



HEART

HOUSING & ECONOMIC ASSISTANCE TO REBUILD TEXAS

Disaster Preparedness

November 7, 2018

Welcome & About Us



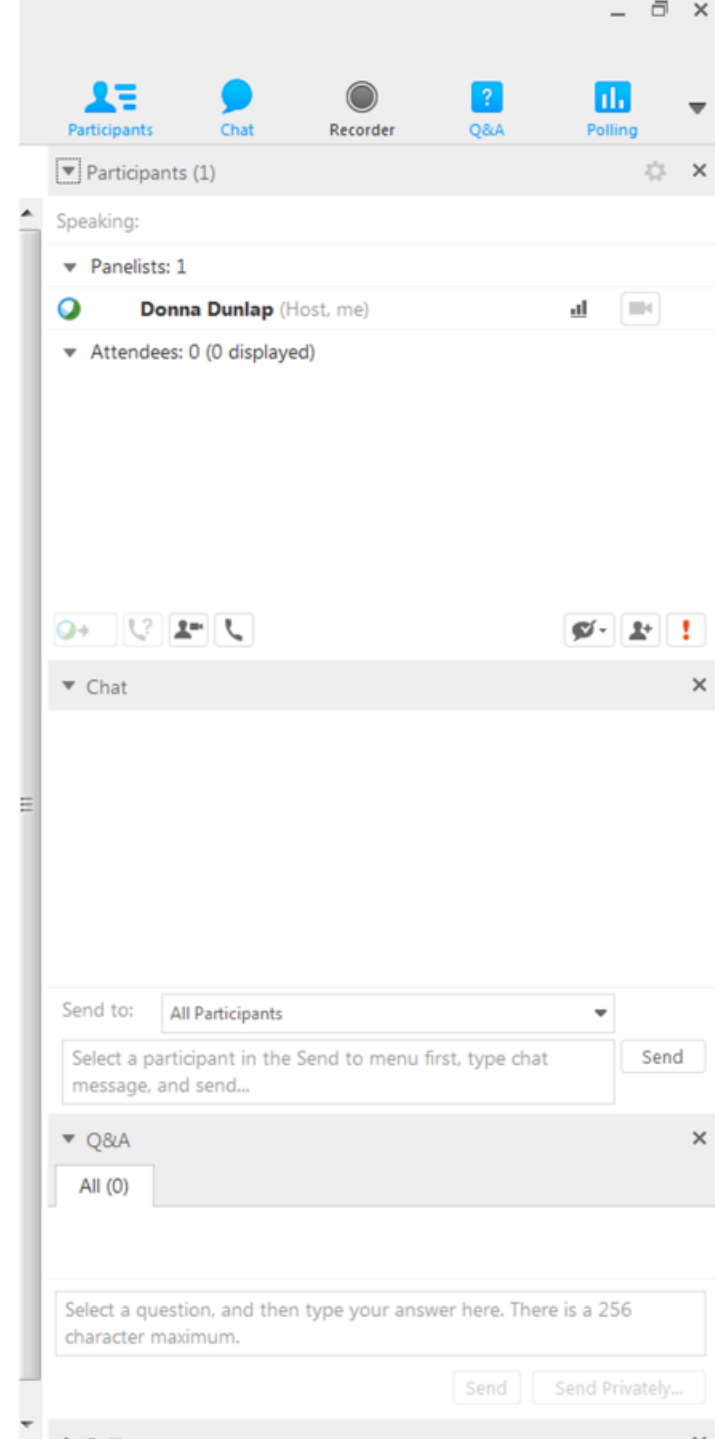
HEART Webinars

- ▶ **October 10, 2018: Managing Federal Funds**
Are you ready to manage federal funds? An overview of policies and procedures a nonprofit should have in place before applying for federal funds
- ▶ **October 24, 2018: Volunteer Management**
Lessons learned from home repair nonprofits after Hurricane Katrina
- ▶ **November 7, 2018: Ready to Respond**
How to prepare staff to handle emergencies and ensure residents are safe.
- ▶ **November 28, 2018: Income Certification**
A comprehensive overview of the income certification process

<https://www.tsahc.org/nonprofits-local-governments/heart-program-webinars>

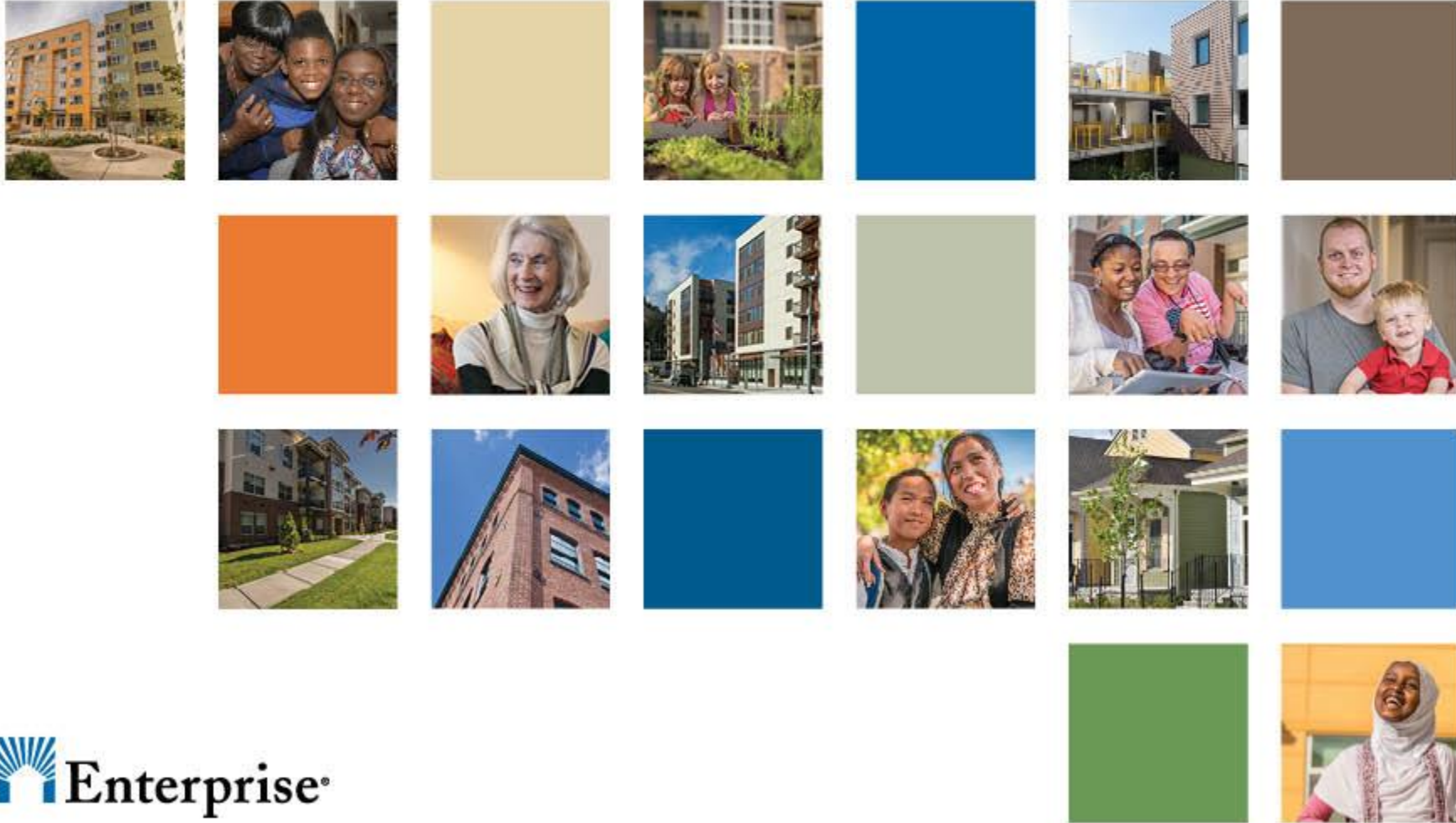
Questions?

Type them into the Q&A box



The screenshot shows the Zoom interface with the Q&A section open. At the top, there are icons for Participants, Chat, Recorder, Q&A, and Polling. Below these, the 'Participants (1)' section shows 'Donna Dunlap (Host, me)' as the only participant. The 'Chat' section is currently empty. The 'Q&A' section is active, showing a dropdown menu with 'All (0)' selected. Below this, there is a text input field with the placeholder text 'Select a question, and then type your answer here. There is a 256 character maximum.' and two buttons: 'Send' and 'Send Privately...'.

HEART Webinar Emergency Preparedness

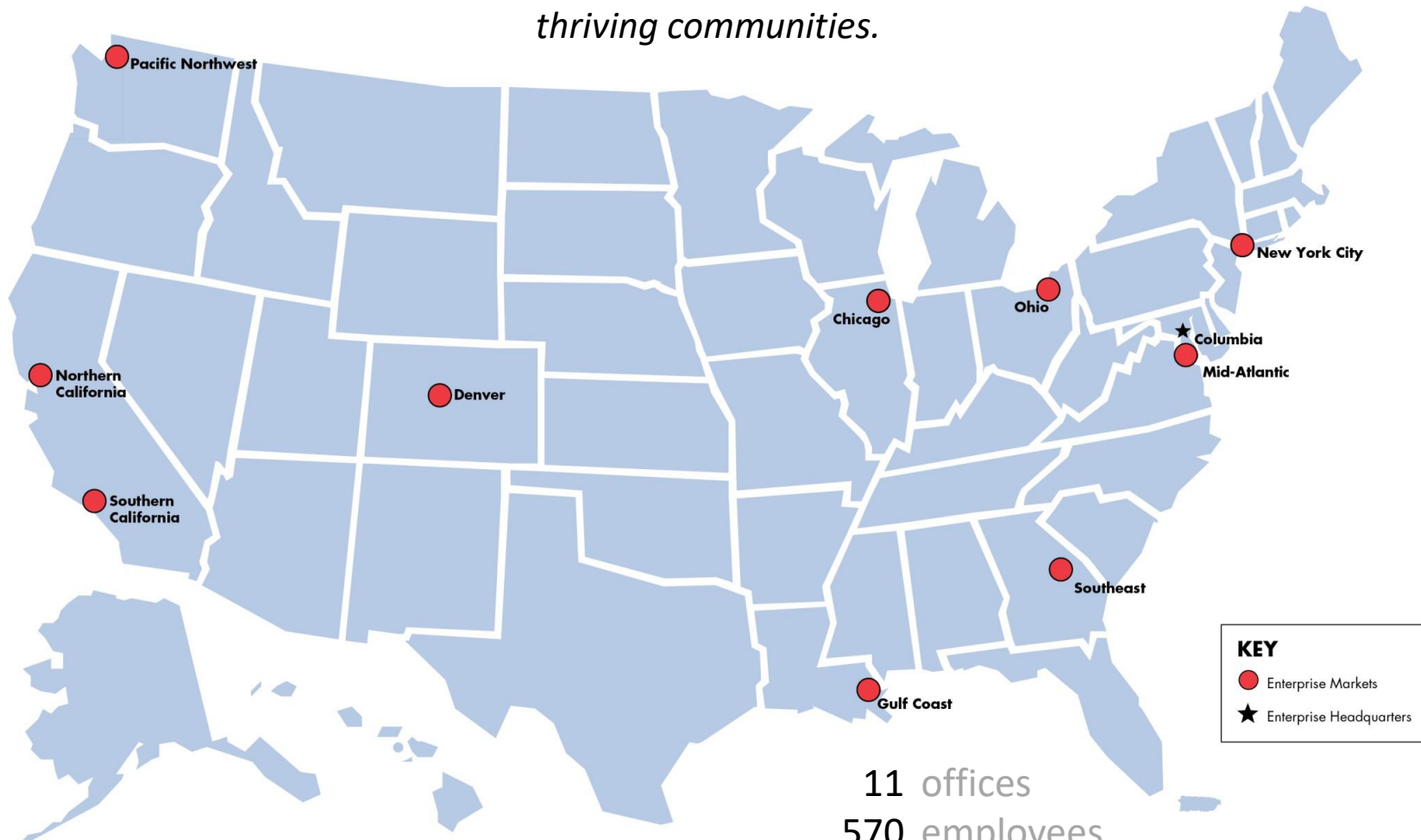




Resilience-An Investment to Protect and Strengthen Our Communities

Enterprise: Who We Are

Create opportunity for low- and moderate-income people through fit, affordable housing in diverse, thriving communities.



11 offices
570 employees

Columbia, MD national headquarters

Enterprise Community Partners

What sets Enterprise apart is how we work.

We're one of the only social enterprises in the U.S. with deep expertise in each of the three catalysts for systems change:

Capital.

At Enterprise, we direct public and private capital to the right places, having delivered more than \$28.9 billion to low-income communities across the U.S.

Policy.

Enterprise is a crucial voice for America's low-income communities with a strong presence in Washington, D.C., and city halls across the country.

Solutions.

We work with local partners to test and scale new solutions to some of the most pressing housing and economic problems facing low-income communities.



Across the nation, heatwaves, droughts and floods are becoming more frequent and severe, increasing risks to people, homes, infrastructure, and communities.



Houston Chronicle 5/16/16

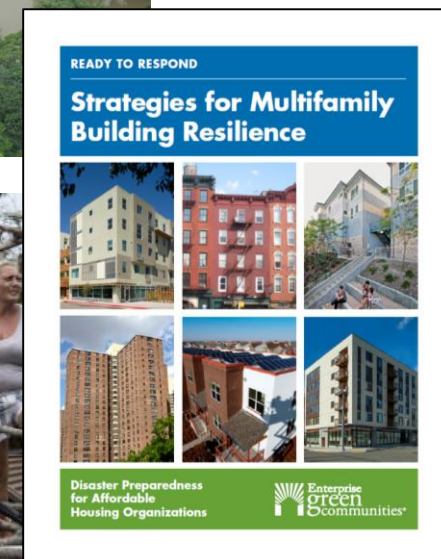
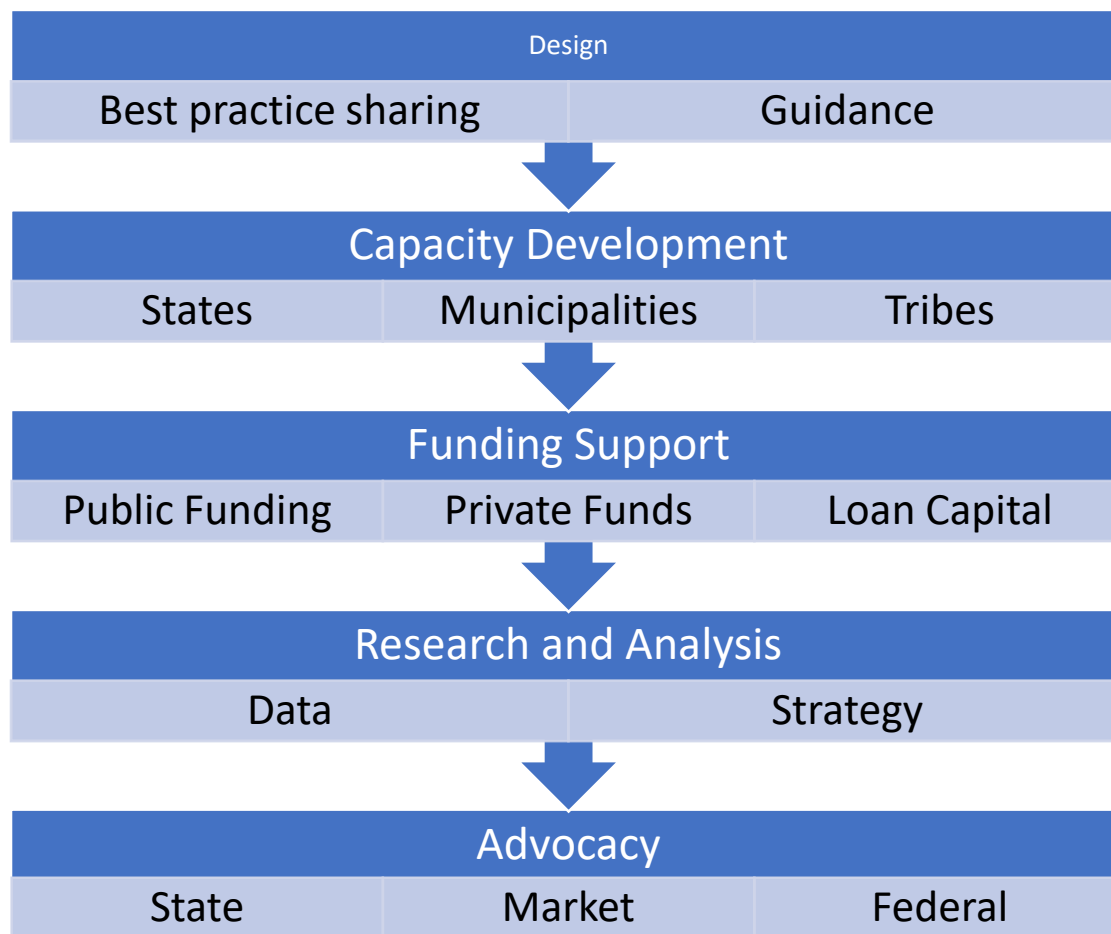


DISASTER RECOVERY & RESILIENCE

- Ensure affordable housing across the nation is designed, constructed and operated to mitigate and adapt to the risks of severe weather and a changing climate.
- Expand capacity of affordable housing developers to protect their properties, operations and portfolios by providing tools, technical assistance and pass through funding to developers and CDC's.
- Enterprise incorporates risk reduction practices in its internal analysis of housing deals and incorporates in asset management activities.



Mitigating Climate Risk to Affordable Housing



Current Projects

**Climate Strong
Islands Initiative
(CSII)**

**Sonoma County's
Building Resilient +
Inclusive
Communities(BRIC)**

**Houston Recovery,
Temp to Perm
Housing, Grant
Program**

**Los Angeles
Financing Climate
Resilient
Communities**

**Washington DC
Resilience Capital
Needs Program**

**New York City
Flood Help**

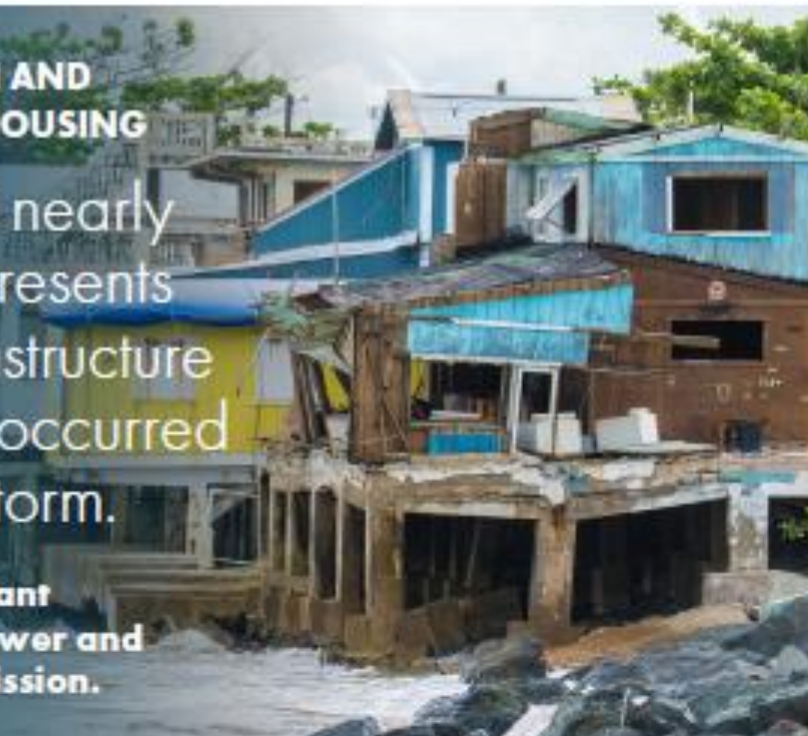
**Internal Asset Risk
Management**

**Public Housing
Resilience Pilots**

**BEST PRACTICES MANUAL FOR THE DESIGN AND
CONSTRUCTION OF SAFE AND RESILIENT HOUSING**

Hurricane Maria destroyed nearly 90,000 homes – which represents over 87 percent¹ of the infrastructure damage in Puerto Rico that occurred during the unprecedented storm.

Countless more homes underwent significant structural damage, while many water, power and other critical systems remain out of commission.



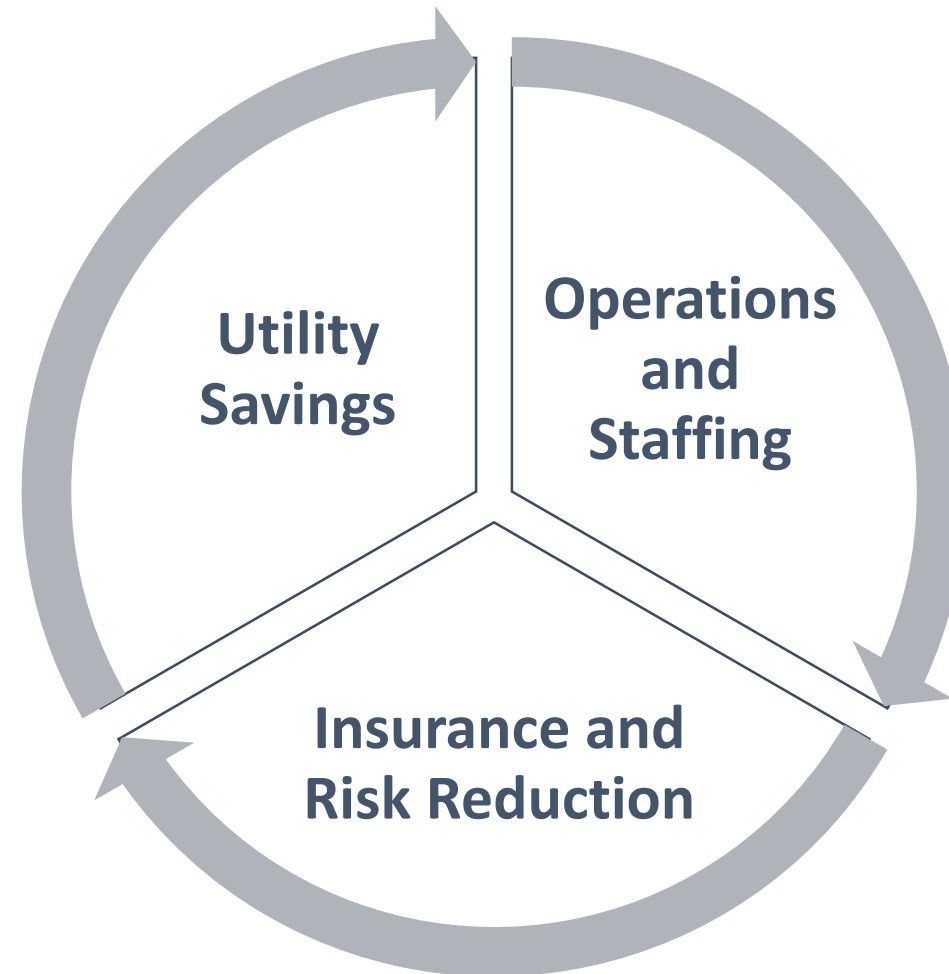
Top 10 Items to be Ready to Respond

- 1. Set Expectations**
- 2. Identify Accountable Staff**
- 3. Develop Business Continuity Plan and Practice it**
- 4. Check your Insurance**
- 5. Check your Reserve**
- 6. Check in with your Jurisdiction**
- 7. Build your Community**
- 8. Your residents are your Partners**
- 9. Set up your Vendors in Advance**
- 10. Work with your CBO Partners**

Top 5 Reasons to be Ready to Respond

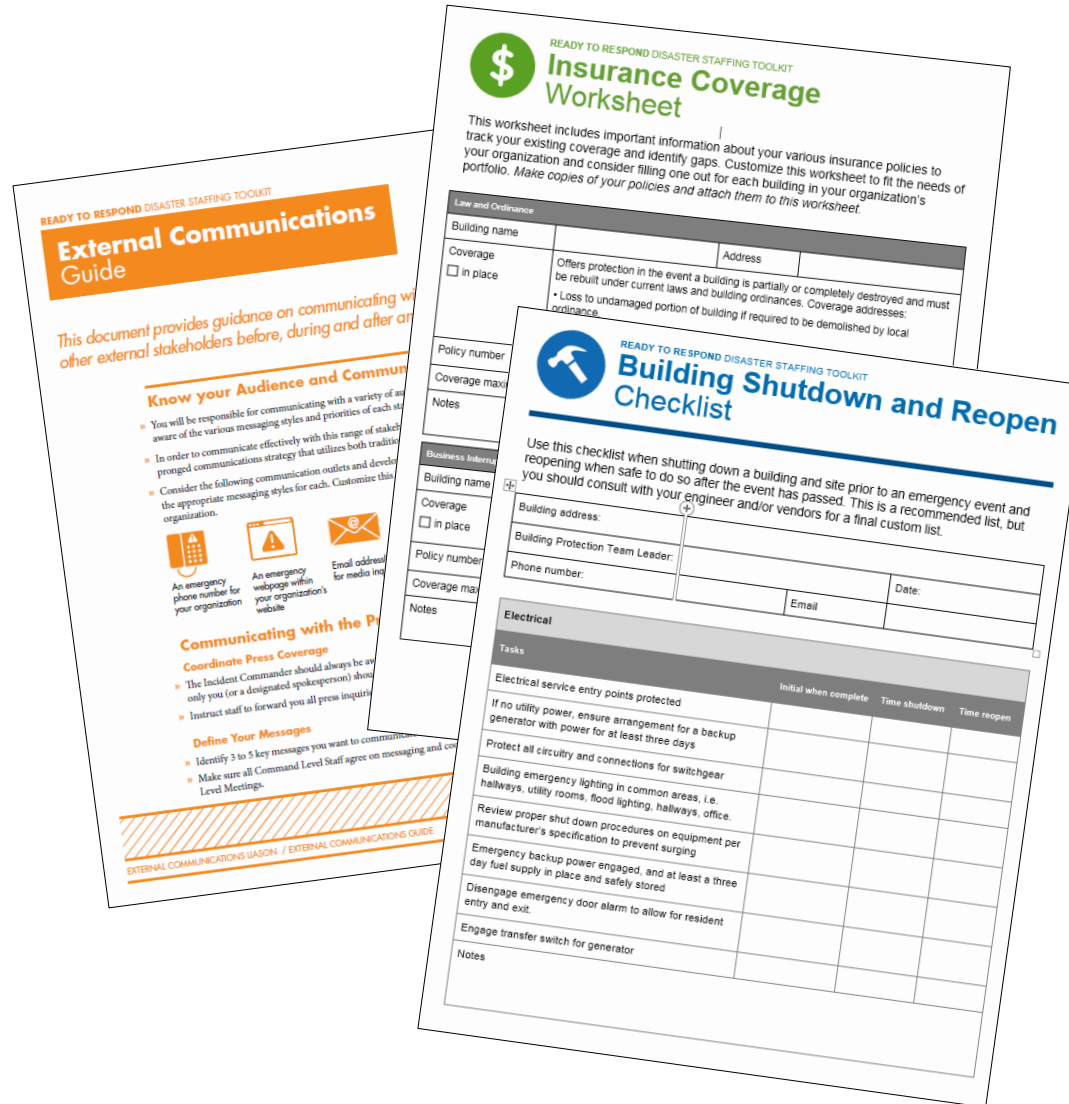
1. Reduce risk to valuable building assets and **reduce repair and replacement costs.**
2. Reduce risk to residents, especially vulnerable residents, reducing injury, ensuring safety, and maintaining habitability of units.
3. Ensure continuity of business line during an emergency, **reducing loss of revenue and mitigating business interruption.**
4. By instituting protocols to track expenses during an emergency you can **shorten expense reimbursement** time from insurance companies and public funding support.
5. Establish confidence in property management capability, increasing resident and investor security.

Making an Inve\$tment in Resilience



Spotlight: Top Tools

- **Worksheets, guides, and checklists to support each Role**
- **In PDF and customizable Word formats**



READY TO RESPOND DISASTER STAFFING TOOLKIT
Insurance Coverage Worksheet

This worksheet includes important information about your various insurance policies to track your existing coverage and identify gaps. Customize this worksheet to fit the needs of your organization and consider filling one out for each building in your organization's portfolio. Make copies of your policies and attach them to this worksheet.

Law and Ordinance	Building name	Address
Coverage <input type="checkbox"/> in place	Offers protection in the event a building is partially or completely destroyed and must be rebuilt under current laws and building ordinances. Coverage addresses: • Loss to undamaged portion of building if required to be demolished by local ordinance.	
Policy number		
Coverage max		
Notes		

READY TO RESPOND DISASTER STAFFING TOOLKIT
External Communications Guide

This document provides guidance on communicating with other external stakeholders before, during and after an event.

Know your Audience and Community

- You will be responsible for communicating with a variety of stakeholders. Be aware of the various messaging styles and priorities of each stakeholder.
- In order to communicate effectively with this range of stakeholders, develop a targeted communications strategy that utilizes both traditional and digital communication outlets and develop the appropriate messaging styles for each. Customize this strategy for your organization.

Communicating with the Press

Coordinate Press Coverage

- The Incident Commander should always be available to the press (or a designated spokesperson) throughout the incident.
- Instruct staff to forward you all press inquiries.

Define Your Messages

- Identify 3 to 5 key messages you want to communicate.
- Make sure all Command Level Staff agree on messaging and communication strategy.

READY TO RESPOND DISASTER STAFFING TOOLKIT
Building Shutdown and Reopen Checklist

Use this checklist when shutting down a building and site prior to an emergency event and reopening when safe to do so after the event has passed. This is a recommended list, but you should consult with your engineer and/or vendors for a final custom list.

Building name	Building address	Building Protection Team Leader	Phone number	Email	Date
<input type="checkbox"/> in place					
Policy number					
Coverage max					
Notes					

Electrical

Tasks	Initial when complete	Time shutdown	Time reopen
Electrical service entry points protected			
If no utility power, ensure arrangement for a backup generator with power for at least three days			
Protect all circuitry and connections for switchgear			
Building emergency lighting in common areas, i.e. hallways, utility rooms, flood lighting, hallways, office.			
Review proper shut down procedures on equipment per manufacturer's specification to prevent surging			
Emergency backup power engaged, and at least a three day fuel supply in place and safely stored			
Disengage emergency door alarm to allow for resident entry and exit.			
Engage transfer switch for generator			
Notes			

Your Go Bag Checklist



















- Resident Engagement Team Leader Tool
- Essential items residents need in the event of an evacuation
- Encourages residents to self-prepare

READY TO RESPOND

Your Go Bag Checklist

A Go-Bag is a collection of essential items you will need in the event of an evacuation. The bag can be any kind of portable, durable container like a backpack, duffle bag, or suitcase on wheels. Go Bags should be easily accessible so you can grab them quickly in the event of an emergency.

Go Bag Checklist: This is a recommended list you can customize to meet your individual needs.

 <p>Copies of important documents in a waterproof and container (insurance cards, birth certificates, deeds, photo IDs, proof of address, etc.)</p> <input type="checkbox"/>	 <p>Extra set of car and house keys</p> <input type="checkbox"/>	 <p>Credit, ATM cards and cash, especially in small denominations</p> <input type="checkbox"/>
 <p>Bottled water-at least three days worth, if possible</p> <input type="checkbox"/>	 <p>Nonperishable food, such as energy or granola bars</p> <input type="checkbox"/>	 <p>Flashlights or glow sticks</p> <input type="checkbox"/>
 <p>Backup battery or charger for phone</p> <input type="checkbox"/>	 <p>Extra batteries</p> <input type="checkbox"/>	 <p>Laptop or tablet</p> <input type="checkbox"/>
 <p>A list of the medications each member of your household takes, why they take them, and their dosages</p> <input type="checkbox"/>	 <p>Extra medications</p> <input type="checkbox"/>	 <p>Pet food and supplies</p> <input type="checkbox"/>
 <p>Hand sanitizer</p> <input type="checkbox"/>	 <p>Contact and meeting place information for your household, and a small regional map</p> <input type="checkbox"/>	 <p>Toys or books for children</p> <input type="checkbox"/>
 <p>Lightweight raingear</p> <input type="checkbox"/>	 <p>Warm clothing</p> <input type="checkbox"/>	 <p>Extra eyewear (glasses, contacts , and sunglasses)</p> <input type="checkbox"/>

Insurance Coverage Worksheet

- Business Continuity Chief Tool
- Tracks insurance coverage and helps identify gaps
- Customizable Word document



READY TO RESPOND DISASTER STAFFING TOOLKIT

Insurance Coverage Worksheet

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Law and Ordinance			
Building name		Address	
Coverage <input type="checkbox"/> in place	Offers protection if a building is partially or completely destroyed and must be rebuilt under current laws and building ordinances. Coverage addresses: <ul style="list-style-type: none"> • Loss to undamaged portion of building if required to be demolished by local ordinance. • Cost of demolition. • Increased cost of construction to comply with building codes. 		
Policy No.		Expiration date	
Coverage maximum		Deductible	
Notes			

Business Interruption Coverage			
Building name		Address	
Coverage <input type="checkbox"/> in place	Coverage can be provided for the additional time required to repair the property due to enforcement of building, zoning or land use laws or ordinances. Discuss coverage of loss of rents associated with business interruption.		
Policy No.		Expiration date	
Coverage maximum		Deductible	
Notes			

Enterprise Multifamily Tools For Resilience



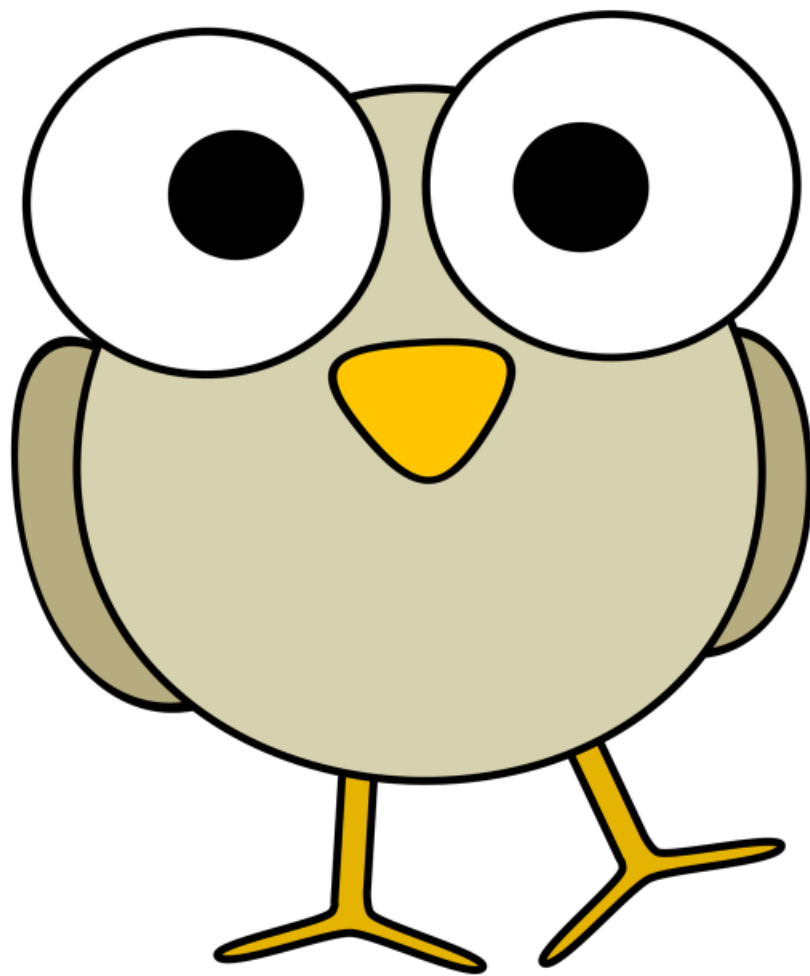
www.EnterpriseCommunity.org/readytorepond

Community Emergency Response Team

CERT Training -

<https://www.ready.gov/community-emergency-response-team>

QUESTIONS?



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HEART

HOUSING & ECONOMIC ASSISTANCE TO REBUILD TEXAS

Contact Information:

Housing Recovery Repairs

For questions regarding home repair grants, contact Michael Wilt at heart@tsahc.org

Programmatic grants

For questions regarding programmatic grants, contact Monica Gonzalez at mgonzalez@enterprisecommunity.org

www.rebuildwithheart.org