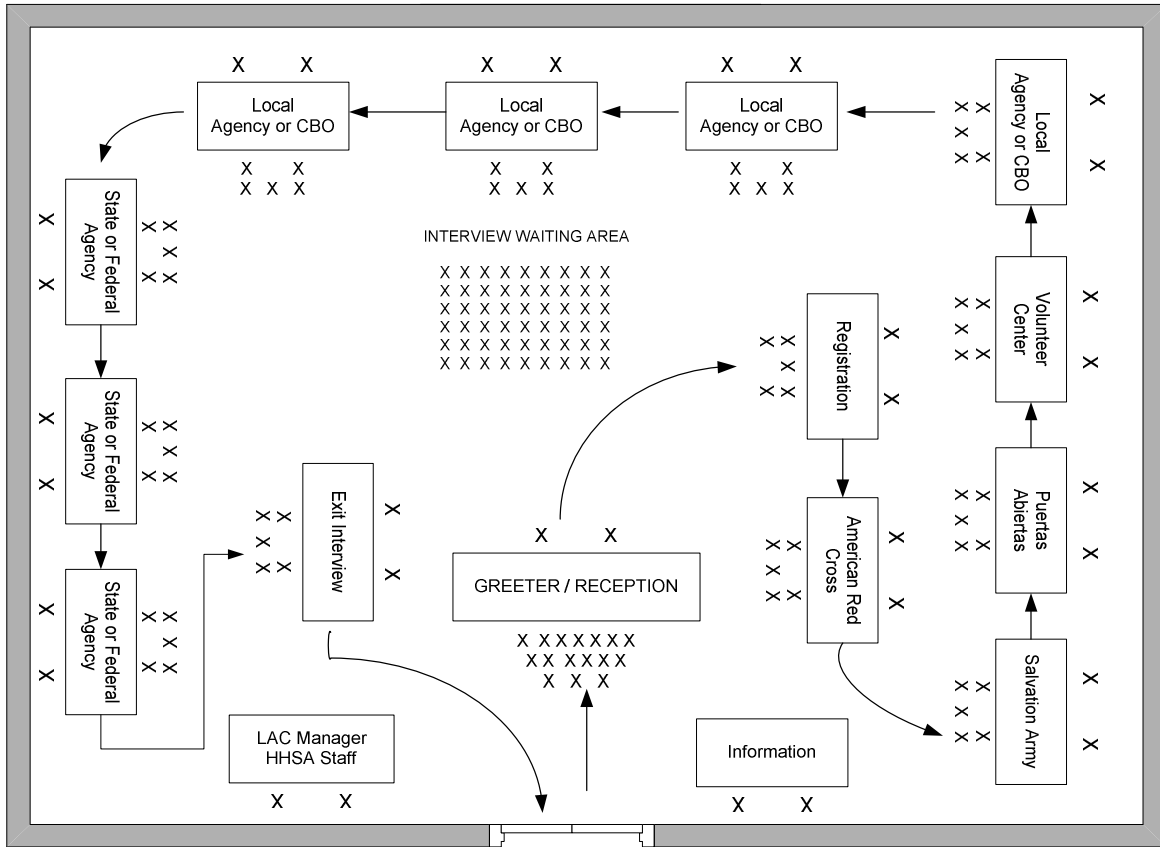
LAC sites should provide 150 sq. ft. for each participant agency/organization plus 50 sq. ft. for each client that could be in the LAC at one time. If space allows, areas for private consultation may be provided for:

- American Red Cross

- Mental Health/Crisis Counseling
- FEMA/OES/SBA loan application area

The facility should be large enough to separate the reception area from the main part of the LAC. Waiting areas should be set up in the main LAC floor area. If possible, a staffed child care area should be provided.

Client/traffic flow through the facility should be set up so that clients can move from table to table easily. There must be access for wheelchairs and both clients and staff should be able to enter and exit easily.



FORMULA FOR ESTIMATING LAC SQUARE FOOTAGE:

150 sq ft for each LAC agency/participant PLUS 50 sq ft for each client that could be in the LAC at a given time.

Example: An LAC to accommodate 10 LAC agencies and 30 clients at any given time would require a minimum of 3,000 sq ft. (150 sq ft x 10 LAC agencies) + (50 sq ft x 30 clients).

NOTE: LACs may require more or less square footage based on the size and impact of the event. Partitions may be necessary for privacy if one table is used to interview more than one client at a time.

9. SECURITY

The LAC Manager and the DOC Recovery Branch Director determine security requirements at the LAC. Security personnel may be obtained through contracts and/or through the Operational Area EOC Law Enforcement Branch/local law enforcement.

The LAC Manager and Recovery Branch Director reassess security requirements daily and make adjustments in security services, as needed.

10. JANITORIAL SERVICES

The LAC is an extremely busy environment. It is also subject to becoming cluttered and soiled in which it operates. To maintain a professional, clean and safe environment for the public and LAC workers, daily, if not more frequent, thorough janitorial service is required. A final cleaning of the building is necessary before turning the building (or space) back over to the landlord.

The LAC Manager and Recovery Branch Director determine janitorial requirements and contract for this service, as required.

11. ATTACHMENT 1: LAC SET UP MATERIALS

THIS ATTACHMENT CONTAINS:

- ✓ *SET UP/ ACTIVATION CHECKLISTS*
- ✓ *OPEN / CLOSE CHECKLISTS*
- ✓ *LAC FURNITURE LIST*
- ✓ *LAC EQUIPMENT LIST*
- ✓ *LAC SUPPLY LIST*
- ✓ *LAC SIGNAGE LIST* and signage location plan

LAC INITIAL SET-UP CHECKLIST

- Conduct initial planning meeting; review logistics requirements and make assignments
- Identify potential agency participants
- Survey site and prepare site map:
 - Utilities access: electrical, gas, telephone, internet, wireless
 - Capacity
 - ADA
 - Restrooms
 - Furniture
 - Private meeting areas for counseling/private conversations
 - Quiet tele-registration area
 - Road access
 - Parking
 - Security
- Develop LAC floor plan and identify agency locations
- Order electric and gas utilities
- Order Phones and Internet
- Order Computers/printers; extra internet ports; wireless connectivity as needed
- Order copier
- Order furniture
- Assign agency locations
- Develop and/or update phone roster by agency and key contacts
- Print signs – agency names, exit, LAC, etc.
- Print forms – “IN-OUT / Time Sheets”
- Obtain keys to facility.
- Organize supporting items (Damage assessment maps, flood maps, photos, etc)
- Food for working LAC staff
- Telephone Phone Bank (or cell phone service) for front of building, if needed

- Talk to neighbors in area about parking impact of the LAC
- Conduct the first Morning Meeting/Daily Briefing on the day the LAC opens and on each day the LAC is operational.

**NAPA COUNTY LOCAL ASSISTANCE CENTER
AGENCY ASSIGNMENTS**

TABLE NUMBER	AGENCY/ORGANIZATION	PHONE NUMBER AT TABLE
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		

LAC OPEN / CLOSE CHECKLIST

OPEN

- Turn on lights, heat, air conditioning as needed
- Notify landlord /building owner
- Ensure that required security systems (and staff as needed) are in place
- Sign in on Daily Staff Log
- Ensure all LAC workers sign in on Daily Staff Log
- Inventory all support equipment (fax machine, copier, telephones, radios, etc)
- Prepare all support equipment for users
- Verify telephone lines are operational
- Check supply room inventory
- Unlock doors to equipment/storage areas
- Unlock doors to restrooms

CLOSE

- Turn off lights, heat, air conditioning as needed
- Turn off all equipment
- Secure all equipment
- Secure all sensitive items (food stamps, confidential documents, official records, etc)
- Sign out on Daily Staff Log
- Ensure all LAC workers sign out on Daily Staff Log
- Notify security of time of departure
- Lock all storage and restroom areas

LAC FURNITURE LIST

The following is suggested for a medium-size LAC (200 clients per/day). The quantity should be adjusted depending on the expected use of the LAC for the specific event.

LOCAL ASSISTANCE CENTER FURNITURE LIST	QUANTITY
Tables (24"x61")	30
Chairs	100
Telephones	15
Computers	15
Computer Printers	5
Fax Machines	2
Copy Machines	2
Trash Cans (Large)	5
Waste Bins	10
Flip Chart and Supplies	2
Dry Erase Boards/Markers	2

LAC EQUIPMENT LIST

LOCAL ASSISTANCE CENTER EQUIPMENT LIST

Trash dumpsters outside with regular trash pick-up service.

Brooms, mop, sponge (for mishaps between janitorial service)

Cleaning – Basic Supplies (for incidental staff use)

- Paper Towels, Windex
- Anti-bacterial wipes
- Personnel toiletries

Recycle receptacles or set-up to encourage recycling of plastic, bottles, cardboard, paper, etc.

Fire extinguishers (check on number in building and if recently tested)

LAC SUPPLIES

LOCAL ASSISTANCE CENTER SUPPLY LIST

- FIRST AID KIT
- Pens and pencils (2 doz)
- Writing pads (1 doz)
- Copier paper (10 reams)
- Color paper (2 reams)
- Envelopes (100# Letter Size)
- Staplers/staple removers (1/2 dozen)
- Large staple gun w/ staples
- Scotch Tape and Dispensers
- Duct tape
- Masking Tape
- Paper Clips
- Rulers
- Scissors
- Marking Pens
- Name Tags
- Post-its
- File folders
- Poster Board (for signs)
- Calendar
- Drinking water and cups

LAC SIGNS

Every sign will significantly reduce the number of questions being asked at the LAC. Outdoor signs should be in large, very visible print and protected from moisture. One good method is use of vinyl quick-print banners available from most sign and copier stores. Consider language issues. Recommended signs:

- Local Assistance Center (LAC) (3)
- Reception Area
- ENTRY
- EXIT
- Restrooms – Men
- Restrooms – Women
- LAC Open: _____ LAC Closed: _____
- LAC will close on: _____
- Fill Out Forms Here
- Public Information Hotline
- List of all agencies for posting outside the door and at entrance of the Receptionist area
- Individual Agency (for tables)
- Numbers (for tables)

12. ATTACHMENT 2: LAC DAILY FORMS

THIS ATTACHMENT CONTAINS:

- ✓ *LAC MORNING MEETING/DAILY BRIEFING FORMAT*
- ✓ *LAC ROUTING FORM*
- ✓ *LAC CLIENT SIGN IN SHEET*
- ✓ *LAC CLIENT COUNT SUMMARY*
- ✓ *LAC STATION TALLY*
- ✓ *LAC OPERATIONAL LOG*
- ✓ *WAITING LIST FOR ADDITIONAL ASSISTANCE*
- ✓ *LAC WORKER LOG-IN SHEET*
- ✓ *LAC LOG-IN SHEET FOR OUTREACH WORKERS*
- ✓ *CLIENT EXIT SURVEY – SHORT FORM*
- ✓ *CLIENT EXIT SURVEY – LONG FORM WITH DEMOGRAPHICS*

MORNING MEETING/DAILY BRIEFING FORMAT

The Morning Meeting/Daily Briefing is conducted by LAC Manager before the doors to the LAC are opened to the public.

This format may be used to conduct a Morning Meeting/Daily Briefing **each day the LAC is operational** with the addition of Item 19 on the list below:

1. Welcome
2. LAC mission
3. Introductions
 - Name
 - Agency
 - Services Offered
4. Introduce the LAC Routing Form
5. Staff Orientation – reporting structure
 - LAC Director
 - Assistant LAC Director
 - Greeter
 - Agency reps
6. Workspace Orientation
 - Physical layout
 - Work areas
 - Traffic flow
 - Heating
 - Lighting
 - Restrooms
 - Phones
 - Computers
 - Printers
 - Fax
 - Signs
 - Supplies
 - Cleaning
 - Food/drink
7. LAC Ground Rules
 - Speaking to the media
 - Respecting privacy
 - Protecting documents/records
 - No private contractors allowed
 - No referrals to private contractors
 - Requirement to attend Morning Meeting/Daily Briefing
8. Environment (noise, etc)
9. Media

10. Hours of operation
11. Refreshments (if applicable)
12. Breaks/lunches
13. Parking
14. Language translation services
15. ADA issues (access, etc)
16. Security
17. Safety
 - o Physical hazards (trip, electrical, etc)
 - o Mental Health
18. Expectations of staff
 - o Sign in and out
 - o Attendance
 - o Know other players/services
 - o Keep focus on larger picture
19. ADD THE FOLLOWING INFORMATION FOR EACH MORNING MEETING/DAILY BRIEFING

EVERY DAY THE LAC IS OPERATIONAL:
 - o Information – Announcements
 - o Update on disaster recovery – local, state, and federal actions
 - o Agency/Department/CBO Status Report – Daily Tally – Operational Log
 - o Agency/Department/CBO information and announcements
 - o Problems
 - o Solutions

NAPA COUNTY LOCAL ASSISTANCE CENTER ROUTING FORM¹			
Registration Number:		Date / Time	
Name:	Damaged Residence Address:	Phone: Alternate Phone:	
Currently living: <input type="checkbox"/> Damaged residence <input type="checkbox"/> Shelter <input type="checkbox"/> Family/Friends <input type="checkbox"/> Other			
Family Members and Ages:			
APPLICANT SIGNED DECLARATION AND RELEASE <input type="checkbox"/> YES <input type="checkbox"/> NO			
<input checked="" type="checkbox"/> LAC REFERRAL AND ROUTING	COMMUNITY BASED ORGANIZATION NON-PROFIT ORGANIZATION	SERVICES AND PROGRAMS OFFERED (Brief description of the service and requirements, qualifications, criteria).	TELEPHONE / ADDRESS CONTACT INFORMATION For Providers not present at LAC
EMERGENCY NEEDS			
	American Red Cross	Food, clothing, shelter, medications, cleaning supplies, personal hygiene items, counseling	
	Salvation Army	Food, clothing	
	Napa Co. Human Services	Food Stamps, Temporary Assistance to Needy Families	
	CANV Food Bank	Food	
	Local donations center	Clothing, household goods	
	Other		
COUNSELING			
	Aldea		
	Family Service of Napa Valley		
	Hospice of Napa Valley	Terminally ill & family members	
	Volunteer Center of Napa Valley (Senior Services)		
	Napa County Mental Health		
	Progress Foundation		
	Napa Interfaith Council		

¹ THE LAC ROUTING FORM IS CURRENTLY UNDER REVIEW AND PENDING APPROVAL.

ANIMAL / PET CARE			
	Napa Humane Society	Pet Care	
		Pet Care	
PROPERTY CLEANUP/DEBRIS REMOVAL/REPAIRS			
	Mennonites	For those physically unable to do clean-up themselves	
	Volunteer Center of Napa Valley		
	Solano Napa Habitat for Humanity		
LEGAL ASSISTANCE			
	Legal Aid of Napa Valley	Legal assistance	
SENIOR SERVICES			
	Volunteer Center of Napa Valley		
	Area Agency on Aging		
SPECIAL NEEDS			
	Community Resources for Independence		
	Puertas Abiertas	Translation	
CHILD CARE			
	Child Start Inc.		
	Community Resources for Children		
	CANV-Los Ninos		
HOUSING ASSISTANCE			
	Calistoga Affordable Housing		
	Fair Housing Napa Valley		
	New Life Outreach		
	Napa Community Housing		
	Catholic Charities		

GOVERNMENT AGENCIES			
	Tax Assessor	Property tax refund	
	Building Department	Permits for rebuilding	
	Office of Emergency Services	Housing, repairs	
	Small Business Administration	Home repair loans, business recovery loans	
	Federal Emergency Management Agency	Housing, repairs, household goods, transportation, medical, dental, funeral	
	Internal Revenue Service	Tax refunds	
	Insurance Board	Assistance with insurance issues	
	Contractor Licensing Board		
	Environmental Health	Waste water inspections, information	
	Department of Labor	Disaster Unemployment Assistance	

**NAPA COUNTY LOCAL ASSISTANCE CENTER
DECLARATION AND RELEASE**

In order for us to be able to share information with agencies providing emergency assistance we need your permission to do so. Agreeing to allow the sharing of information allows all providers to make referrals to other providers on your behalf.

- All information I have provided to the Local Assistance Center (LAC) representatives is true and correct to the best of my knowledge.
- I understand that providing false information is a violation of State law.
- I authorize the LAC or its representatives to verify all information given by me about my property/place of residence, income, employment, and dependents in order to determine my eligibility for assistance.
- I authorize all custodians of records of my insurance, employer, any public or private agency, bank financial or credit data service to release information to the LAC or its representatives.
- I hereby allow for the sharing of information between representatives of the LAC for the purposes of provision of disaster or social assistance.

Representatives of the LAC are:

Aldea	Fair Housing Napa Valley	New Life Outreach
American Red Cross	Family Service of Napa Valley	Puertas Abiertas
Area Agency on Aging	Hospice of Napa Valley	Progress Foundation
Calistoga Affordable Housing	Legal Aid of Napa Valley	Salvation Army
CANV	Mennonites	Solano Napa Habitat for Humanity
Catholic Charities	Napa Community Housing	Spirit of Unity in Napa (SUN, Inc.)
Child Start Inc.	Napa Co. Human Services	Volunteer Center of Napa Valley
Community Resources for Children	Napa Humane Society	
Community Resources for Independence	Napa Interfaith Council	

Circle and initial organizations you **DO NOT WISH** to share information with.

Print Name	Signature	Date

Copies of this form will be provided to the LAC representatives.

**NAPA COUNTY LOCAL ASSISTANCE CENTER
CLIENT SIGN-IN SHEET**

_____ Local Assistance Center Client Sign-In (Please Print)		Date: _____
		Page ____ of _____
	NAME	TIME
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		

Local Flood Assistance Center Operational Log

Date/Shift: _____

Name: _____

of people seen _____ of which _____ households were seen by the
[Agency, CBO Name]

Major Tasks/Issues:

Staffing Needs:

Supply Needs:

Other:

Napa County Local Assistance Center Waiting List for Additional Assistance

(Please Note: Signing up on this list does not guarantee that you will receive additional assistance)

Name _____ Number _____

Address _____

Home Phone _____ Cell _____

Additional Needs: _____

Name _____ Number _____

Address _____

Home Phone _____ Cell _____

Additional Needs: _____

Name _____ **Number** _____

Address _____

Home Phone _____ **Cell** _____

Additional Needs: _____

Name _____ **Number** _____

Address _____

Home Phone _____ **Cell** _____

Additional Needs: _____

LOCAL ASSISTANCE CENTER WORKER LOG-IN SHEET

Shift (Date and Time) _____

	Print First and Last Name	Signature	Agency	Phone Number
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____
5.	_____	_____	_____	_____
6.	_____	_____	_____	_____
7.	_____	_____	_____	_____
8.	_____	_____	_____	_____
9.	_____	_____	_____	_____
10.	_____	_____	_____	_____
11.	_____	_____	_____	_____
12.	_____	_____	_____	_____
13.	_____	_____	_____	_____
14.	_____	_____	_____	_____
15.	_____	_____	_____	_____
16.	_____	_____	_____	_____
17.	_____	_____	_____	_____
18.	_____	_____	_____	_____
19.	_____	_____	_____	_____
20.	_____	_____	_____	_____
21.	_____	_____	_____	_____
22.	_____	_____	_____	_____
23.	_____	_____	_____	_____
24.	_____	_____	_____	_____
25.	_____	_____	_____	_____

OUTREACH WORKERS FOR LOCAL ASSISTANCE CENTER

(A separate form is filled in for each organization sending outreach workers)

Organization _____ **Date** _____

Organization Contact Phone _____

Contact Address _____

	Print First and Last Name	Signature	Phone Number
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____
11.	_____	_____	_____
12.	_____	_____	_____
13.	_____	_____	_____
14.	_____	_____	_____
15.	_____	_____	_____
16.	_____	_____	_____
17.	_____	_____	_____
18.	_____	_____	_____
19.	_____	_____	_____
20.	_____	_____	_____
21.	_____	_____	_____
22.	_____	_____	_____
23.	_____	_____	_____
24.	_____	_____	_____
25.	_____	_____	_____

**Napa County Local Assistance Center
Client Exit Survey
(Short Version)**

1. How do you rate the service you received today? (Circle or check one)

1=poor

2=satisfactory

3=good

4=very good

5=excellent

**2. Were you able to get info or assistance that will help you solve your problem?
(Circle or check one)**

1=Not at all

2=Somewhat

3=Definitely

3. What type of problem did you need help with? (Check all that apply)

Housing/Rental Assistance

Food Assistance

Household Goods

Vehicle problems

Repair/appliance replacement

Clothing and household goods

4. Which organizations or departments did you visit today? (Check all that apply)

American Red Cross

Volunteer Center of Napa Valley

Fair Housing Coalition

California OES

___ Catholic Charities

_____ SBA

___ Tax Assessor

_____ FEMA

_ Napa County Conservation

___ Napa County Development and Planning Department

___ City of Napa Community Development Department

___ Other

5. What could the LAC staff do to be more helpful? Was there something you needed that wasn't taken care of? (Use space below for answer.)

Napa County Local Assistance Center
DRAFT
Client Exit Survey
(Long Version – Demographics and Satisfaction Survey)

Demographic or Background Questions

1. What is your ethnic or cultural background?

- European Latino/Hispanic African-American Filipino
 Native American Asian Other _____ I'd rather not say

2. What language do you most often speak at home?

- English Spanish Tagalog Mandarin Cantonese
 Other _____

3. What is the highest grade you completed in school?

- 0 – 5 6 – 8 9 – 11 High School Graduate/GED
 Some College College Graduate Post Graduate Study

4. How old are you? _____

5. How did you hear about the Local Assistance Center?

- Radio Newspaper Television Flyer
 Friend or Relative Used Center Before Saw a Sign
 Another Government or Social Service Agency
 A Church or Private Assistance Organization Other _____

6. Was the Center easy to find or difficult?

- Very Difficult Difficult Not Difficult Easy Very Easy

General Satisfaction Questions

1. Overall, did you find the Local Assistance Center helpful?

Definitely Somewhat Not Sure Not really Not at all

2. Overall, did the staff seem to know what they were doing?

Definitely Somewhat Not Sure Not really Not at all

3. Did you feel that you were treated with courtesy and respect?

Definitely Somewhat Not Sure Not really Not at all

4. How long did you have to wait for service?

Less than 5 minutes 5 to 10 minutes 10 to 20 minutes

20 to 30 minutes more than 30 minutes

5. How did you feel about how long you had to wait?

Very good Okay Not sure Unhappy Angry

6. In your opinion, were you able to explain your situation and needs completely to a person you felt was listening to you?

Definitely Somewhat Not Sure Not really Not at all

7. After explaining your situation, were you given enough resources to help you with your situation and to resolve your immediate needs?

Definitely Somewhat Not Sure Not really Not at all

8. If you didn't receive all the assistance you needed, were you given referrals to other agencies or resources?

Yes No

9. What type of problem did you need help with? (Check all that apply)

Housing/Rental Assistance Food Assistance

Household Goods Vehicle problems

Repair/appliance replacement Clothing and household goods

Other _____

10. Which organizations or departments did you visit today? (Check all that apply)

American Red Cross Volunteer Center of Napa Valley

Fair Housing Coalition California OES

Catholic Charities SBA

Tax Assessor FEMA

Building Department County of Napa

9. Do you have a clear idea about what to do next to resolve your situation?

Definitely Somewhat Not Sure Not really Not at all

10. Do you feel you will be able to take the next steps needed to get yourself and your family back to a normal living situation soon?

Definitely Somewhat Not Sure Not really Not at all

11. If not, what would you need to get your living situation back to normal? **(Use space below for answer.)**

12. Do you have any suggestions for improving the services at the Local Assistance Center? **(Use space below for answer.)**

13. ATTACHMENT 3: LAC AGENCY, DEPARTMENT, COMMUNITY BASED ORGANIZATIONS

THIS ATTACHMENT CONTAINS:

- ✓ *CHECKLIST - NAPA COMMUNITY BASED ORGANIZATIONS*
- ✓ *OUTREACH TO SERVICE CLUBS AND ASSOCIATIONS*

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
<p>Advocacy:</p> <p>agencies that work on behalf of disaster victims (particularly those with special problems such as single parent families with limited resources, the disabled, and older persons) to obtain needed resources and services (e.g., home health care, legal services, transportation, translation services, meals on wheels). Voluntary agencies may also act as advocates for change by representing the needs of the community to local and State governments.</p>		X	Community Resources for Independence
		X	Legal Aid of Napa Valley
		X	Spirit of Unity in Napa (SUN, Inc.)
		X	American Red Cross
	X	X	Volunteer Center of Napa Valley (Senior Services)
<p>Bulk Distribution:</p> <p>Agencies that purchase and distribute basic commodities in bulk that are not readily available at the time of need. These may include, but are not limited to, food, water, health and sanitary needs, baby and child care products, medicines, and bedding. These supplies usually cannot be purchased locally because stores and other merchandising outlets are closed due to the disaster.</p>	X	X	The Salvation Army
	X	X	American Red Cross
		X	CANV-Food Bank
<p>Case Management: agencies that help individuals complete the documentation that is required for assistance and then assist in tracking that documentation through the Resource Coordination Committee process.</p> <p>Case Management - continued</p>		X	Legal Aid of Napa Valley
		X	American Red Cross

² Source – Chris Piper and Napa Community Foundation 6-2007

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
		X	Catholic Charities
		X	Volunteer Center of Napa Valley (Senior Services)
Child Care:	X	X	Child Start Inc.
Agencies that establish and professionally staff temporary child care centers for victims of disaster as they deal with reorganizing their personal affairs.	X	X	Community Resources for Children
		X	CANV-Los Ninos
Clean-Up and Rebuilding:		X	Solano Napa Habitat for Humanity
Agencies that help individuals clean-up, repair, and rebuild their homes damaged by disaster. These voluntary agencies often work with private businesses to encourage the donation of needed building materials.		X	Volunteer Center of Napa Valley
		X	The Salvation Army
Community Outreach: agencies that contact individuals and organizations, such as local businesses and churches, to educate them about the local disaster relief operation, the existing damage, and possible ways they can support the relief effort.	X	X	American Red Cross
		X	CANV-Shelter Project
	X	X	Volunteer Center of Napa Valley
		X	Aldea
Counseling:		X	Aldea
Agencies that provide individual and family counseling and emotional support.		X	Family Service of Napa Valley
		X	Hospice of Napa Valley
Counseling - continued	X	X	American Red Cross
	X	X	Volunteer Center of Napa Valley (Senior Services)

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
	X	X	Napa County Mental Health Division
Damage Assessment:		X	Napa Community Housing
Agencies that physically review areas affected by disaster in order to assign a value that can be used to estimate resources required for rebuilding or reconstruction.		X	American Red Cross
Debris Removal: agencies that provide debris removal such as mucking out and cutting and clearing trees from entry ways.	X	X	Volunteer Center of Napa Valley
Donations Management:	X	X	American Red Cross
Agencies that have their own internal systems for donations management for both cash and in-kind donations. These systems address receiving, transporting, warehousing, and distributing donations during disasters. The voluntary agencies also work collaboratively with government agencies to address unsolicited donations.		X	Community Foundation of the Napa Valley
		X	Catholic Charities
		X	CANV-Food Bank
		X	Volunteer Center of Napa Valley
Elder Care:		X	Hospice of Napa Valley
Agencies that provide a variety of support services, such as transportation, advocacy, casework, counseling, and entertainment to the elderly population.		X	Area Agency on Aging
	X	X	Volunteer Center of Napa Valley (Senior Services)
Emergency Assistance: agencies that provide emergency assistance immediately following a disaster including food, clothing, shelter, cleaning supplies, comfort kits, first aid, and medical care.	X	X	American Red Cross

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
	X	X	Volunteer Center of Napa Valley
Emergency Repairs: Agencies that provide funds, staff, equipment, or tools to make emergency repairs to homes immediately following a disaster (e.g., placing tarps on roofs to avoid further damage to the home).		X	Solano Napa Habitat for Humanity
		X	Volunteer Center of Napa Valley
Financial Assistance: Agencies that provide financial assistance to local church councils including relief grants, financial aid, and long-term rehabilitation grants.			
Financial Planning: agencies that help disaster victims locate personal financial records, review their current financial situation, and provide advice to help them recover from the financial effects of disaster.		X	Catholic Charities
		X	Volunteer Center of Napa Valley (Senior Services)
Funeral Services: Agencies that work with local mortuaries and mortuary associations in arranging assistance for funeral services for families that have lost loved ones in a disaster.	X	X	The Salvation Army
		X	Hospice of Napa Valley
		X	American Red Cross
Health Care: agencies that use trained volunteers to provide first aid and CPR to work in shelters and on disaster sites. They also identify local health care organizations that can provide assistance to disaster victims and relief workers.	X	X	Community Health Clinic Ole
	X	X	Queen of the Valley Medical Center
	X	X	St. Helena Hospital
	X	X	American Red Cross

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
<p>Identification:</p> <p>Agencies that help locate disaster victims and provide information to inquiring family and friends outside the impacted area.</p>	X	X	American Red Cross
<p>International Services:</p> <p>Agencies that provide tracing services when individuals need to locate relatives outside of the United States in times of disaster. Voluntary agencies may also provide disaster relief assistance to foreign countries and coordinate assistance from foreign countries to the U.S. during disasters. For more information on international disaster relief, see www.interaction.org.</p>	X	X	American Red Cross
		X	Catholic Charities
<p>Mass Care:</p> <p>Agencies that provide a variety of mass care activities. Some of these activities include:</p> <ul style="list-style-type: none"> - Identifying and setting up shelter facilities; - Staffing shelters with skilled staff including feeders, registrars, mental health workers, and health care providers; - Distributing food and other goods to the shelters; - Feeding disaster victims (either in the shelters or through mobile feeding units); - Providing temporary shelter for disaster victims; - Providing housing for disaster relief workers; and - Rendering first aid when necessary. 	X	X	American Red Cross
<p>Mental Health Services: agencies that provide professional assistance to disaster victims and relief workers to alleviate mental stress and anguish</p>		X	Progress Foundation
		X	Aldea
		X	Family Service Agency

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
caused either by the disaster or the disaster relief operation.	X	X	American Red Cross
Mobile Feeding: agencies that use mobile feeding units to serve hot meals to disaster victims and relief personnel on site.	X	X	American Red Cross
Mobile Feeding - continued		X	CANV-Senior Nutrition
	X	X	The Salvation Army
Organizational Mentoring: Agencies that work with local agencies, community-based organizations, and non-government organizations that lack disaster experience to help them develop their abilities and respond effectively to the needs of disaster victims.	X	X	Volunteer Center of Napa Valley
Pastoral Care: Faith-based agencies that provide spiritual counseling from clergy. People with serious personal problems are almost twice as likely to seek assistance from clergy than other counselors. Spiritual problems such as lack of faith and discouragement are addressed through active listening and a supporting presence that communicates care and understanding.	X	X	The Salvation Army
	X	X	Napa Interfaith Council
Pet Care:		X	Napa Humane
Agencies that focus on the care of animals during disaster including rescue, sheltering, and grieving services for people who have lost pets. They may also provide resources for different types of animal food.	X	X	American Red Cross
Radio Communication Services: Agencies that have licensed radio amateurs to provide emergency radio	X	X	RACES

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
communication to fellow agencies and local government personnel who are responding to the disaster.			
Relocation Services: agencies that help move individuals and families from damaged areas to shelters and other temporary or permanent housing facilities.		X	Calistoga Affordable Housing
		X	Fair Housing Napa Valley
		X	New Life Outreach
		X	Napa Community Housing
		X	Catholic Charities
Resource Coordination: Before, during, and after an emergency or disaster, agencies that exchange information on the acquisition and use of personnel and materials resources. This information helps provide for the effective and efficient allocation of resources and helps reduce duplication of services.	X	X	Volunteer Center of Napa Valley
Sanitation Services: Agencies that provide portable toilets, shower units, clean-up kits, comfort kits, or personal hygiene kits to disaster victims.	X	X	American Red Cross
Special Needs: Agencies that assist in identifying populations that have special needs and then meeting those needs (e.g., the elderly, disabled, or orphaned; a particular religious group with special dietary needs).		X	American Canyon Family Resource Center
		X	Bayberry Inc.
		X	Becoming Independent
		X	Napa Valley Support Services
		X	Calistoga Family Center
		X	Cope Family Center
		X	Healthy Moms and Babies
		X	Hospice of Napa Valley
		X	Volunteer Center of Napa Valley (Senior Services)
		X	CANV-Senior Nutrition
	X	Moving Forward Towards Independence	

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
Special Needs - continued		X	North Bay Housing Coalition
		X	Progress Foundation
		X	St. Helena Family Resource Center
		X	Vine Village
Technical Assistance: Agencies that provide telecommunications and management information systems support to the emergency management community.			
Training: agencies that train community-based volunteers in major response and recovery activities and provide job skills training to disaster-affected individuals	X	X	American Red Cross
	X	X	Volunteer Center of Napa Valley
Translation Services: Agencies that provide linguists for the purposes of transcribing documents and communicating with disaster victims.	X	X	Spirit of Unity in Napa (SUN, Inc.)
	X	X	American Red Cross
	X	X	Volunteer Center of Napa Valley
Transportation Services: Agencies that provide transportation services for disaster victims, particularly individuals with special needs such as the elderly and the physically disabled. Some of these voluntary agencies may also use their transportation means to bring donated goods from outside the disaster area to areas in need.	X	X	Volunteer Center of Napa Valley
Volunteer Assistance: Agencies that provide trained volunteers to support response and recovery activities and coordinate spontaneous, unaffiliated volunteers.	X	X	American Red Cross
	X	X	Volunteer Center of Napa Valley

COMMUNITY BASED ORGANIZATIONS IN NAPA COUNTY PROVIDING DISASTER RESPONSE AND RECOVERY SERVICES²			
DISASTER ASSISTANCE OR SERVICE	RESPONSE	RECOVERY	NAPA COMMUNITY BASED ORGANIZATION PROVIDING THE ASSISTANCE OR SERVICE
Volunteer Services:	X	X	The Salvation Army
agencies that provide many services to their volunteers, some of which include:	X	X	American Red Cross
- Recruiting and training volunteers;			
- Matching volunteers' skills to the needs of individuals and the community;			
- Providing housing and meals to volunteers;	X	X	Volunteer Center of Napa Valley
- Counseling volunteers to help relieve the stress of disaster operations; and			
- Placing spontaneous volunteers within their organizational structures.			
Warehousing:		X	CANV-Food Bank
agencies that locate and set up central locations for storing and organizing donated goods including food, clothing, medical supplies, etc.			
Other:			
Homeless Sheltering		X	CANV-Shelter Project
Homeless Identification		X	CANV-Shelter Project

OUTREACH TO BUSINESS, SERVICE CLUBS AND ASSOCIATIONS

Outreach to local businesses, service clubs and associations is an important method to reach the community. A listing of businesses, service clubs and associations is updated and maintained by HHSA PHD every six months to maintain accurate information. Refer to the HHSA Crisis Emergency Risk Communications Plan for outreach methods.

14. ATTACHMENT 4: LAC TRAINING AND GUIDANCE MATERIALS

THIS ATTACHMENT CONTAINS:

- ✓ *GUIDANCE – CULTURAL COMPETANCE IN SERVICE DELIVERY*
- ✓ *GUIDANCE – OUTREACH TO THE LATINO COMMUNITY*
- ✓ *AGENDA – OUTREACH WORKER TRAINING*
- ✓ *ENGLISH SCRIPT FOR OUTREACH WORKERS (ANY DISASTER)*
- ✓ *SPANISH SCRIPT FOR OUTREACH WORKERS FOR FLOOD*

CULTURAL COMPETENCE IN SERVICE DELIVERY TO LATINO CLIENTS

In order to provide culturally competent services to the Latino community, it is critical to understand the barriers and challenges that make it difficult for Latinos to access services as well as the cultural differences that should be recognized in delivering services to Latinos.

Some of the barriers to accessing services for Latinos are related to their undocumented status and include the following:

Transportation is often an issue due to the fact that undocumented residents cannot apply for a Driver's License. Those that drive without a license risk being pulled over and having their car impounded, which they usually lose because they don't have vehicle insurance or legal registration to the vehicle and are unable to legally claim their vehicle. As a result, they purchase unreliable vehicles and minimize the number of car trips they take, both of which may mean missed appointments.

- Undocumented residents often lack medical insurance and are unable to claim losses or seek medical care because of their status. While there are low-cost alternatives such as Sr. Anne's Dental Clinic and Clinic Ole, these agencies often have long waiting lists for a prospective client to see a physician.
- Undocumented residents tend to live in a low-grade state of fear because they never know if they or their spouse will be caught and deported.

Other barriers relate to the extreme poverty level of Latino individuals and families most of whom live below or far below the federal poverty line and have low levels of education.

- Workers with low wage, seasonal jobs often do not have sick day/leave benefits and some employers will not allow them paid time off to attend appointments
- Low English Language Skills for many Latinos and long waiting lists for ESL classes makes it difficult even for those Latinos who are trying to learn English
- Low Spanish Literacy for some Latinos, many dropped out of school in 2nd or 3rd grade because of the need to work to help the family survive.
- Lack of Awareness of available resources

Finally, cultural issues and differences can make it difficult for providers to offer services, which is why bilingual/bicultural staff are essential to providing quality culturally competent services to Latinos or any other cultural or ethnic group.

- Many Latinos do not trust public officials or government employees due to the long history of corruption and abuse of power in Mexico and other Latino countries
- Latinos feel disconnected from the dominant culture/community
- The attitude of Machismo makes some Latino males feel that they don't need help, or that they can "tough" it out
- Racism and Discrimination are still very prevalent in the Napa Valley
- Office hours are often irregular in Mexico and developing countries, so people often show up without an appointment
- Cultural differences between professionals and clients that may lead to miscommunication and misunderstandings:
 - Latinos tend to be deferential towards professionals, avoiding eye contact and physically holding themselves at a lower level as a sign of respect
 - Saying "yes" when they really don't understand or when they actually don't intend to follow through because they don't want to displease someone in person
 - Latinos have a different sense of time than Anglo-Europeans, for example, Anglo-Europeans say that the "clock is running" while Latinos say that the "clock is walking" and believe that there will be time tomorrow or *mañana*.
- Many new immigrants have little or no understanding or knowledge of U.S. laws and the legal system, with predictable conflicts when they bring their own values or behaviors with them to this country
- Cultural Stigmas against going outside the family system for help or against accessing mental health services make it difficult for Latino families to receive assistance
- Many Latinos live in poor and over-crowded housing conditions that most Anglo-European service providers find difficult to accept; for example, it is not uncommon for three or more families to be living in a 3 bedroom home, especially in high rent areas like the Napa Valley. Whole families often live in garages that have been converted into makeshift apartments that lack indoor plumbing and are full of code violations.

The following suggestions and guidelines for providing culturally competent services are offered to mitigate and address at least in part some of the aforementioned barriers and challenges in service delivery.

- It is essential to provide culturally and linguistically appropriate services through bilingual/bicultural staff in order to best serve Spanish-speaking clients who may or may not be able to speak a little English,

and who may not truly understand what is said to them but would be reluctant to say that they do understand.

- All forms, signage and written materials should be provided forms in Spanish and bilingual/bicultural staff should be available to help Latino clients fill out English forms
- Latino clients should be encouraged to tell their whole story, so that providers can best know how to provide services and be of assistance. Providers should be careful not to put words into their mouths that they will then repeat back expecting this is what the provider wants to hear.
- Providers should recognize that many of their clients will be low-income families living at or below the federal poverty level. Many of these families have been struggling in “survival” mode and they have often dealt with corrupt officials, forcing them to learn to survive by “working the system” to their advantage. Providers should resist the temptation to be judgmental. If you suspect that a client’s information may be fraudulent or if a client keeps changing their story or the particulars of their life, tell them that you’re having a hard time understanding their story and warn them that if you can’t understand their story, that your supervisor will also probably have questions, too. Ask them again if they are sure of their facts. If the information they continue to provide is still suspect, then report these discrepancies to your supervisor or the proper authorities for follow-up/investigation. And then let go of the case and move on to your next client.
- Because most Latinos are from low-income households that work long hours, it is important to offer services in the evenings and weekends when these clients will have more flexibility to attend appointments.
- In order to minimize access barriers, services should be offered whenever possible directly to the community through decentralized offices or mobile clinics/offices that go to where the clients are living or working. Successful models include Clinic Ole’s satellite offices in St. Helena and Calistoga, Queen of the Valley Hospital’s Mobile Health and Dental Clinic Van.
- Outreach to the Latino community should be conducted in non-traditional ways, going to where Latinos work, shop or congregate. (For a specific detailed plan, see Attachment 4)
 - Latino Markets, Flea Market, Festivals, Churches, Vineyards, Wineries, Laundromats, etc.
 - Dress appropriately (comfortable yet professional) for the audience you will be working with, so they will feel comfortable with you
 - Involve youth groups to help with outreach
 - Conduct cultural competence trainings with role-playing to help volunteers better prepare for door-to-door outreach
 - Be clear on the proper “messaging” for flood/disaster victims

- Make sure volunteers are sensitive to the emotional state of flood/disaster victims
- The Catholic Church is a big part of Latino culture and figures prominently in the lives of about 95% of Latino residents, so it is vital to develop a positive, trusting relationship with churches and the faith community.
- The Latino community does not get its information through traditional media and instead relies on a network of personal relationships with friends, family and trusted professionals, therefore, it is important to network with other Latino service providers for referrals and to disseminate information.
- Because trust or “*confianza*” is such an important concept in working with the Latino community, any program development efforts would greatly benefit from the involvement of the Latino community in planning, implementation and outreach efforts.
- Food and family are important aspects of Latino culture so culturally appropriate snacks and childcare should be provided at events and programs as necessary.
- Above all, providers should strive to communicate hope and acceptance while listening to their Latino clients with compassion, attention, and respect.

OUTREACH TO THE LATINO COMMUNITY FOR FUTURE FLOODS OR DISASTERS

Note: This information must be updated every six months to maintain accuracy.

The Latino community does not get its information through traditional media or venues and instead relies on a network of personal relationships with friends, family and trusted professionals, community leaders and predominantly, the Catholic Church. Therefore, it makes sense that a targeted outreach effort would begin there. A detailed listing is to be maintained by the HHSA PHD and updated every six months.

1) Church Outreach

2) School District Outreach

3) **Specific School Outreach** – with approval from the relevant school principal or district, flyers can then be distributed to elementary, middle or high school campuses by school staff.

4) Radio/TV Public Service Announcements (PSA's)

a) Radio or television PSA's for both English and Spanish-speaking shows.

5)

6) Email LAC and FEMA Flyers and Information

7) Other Local Media Outreach

a) Radio or television interviews for both English and Spanish-speaking shows.

8) Follow-up with clients

9) Targeted door-to-door outreach

**Napa County Local Assistance Center
Outreach Worker Orientation/Training**

[Date] [Time]

Agenda

1. Overview of Outreach Effort
 - a. Work in teams
 - b. Each group will stay together with its own moderator to supervise
2. Sensitivity to flood victims and Latino families
 - a. Does anyone know someone affected by the [disaster/event/situation]
 - b. How are they doing?
 - c. What are their main needs?
 - d. Is it easy to talk to them about the flooding?
3. Role-playing of a visit to someone's home within each group with group members observing and then commenting afterwards
 - a. "Knock-knock"...start role-play
 - b. Everyone in each group should take turns role-playing
 - c. Whole group comes back together and we discuss activity
4. Review Script, FAQs, and Flyers to pass out, Index Cards for Questions or follow-up phone calls
5. Assignment of streets or neighborhoods by group

Are there any questions or other loose ends? If any issues come up, contact [Name and Phone Number].

Scripted Questions for Outreach to Disaster Impact Areas

(Knock on the door and present yourself in English and Spanish, depending on what you think is most appropriate. If someone is bilingual ask them which language they prefer.)

Begin dialogue:

“Good afternoon (or evening if it is after dark). My name is (say your name) and I am helping conduct outreach to residents living in the areas affected by the recent [flood, earthquake, fire].”

“Was your home (or apartment) or any property damaged by the [flood, earthquake, fire].?”

(If they say “yes”, continue with the following questions. If they said “no”, then tell them “I’m glad to hear that – thank you for your time. Goodbye.”

(If they answered “yes”, then ask) “Has anyone in your home visited the Local Assistance Center?” (If they answer, “no” then tell them about the Local Center, where it is located – behind Health and Human Services on Elm Street – and give them a copy of the FAQ and flyer in the appropriate language.)

(If they answered “yes” then ask them) “Were you interviewed by just the Red Cross or did you also talk to someone others at the Local Assistance Center?”

(If they only saw Red Cross, then say) “You should visit the Local Assistance Center again because there is an agency called [name of agency/agencies] Charities that could help you with damages related to the [flood, earthquake, fire].”

(Give them give them a copy of the FAQ and flyer in the appropriate language.)

(If they already been to the Local Assistance Center, but still have additional needs, then say) “You might consider calling the Local Assistance Center again at [phone number], because there is are organizations there that might be able to help with your situation that can help with major expenses.”

(Ask them how they are doing)...”How is everything with your family? (Listen to their response.) Is there anything that we can do to help? (Listen to their response.) “Would you like someone to call to answer some of your questions?” (If they say “yes”, write their name and question(s) on an index card and let them know that they will be receiving a phone call from a volunteer at the Center.)

(If they said “no”, then tell them) “Okay – thank you for your time. Here are answers to some of the more frequent questions about the Center. If you have questions later, please call the number on this flyer. (Hand them the FAQ and Flyer.)

(Point out the different information on the flyer about services at the Center and say) “There are a lot of people and organizations working to help [flood, earthquake, fire] victims recover from this disaster and so please feel

comfortable coming to the Local Assistance Center for assistance. We have helped hundreds of families just like yours. Thank you for your time. Goodbye.” (or goodnight if it’s already dark and after 6pm.)

(Turn and leave. Write down any additional information on index cards. Switch with your partner and have him or her speak at the next house.) **THANK YOU VERY MUCH FOR YOUR HELP!**

Preguntas para Residentes de las Zonas Afectadas por la Inundación

(Toca a la puerta y preséntate en Inglés y en Español, dependiendo el idioma que consideres es el mas apropiado en cada caso. Si la persona es bilingüe, pregúntale que idioma prefiere hablar.)

Comienza el diálogo:

“Buenos días (o buenas tardes). Mi nombre es (di tu nombre) y estoy ayudando a pasar información a los residentes de las áreas afectadas por la inundación.”

“¿Fue afectada su casa (o apartamento) o alguna propiedad por la inundación? **(Si la respuesta es “si,”** continua con la siguientes preguntas. **Si la respuesta es “no”**, di: “Me da gusto que ustedes no fueron afectados –Gracias por su tiempo y hasta luego.”

(Si la respuesta fue “si”, entonces pregúntales) “¿Alguien de su familia ya fue al Centro de Asistencia para personas afectadas por la inundación? **Si la respuesta es “no,”** entonces dales la información del Centro, diles en donde esta ubicado –atrás de las oficinas de Servicios de Salud y Humanos en la a Calle Elm- y dales copias de “FAQ” y de información general acerca del Centro en el leguaje mas apropiado.

(Si la respuesta fue “si,” entonces pregunta) “¿Hablaron solamente con alguien de la Cruz Roja, o también con alguien de Caridades Católicas?”

(Si contestan que solo hablaron con la Cruz Roja, entonces diles) “Debería visitar el Centro otra vez, por que hay una agencia llamada Caridades Católicas que le podrían ayudar con daños relacionados con la inundación.” (Dales una copia de las “FAQ” y una de la hoja de información del Centro en el idioma mas apropiado.)

(Si ya hablaron con alguien de Caridades Católicas, pero todavía tienen algunas necesidades, entonces les puedes decir) “Usted debería llamar al centro otra vez al 299-1977, por que hay una nueva organización que tal vez le pueda ayudar con su situación y a cubrir algunos gastos”

(Pregúntales como están)... “¿Como va todo con su familia? (Escucha su respuesta.) ¿Hay algo que pudiéramos hacer para ayudarles? (Escucha la respuesta.) “¿Le gustaría que alguien del Centro le llamara para contestar sus preguntas?” (Si la respuesta es “si,” escribe su nombre, teléfono y pregunta(s) en una tarjeta, y diles que alguien del Centro les va a llamar.

(Si la respuesta es “no”, diles) “Okay –Gracias por su tiempo. Aquí están las respuestas a algunas de las preguntas mas frecuentes acerca del Centro. Si tienen preguntas, por favor llame al numero en la hoja. (Dales una hoja FAQ y una de información general.)

(Muéstrales la información de la hoja y diles) “Hay muchas organizaciones y personas ayudando a las personas afectadas por la inundación, por favor siéntase en confianza de venir al Centro. Hemos ayudados a cientos de familias como la suya. Gracias por su tiempo y hasta luego.

Ya que te hayas despedido, escribe cualquier información adicional en las tarjetas. Tomen turnos tu y tu pareja, deja que ella (o el) hable en la siguiente visita.

MUCHAS GRACIAS POR TU AYUDA!

15. ATTACHMENT 5: LAC PUBLIC INFORMATION TEMPLATES

Templates will be available to LAC staff for use during activation of LAC's