

## WHAT HAPPENS DURING A DISASTER – OUR NEW DISASTER REALITY

Usual Disaster Response	COVID 19 Disaster Response	Potential Difficulties: A Secondary Disaster Under COVID-19	Mitigation Actions Needed
<b>General Infrastructure</b>			
First Responders are tapped (Fire, Police, EMT)	<ul style="list-style-type: none"> <li>• First Responders are tapped (Fire, Police, EMT)</li> <li>• Responder workforce reduced due to virus infected workers.</li> </ul>	<ul style="list-style-type: none"> <li>• Longer 911 response time</li> <li>• EMTs not able to bring all patients to Emergency Room</li> <li>• Police Enforcing Shelter in Place leads to increased arrests/violence</li> <li>• People being turned away at the hospital</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>• Reinforce 72 hour window of preparedness, maybe increase to 96 or 120 through all media channels such as: Diocesan blast email, website, papers announcements in food baskets, Catholic schools office communications and the catholic newspaper.</li> <li>• Ensure isolated communities receive information in culturally/linguistically appropriate ways, partnering with appropriate diocesan ministries and parish offices.</li> </ul> <p><b>Blue-Sky Mitigation Activities:</b></p> <ul style="list-style-type: none"> <li>• Partner with ARC for virtual First aid training, information on building an expanded first aid kit.</li> </ul>
Local Hospitals are tapped for injured/fatalities	<ul style="list-style-type: none"> <li>• Hospitals overrun – lacking supplies and staff.</li> <li>• Doctors, nurses and workforce reduced due to virus infected workers and overworked staff.</li> <li>• Hospital Infrastructure close to a breaking point.</li> </ul>	<ul style="list-style-type: none"> <li>• Nowhere to bring non-COVID 19 patients</li> <li>• People are left to die</li> <li>• No visitor policies at hospitals leaves people scared/alone</li> <li>• Life sustaining medications may not be available for people with pre-existing conditions (eg: Diabetes )</li> <li>• Personal Protective Equipment (masks, gloves, gowns) is in short supply an almost completely unavailable to NGOs performing front line services.</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>• Catholic Charities to be a reliable source of information for people utilizing all available vehicles: media blast, catholic newspaper, videos on Facebook, Instagram, message from the desk of the Executive Director, ministries offices, etc.</li> <li>• Connect with parish nurse program</li> <li>• Connect with diocese to identify empty buildings that could be utilized for disaster response activities</li> <li>• Emotional and spiritual care to front line workers...including grocery store workers, doctors, delivery. This could be done PSA style through Facebook messages or one on one, small group (virtual or in person)</li> </ul>

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			<ul style="list-style-type: none"> <li>Coordinate with parishes to educate and share information about lack of opportunities to receive sacraments, accessing clergy virtually, prayers etc.</li> </ul> <p><b>Blue-Sky Mitigation Activities</b></p> <ul style="list-style-type: none"> <li>Provide information and possible access to telehealth services at office by appointment</li> <li>Enhance Parish Nurse program</li> <li>Partner with hospitals and doctors for Prescription delivery/financial assistance for prescription drugs program</li> <li>Work to access and store a supply of personal protective equipment for staff and front-line workers.</li> </ul>
National Guard is engaged (depending on Disaster size)	<ul style="list-style-type: none"> <li>National Guard deployed by States to assist with equipment logistics general community care.</li> <li>Follows instruction of the State.</li> <li>No known Marshal Law occurrences</li> </ul>	<ul style="list-style-type: none"> <li>National Guard reduced workforce due to virus</li> <li>Increased conflict as National Guard enforces shelter in place when people gather to “help”</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>Talking points for communities on “How to help” while COVID-19 restrictions are in place</li> <li>Sharing information about role of National Guard: what will they be doing vs what people fear they will be doing</li> </ul>
Vital resource supplies, like food and water, are disrupted	<ul style="list-style-type: none"> <li>Panic Buying!</li> <li>Food and supply resources challenged. Lines outside grocery stores.</li> <li>Reduces store hours – shoppers hoarding supplies.</li> </ul>	<ul style="list-style-type: none"> <li>Vendors do not have resources</li> <li>National partners may or may not be present and/or have limited supplies</li> <li>Shelter in place, loss of jobs reduces ability of family to stockpile enough food and water for their families for recommended number of days.</li> <li>Volunteers cannot gather to collect/distribute items</li> <li>MARCs cannot be put in place</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>Delivery of resources to doorsteps, or small localized drop zones in communities</li> <li>Engage volunteers in low/no contact volunteerism.</li> <li>Connect with local Food Pantry on food access realities.</li> </ul> <p><b>Blue-Sky Mitigation Activities:</b></p> <ul style="list-style-type: none"> <li>Advocate for WIC/SNAP families to have specific times to shop; encourage others not to shop during first few days of month</li> </ul>

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<p>Loss of electricity</p> <ul style="list-style-type: none"> <li>Gas Stations affected</li> <li>Banks Affected</li> <li>Phones/Cell Phone affected or limited</li> <li>Communication sources are compromised</li> </ul>	<ul style="list-style-type: none"> <li>Electricity Grid fine.</li> <li>Only necessary business allowed to open.</li> <li>Banks closed, Cell phone store fronts closed.</li> <li>Community relies completely on electronic/technology means for cell phones, internet, television, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Health risks increase with no electricity (oxygen, nebulizers, etc.)</li> <li>No cooling/warming centers</li> <li>Candles for light or heat increase risk of fire – reduced ability of fire/EMT</li> <li>No way to communicate emergency info</li> <li>Comfort items not available which can increase trauma and isolation</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>Door Hangers to let people know CC is present and actively working <ul style="list-style-type: none"> <li>Share information and tips on staying healthy - mentally, physically, emotionally and spiritually</li> </ul> </li> <li>Parish volunteers to do wellness checks by phone or curb <ul style="list-style-type: none"> <li>Vulnerable distant relatives can request a visit through CC</li> </ul> </li> <li>Connect with Electric Company to get facts for clients about what to expect during the loss of electricity in terms of bill, and shut off notices</li> <li>Healthy living facts: food in fridge, limit the number of times you open the freezer, what you can and cannot consume</li> <li>Distribute flashlights and batteries to vulnerable populations</li> <li>Distribute care packages</li> </ul> <p><b>Blue-Sky Mitigation Activities:</b></p> <ul style="list-style-type: none"> <li>Procure and distribute solar power equipment to vulnerable families, encourage families that have resources to purchase those items</li> </ul>
<p>Road closures</p>	<ul style="list-style-type: none"> <li>Road remain open.</li> <li>Some locations utilizing a security presence to prevent entrance to parks, schools, gathering places</li> </ul>	<ul style="list-style-type: none"> <li>Essentials people and resources can't get in or out</li> <li>Road closures increase traffic (foot or car) on the open roads, increasing person to person contact</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>CC to offer Fast facts to alleviate panic and offer tips on website, Facebook, twitter, Instagram...information will change quickly so you need to be able to change information readily otherwise old information is inaccurate and potentially harmful.</li> </ul>
<p>Schools closed</p>	<ul style="list-style-type: none"> <li>Schools closed</li> <li>Some schools end school year early</li> </ul>	<ul style="list-style-type: none"> <li>Child abuse increases, isolation makes it difficult to see and report</li> <li>Food insecurity increases</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>Crisis support (virtually and/or in person)</li> </ul>

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	<ul style="list-style-type: none"> <li>Some schools holding Internet-based classrooms</li> <li>Parents become Homeschool Teachers</li> <li>Graduations Cancelled</li> </ul>	<ul style="list-style-type: none"> <li>Learning divide increases</li> <li>Schools may be used as tornado shelter. What does that look like under COVID 19?</li> </ul>	<ul style="list-style-type: none"> <li>Sharing helpful tips on child friendly programs and activities</li> <li>School Buildings are often multi-purposed:               <ul style="list-style-type: none"> <li>How to find safe shelter for tornado.</li> <li>Food programs to compensate loss of free/reduces meals</li> </ul> </li> </ul> <p><b>Blue-Sky Mitigation Activities:</b></p> <ul style="list-style-type: none"> <li>Emotional losses/support groups for those missing milestone events: weddings, graduations, etc.</li> <li>Volunteers to “friend” a child or family and help with school work.</li> <li>Book exchange or school supplies for those in need of materials</li> </ul>
Daycare unavailable	<ul style="list-style-type: none"> <li>Daycare unavailable</li> <li>Parents home with Children (shelter in place orders)</li> <li>Many individuals working from home while providing child care.</li> </ul>	<ul style="list-style-type: none"> <li>Increased child abuse</li> <li>Decreased food security</li> <li>Lots of screen time</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>Parish volunteers to check in on each other</li> </ul> <p><b>Blue-Sky Mitigation Activities:</b></p> <ul style="list-style-type: none"> <li>“Care” packages sent to families: crayons, coloring books, diapers, etc.</li> </ul>
Public transportation disruption	<ul style="list-style-type: none"> <li>Public transportation on shortened schedules with some routes eliminated.</li> <li>Air travel reduced dramatically.</li> <li>“Uber”, “Lyft” services have reduced ride providers.</li> </ul>	<ul style="list-style-type: none"> <li>Inability of clients to access resources and essential services</li> <li>Inability of families to provide material support for one another</li> </ul>	<p><b>Immediate Response:</b></p> <ul style="list-style-type: none"> <li>Door to door delivery of items curbside, or local SMALL distribution sites in the community.</li> <li>Opportunity to engage parishes volunteers in safe, limited contact way.</li> </ul> <p><b>Blue-Sky Mitigation Activities:</b></p> <ul style="list-style-type: none"> <li>On-going cultivation of volunteers/strengthening of volunteer program</li> </ul>

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<b>Individuals and Families</b>			
Need to Evacuate to another location	Shelter in place orders in affect	<ul style="list-style-type: none"> <li>Shelter in place with family or friends who are not impacted by the natural disaster.</li> <li>This may result in having to relocate outside of the current community.</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Reach out to CCUSA staff Disaster Operations team to check-in and possibly obtain emergency funding or technical assistance.</li> <li>Gain situational awareness about Archdioceses/parish activities.</li> <li>Place updated information about operations on CC website, phone system any other electronic site that is utilized within your network, i.e. Yammer, Facebook/Twitter, etc.</li> <li>Utilize website and social media channels to share update about impact while soliciting for donations (dollars and in-kind) to meet the need.</li> <li>Assemble a group (volunteers/staff) to make well-check calls to account for everyone’s safety, level of impact and provide initial guidance.</li> <li>Reach out to local and state VOADs to learn about disaster response plans in place to be in the know and avoid duplication of services.</li> <li>Identify a person to be present/table at the Multi-Agency Resource Centers (MARC) and Disaster Recovery Centers (DRCs). Reach out to state VAL to gain awareness about disaster activities current and future.</li> <li>Work with government and non-profits to identify options for repurposing non-utilized structures for potential structures.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Get involved with the local and state VOAD.</li> <li>Encourage staff and families to develop emergency plans for evacuating and sheltering in place with families and friends.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Create and share Public Service Announcements (Robo-calls, emails, social media platforms, radio and television) encouraging households to use this time of social distancing to:</li> <li>• Create a plan for evacuation/sheltering in place,</li> <li>• Encourage families to create an inventory, including photos of household items of value (electronics, furniture, automobiles, etc.),</li> <li>• Encourage families to gather and photograph personal documents.</li> </ul>
Inability to evacuate to another location	Shelter in place orders in affect	Have readily available life- sustaining supplies: <ul style="list-style-type: none"> <li>• PPE (gloves, masks, gowns)</li> <li>• 14 day food supply on non-perishables</li> <li>• Medications</li> <li>• Water</li> </ul>	<b>Immediate Response Steps:</b> <ul style="list-style-type: none"> <li>• Assemble a group (volunteers/staff) to make well-check calls to account for everyone’s safety, level of impact and provide initial guidance.</li> <li>• Place updated information about operations on CC website, phone system any other electronic site that is utilized within your network, i.e. Yammer, Facebook/Twitter, etc...</li> <li>• Reach out to priests and pastors in the impacted area to get a sense of the level of damage. This can also mean conducting community assessments.</li> <li>• Work with agency’s food pantry, parish resources to gather food supplies and PPE to distribute onsite or deliver to those who are home bound.</li> <li>• Solicit deacon volunteers from parishes to provide remote spiritual care.</li> <li>• Create or obtain affordable emergency kits.</li> <li>• Collaborate with VOAD partners (Nonprofits and Government entities) to devise a plan of distribution of PPEs and food supply to vulnerable populations.</li> </ul>

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<p>Being safe while “Shelter in Place”</p>	<p>Shelter in Place orders in affect</p>	<ul style="list-style-type: none"> <li>Inability to shelter in place if home is heavily damaged/destroyed.</li> <li>Unemployed/underemployed families are left helpless as to where to go if evacuation is required.</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Assemble a group (volunteers/staff) to make well-check calls to account for everyone’s safety, level of impact and provide initial guidance.</li> <li>Reach out to VOAD and VAL to find out about disaster activities and to determine how your agency can assist in the community response.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Encourage families to develop emergency plans for evacuation and sheltering in place with families and friends.</li> </ul>
<p>Homes are damaged/destroyed -</p> <ul style="list-style-type: none"> <li>Shelters are created</li> <li>Temporary occupancy at hotels</li> <li>Live with family</li> </ul>	<ul style="list-style-type: none"> <li>No damage to homes</li> <li>No shelters are operational so as to maintain social distancing</li> <li>Some areas have developed temporary mobile hospital locations</li> <li>Hotels occupancy is very low</li> <li>Some hotels may be used as make-shift hospitals</li> <li>Families living together at a greater risk of spreading virus to entire family.</li> <li>Families visit loved ones at a distance</li> </ul>	<ul style="list-style-type: none"> <li>Difficulties encountered in accessing supplies for minor home repairs –</li> <li>Contractors stretched to assist – many on scaled back staffing</li> <li>Extra work/job positions become available to assist with meeting community needs, but many collecting unemployment unwilling to seek work - will lose current unemployment benefits.</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Participate in virtual disaster response training via CCUSA YouTube Channel – click <a href="#">here</a>.</li> <li>Transition your agency to an Incident Command System (ICS) structure so that clear roles are established in how agency staff will function during the disaster environment.</li> <li>Parishes conduct a “collection” to raise money for disaster survivors.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Utilize the CCUSA vulnerability map to identify hazards and vulnerable areas.</li> <li>Conduct outreach to families who live in high risk areas to possibly provide disaster preparedness education and/or assist in weatherize homes.</li> <li>Designate agency staff to be the POC for the local/state VOAD.</li> </ul>

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<p>Many are in disbelief and disoriented - Crisis Counseling needed</p>	<ul style="list-style-type: none"> <li>Many are in disbelief and disoriented - Crisis Counseling needed               <ul style="list-style-type: none"> <li>✓ Families not accustomed to being together in the home 24/7</li> <li>–</li> <li>✓ Shelter in place orders</li> <li>✓ Both spouses working from home</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The current vulnerabilities are amplified with the additional disaster</li> <li>The ability to receive spiritual support is comprised, resulting in increased need for virtual Crisis Counseling</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Quickly train up volunteers to conduct a simple screening/intake to check on physical and emotional needs of clients.</li> <li>Assemble available clergy to provide spiritual care to those who indicated need during initial screening/intake.</li> <li>For agencies with a counseling program, be ready to transition services to be offered virtually –from a technological and billing standpoint.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Decrease the digital divide to those who don't have the ability for telehealth services by providing access to low cost or free computers and internet service.</li> </ul>
<p>Increased vulnerability for special needs population, nursing homes, and homeless</p> <ul style="list-style-type: none"> <li>Meals on Wheels</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare workers tending vulnerable populations have been carriers of the virus and easily infect vulnerable individuals</li> <li>Food Service continues with precautions in place</li> <li>Nursing homes mandated to shelter in place with seniors confined to their rooms at all times</li> <li>Homeless population has nowhere to “shelter in place.”</li> <li>In some cities, shelters are operational, and are trying to follow the 6 ft. safe distance protocols</li> </ul>	<ul style="list-style-type: none"> <li>Healthcare workers unable to get their job sites</li> <li>Food delivery services may be comprised</li> <li>Homeless population increase</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>For agencies with food pantry programs - adjust food delivery services to lessen in-person contact, such as grab-n-go, curbside pickup, door-to-door delivery.</li> <li>Provide staff/volunteers working the pantry with PPE.</li> <li>Provide training to ensure the ongoing safety of staff/volunteers working the disaster.</li> <li>Encourage volunteer retention so to decrease the chances of COVID19 spread.</li> <li>Stay in regular communication with food suppliers to keep up with demand – as it may rise during this time.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Ready agency structures to better withstand disaster impact, such as providing a safe rooms, backup generators and surplus supplies.</li> </ul>



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			<ul style="list-style-type: none"> <li>• Work with local leaders pre-disaster to develop a plan for homeless population.</li> </ul>
Ongoing pet care challenges	<ul style="list-style-type: none"> <li>• Pets remain home with families</li> <li>• No immediate threat</li> <li>• Pet supplies may be short due to panic buying moments.</li> </ul>	<ul style="list-style-type: none"> <li>• Pet may be left behind</li> <li>• Additional emotional stresses with left-behind pets</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>• Connect with VOAD to gain a list of organizations that are providing pet rescue/shelter.</li> <li>• Stock food pantry with pet food.</li> <li>• Include pet food as an option when providing grab-n-go and curbside delivery.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>• Educate families to stock up on additional pet food and what shelters accept pets.</li> </ul>
Diminished or eliminated Social Structure (church, social groups, friends)	<ul style="list-style-type: none"> <li>• Diminished or eliminated Social Structure (church, social groups, friends)</li> <li>• No gatherings allowed</li> <li>• No Churches or other social society gathering opportunities allowed. (weddings/funerals)</li> <li>• Individuals resort to technology to stay connected (Virtual Happy Hour, Virtual Movie night, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Potential for inability to connect online with family, friends and church</li> <li>• Increased feeling of isolation</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>• Provide education through online mediums (website, social media and/or phone call) on how to connect virtually with their loved ones and church family.</li> <li>• Connect with other faith-based communities to learn who is doing what and to be able to refer clients if necessary.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>• CCUSA could produce quick video trainings for agency directors on viable skills that can come in handy during times of crisis. Examples includes How-to setup zoom meetings, How to download What's App on cellphone, How to setup an ICS structure, How to use volunteers in a disaster, parish partners during a disaster, the importance of VOADs and FEMAs role in Disasters, etc...</li> <li>• Encourage individuals and families to engage on a frequent basis so that their relationship is stronger during times of crisis.</li> </ul>

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Kids at home	<ul style="list-style-type: none"> <li>Schools Closed</li> <li>No childcare or babysitters available</li> <li>Children also affected by events realizing there are no birthday parties or other celebrations.</li> </ul>	<ul style="list-style-type: none"> <li>Kids may be now exposed to new and unfamiliar environment</li> <li>Potential for emotional outburst</li> <li>Remote learning may cease</li> <li>Inability for social interaction outside of the family structure</li> <li>The dependence on electronic devices may increase</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Connect with VOAD to learn about any resources or services being offered.</li> <li>Carve out a section on agency website that provides tips on how to cope and educational resources to parents, i.e. time management, arts and crafts, academic tutoring</li> <li>Encourage families to engage in virtual learning and social activities</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Assist parents in-need with kid supplies and/or resources needed to encourage child brain development. For example, kids' books, stroller and crib mobile.</li> <li>Encourage the development or use of parenting classes.</li> </ul>
Increase in spousal abuse	<ul style="list-style-type: none"> <li>Increase in spousal abuse</li> <li>Shelter in place raises opportunities for abuse.</li> </ul>	<ul style="list-style-type: none"> <li>Domestic violence may increase</li> <li>Increase in violent behavior in the household</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Provide more contact to families with spousal abuse history or signs of abuse to link them to resources that can help.</li> <li>Offer domestic violence support services.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Create PSA's around increase of #DV during crisis.</li> <li>Encouraging healthy relationship skills building</li> </ul>
Continuity of Care concerns (prescriptions, doctors, mental health, etc.)	<ul style="list-style-type: none"> <li>Access to prescriptions, normal medical care, mental health remains available</li> <li>Non-virus related issues that require advanced medical attention may be compromised</li> <li>Virus-infected individuals find difficulties to get tested for the virus</li> </ul>	<ul style="list-style-type: none"> <li>Access to prescriptions, normal medical care, mental health remains available</li> <li>Non-virus related issues that require advanced medical attention may be compromised</li> <li>Virus-infected individuals find difficulties to get tested for the virus</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Provide resources and promote use of telehealth via agency website.</li> <li>Provide referrals to community setting healthcare services for clients who are under-insured or not insured at all.</li> </ul>

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	<ul style="list-style-type: none"> <li>Hospital emergency rooms have wait times up to two days</li> <li>Hospital supplies to treat virus are in short supply.</li> </ul>	<ul style="list-style-type: none"> <li>Hospital emergency rooms have wait times up to two days</li> <li>Hospital supplies to treat virus are in short supply.</li> </ul>	<ul style="list-style-type: none"> <li>Promote healthy eating tips and exercising while quarantines via agency website and social media channels.</li> <li>Promote self-reliant behavior via agency website and/or social media channels. Such as spending time to improve soft and/or hard skill-building.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Encourage families to stockpile 90 day, or more supply of medications</li> <li>Encourage healthy habits (physical and mental)</li> <li>Promotion of community gardens</li> </ul>
Challenged in accessing food and supplies	<ul style="list-style-type: none"> <li>Panic Buying!</li> <li>Food and supplies are in short supply</li> <li>Lines to access grocery stores</li> </ul>	<ul style="list-style-type: none"> <li>Panic Buying!</li> <li>Food and supplies are in short supply</li> <li>Lines to access grocery stores</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Reach out to VOAD partners to identify food suppliers.</li> <li>Contact local food bank to seek out partnership or increase existing food supply orders.</li> <li>Be on the lookout for liquidation of food supplies from local restaurants/bar closed due to disaster.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Stock MREs and non-perishable food supplies for an extended period of time</li> </ul>
Loss of Jobs	<ul style="list-style-type: none"> <li>Loss of Jobs</li> <li>Economic relief packet in place</li> </ul>	<ul style="list-style-type: none"> <li>Additional Loss of Jobs</li> <li>Loss of businesses</li> <li>Unclear if an Economic relief packet can be put in place</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Connect with local Workforce Development.</li> <li>Provide a resource on agency webpage on current job opportunities in the community.</li> <li>Provide information on how-to apply for unemployment and other economic relief resources in place.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Provide job seeking skills classes.</li> </ul>

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			<ul style="list-style-type: none"> <li>Encourage the creation of entrepreneurial opportunities</li> </ul>
Increase in suicides	(still unknown)	<ul style="list-style-type: none"> <li>Potential for increase in suicides amplified</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Engage with faith-based community to see who can provide assistance if needed.</li> <li>Create virtual PSA's – recognizing the signs and where and when to seek help and resources to help mitigate suicide (for instance counseling services, National Suicide hotline 1-800 273-8255 and Disaster Distress Hotline 1-800-985-5990)</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Encouraging healthy relationship skills building.</li> </ul>
Problems for people with addictions	Problems for people with addictions (unsure of outcome)	<ul style="list-style-type: none"> <li>The ability to remain sober without access to support meetings</li> <li>The inability to meet with sponsors</li> <li>No access to addiction medications</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Obtain a listing of virtual support meetings.</li> <li>Provide education around identifying triggers and mechanisms for coping via website and social media channels.</li> <li>Reach out to clients with known addiction problems to link them to resources if needed.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Encourage stockpiling additional addiction medications</li> </ul>
Loss of personal possessions, clothing, household items	<ul style="list-style-type: none"> <li>No loss of personal possessions</li> </ul>	<ul style="list-style-type: none"> <li>Potential for complete loss or damage to personal possessions</li> <li>Potential for inability to recoup or replace lost possessions</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Gain situational awareness from VOAD on who is providing assistance with acquiring personal possessions.</li> <li>Consider developing a response plan that provides daily and household supplies to individuals impacted by disaster.</li> </ul>

Usual Disaster Response	COVID 19 Disaster Response	Potential Difficulties: A Secondary Disaster Under COVID-19	Mitigation Actions Needed
			<ul style="list-style-type: none"> <li>Provide information on website of where clients can find free or low-cost household items.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Encourage clients to purchase disaster insurance.</li> <li>Encourage clients to save emergency money.</li> </ul>
<p>Undocumented population very hesitant to accept assistance</p>	<ul style="list-style-type: none"> <li>Undocumented population very hesitant to accept assistance</li> <li>Lack of comfort level to seek assistance increases health risk and virus spread</li> <li>Many undocumented out of work and lack other means to get by.</li> </ul>	<ul style="list-style-type: none"> <li>Undocumented population very hesitant to accept assistance</li> <li>Lack of comfort level to seek assistance increases health risk and virus spread</li> <li>Many undocumented out of work and lack other means to get by.</li> </ul>	<p><b>Immediate Response Steps:</b></p> <ul style="list-style-type: none"> <li>Collaborate with parishes which have a high percentage of specific undocumented persons to provide culturally appropriate services and resources.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Become familiar with the community demographics.</li> <li>Find out who or what agency has a trusted relationship with undocumented persons and develop rapport so to be of assistance during a crisis.</li> </ul>
<b>General Community/Society</b>			
<p>Those who are not affected/impacted come to help (wanted or not) – unsolicited volunteers</p>	<p>No known Unsolicited volunteers</p>	<ul style="list-style-type: none"> <li>Likely will not have issues with event based volunteers at organizational sites or PODs; however, likely will see peer-to-peer volunteering on a grassroots level, which increases likelihood of exposure for affected survivors</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Remember, neighbors will still help neighbors, family will help family. People will still want to channel an urge to help</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Unaffected areas of the community will be looking for a tangible and SAFE way to help. It will be important to have ideas to offer, especially at the parish level</li> <li>Create a list of activities and accompanying COVID-conscious modifications that would fit with your response strategy and safely</li> </ul>

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			<p>allow for volunteer engagement. Are there activities than can be done in the home? Perhaps done as part of a household outside the home? Any changes to service delivery models to consider as well (this them will repeat through several instances on this document)</p>
<p>Donations start showing up – unsolicited donations</p>	<p>No known unsolicited donations</p>	<ul style="list-style-type: none"> <li>This is a good thing! People will still want to help and more willing to listen to what organizations actually ask them to do since they can't take unilateral, direct action.</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>In uncertain times, people will likely be MORE willing to listen to experts about how to meaningfully help in a safe way.</li> <li>Messaging through social, radio, PSA/TV, stakeholder email distributions will be important</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Recommend having asks ready of the public and donors that match your immediate response strategy (i.e. gift cards, items for bulk distribution, etc.) Consider using Amazon Wishlists. This helps donors avoid stores and still donate IKD you desire.</li> <li>Perhaps encourage folks to buy and drop-off gift cards at grocery check-out that can be picked up later by the organization</li> <li>Of course, CASH is always best and should strongly be encouraged. I think being ready to take advantage of the desire to help and redirect folks to other means will be very important in these times.</li> </ul>
<p>Undocumented Population in hiding</p>	<ul style="list-style-type: none"> <li>Undocumented population very hesitant to accept assistance</li> <li>Lack of comfort level to seek assistance increases health risk and virus spread</li> <li>Many undocumented out of work and lack other means to get by.</li> </ul>	<ul style="list-style-type: none"> <li>May be even harder to locate and serve this population; traditional means of accessing them (parishes, community groups, etc.) aren't gathering</li> <li>Folks may be reticent to serve this population directly if they have symptoms and haven't been tested;</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Recommend the agency work in tandem with local public health officials, or other community health groups, to ensure this population receives testing as part of a comprehensive, multi-agency outreach and referral plan.</li> </ul>

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			<ul style="list-style-type: none"> <li>• Access is more difficult than normal, which is already challenging. Agencies should consider door to door canvassing with translated materials and any other items to distribute. Having ample PPE ready for canvassers will be important.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>• Create or strengthen relationships with parishes, community groups, and/or civic leaders who are well trusted by undocumented in your community.</li> <li>• Raise the concern now about lack of testing opportunities, compounded by the need to work and hesitancy to present for testing, to local public health officials now in order to begin outreach.</li> </ul>
Points of distribution	<ul style="list-style-type: none"> <li>• Points of distribution are established by Catholic Charities and other agencies for Food Pantry distribution and other supplies</li> <li>• Careful attention is paid to maintain social distancing guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Likely have less volunteer turn-out</li> <li>• May have less supplies, especially food, food to distribute</li> <li>• Clients may be hesitant to come out</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>• It will be important to message to survivors that their health safety is a priority and will be accounted for at the POD</li> <li>• May need to consider door to door delivery of items or having multiple pick-up points if survivors don't come out</li> <li>• Consider using "family volunteering." Families are largely sheltering in place already and don't risk further contagion or infection by doing group activities together. Having families volunteer as groups and distancing them throughout the engagement opportunity is one option, of many, to consider for safe volunteer engagement.</li> <li>• A drive through/pick up model may be needed. Another alternative would be regulating the flow and spacing of survivors to ensure they do not have to be gathered close together.</li> </ul>

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			<p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>• Agencies should consider all the variations, that meet or exceed their internal requirements for staff/volunteer and public health safety to conduct POD operations NOW that best meet their needs and space resources.</li> <li>• If the agency does not have warehousing space, reach out to community partners to explore an agreement to utilize unused warehouse space that private businesses or county government may have available</li> </ul>
Economic Challenges	<ul style="list-style-type: none"> <li>• Sharp downturn in stock-market takes hits on national economy</li> <li>• Stimulus package released by government</li> <li>• Donations for COVID 19 are low</li> <li>• Everyone is affected</li> <li>• Many have lost jobs</li> </ul>	<ul style="list-style-type: none"> <li>• Less donations to charitable organizations</li> <li>• Less full/part-time staff to execute program</li> <li>• Less internal resources to give to clients; more dependent on just-in time fundraising/IKD</li> <li>• More clients may need assistance than otherwise would need it</li> <li>• Community foundations already likely tapped out.</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>• Must creatively and aggressively fundraise; consider being quick to engage donors via all digital/web/tv/radio means and activation partnerships with some of the few businesses still seeing steady business due to their “essential” status</li> <li>• Greater demand for scarce resources may result in more eligibility requirements for some types of assistance, i.e. affected by disaster and income requirements or focusing relief on certain affected areas</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>• Draft copy and creative distance-based solutions for aggressive fundraising now</li> <li>• Consider creating eligibility criteria for disaster assistance now, tiered to the amount of resources you may have available (I.e. approaches for high resource environment, limited resource environment, and scarce resource environment) that effectively prioritizes the vulnerable populations your agency prefers to serve first as resources become scarce.</li> </ul>



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<p>FEMA Assessments and Deployment Stafford Acts funds released for a declaration</p>	<ul style="list-style-type: none"> <li>FEMA deployed to assist DHHS with response</li> <li>Stafford act funds provide for SBA loans and Crisis Counseling programs</li> <li>No additional IA programs approved</li> <li>ALL states affected and under a state of emergency</li> </ul>	<ul style="list-style-type: none"> <li>FEMA now leading Coronavirus response; 2 FEMA NRCCs potentially to coordinate with</li> <li>Unclear how many, if any, CC agencies will be CCP implementers. Would stand to reason that any new CCP services for new disasters would be done by same organization</li> <li>State and county agencies already overtaxed and overwhelmed</li> <li>Reliance on National Guard</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Procedurally, nothing will change. In terms of FEMA’s declaration process</li> <li>It may be slower than normal with limited human resource bandwidth to conduct damage assessments required for an Individual Assistance declaration.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>The Crisis Counseling Program will already be activated for COVID and the provider(s) may be requested to also provide services for the new disaster. The provider may or may not have the bandwidth to do so and could represent an opportunity for a Catholic Charities agency, if they have the capability and interest.</li> <li>Review FEMA’s Individuals and Households Program and other assistance to survivors now in the <a href="#">IAPPG</a>. Pay particular attention to the Disaster Case Management Program as that is another area Catholic Charities may want to explore further in being a service provider for.</li> </ul>
<p>Disaster Recovery Centers Open</p>	<ul style="list-style-type: none"> <li>All disaster recovery centers related to existing disasters are closed</li> </ul>	<ul style="list-style-type: none"> <li>Very unclear; DRC’s were closed, after being open for about 2 weeks, after COVID took root in Nashville</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Likely DRC’s by appt/controlled entrance and managed queue to maintain social distancing (same for MARC’s, if pursued)</li> <li>Pay close attention to FEMA Press Releases in your area to be up to date on the latest approach</li> <li>Door to Door mobile assistance may be required for effective outreach</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>It remains unclear how the FEMA DRC process may work.</li> </ul>

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			<ul style="list-style-type: none"> <li>Be prepared to conduct community outreach to encourage survivors to register for FEMA assistance</li> </ul>
Mobile Feeding Sites	<ul style="list-style-type: none"> <li>Operated by Catholic Charities and other organizations to provide school lunches and readymade meals to those in need</li> </ul>	<ul style="list-style-type: none"> <li>Same difficulties as present for so-called “Blue-Sky” feeding during COVID; lack of volunteers, lack of PPE</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Modify food preparation process and delivery methods (drive-through/pick-up/delivery) now if agency has blue-sky mobile feeding</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Continue to work to secure PPE</li> <li>Consider this time to engage new private and nonprofit new feeding partnerships</li> </ul>
Mis-information shared throughout community	<ul style="list-style-type: none"> <li>Mis-information shared throughout community</li> </ul>	<ul style="list-style-type: none"> <li>Seems misinformation would occur at a broader level as many, many folks would be confused as to what should be done in the COVID environment</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Communicate more than usual, relying on all forms of digital communications and asking community organizations to re-broadcast message in their digital communications</li> <li>Highly critical messaging could be sent via reverse SMS from local county emergency management</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Continue to strengthen agency reputation as a provider of vetted, accurate and trusted information.</li> </ul>
Need for Crisis Counseling	<ul style="list-style-type: none"> <li>Need for Crisis Counseling</li> <li>Catholic Charities Agencies have an opportunity to partner with State to manage and implement Crisis Counseling programs.</li> </ul>	<ul style="list-style-type: none"> <li>Crisis Counseling, more or less, should function the same; with some eligible activities not happening (such as group sessions); most all associated activities lend themselves to remote/tele-work</li> <li>As no indirect costs allowed, and its cost-reimbursable, some agencies may hesitate to take on additional expense or anything with delayed reimbursements for expenses incurred</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Crisis Counseling will be needed. Agency can provide on their own or explore partnership with State to provide federally funded <a href="#">Crisis Counseling Program</a> in the affected area. Unsure much is needed</li> <li>CCP is likely already being provided for COVID-19 and that provider would likely get the new disaster added on to their scope of work IF they are interested</li> </ul>

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		<ul style="list-style-type: none"> <li>Everyone is impacted, including counselors</li> </ul>	<ul style="list-style-type: none"> <li>Since the State recently got CCP up and running, they will be familiar with the process and should be able to do it quicker, assuming capacity to provide services is not overwhelmed</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Learn more about the CCP program now to see if your agency would be interested in providing services.</li> <li>Find out who is currently providing CCP services for COVID-19 in your state.</li> <li>Identify other community partners who provide Crisis Counseling in your community for those in need regardless of federal funding.</li> </ul>
New groups crop up – businesses and non-profits (scammers)	<ul style="list-style-type: none"> <li>New groups crop up – businesses and non-profits (scammers)</li> <li>Higher than normal internet phishing schemes</li> </ul>	<ul style="list-style-type: none"> <li>Similar to misinformation above, this will likely happen more.</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Provide frequent, vetted information to survivors and other stakeholders in all channels.</li> <li>Consider starting your own Fact-Check/Rumor Control page and/or direct folks to FEMA’s <a href="#">Rumor Control</a> page from your website.</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Continue to strengthen agency reputation as a provider of vetted, accurate and trusted information</li> </ul>
No clear directions – fear and frustration	<ul style="list-style-type: none"> <li>No clear directions – fear and frustration</li> </ul>	<ul style="list-style-type: none"> <li>In many ways, this is normal but more amped up to due to COVID</li> <li>Increase in domestic violence</li> <li>Trauma (speaks to Crisis Counseling above) will be severe as everyone is already dealing with grief and disruption from COVID.</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Provide as much information as possible as often as possible to help stakeholders feel informed and knowledgeable when faced with such great disruption</li> <li>Be ready to provide Crisis Counseling referrals to community providers for clients</li> </ul>

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			<p>who are severely frustrated/struggling to cope with the disaster</p> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Find out who is providing Crisis Counseling services in your State for COVID to proactively diffuse COVID-related stress for clients</li> <li>Catholic Charities staff or volunteers who may be called upon to do outreach may need training in spotting signs of domestic and child abuse</li> </ul>
Lack of housing	<ul style="list-style-type: none"> <li>Shelter in place</li> </ul>	<ul style="list-style-type: none"> <li>If home is destroyed or otherwise untenable for a period of time for the disaster, shelter in place becomes near impossible for most</li> <li>Folks may not be able to crash with friends and family due to social distancing</li> <li>Congregate sheltering will be challenged with less beds due to social distancing; causing need for more volunteers and shelter space</li> <li>Unknown if TSA will be used</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Reach out to your local Red Cross to identify how the need for mass shelter are being provided in your area</li> <li>Reach out to your <a href="#">FEMA VAL</a> to identify if <a href="#">TSA</a> is activated for your community</li> <li>Be prepared for a potential surge in your agency's steady-state homeless sheltering services and what accommodations, if any, can be done to meet a surge consistent with public health guidelines</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Continue to secure PPE and disinfectant, particularly for your sheltering facilities</li> <li>Identify your max population in an existing shelter facility that can be served, consistent with up to-date public health guidelines</li> <li>Speak with your local Red Cross and VOAD partners now to discuss how sheltering will likely be handled in the event of a disaster in your community</li> </ul>
Lack of info on tenant rights	<ul style="list-style-type: none"> <li>Shelter in place</li> </ul>	<ul style="list-style-type: none"> <li>In many ways, this isn't different than a normal disaster, only more tenant rights</li> </ul>	<p><b>Immediate Response Actions:</b></p>

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	<ul style="list-style-type: none"> <li>Renters who are unemployed finding it difficult to pay their rent and look to agencies like Catholic Charities to financially assist</li> </ul>	<p>may actually be in place due to COVID for tenants to take advantage of; they vary city to city, county to county, etc.</p>	<ul style="list-style-type: none"> <li>Reach out to existing clients for safe and well checks; identify who may need additional support with disaster affected rental units</li> <li>As resources allow, help displaced renters identify new units to move to</li> </ul> <p><b>Blue-Sky Mitigation Actions:</b></p> <ul style="list-style-type: none"> <li>Legal services, especially local legal services, will be more instrumental as well as highly informed caseworkers. Strengthen partnerships with legal service providers</li> <li>Learn the current protections (or lack thereof) specific to your city/county/State as they can vary widely, before disasters occur.</li> </ul>
<b>Catholic Charities Local Agency</b>			
<p>Disruption in regular programming</p>	<ul style="list-style-type: none"> <li>Offices have closed down</li> <li>Staff transitioned to “work from home”</li> <li>Some programs must remain open</li> <li>Little to no personal protective gear available for usage by staff who have to continue programming</li> <li>Little to no local donations</li> <li>Staff are disaster survivors and caregivers simultaneously.</li> </ul>	<ul style="list-style-type: none"> <li>Identify the level of impact the disaster has had on staff and clients (particularly, most vulnerable)</li> <li>Assess operational and programmatic capabilities after secondary event (including buildings and infrastructure)</li> <li>Communicate quickly and regularly, both internally (staff) and externally (community), with clear and transparent agency status messages</li> <li>Using operational and programmatic assessment results, revise, suspend or add program and operational activities</li> <li>Ramp up and re-focus crisis fundraising efforts</li> <li>Advise governance (Board/Bishop) regularly with status and recommendations about extraordinary actions needed. Be clear and transparent.</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Be willing and ready to re-purpose or refocus staff, volunteers and facilities</li> <li>Reach out to church and community organizations to provide additional people or facilities to assist</li> <li>With or without previous relationships, reach out to local media sources</li> <li>Engage with unfamiliar or new “helping” agencies/organizations</li> <li>Use staff members and all of their networks as widespread communication agents</li> </ul> <p><b>Blue Sky Activities:</b></p> <ul style="list-style-type: none"> <li>Develop and promulgate COOP Plan</li> <li>Create and Update as needed agency Disaster Team/ICS structure</li> </ul>

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<p>Challenged productivity of grant-funded and pay-for-performance programs</p>	<ul style="list-style-type: none"> <li>Some programs require special alternatives because they are tied to grant or pay-for-performance funding mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Based upon operational and programmatic assessment results, develop a contingency plan</li> <li>As soon as possible, present contingency plan to funding source and be prepared to advocate/negotiate for optimum outcome</li> <li>Communicate quickly and regularly, both internally (staff) and externally (community), with clear and transparent agency status messages</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Engage recipients of service in developing ideas about how to meet program objectives in the midst of the external crises</li> <li>Capitalize on stories of client engagement both as leverage with funder and as content for public education and communication</li> </ul> <p><b>Blue Sky Activities:</b></p> <ul style="list-style-type: none"> <li>Ensure grant funded programs are part of the agency’s Disaster Response Plan including step by step guidance for potential program disruption along with contact information for decision makers</li> </ul>
<p>Challenged efficiency in service delivery Staff and volunteers impacted</p>	<ul style="list-style-type: none"> <li>Some programs/operations continue with precautionary adaptations</li> <li>Some programs/operations continue with significant modifications, such as virtual service delivery and tele-commuting</li> <li>Some programs/operations are suspended</li> <li>CCUSA Long term grant response placed on a 6-month hold</li> </ul>	<ul style="list-style-type: none"> <li>Using operational and programmatic assessment results as a baseline, determine what, if any, changes need to be made in the status of programs/operations</li> <li>Using the assessment, determine what additional program/operational activities should be launched to respond to emerging needs</li> <li>If not already done so, assessment and responses should address unmet community needs and identify a plan to impact them directly, in coalition or indirectly</li> <li>CCUSA Long term grant response placed on a 6-month hold</li> <li>Communicate quickly and regularly, both internally (staff) and externally (community), with clear and transparent agency status messages</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Engage recipients of service in developing ideas about how to meet program objectives in the midst of the external crises</li> <li>Capitalize on stories of client engagement as content for public education and communication</li> <li>Craft and implement messages of client self-determination and agency innovation in communication’s package and fund-raising tactics</li> <li>Engage unfamiliar or new “helping” agencies/organizations to brainstorm and launch innovative responses to the crises individually or in coalition</li> </ul> <p><b>Blue Sky Activities:</b></p> <ul style="list-style-type: none"> <li>Plan for table top exercises to help your agency think through the potential impact different disaster would have on programs and services and the ways in which your agency could continue to serve the most vulnerable and those impacted by a disaster.</li> </ul>

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Need for language appropriate documents and information	<ul style="list-style-type: none"> <li>Lack of language appropriate documentation makes it difficult to communicate to populations being served by Catholic Charities</li> </ul>	<ul style="list-style-type: none"> <li>If lack of language appropriate documents makes it difficult to communicate to various populations, the agency should develop a plan to provide them directly, in coalition or indirectly</li> <li>Communicate quickly, both internally (staff) and externally (community), with clear and transparent messages about changes in status of language appropriate documents</li> </ul>	<p><b>Immediate Response Actions:</b></p> <ul style="list-style-type: none"> <li>Engage directly with non-English speaking community groups and community agencies</li> </ul> <p><b>Blue Sky Activities:</b></p> <ul style="list-style-type: none"> <li>Build relationships with translator(s) and transition services.</li> <li>Identify leaders in smaller communities who would share information with those who may otherwise miss important communication.</li> </ul>
Need to ramp up in areas that agency is not accustomed to on a normal basis (ie: warehouse management)	<ul style="list-style-type: none"> <li>Need to ramp up in areas that agency is not accustomed to on a normal basis (ie: warehouse management)</li> </ul>	<ul style="list-style-type: none"> <li>If additional unmet needs are identified in the community assessment, the agency should develop a plan to provide them directly, in coalition or indirectly. These areas could include warehousing, warehouse management, shelter, food distribution and other activities</li> <li>Communicate quickly, both internally (staff) and externally (community), with clear and transparent messages about changes in status of these services</li> </ul>	<p><b>Immediate Response Efforts:</b></p> <ul style="list-style-type: none"> <li>Initially, work collaboratively to build service coalitions and alliances</li> <li>If necessary be willing to take on new projects/activities on a time-limited basis to meet the most pressing immediate needs within the community</li> </ul> <p><b>Blue Sky Activities:</b></p> <ul style="list-style-type: none"> <li>As part of a disaster response plan, assess skills, strengths and assets the agency possesses that could be utilized during a disaster.</li> <li></li> </ul>