

Beyond the Rhetoric - Making it Real

Monterey County
Operational Area
Access & Functional
Needs Work Group
10.4.18



June Isaacson Kailes



DISABILITY
POLICY
CONSULTANT



**Adding Value to Service by Increasing Access
Health Care & Disaster Inclusive Practices
Training, Policies, Processes, & Exercises
Actionable Disability Competencies**

www.jik.com jik@pacbell.net

310.821.7080

Cover



- Rhetoric
- Resources
- Who are those people?
- Making Partnerships Real – some lessons to apply
 - Who
 - Recruiting
 - Applying 4W&H 2 PEPC
- Discussion

Resources

- [Getting It Wrong: An Indictment with a Blueprint for Getting It Right, Disability Rights, Obligations & Responsibilities Before, During & After Disasters Edition 1 \(May 2018\)](#)
- [Southern California Wildfires After Action Report \(2008\) Text](#)

To move beyond the rhetoric to make it real:

Inclusiveness

Lessons learned

Whole community

Culture of preparedness

Community partnerships

Reduce the complexity of FEMA

Ready the Nation for catastrophic disasters

In the world of emergency management, people always talk about **lessons learned.**

I always say they are not even close to lessons learned, **until they have been observed & documented, & repeatedly applied, so we can honestly claim them as lessons learned.**

We cannot foresee every outcome or every scenario. However, there is much we know, can anticipate & plan for. The lessons observed are clear, they just must be applied.

June Isaacson Kailes, Disability Policy Consultant, <http://www.jik.com> 2011

Labeling people is not up to you, it is up to the people who are stigmatized by those labels.

When the black community said not to use certain terms, people listened!

So, when we say don't use special needs, wheelchair bound, physically challenged, etc.

Listen!

Resources

- [Moving Beyond "Special Needs" A function-based framework for emergency management & planning \(2007\)](#)
- [Language Is More than a Trivial Concern! \(2010\)](#)
- [Defining Functional Needs - Updating CMIST \(2017\)](#)
- [Time to Get Rid of "Special"? \(1991\)](#)

CMIST

FUNCTIONAL NEEDS

- **C**ommunication
- **M**aintaining Health
- **I**ndependence
- **S**upport & safety
- **T**ransportation & evacuation



Why use, “people with disabilities & others with access & functional needs?”

People with disabilities – a protected class:

- **Protected from discrimination as defined by federal civil rights laws such as ADA & other state civil rights protections that detail right to equal participation to enjoy & use services.**

**Why focus on such a
small, insignificant
group, when there are
so many other
priorities**





One in five American
adults has a **disability**.*

*U.S. Census Bureau Survey of Income and Program Participation
June-September 2005 and May-August 2010

Intent - To include broadest group of people who benefit from physical, equipment, programmatic & communication access, includes:

–People who have functional needs who:

- May or may not meet the definitions of civil rights laws, or**
- Some of the other 60 plus diverse & sometimes conflicting definitions of disability.**

51.44%
if add entire
institutionalized
population

Special Needs

- **Doesn't work because it doesn't provide guidance to operationalize tasks needed.**

CMIST

FUNCTIONAL NEEDS

- **C**ommunication
- **M**aintaining Health
- **I**ndependence
- **S**upport, safety, self-determination
- **T**ransportation & evacuation

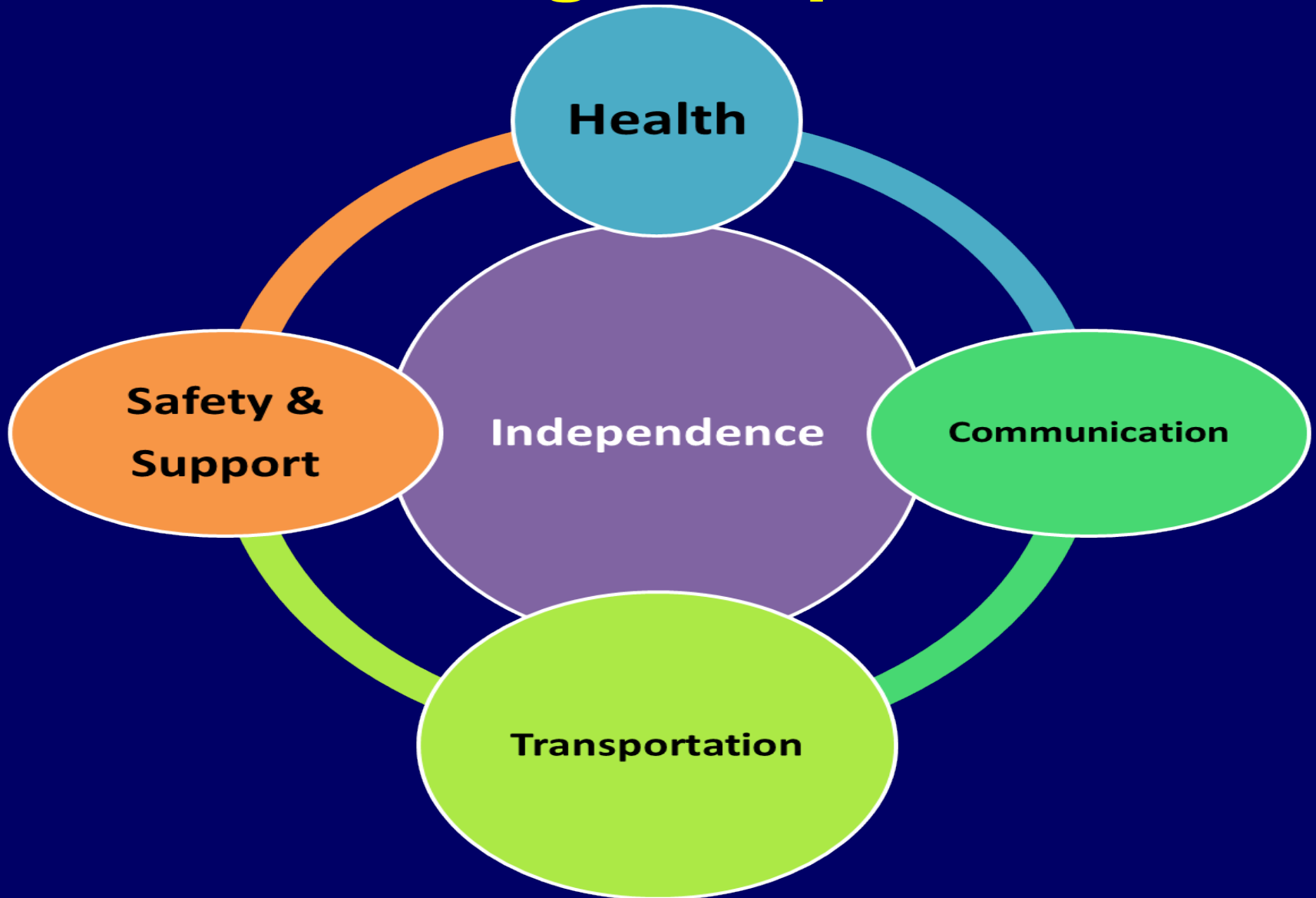
- **With scooter**
 - **No assistance needed**
- **Without**
 - **Assistance**
 - **Walking**
 - **Getting to food**
 - **Water**
 - **Restroom**
 - **Provide walker etc.**



- **With wheelchair**
 - Needs assistance
 - Dressing, showering
 - Transportation
- **Without wheelchair**
 - Needs assistance
 - Mobility, seating, positioning, transferring,
 - Feeding



Maintaining Independence



Although everyone has functional needs...

- consequences of not receiving C-MIST support for people who require it can be:
 - much more severe &
 - much less forgiving.

Making Community Partnerships Real DOING BETTER TOGETHER



Why include the disability community?

- Brings lived experience, details, diversity, nuances & complexity of living with disability
- Integrates practice of asking, listening, learning, respecting, & incorporating information gained from people with disabilities & others with access & functional needs is a critical emergency planning & response competency
- When talking together it's striking the guesses & assumptions that get exposed & corrected
- Physical, equipment, programmatic & communication access depends on attention to the details.

“The ability for a community to rebound after a disaster is more dependent on the cohesion & sense of interconnectedness that is shared throughout that community, more so than the infrastructure that is in place.”

<https://www.domesticpreparedness.com/resilience/resilient-communities-more-than-just-grit/>

It takes a village,
not a buddy!

&

It's the flexibility
to pivot!

Table

- Aging
- Airports
- Animals
- Building & safety
- Businesses
- Children
- Disability
- Faith-based
- Procurement & contracting
- Public Health
- Fire
- Health
- Housing
- Information technology
- Mental health
- Parks & recreation
- Police
- Transportation
- Utilities

Hard Sell

- Your work in blue sky times becomes more critical in gray sky times:
 - services that help people achieve, maintain & strengthen their independence, health & safety
 - advocacy that protect peoples' civil rights & self-determination

Hard Sell

- Avoid magical thinking – “government will take care of it!”
- In large scale disasters, you are the help before, during & after help arrives!
 - needs of survivors far outweigh collective resources & capabilities
 - emergency services need help with specific & often complex needs of people you serve.

Hard Sell

- History confirms service community providers will be involved before, during & after emergencies because:
 - People you regularly support will need assistance more than ever
 - You'll be bombarded with immediate & long-lasting recovery phase life-saving & life-sustaining needs
 - You're on front lines of protecting, addressing & maintaining critical health, safety & independence of people

Hard Sell

- Speed in which you activate emergency response has a direct correlation:
 - to life sustaining outcomes
 - to mitigating disaster trends of people who lived in the community being forced into institutional settings because of planning failures including lack of:
 - health care options
 - post-shelter housing options
 - difficulties accessing & navigating complex maze of disaster recovery assistance

Continuity of Operations Plan Ensuring Service Continuation



- **Hazard identification**
- **Staff emergency contacts**
- **Staff know how to report their status [options]**
- **Emergency team - who does what**
- **Remote data access**
- **Alternate / temporary work location (if primary site is unavailable)**
- **... & more**

Resources

- [Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities Edition 1 \(2018\)](#)

Making Meaningful Involvement Real DOING BETTER TOGETHER



**"One thing you can't
recycle is wasted
time." Anonymous
Don't waste peoples'
time -**

Vigilance demands peeling the onions, clarifying layers, & cutting through rhetoric to activate laser focus & do the deep dive to create, define & sustain details.

June Isaacson Kailes, Disability Policy Consultant, <http://www.iik.com> 2018



Use “Make it Real” Filters – always:

- Asking “so what?”
- Not allowing vague “plan to plan language such as “could, should, may, or we will consider
- Focusing on hard, challenging & sometimes uncomfortable questions

Use “Make it Real” Filters – always:

- **Apply & embed 4Ws&H 2 PEPC details**
 - **who, what, where, when, why & how [4Ws&H]**
 - **for physical, equipment, programmatic & communication access [PEPC]**
 - **into processes, procedures, protocols, policies, training, Just in Time checklist & exercises**

Stakeholder Engagement



- Offers safe environments where individuals don't tell you what you want to hear, they tell you what you need to hear.”
- Incorporate meaningful ways to measure success

Involvement Options



- **Low**
 - “how are we doing” surveys
 - focus groups
 - work groups
 - townhall member meetings
 - Group of informal advisors called on as needed
- **Medium to High**
 - advisory groups
 - governing boards
 - governing boards committee members
 - collaborative groups of community organizations
 - Online / crowdsourcing

What is Crowdsourcing?

- Using online tools for dialogues & “virtual town halls” & interactive platforms of collaboration.
- Social participation (submitting, voting, commenting)
- Enlist public’s input on key questions & issues
- See entire dialogue
- Can generate reports summarizing comments that at were rated as the most popular....

ADA Guidance – Major Building Blocks

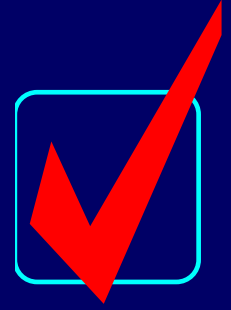
- Inclusionary, Accessible Messaging & Effective Communication
- Meetings & Public Events ADA Accessibility Checklist
- CART, Sign Language, Audio, Braille, Digital & Large print request process
- PIO Coordination Re: Communication Access Responsibilities & Coordination Press Conference Procedure Checklist
- Web Accessibility Procedures [Section 508 Standard]
- Public TV Channel Guidelines
- Pictograms & whiteboards [for all applicable departments]

Invest time in mutual education to:

- Understand diverse perspectives of planning partners including sharing & explaining terms, concepts & values
- Build upon ways to use wealth, depth & breadth of community skills
- Translate emergency-eze, community-eze, nonprofit-eze, & government-eze

Resources

- [Checklist for Integrating People with Disabilities & Others with Access & Functional Needs into Emergency Planning, Response & Recovery \(2014\)](#)
- [Effectively Including People with Disabilities in Policy & Advisory Groups \(Edition 2, 2012\)](#)
- [Planning Checklist for Rapid Emergency Response for Organizations Serving People with Disabilities Edition 1 \(2018\)](#)
- [Training: Maximizing Your ROI! \(2017\)](#)
- [Guidance for Integrating People with Disabilities in Emergency Drills, Table Tops & Exercises Edition 1, \(2015\)](#)



- Coming together is a beginning.
- Keeping together is progress.
- Working together is success.

Henry Ford

Reinforce & integrate learning through multiple exposure & methods

- Competency refreshers
- Delivery methods
- “Just in time” checklists & short tips easily accessed via staff & provider’s
- workshops)
 - In person
 - Webinars (includes access to archived content)
 - Self-paced & independent study materials
 - Online training & videos
- Collaborative cross function inter-department workgroups & learning hubs
- Community Partnerships
-



Resources [Google title]

- **ADA Best Practices Tool Kit for State and Local Governments. (2007) (Chapter 7)
U.S. Department of Justice, Civil Rights Division, Disability Rights Section**
- **ADA Guide for Local Governments – Making Community Emergency Preparedness and Response**
- **Programs Accessible to People with Disabilities**

Resources [Google title]

- **Evacuation and Transportation in Emergencies for People with Disabilities Webinar**
- **FEMA Guidance on Planning for Integration of Functional Needs Support Services (FNSS) in General Population Shelters**

Resources [Google title]

- **FEMA Guidance on Planning for Integration of Functional Needs Support Services (FNSS) in General Population Shelters** -provides sample lists of durable medical equipment and consumable medical supplies to assist emergency managers in their planning and preparation efforts to build capacity to meet obligations to individuals with disabilities.

From Special Needs to Functional Needs Oakland California's Journey from Emergency Management Defendant to Model City for Inclusionary Emergency Management Planning and Response

Resources [Google title]

- High Rise Evacuation for People with Disabilities Webinar
- Using FEMA's Functional Needs Guidance in Shelters Webinar

**Resources Google title or go to
<http://www.jik.com/disaster.html>**

- **Checklist for Integrating People with Disabilities and Others with Access and Functional Needs into Emergency Planning, Response & Recovery**
- **Functional Assessment Service Teams (FAST)**

**Resources Google title or go to
<http://www.jik.com/disaster.html>**

- **Functional Needs Focused Care and Shelter Checklist 4/09-Version 3, Kailes, J**
- **Individual Preparedness for People with Disabilities, Their Families And Support Networks**

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- **Moving Beyond "Special Needs" A function-based framework for emergency management and planning, (2007)**
- **“Planning for Community-Based Organizations, Non-Governmental Organizations and Government ”**

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- **Moving Beyond "Special Needs" A function-based framework for emergency management and planning, (2007)**
- **“Planning for Community-Based Organizations, Non-Governmental Organizations and Government ”**
- **Registries - for People with Access and Functional Needs**

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- **Southern California Wildfires After
Action Report (2008)**