4.1 Collect Information from Your Homeless Service Provider Network

You want to know what support, services, and resources your service provider network can provide in the event of a disaster, as well as the supports that they may need to keep their services functioning. Understanding how disasters may change the volume of need within a community can provide additional information for disaster planners. Networks of social service agencies are highly interdependent. Any gap in the network can limit the effectiveness of the overall system. A CoC may be able to provide this information to the planning team. In many cases, the 211 provider, who is often a member of the CoC, can provide this information.

At a minimum . . .

Develop an inventory of service providers. Collect names and contact information from all participating providers. You can create a form, using the fields below, or use a survey tool. You may want to enter this information into a spreadsheet that allows you to search and filter information. You may also want to post this information in a shared place so that all stakeholders in this planning and response effort can access it when needed (Note: be cautious and work with domestic violence providers when considering what information of theirs to post).

Organization Name	
Organization Street Address	
City, State, Zip Code	
Service Provided	
Population Served *Examples: Families or individuals? People with Disabilities, Runaway and Homeless Youth and Domestic Violence Survivors?*	
Emergency Preparedness Contact(s), Phone Numbers and E-mail Addresses *Collect at least two contact names per provider because it may be hard to reach people in the immediate aftermath of a disaster.*	#1 #2 #3
Staff Resources • What skills does your staff bring to the response? • Languages spoken?	

A more robust collection effort will . . .

Include information about the scope of services provided and the needs of populations served. Your planning efforts will be better informed if you also collect information about the needs of the specific populations supported by the homeless service provider network. This information is readily available in the CoC's HMIS, which collects information about actual services provided and numbers and characteristics of people served. Work with your CoC to query HMIS to generate a report that includes the following elements.

How many clients per organization?	Daily Monthly Annually
Numbers of children and adults, by age?	# of children (under 18) # of adults (18-25) # of adults (26-50) # of adults (51-70) # of adults (70+)
Numbers of families and individuals?	# of families # of individuals
Service utilization by month? *(To identify when shelters may be closed or in peak use)*	
Size of subpopulations served • Chronic Health Condition • Physical Disability • Chronically Homeless • Severely Mentally Ill • Chronic Substance Use • Veterans • HIV/AIDS • Runaway and Homeless Youth • Domestic Violence Survivors	# of families and individuals in each subpopulation category

The best data collection will . . .

Address resources available for disaster recovery. The best planning effort will incorporate conversations with service provider leaders to get a clearer picture of the resources that they bring to the effort. Ideally, you will ask your service network about their level of disaster preparedness and the resources they can bring to a disaster response.

Resources & Disaster Preparedness	
Staff resources: *Keep in mind that a disaster may prevent staff from coming to work.* Consider how many staff are likely to be available in the event of a disaster. How many trained volunteers does the organization have?	
Has the organization been involved in disaster planning with your local jurisdiction?	
Does the organization have its own disaster response plan for their program participants?	
Has the organization executed MOUs with partners to deliver or receive services in the event of a disaster, such as transportation for evacuation, supports for special needs or medical needs?	
How long can standard resources (food, water, medication) last without additional deliveries?	
What transportation resources does the organization have? Does it have a plan to transport program participants to safety if necessary?	
Has the organization established (and provisioned) a location for program participants?	
Does the organization have the ability to provide for special needs of program participants such as: • Dietary needs • Functional needs, including devices and equipment • Mobility issues (barrier free access) • Medical needs (e.g., prescriptions, supplies, and/or equipment) • Pets and service animals	