



# NAVIGATING NEW WATERS

CESA 2021 • VIRTUAL  
**MAY 17-19, 2021**



SUNDAY, MAY 16, 2021

**5:00 pm – 6:00 pm**  
**Networking and Tech Check**

MONDAY, MAY 17, 2021

**8:00 am – 8:10 am**

**National Anthem and Welcome from CESA  
President, Vicki Osborn**

**8:10 am – 8:15 am**

**Recorded Welcome from California Governor  
Gavin Newsom**

**8:15 am – 9:15 am**

**Opening Keynote, Sara Ross**

Sara Ross is the Chief Vitality Officer at BrainAMPED, a research and strategy firm dedicated to redefining how we succeed at work and thrive in life by sharing brain-based, vitality-enhancing strategies to create healthier, happier, high performing leaders and workplaces. Sara is a contributor at Thrive Global and her work is earning her a reputation as a fresh and thought-provoking voice in the discussions of leadership, work-life balance, emotional intelligence and organizational health.

**9:00 am – 4:30 pm**

**Exhibits Open**

**PLEASE NOTE: All sessions include a 15 minute  
LIVE Q & A at the end.**

**9:15 am –10:15 am**

***Who Has Time for Finance During a Disaster?***

California is in the midst of a disaster glut, and there is no indication that this will change soon. FEMA is getting tougher and tougher on its regulatory requirements for disaster reimbursements. What can be done to remedy the situation? Learn the Public Assistance process, develop good disaster policies, and document, document, document. This session is based exclusively on real life cases. You'll see the mistakes that were made, and learn how to avoid them in your next disaster.

**Speaker:**

Mike Martinet, The Martinet Group

**9:15 am –10:15 am**

***The Role of The Healthcare Coalition in  
Emergency Preparedness***

The San Mateo County Healthcare Coalition was created to connect stakeholders and healthcare providers to strengthen their partnerships and overall collective response. Annually, the County hosts a Healthcare Coalition Workshop to demonstrate the capabilities of the county's medical partners and discuss lessons learned from real-life events. However, this year San Mateo County has responded to unprecedented events including COVID-19 and fire emergencies which demanded the cohesive and cooperative effort of all stakeholders. The primary platform of communication utilized in the coalition is ReddiNet. Vital modules within ReddiNet used by the Coalition include "Bed Capacity," "Resource Request," "Mass Casualty Incident," and "Assessment". Furthermore, another key finding during response activities was the importance of early outreach and relationship building. In previous years, the Healthcare Coalition Annual Workshop fostered relationships through intriguing panels, private and public sector exhibits, and agency presentations. Stakeholders learned the capabilities of one another and how important it is to be connected before an incident happens, allowing for stakeholders and respective agencies to learn how they fit into the medical health response as a whole before incidents occurred. When real events occurred and emergency response activities were activated, respective agencies understood their roles as well as the roles of others throughout the response.

Throughout this year, the San Mateo County Healthcare Coalition proved itself to be a foundational component of emergency response in its communication, relationship building, and preparedness capabilities.

**Speakers:**

Karishma Kumar, San Mateo County Healthcare  
Preparedness Response Coordinator

Dr. Shruti Dhapodkar, San Mateo County Healthcare  
Preparedness Response Manager

## 9:15 am -10:15 am

### ***Developing Public/Private EM Synergies***

With the number of private organizations professionalizing their Emergency Management departments it is essential the private and public sector EMs collaborate on preparedness, planning, and response activities. It is vital to leverage the relationships and resources to develop synergies to respond to the increasing incident complexities.

#### **Speaker:**

Mona Freels, Emergency Operations Services Manager, San Diego Gas & Electric

## 10:15 am - 11:15 am

### ***Business Continuity & Business Impact Analysis***

FEMA projects that 40 percent of small businesses never reopen after a disaster and another 25 percent, that do reopen, fail within a year. It's not only important for a business' bottom line and to its employees to get back in business, it is also important to the community that they serve. Nora O'Brien will take the audience through the steps of developing an effective Business Continuity Plan, including the Business Impact Analysis (BIA). Conducting an effective BIA requires interviews, research and assessments, that highlight the critical processes of an organization, and potential mitigation steps that can reinforce an organization's ability to recovery more effectively and timely.

#### **Speaker:**

Nora O'Brien, MOA, CEM, Founder & CEO, Connect Consulting Services, Inc.

## 10:15 am - 11:15 am

### ***Alternate Care Planning Site...Alternate vs Surge***

Federal agencies developed ACS plans to provide models for surge management and coordination. Real-world incidents including the current COVID-19 pandemic have informed Public Health and Emergency Medical Services that today's model of ACS is Surge Care Site (SCS) planning.

During a major event, whether immediate or pending, acute care facilities have voiced, "Heck no, we won't go" as it is logistically preferable to surge within familiar walls and systems than reinvent the wheel in a gymnasium or generic building. The County of Santa Cruz SCS experiences offer lessons learned on how to build capacity through flexible surge planning, and ways to use existing care sites supported by the Healthcare Coalition and community stakeholders.

#### **Speakers:**

Brenda Brenner, EMS Administrator, Santa Cruz County

Kathleen Conley, Emergency Preparedness Manager, Santa Cruz County

Bill Bullard, President, Healthcare Strategists

## 10:15 am - 11:15 am

### ***So You Need Help: Secrets & Tips to Finding the Right Consultant/Contractor***

Plans to write, trainings to conduct, exercises to execute - they all take resources. One of your most precious resources is time - time to think, time to prepare, time to put it in writing then carry it out. How do you decide if a consultant/contractor is the right choice to help you get things done? This session will help to answer that question.

Topics include:

- What is the difference between a consultant and a contractor
- What can a consultant/contractor do for you (Expertise, Capacity, Outside View)
- How do you determine what you really need (Reality vs. Dream World)
- Why is it critical to create a project proposal
- How can you best solicit bids for your project
- What are the right questions to determine the right consultant/contractor for you
- How do consultants/contractors decide if they want to work with you
- What are the secrets to know if a consultant/contractor is really qualified for the project
- How much should this project cost me in time and money, and what will it really cost
- What should you be worried about
- What is the consultant/contractor worried about
- What are the secrets to keeping the project on track to successful completion
- It's not over until it's over - what are the key things you must do at the end of the project
- How do you do all of this when you just had a disaster
- How has the pandemic impacted the relationship between client and consultant/contractor

#### **Speaker:**

Michael R. Gregory, MRG Consulting

## 11:15 am - 11:30 am

### **BREAK**

## 11:30 am - 1:00 pm

### ***Local Hazard Mitigation Plans - Integration and Implementation***

This session will provide information and examples on how to use the information and risk assessments developed in the Local Hazard Mitigation Plan and integrate it into other required planning mechanisms, including, but not limited to, General Plan Safety Elements, Community Wildfire Risk Plans, Flood Mitigation Plans, Sea Level Rise and Coastal Planning, Climate Change Planning. The panel of speakers will include subject matter experts from Cal OES Local Mitigation Planning, The Governor's Office of Planning and Research, Cal Fire Landuse Planning, the Coastal Commission, NOAA, and FEMA Community Planning. Information will also be provided on how to meet and benefit from legislative requirement for AB 2140, SB 1241, SB 99 and SB 389.

#### **Speaker:**

Victoria LaMar-Haas, Program Manager, Cal OES Local Hazard Mitigation Planner

**11:30 am – 1:00 pm**

***Emergency Response Planning & Operations for Individuals Experiencing Homelessness***

This is a presentation that addresses the steps taken by the City of Los Angeles to plan and respond to emergencies, focusing on individuals experiencing homelessness. This will focus on major wildfires of 2019 and the Covid 19 response of 2020. This addresses evacuations, notifications, sheltering, and supportive services.

**Speakers:**

Nuin-Tara Key, Deputy Director,  
Office of Planning and Research

Edith Hannigan, Program Manager, Board of Forestry

Shane Vargas, Cal Fire Landuse Planning

Maria Lorezo Lee, Manager, DWR IRWM Program

Paul Weinberg, Emergency Management Coordinator,  
Los Angeles Department of Transportation

FEMA Community Planning

**11:30 am – 1:00 pm**

***Using Video Effectively from the EOC/JIC in Emergencies***

In this session, Kerry Shearer “The Livestream Expert” (and former Sacramento County PIO) will teach you how to implement live and recorded video from the Emergency Operations Center/Joint Information Center to communicate effectively during a crisis. You’ll learn how to set up a quick smartphone-based studio; how to plan and deliver updates; and what low-cost equipment you need.

Kerry will take you behind the scenes to show you how he implemented it during one of California’s largest wildfires, and discuss the impact frequent video communication can have on public perception of your response efforts.

**Speaker:**

Kerry Shearer, “The Livestream Expert” and former Sacramento County PIO

**1:00 pm – 2:30 pm**

**BREAK**

**2:30 pm – 3:30 pm**

***It’s Not Just Turning on a Faucet: What You Need to Know About the Water Sector and Why They Should be at Your Planning Table***

Water and wastewater agencies provide very essential services, yet they are nearly invisible. Most of us turn on a faucet or flush a toilet without a thought as to how those services are provided, what we would do if they weren’t available for any great length of time, or how our planning efforts might rely on them. We’ll describe the basics of water/wastewater infrastructure; explain how water agencies plan and their vulnerabilities; answer your questions about water/wastewater utilities, and provide information about how to connect and collaborate with your local water/wastewater utilities.

**Speakers:**

Vicki Osborn, Director of Emergency Management -  
Water Emergency Response Organization of Orange  
County, Municipal Water District of Orange County

Alix Stayton, Safety Specialist, Irvine Ranch Water District

**2:30 pm 3:30 pm**

***COVID-19 - How Public Information Changed Public Behavior***

COVID-19 demanded rapid development and deployment of public information and outreach strategies to effect behavioral change. But, at the beginning, there was no data... no situational awareness... no State or Federal support. Bay Area jurisdictions developed joint public health orders that would stop the spread. To implement the orders, the regional Joint Information System (JIS) activated and “did its thing” -- one message and many messengers. This presentation will highlight successes of working across disciplines and jurisdictions to save lives through targeted outreach and public messaging. It will feature best practices from San Francisco, one member jurisdiction of the Bay Area JIS, including translated messaging and door-to-door outreach. Amongst rumors, civil unrest, public safety power shut offs, raging wildfires, and smoke-filled air, our heroic PIOs rose to the challenge. Join us as we celebrate the power of PIOs and the Bay Area JIS - working to translate a complicated public health and economic emergency into consumable and actionable messaging for the Bay Area’s 8 million residents.

**Speakers:**

Mikyung Kim-Molina, Regional Project Manager,  
Bay Area UASI

Lt. Jonathan Baxter, Public Information Officer,  
San Francisco Fire Department

Betsy Burkhart, Communications and Outreach Manager,  
Bay Area UASI

**2:30 pm – 3:30 pm**

***Utilizing General Aviation Assets During Disaster Response***

California’s 250 General Aviation (GA) Airports, 28,000 aircraft, and 54,000 pilots offer a unique disaster response resource. Sharpen your Critical Transportation skills by learning how these resources can be brought to bear to assist communities with their emergency transportation needs - what kinds of flights can be flown, what kind of communities can benefit, how service is requested and organized, risks and risk mitigation associated with GA flight. You’ll get a better sense of where GA disaster services fit in with other transportation systems such as bus, rail, commercial delivery companies, and scheduled airlines. Attendees will be introduced to CalDART, a non-profit 501(c)3 corporation building a network of DART (Disaster Airlift Response Team) Operators around the state as a program of the California Pilots Association. The presentation will be augmented with video and photos from 2020 CalDART operations including Operation Medical Shield, the Oregon Firefighter Airlift, and Yurok Indian Tribe Klamath River Airlift.

**Speaker:**

Paul Marshall, President, CalDART

**3:30 pm - 4:30 pm**

**Plenary:**

***The Politics of Emergency Management***

**Speaker:**

Ellis Stanley

**4:30 pm - 4:45 pm**

**Message from CESA President, Vicki Osborn**

**4:45 pm - 5:45 pm**

**Jeopardy! Test your knowledge against your peers in this fast paced game of Jeopardy!**

**T U E S D A Y , M A Y 1 8 , 2 0 2 1**

**9:00 am - 9:15 am**

**Welcome**

**9:00 am - 5:00 pm**

**Exhibits Open**

**9:15 am - 10:15 am**

***After-Action, Mid-Action, In-Action...? Not Your Standard AAR - A COVID-19 In-Action Review Process***

The process of conducting an After-Action Review and engaging in debriefings or a hot wash following an emergency response activation is familiar to many public health and emergency response professionals. However, as an ongoing public health crisis, the COVID-19 pandemic creates a challenging environment for local jurisdictions to simultaneously respond while also evaluating their activities to improve their services to their communities. Constant and Associates, Inc. was hired as a third-party agency by multiple jurisdictions throughout the Western United States to conduct a review of their current COVID-19 activities and comprehensively identify best practices and lessons learned exhibited by the jurisdiction and their partners. This presentation summarizes Constant Associates' approach for conducting COVID-19 Mid-Action Reports in the midst of response activities as well as suggestions for tailoring evaluation techniques to the unique needs of different jurisdictions. While the COVID-19 pandemic continues and jurisdictions prepare for additional waves and surges, the Mid-Action assessments conducted by Constant with local jurisdictions have primarily covered the activation and response periods from January 2020 through December 2020. The data collection process has been comprehensive, allowing relevant partners and stakeholders to share their observations and experiences. This process has differed slightly for each jurisdiction. However, all data collection included a review of related jurisdictional documentation (e.g. Continuity of Operations Plans, Situational Reports), interviews with department staff and response partners, surveys of stakeholders, debriefings with key personnel, and after-action meetings with staff and/or partners. While Constant identified both benefits and challenges in variations in approach (e.g. individual vs group interviews), the jurisdictions all appreciated a third-party perspective. Having an outside entity gathering the data provided

anonymity to stakeholders while also ensuring objectivity of the authors reporting the findings. Upon analyzing all the data, themes were identified and reported in Mid-Action Reports highlighting strengths, areas for improvement, and recommendations. While each jurisdiction was unique, similar themes were found in each - internal operations, staff safety and wellness, interagency coordination, community partnerships/engagement, external programs, and public information.

Common challenges when conducting mid-action reviews included responsiveness of stakeholders, short timeframes for executing and completing the Report, the need for a consistent feedback loop to address immediate concerns, political interference in how data was reported, and generating buy-in amongst key personnel who were already busy with response. Constant developed a number of strategies to address these challenges within each project, and will utilize this presentation to share them with participants. Constant also developed an operational worksheet to help jurisdictions continue to host quarterly debriefings and collect data to add to the ongoing Mid Action Report, which will be shared during this presentation for participants to utilize in their own departments and assist them in compiling information for a future After Action Report.

**Speakers:**

Sloan Grissom, MPH, Senior Associate, Constant Associates  
Ryan Dufour, MPP, Consultant, Constant Associates

**9:15 am - 10:15 am**

***The Changing Skillset of an Emergency Manager on a Budget***

This session will present ideas on how to maximize a small budget of an Emergency Manager to maximize communications and situational awareness of the Emergency Operations Center.

The attendees will be able to create an enhanced operational picture that has been limited and decreased due to the limitations presented by the Pandemic with technology not native to the Emergency Management World.

The attendees will be able to increase communication with their EOC staff via a virtual EOC.

The attendees will understand the difference between a brick-and-mortar, hybrid, and virtual EOC.

**Speaker:**

Jeffrey Snoddy, Emergency Manager, City of Torrance

**9:15 am – 10:15 am**

***Multi-County Evacuation Management in the 2020 Fire Season***

The threat of wildfires is increasingly on the minds of already crisis-fatigued citizens. The past 5 years have seen unprecedented wildfires: larger, faster moving, and more intense. At the same time, population growth continues to grow in high hazard areas. Many of our tools for detecting wildfires, modeling their progression, evacuating residents, and suppressing fires are outdated. In the critical early period of a wildfire, existing systems rely far too heavily on subjective judgments made by individuals with inadequate information; these systems are further constrained by long chains of command and the difficulties of interagency emergency communication. Hear how Chief Cox and other innovative first responders have taken learnings from some of California's most destructive wildfires to create collaborative regional evacuation management process. What have we learned?

- Firefighting not effective in the initial attack
- Multi-agency coordination and command is required
- Wildfires are mass rescue/casualty incidents
- Evacuation orders required earlier over larger areas
- Traffic congestion coordination now necessary
- Vulnerable populations are most at risk

Hear first-hand how this approach was used on the CZU Complex Fire to evacuate over 70,000 people across 3 counties. This new approach drastically reduced the reflex time to call for evacuations, facilitated communication between fire, law, and OES, and simplified communication with the public. Following on the success of the CZU evacuation, see how this approach is now being deployed across the entire Bay Area to provide a common regional approach to evacuations.

**Speakers:**

Johnathon Cox, Deputy Chief, Cal FIRE, San Mateo County  
Charlie Crocker, Co-Founder and CEO, Zonehaven

**10:15 am – 10:30 am**

**BREAK**

**10:30 am – 11:30 am**

**Plenary:**

**Cal OES and FEMA State of the Union Address**

**11:30 am – 1:00 pm**

***When Disaster Strikes: What's Next? An Organization's Responsibility to provide Compassionate Care***

This session will walk through The Walt Disney Company's Mass Casualty/Family Assistance Planning, Training, and Response plan, while sharing captured interviews

with survivors from the Pulse Nightclub (Orlando) and Route 91 (Vegas) shootings detailing their experiences following those incidents. How an organization responds (or doesn't) has life-long impacts to those impacted. The session will close out with sharing best practices and recommendations for how public-private pre-planning is critical to being prepared for these types of incidents.

**Speakers:**

Patrick Laverty, Senior Manager, Family Assistance & Crisis Team Training, Global Crisis Management, The Walt Disney Company

**11:30 am – 1:00 pm**

***Recovery is the Future: Navigating the Transition from Response***

Over the past three years California has suffered the largest, most destructive, and most deadly wildfires in state history. California emergency managers have learned firsthand how complex and extended recovery from these fires can be, especially when dealing with losses from multiple fires in multiple counties simultaneously. Despite a recent increase of recovery inclusion in emergency management dialogue, it remains the least understood and least exercised phase of the disaster cycle. While exercising response is fast paced and high adrenaline, recovery is slow, filled with politics and paperwork. With everything else we already have on our plates and the ongoing need to be ready for critical life safety responses, why bother to discuss recovery now? We can just figure it out during response anyhow, right? The fact is, for a successful recovery, jurisdictions must begin their planning early and with a focus on the transition from response to recovery. This is the most active period where pre-planning can have the greatest impact on whether you set your course toward a successful, smooth recovery or stall it with roadblocks that could have been cleared in advance. This session will focus on personnel, facilities, and outreach strategies to use during the transition that can be planned for ahead of time, with real examples from federally declared major disasters such as the Thomas Fire, Woolsey Fire and Mendocino Complex Fire. We will discuss recovery strategies for both localized incidents and integrating with FEMA on major incidents to help your jurisdiction begin the planning process now.

**Speakers:**

Jenny Novak, Cal State University Office of the Chancellor  
Randy Styner, University of California, Irvine

**11:30 am – 1:00 pm**

***Creating in-house Photo/Video Outreach Productions***

Video grabs your audience more than text. The audience retains 95% of your message when presented in video as opposed to as low as 10% with text for the identical message. Why? Video has several advantages.

1. Images are easier to retain than words or abstract ideas
2. Video is more than images. A good video may have narration, music and/or ambient sound, graphics, text... all of which are woven together into a package that reaches the audience on multiple levels.

3. Generally video can reach across many borders (language competency, education) to effectively communicate with an audience.

This 90-minute session will take you through an overview of what tools are needed to create effective messages, as well as the workflow/process and techniques to make your visual story hit your target audience effectively.

**Speakers:**

Michael R. Cockrell, Retired

Cyndy Green, Retired Broadcast News Cameraman

Barbara Daly, Owner, Director/Producer,  
Daly Video Services

**1:00 pm - 2:30 pm**

**BREAK**

**2:30 pm - 4:00 pm**

**Plenary: Panel Discussion Moderated by Dena Gunning, Central County Fire Department**

**Panelists**

Dana Carey, Yolo County, Chris Godley, Sonoma County Fire & Emergency Services, and Kelly Hubbard, Santa Barbara County

**4:00 pm - 4:30 pm**

**State Board Meeting with Attendees**

**4:30 pm - 5:00 pm**

**Chapter Meetings**

**5:00 pm - 6:00 pm**

**Networking Event**

This night will feature several rooms where you can join in for either a Scavenger Hunt with prizes for first three winners, Chair exercises (Think how ZOOM keeps us at our chairs all day!) and discussion on handling stress as we navigate through these troubled waters, Discussion room on the Best & Worst things that have happened to us personally due to Covid or an Emergency Mangers Hot Topic discussion room. You can move from room to room at your pleasure!

**W E D N E S D A Y , M A Y 1 9 , 2 0 2 1**

**8:45 am - 9:00 am**

**Welcome**

**9:00 am - 4:00 pm**

**Exhibits Open**

**9:00 am - 10:00 am**

**Plenary:**

***Navigating the Signs of Stress: Psychological First Aid and Self-Care for the Emergency Manager***

This course will give you the tools needed to take care of yourself during times of stress. It will also assist you in recognizing the impacts of disasters on your EOC staff and how your position affects those around you, such as family and friends. The tools given to you in this course will help you navigate the ever-changing environment of emergency management.

**Speaker:**

Yoli McGlinchey, Emergency Services Manager, City of Santa Barbara, Public Safety- Fire

**10:00 am - 11:00 am**

***Building Successful Local Hazard Mitigation Plans (Part 1 of 2)***

This course will focus on the basics of building a Local Hazard Mitigation Plan. Subject matter experts from Cal OES and FEMA Mitigation Planning will present on successful tips in creating a mitigation plan, including how to develop a planning team, tips on choosing a contractor, developing solid mitigation strategies and actions, complying with AB 2140 and incorporating the LHMP in the General Plan Safety element, economic and social equity, and integrating the LHMP into other plans including Community wildfire Protection Plans, Community Rating System (CRS) plans, Sea Level Rise Plan and Climate Plans, and meeting the High Hazard Program Dam (HHPD) requirements. Attendees will also receive information on updated materials and resources for Local Hazard Mitigation planning.

**Speakers:**

Victoria LaMar-Haas, Program Manager, Cal OES Local Hazard Mitigation Planning

Xing Liu, FEMA Community Planning

JoAnn Scordino, FEMA Community Planning

**10:00 am – 11:00 am**

***Integrating AFN in a Never-ending Risk Environment – Lessons Learned from 2020***

Lessons learned from integrating AFN in a non-stop environment that includes wildfires, PSPS events, COVID-19, civil disturbances, air quality issues, etc. The mission to save the whole community never ceases, regardless of the disaster you just came out of, the one you're facing now, or the one coming your way tomorrow.

**Speaker:**

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

**10:00 am – 11:00 am**

***Working with Your Elected Officials***

This session will discuss the importance of involving your elected officials. Many emergency managers often do not have access to their Board of Supervisors or City Councils and are required to go through chain of command to communicate or interface with elected officials. Conversely, elected officials are often barred from talking to staff. As a former EM and now a member of her City Council, Laura Hernandez has experienced first hand how City Council awareness and involvement can help leverage support for your EM Program. This session will address the value of using your Disaster Council and participating in organizations such as the League of California Cities to help keep emergency management on the radar.

**Speaker:**

Laura Hernandez, Port Hueneme City Council Member

**11:00 am – 1:00 pm**

**BREAK**

**1:00 pm – 2:00 pm**

***Ransomware and Regional Cyber Incident Response***

In Sept 2019, Bay Area local government agencies experienced three related ransomware attacks in three weeks. The disparity in responding to those incidents led to different recovery outcomes for each victim. This presentation will highlight lessons learned from this incident including the importance of consistency and incident reporting in a cyber incident response and how cyber stakeholders in the region, in partnership with the Northern California Regional Intelligence Center (NCRIC), are working together to improve outcomes and increase cyber resilience in the Bay Area region. A key outcome of this effort was the Bay Area Regional Cyber Incident Response Framework which includes plan templates (i.e. Technology Recovery and Cyber Incident Response) as well as guidance on developing a Cyber Incident Response Team, Mutual Aid Agreement Considerations, and recommended training.

**Speakers:**

Alison Yakabe, Lead Analyst, Cyber Security Team

Amy Ramirez, CEM, Regional Project Manager, Bay Area UASI

**1:00 pm – 2:00 pm**

***A Rose is a Rose - Emergency Plan Relationships and Terminology***

Standard terminology is one of the bedrocks of SEMS, NIMS and ICS. Having a standard term ensures that when we talk about something, we are all talking about the same thing. One area that is potentially confusing is emergency documents such as policies, plans and procedures. This session will help attendees understand the different types of emergency documents, their relationships and interactions, and the terminology. Topics include:

- Overview of Emergency Document including Policies, Plans, and Procedures
- The relationships and interactions between the different types of emergency documents
- Terminology Clarifications and Conflicts
- Operational Clarifications and Conflicts
- Preventing Duplication of Effort and Inconsistencies
- How this impacts emergency managers and emergency management programs

**Speaker:**

Michael R. Gregory, MRG Consulting

**1:00 pm- 2:00 pm**

***Building successful Local Hazard Mitigation Plans Lab (Part 2 of 2)***

**2:00 pm – 3:30 pm**

***Implementing Area Coordination in Response to COVID-19***

The COVID-19 Pandemic is a worldwide Public Health Emergency. California's large and diverse population has made the impact of this disease profound and difficult to manage. This infectious disease is not constrained by geographic borders, therefore, neither should our response. Individual cities and counties' Public Health and Emergency Management Agencies are over extended and often tasked with developing, communicating, and implementing similar response policies, procedures, and actions. Regional coordination and information and intelligence sharing is key to an effective response. This Session will profile the effective use of Multi-Agency Area Coordination and unity of effort of four Inland counties and Yosemite National Park to address the multi-jurisdictional regional COVID-19 Pandemic response.

**Speakers:**

Eric Sergienko, MD, MPH, Health Officer, Mariposa County Health & Human Services Agency

Paul Bockrath, MPA, MEP, FEMA Master Trainer, Preparative Consulting

Kristina Allen, PhD, Deputy Director of Public Health, Mariposa County Health & Human Services Agency

Andy Carter, CAPM, Senior Administrative Analyst, Health and Human Services Agency

## **2:00 pm – 3:30 pm**

### ***Collaboration as a Vital Emergency Services Skill***

Since 9/11, the nation's public safety organizations have been struggling to create the systems and coordination methods to address rapid policy and program changes, process billions in federal funding, design prioritized approaches to public safety, and to engage with the public and interdisciplinary stakeholders in an orderly and effective way. In many cases this 'forced collaboration' has been a requirement of grant funding streams. Personnel are being forced outside of their traditional silos and comfort zones to employ the skills of collaborative problem solving to accomplish vital public safety goals. Unfortunately, while emergency personnel are trained in the tactical and specialized skills of their core jobs, the interdependencies and collaboration skills required to deal effectively across disciplines and with the public are neglected and often treated as an afterthought, if at all. Yet, these skill have become a primary need for a very visible field that deals with the press, diverse constituencies, elected officials, the public, and other disciplines in a rapidly changing environment. Once considered at best optional, and at worst, uncessessary for an intense, tactical profession—these skills and techniques are needed now more than ever to accomplish the dizzying diversity of program implementation needs of the field.

#### **Speaker:**

Adam Sutkus, Trainer/Consultant

## **2:00 pm – 3:30 pm**

### ***Messaging the non-English Speaker in a Cultural Relevant and Linguistically Appropriate Manner***

In this interactive session we will discuss better practices to work effectively with communities from diverse cultural backgrounds; and considerations in providing culturally competent messaging and advancing preparedness for culturally diverse communities.

#### **Speaker:**

Liliana Encinas, Bilingual Public Outreach Coordinator,  
LISTOS National Program Director

## **3:30 pm – 4:00 pm**

### **BREAK**

## **4:00 pm – 4:30 pm**

### **Awards**

## **4:30 pm – 5:30 pm**

### **Plenary: Fierce Emergency Management**

#### **Speaker:**

Kelly McKinney

## **5:30 pm**

### **Closing Remarks**