



# ADDRESSING THE “HOLE” IN *WHOLE* COMMUNITY PLANNING

2024 SEMA Conference  
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# Access & Functional Needs

A person is considered to have an access or functional need if they have “a disability, temporary or permanent, or other condition that would (cause) them to need assistance during an evacuation.”



## Access Needs

Someone who needs assistance to be able to access services or communications in an emergency or disaster.

- Mobility disability
- Information-processing disorder or disability
- Hearing defect or disorder
- Limited English proficiency
- Limited literacy
- Disenfranchised in any way



## Functional Needs

- Someone who needs assistance with basic functions in daily life after a disaster

### C-MIST:

- Communication
- Medical needs
- Maintaining independence
- Supervision (or assistance)
- Transportation

# The Whole Community

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- The USA has 336 million people
- 1 out of every 6 is age 65 or older
- People with disabilities make up 27% of the United States
- Since 2000, 99% of U.S. counties have experienced significant damage from some type of natural disaster







## The “Hole” in Planning

- People with disabilities are **2 to 4 times** more likely to die or be injured
- Women and children are **14 times** more likely than men to die in a disaster
- More than **70 percent** of women have experienced violence in crisis settings
- During Hurricane Katrina, Black people were up to **4 times** more likely to die than white people



Filling the Hole

# Same Hole, Two Sides



## The Disability Side

- Doesn't speak the EM language
- Doesn't do this every day
- Probably thinks it can't/won't happen
- Assumes "someone" is taking care of it
- Doesn't know how to begin
- Just plain doesn't think about it

## The EM Side

- Doesn't speak the AFN language
- Doesn't do this every day
- Probably thinks it can't/won't happen
- Assumes "someone" is taking care of it
- Doesn't know how to begin
- Just plain doesn't think about it

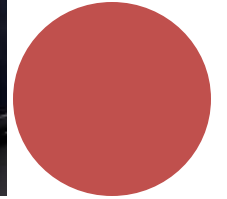


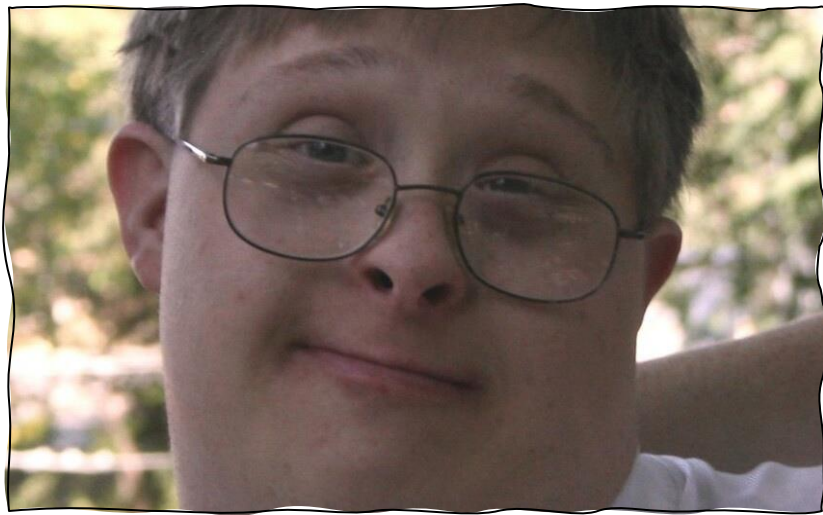


# Risk Analysis

Do the regular risk analysis for your jurisdiction:

- Floods
- Tornados
- Winter Storms
- Earthquake
- Haz-Mat Risks





## *Use a* DIFFERENT LENS

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Look at the same risks and data through the eyes of someone with a disability or other access or functional need:

- If power is out, ask not just “how does that affect citizens?” but
  - **How does it affect citizens who rely on power for medical equipment?**
- If public transportation is unavailable, ask not just “who does that affect?” but
  - **How does that affect citizens who rely on it to go to dialysis or cancer treatment?**
  - **Does it affect accessible transportation only or disproportionately?**

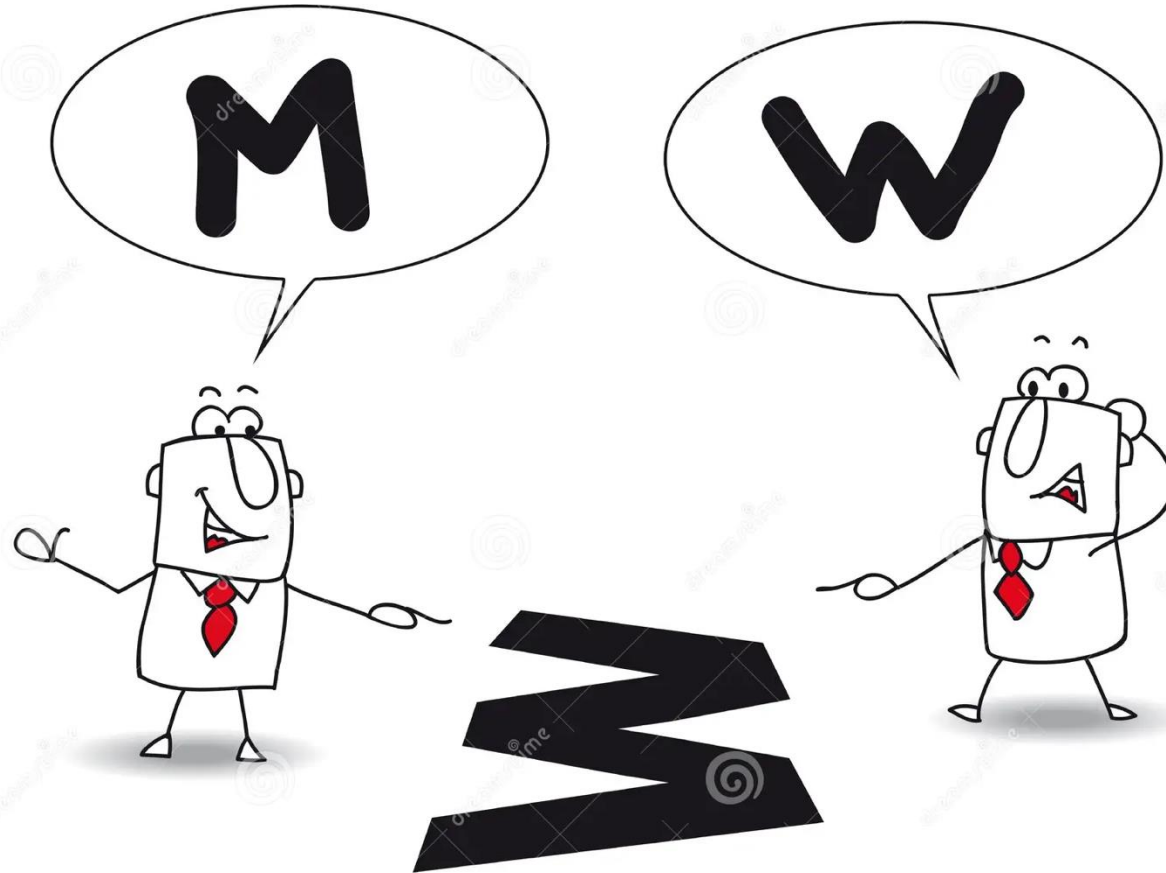
# *Where Do We Get that Lens?*



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Bring ***EVERYONE*** to the  
planning table!

Look at  
issues from  
all angles



# *Solve Problems Together*



- As always, look at challenges that occur in disasters
- Let everyone discuss their perceptions (and misperceptions) and perspectives
- Try to understand the other side:
  - “I’m not helpless. I am doing all I can to get prepared, so I don’t need to be rescued.”
  - “I want to help you, but I have a LOT of priorities in disasters. So, your preparedness helps me.”
- Then address realities and solve issues that may arise

**Exercises and drills are an  
EXCELLENT  
way to learn more about one another’s  
disaster realities**



L. Vance Taylor,  
Chief, Office of Access &  
Functional Needs,  
California Governor's Office of  
Emergency Services

*“None of us should accept that, in 2024, people in the most prosperous nation in the world will suffer and die simply because (we) failed to develop the inclusive disaster plans needed to save their lives.”*

# ***Understand what the AFN Community is Doing***

- The disability community understands and accepts its responsibility to help served individuals plan for disasters
- Their goal is to help each individual maintain the highest level of independence possible
- Their standard is “Nothing about us, without us.”
  - They want to be a part of community planning, as well





Hear ALL voices



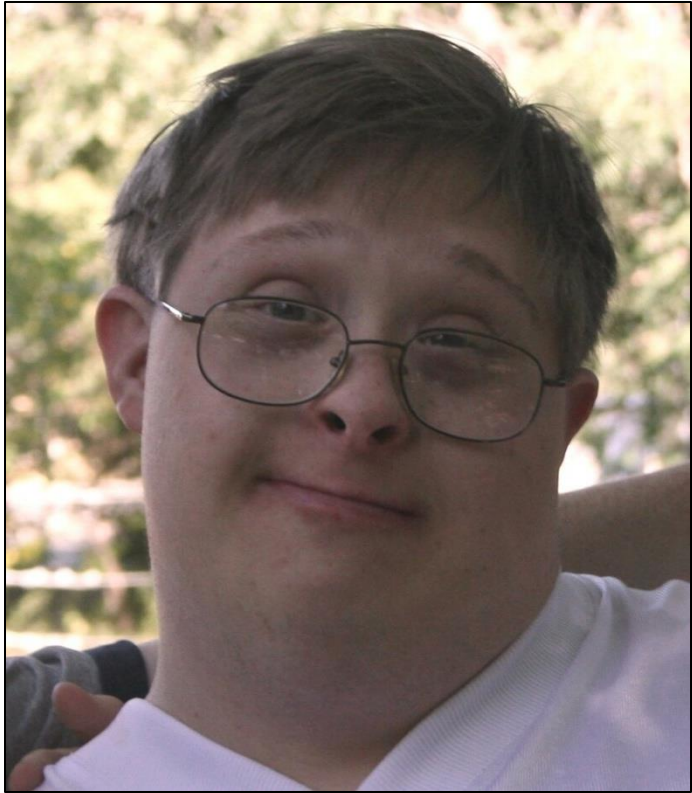
# Information from the field

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*Becky Lagore*

*Senior LPN*

*Northwest Community Services*



# NWCS Internal actions

## Formed Emergency Operations Planning Committee

- Includes call-down tree

## Emergency Backpacks in every home

## Evacuation plans for every office

- Framed and hung near exits

## Window-breakers for windows

## Pager system for quick mass notification

## TextCaster to deliver alerts to staff

- Works wherever they are located



# NWCS: Disaster Readiness

## Monthly drills for:

- Chemical spill
- Bomb threat
- Earthquake
- Fire
- Gas leak
- Active Intruder

## ALICE drills:

- 2 staff are certified trainers
- Drills occur twice annually

## Training:

- Stop the Bleed
- CPR
- Narcan

RAVE alerts for admin. & staff

Plug in to all disaster learning opportunities

# NWCS: Partners with the Community



Local MOUs established



Participate in TTXs with:

Carroll County Memorial Hospital  
DMH Office of Disaster Services  
SEMA Region A



Participate in annual 24-hour hazmat training with ConAgra Foods



Active members of MARC



Active member of the Behavioral Health Strike Team



Advisor for ODS Guidebook Project

## NEW Planning Guidebooks

- DMH's Office of Disaster Services has created Disaster Preparedness Planning Guidebooks.
- Designed to help providers and individuals with intellectual and developmental disabilities plan for emergencies and disasters.
- Online and printed versions available.



## Disaster Preparedness for Individuals

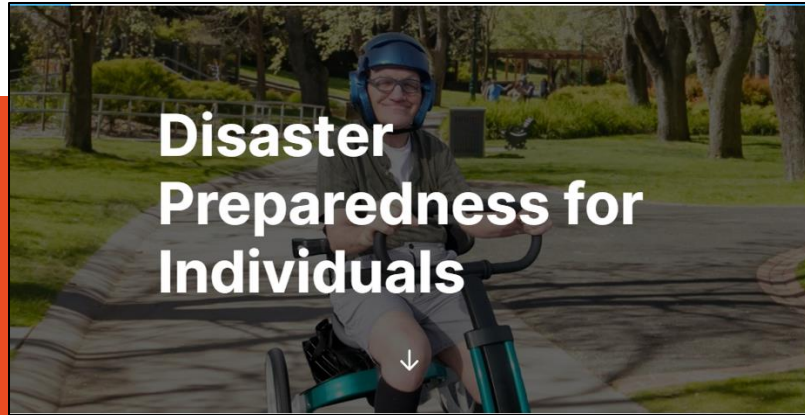
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## Disaster Preparedness for Providers

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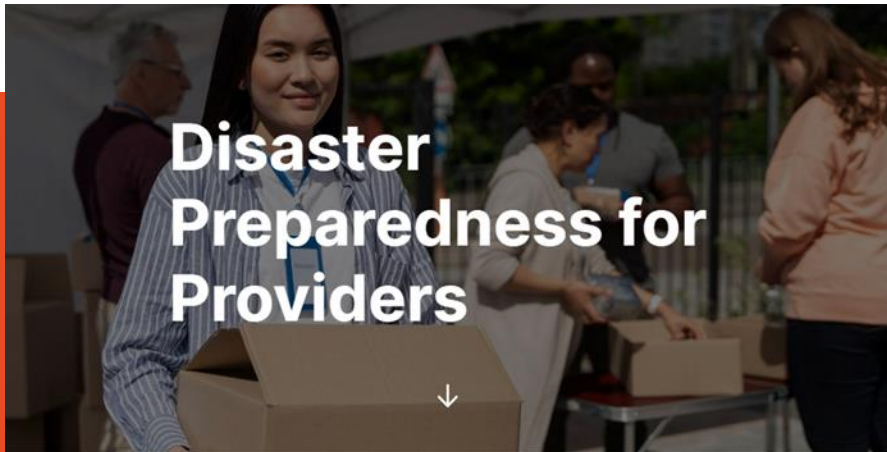
# Personal Planning Guidebook



- The Personal Planning Guidebook is designed to be completed by individuals, either alone or with assistance.
- It is written in plain language to increase accessibility.
- It is organized in a question-and-answer format that allows individuals to provide information easily.
- There are also helpful tips to assist individuals with their own preparedness.

If you know a severe storm is coming, what plans do you have in place?

- Do you have a place you can go? Where is that place? Is it a family member's house, neighbor's house, etc.?
- Contact information for that person/location:
  - How will you let them know you are coming?
  - To reach your destination, you might wonder if someone will pick you up or if you should take a city bus or use a service like OATS. It's important to have the bus schedule and contact information ready to ensure a smooth journey.



# Provider Planning Guidebook

- It offers considerations for the location's physical plant and overall planning.
- It also mirrors the Personal Guidebook, allowing caregivers to provide specific information on ways to ensure the goals in the personal plans of individuals are met.

**Consider, for example:**

**Does the location have an emergency generator to restore power for electrical equipment?**

- How often is the generator tested?
- How much fuel is on hand?

**Is the location on emergency utility restoration registries?**

- Ensure the contact information for the utilities is readily available.

The individual planning guide describes a "Support System" as "people in your life who help you" and offers suggestions, giving prompts for naming and providing contact information. It is important for you to know who these people are for each individual. Keep in mind that, although this information may be stored on your organization's database, you may not have that connectivity (or the time to access it) during a disaster or emergency. You should have this information readily available to you at all times.



# Website – Office of Disaster Services

- A new section on the ODS website has been added: I/DD Disaster Planning.
- Contains resources, ideas, and tips for emergency planning.
- We plan to continue to grow this site!

The screenshot shows the Missouri Department of Mental Health website. The header includes the logo, navigation links (MO.gov, Governor Parson, Find an Agency, Online Services), a search bar, and social media icons. The main navigation bar has four categories: Crisis Assistance, Behavioral Health – Substance Use and Mental Illness, Developmental Disabilities, and Programs. The 'Developmental Disabilities' category is selected, leading to the 'Emergency Planning: Developmental Disabilities' page. The page content includes an introduction, a list of statistics and facts, and a list of resources. On the right side, there are links for 'Disaster Distress Helpline' (Phone and Text: 800-985-5990) and 'Disaster Distress Helpline Brochure'. Below these are 'Disaster Services' links: Behavioral Health Strike Team, Contact Us, External Resources, I/DD Disaster Planning, Newsletters, Resources by Topic, Show-Me Hope Crisis Counseling Program, Training Opportunities, and Quick Fact Sheets.

**Emergency Planning: Developmental Disabilities**

Preparing for emergencies and disasters is important for every individual and family. Missouri is prone to flooding, tornados, winter storms, and extreme temperatures. In addition, the location along the New Madrid Seismic Zone means the possibility for a major earthquake, along with significant liquefaction risk in the southeastern part of the state.

Emergency planning for individuals with intellectual and developmental disabilities is vital and creating a plan is a very personal process. Individuals must consider their own specific needs and circumstances so the plan will work for them.

FEMA, the Federal Emergency Management Agency, reminds us:

- 16.1 million people have a cognitive, intellectual or mental health disability.
- About 6.7 million adults have a mental health disability.
- Many individuals have more than one of these conditions co-occurring in their lives.
- Like all citizens, they need early, timely, accurate and accessible information.
- This information should be delivered in age-appropriate, concrete language.
- The information should be delivered in any way that meets an individual's needs – small "bites" or information, written language, spoken language, or sign language, for instance.
- It is necessary to follow up with the individual after a disaster, as the stress and trauma of the disaster may have an adverse effect on them.
- It is also possible that individuals may lose access to their medications or their regularly occurring services.
- Again, emergency and disaster planning is an individual process, so avoid making assumptions or decisions based on their diagnosis or disability.

Below are numerous resources, ideas, and tips for emergency planning. Take advantage of these resources and begin planning for emergencies and disasters for yourself and those you care about.

**Disaster Preparedness and Planning**

- Emergency Alert Systems
- Disaster Preparedness and Planning: Individuals
- Disaster Preparedness and Planning: Responders
- Guidebooks

**Additional Resources**

- Assistive Technology
- Accessibility
- Education Rights and Resources
- Disability Etiquette

**Disaster Services**

- Behavioral Health Strike Team
- Contact Us
- External Resources
- I/DD Disaster Planning
- Newsletters
- Resources by Topic
- Show-Me Hope Crisis Counseling Program
- Training Opportunities
- Quick Fact Sheets

<https://dmh.mo.gov/disaster-services/emergency-planning-dd>

# Content Hub and DMH Website

<https://dmhmolearning.com/>



## Disaster Preparedness: Individual Planning Guide

This guide is designed for individuals with intellectual and/or developmental disabilities (I/DD) and their families. It is designed to help individuals or families plan and be prepared in the event of a disaster.

[View guide](#)



## Disaster Preparedness: Provider Planning Guide

This guide is designed for direct service providers, case managers, and others who serve individuals with intellectual and/or developmental disabilities (I/DD). It is designed to help providers plan and be prepared to ensure the needs of those served are met in the event of a disaster.

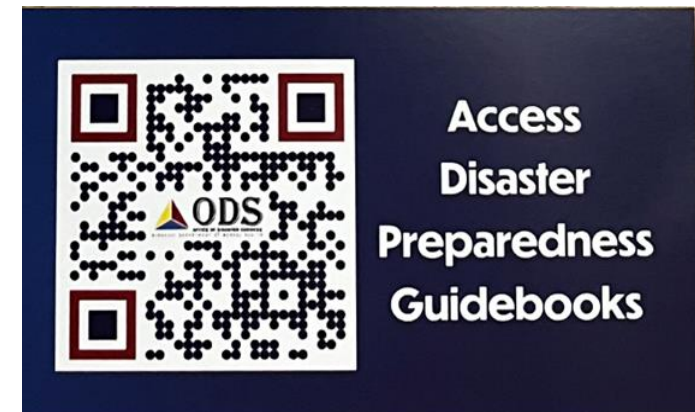
[View guide](#)



## Disaster Preparedness: Video Guides

The video guides are concepts taken directly from the individual and provider planning guides and put into a fun and engaging format. Videos are organized into two modules: Guidebook Concepts and Addressing Personal Needs. Topics include: Overview of the Guidebook, Disaster Preparedness Check, Service Animals, and so much more.

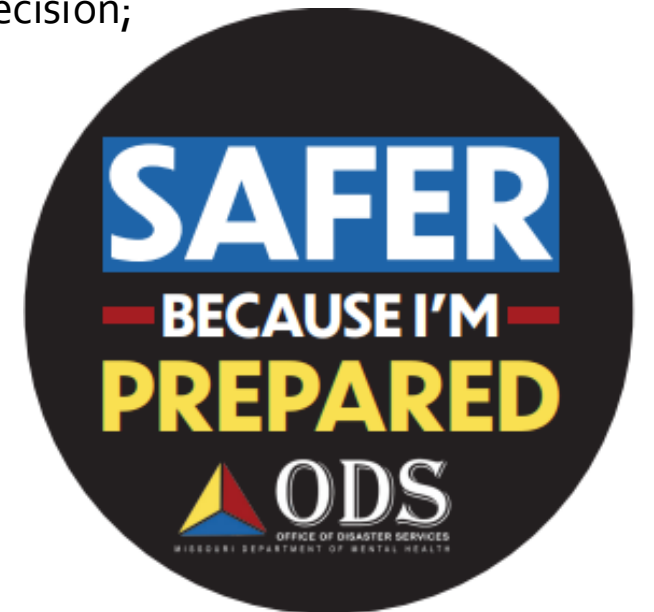
[Login to Start course](#)



# Other pieces of the project

As a part of this new focus on disaster/emergency planning for individuals with intellectual and developmental disabilities, the Office of Disaster Services is offering:

- Online training on the use of the guidebooks;
- Behavioral Health Strike Team training;
- Emergency/Disaster Preparedness planning assistance;
- COOP (Continuity of Operations Plan) Planning Assistance;
- Writing/Editing Disaster Plans;
- Discussion of the Evacuation vs. Shelter-in-Place Decision;
  - Evacuation Planning
  - Shelter-in-Place Planning
- Planning Drills;
- Conducting Drills and Tabletop Exercises;
- Planning for SPED classrooms in schools; and
- Other services as requested.



# Contact Us

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