



2.2 Meet with Your Stakeholders

To engage your stakeholders, build relationships, establish a shared understanding of this planning effort, and demonstrate a commitment to collaboration, you might find it useful to have a meeting or even a series of meetings.

Invitees. Invite all key stakeholders or at least representatives of each group – local officials, emergency planners, service providers, and people who have experienced or are experiencing homelessness. Ideally, a community official will participate to demonstrate commitment to this effort.

Agenda. See sample agenda below. Adjust it to your community needs.

At a minimum . . .

You will want to achieve the following meeting objectives:

- Get to know each other. Begin building relationships among key stakeholders that will support a sustained effort to improve local plans.
- Inform homeless service providers about existing disaster plans.
- Collect preliminary information on what needs people experiencing homelessness and other vulnerable populations might have in the event of a disaster.
- Develop a preliminary assessment of the resources that service providers could contribute in response and recovery.
- Begin to identify gaps in your plan that may cause people in vulnerable populations to be overlooked during response and recovery. Explore the severity and consequences of those gaps.
- Make sure that the service providers understand that having a Memorandum of Understanding with the emergency response system can be the key to receiving reimbursement for services provided post-disaster.

Ideally, you'll want to hold several meetings to . . .

- Achieve consensus on the scope and characteristics of the people that are the focus of this planning effort, including vulnerable populations.
- Identify steps needed to collect information and carry out these steps in a coordinated planning effort.
- Establish working groups, if needed.



Sample Agenda. The following is a sample agenda to be adapted, shortened, or adjusted based on your community. Covering everything on the agenda will take more than one meeting, so consider which sections you want to prioritize. Note that the numbered elements can be included on an agenda that is distributed in advance of the meeting. The lettered elements provide detailed content for the meeting planners.

- 1. Welcome and introductions (Local Official or designee as appropriate to your community)**
- 2. Meeting objectives (Planning Lead)**
 - a. Familiarize homeless service providers with the jurisdiction's current disaster plans
 - b. Solicit input from homeless service providers about how to prepare to meet the needs of homeless populations, in event of a disaster
 - c. Develop a planning process to improve understanding of the needs of people experiencing homelessness and to assess the ability of current service delivery system to address these needs
 - d. Establish next steps, who will participate, and a timeline for completion of the plan
- 3. What has been done so far: Key elements of existing multi-hazard plans (Chief Preparedness Official or other key member of disaster planning team)**
 - a. Handouts: *Standard Terms* and *Bridging the Gap* (from this Toolkit)
 - b. Types of disasters planned for (notice, no notice)
 - c. Likely types of disasters to hit the jurisdiction
 - d. How often and how severe are potential disasters
 - e. Likely impacts of disasters and potential disruptions to services (food, water, medicine)
 - f. Key players in disaster response
 - g. Mechanisms for communication to the public
 - h. Key elements of response and leadership
- 4. Discussion: Considerations to address the needs of homeless and vulnerable populations (Planning Lead with a representative from the local CoC)**
 - a. What are the needs of homeless and vulnerable populations before, during, and after a disaster?
 - i. Preparation for a disaster
 - ii. Notification of the disaster event
 - iii. Transportation in the event of evacuation
 - iv. Food
 - v. Shelter
 - vi. Medication needs for health and mental health issues
 - vii. Longer term housing needs
 - viii. Other?



- b. Who is affected in this planning effort
 - i. What do we know about the scope and nature of homelessness in our community?
 - ii. Who are the people affected? What are their characteristics?
 - iii. How are their needs currently being met? What are the current gaps in services?
 - iv. Who is vulnerable to becoming homeless after a disaster?

5. Discussion: What resources and expertise does the CoC and its network bring to the effort (CoC Representative)

- a. Staff
- b. Facilities
- c. Data (HMIS)
- d. Resources: food, water, medication, clothing, supplies
- e. Training and education
- f. Outreach capabilities
- g. Other

6. Next steps / planning process (Lead Entity)

- a. Other organizations that should be involved?
- b. What are the next steps for this group?
 - i. Data collection from existing sources (such as HMIS, HIC/PIT, AHAR)
 - ii. Data collection from the community (summarizing both resources and needs)
 - iii. Analysis of data and development of plans to meet the needs for people experiencing homelessness
 - iv. Outreach to other stakeholders?
 - v. Other steps?
- c. Assign working groups and leaders and develop a schedule. Examples of working groups include:
 - i. Definition of “vulnerable populations”
 - ii. Data Collection Team
 - iii. Data Analysis Team
 - iv. Lessons Learned: Review the other parts of this Toolkit and gather information from similar sized jurisdictions and/or jurisdictions that have faced similar disasters on how they created equal access for response and recovery resources
 - v. Build specific scenarios that re-emerge in disasters (if jurisdiction has faced previous disasters) and examine alternative solutions
 - vi. Make sure each working group has a clear charge and a timeframe for achieving its assignment. Working groups might work simultaneously or sequentially.



DISASTER RECOVERY Homelessness Toolkit



LOCAL PLANNING GUIDE