



Community Resilience Framework

Goal: A Resilient Community

A resilient community is a community that collaborates together, at all levels, that improves their ability to handle any disaster event thereby reducing impacts and losses, and that shortens their time to recover from the event. The formula to create a resilient community includes both of the following:

1. Protecting your own organization’s operations, *AND*
2. Creating on-going connections between community leaders and members in order to collaborate together

PART 1

Community Snapshot: Assets & Resources

1. Asset map: Use a mapping platform to plot out existing and potential resources as they are determined.
2. Resources... and who is the lead: for each of these key issue areas, identify which organization will lead the planning component for it.

Key Functions	Lead Organization	Contact Person	Cell Phone	Notes
1. Food				
2. Water				
3. Shelter				
4. Sanitation				
5. Communication				
6. Electricity				
7. Medical/First Aid				
8. Search & Rescue				
9. Emotional/Spiritual Support				



10. Fire Suppression	Fire Department			
11. Fuel				
12. Transportation				
13. Maintenance supplies/ Electrical tools/ Wood, tarps, etc.				
14. Meeting Space				
15. Generator				
16. Pet Care				
17. Child Care				
18. Cots/ bedding				
19. Social Services				
20. Debris Removal				

3. What's Needed and What's Next?

From the above sections, what's missing and how do you address it?

Key Functions	Issue	Solution	Lead	Next Step	Deadline
<i>e.g. Fuel</i>	<i>No power at gas stations</i>	<i>Get generators to 3 gas stations</i>	<i>John</i>	<i>Talk to City about requiring generators at gas stations</i>	<i>45 days</i>
1. Medical					
2. S&R					
3. Power					
4. Communication					
5. Water					
6. Sanitation					
7. Shelter					
8. Food					



9. Clothing					
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PART 2

Planning for Response

Build connections with the other organizations now to be able to communicate after an earthquake

1. Create a pre-event coordination and contact roster to know who the lead at each participating organization for ongoing coordination is [See Part 4 below].

Organization	Name	Title	Phone	Email

2. Response Roles

What are the issues that require immediate response in the first 72 hours after the earthquake?

- Water
- Shelter
- Medical Aid
- Power
- Building Inspections
 - Engineer or building experts
- Search & Rescue
- Communication
- Sanitation
 - Shower
 - Toilets/Sewer
- Emotional Support/Mental Health
 - Toys, books, etc. for 10K kids
- Currency (cash)
- Food
- Transportation/Mobility
- Security

Who is the primary that will lead that effort after the disaster? (A second and third person should be identified as a back-up.)

Key Functions	Lead Person	Cell Phone	Email	Notes
1. Provide Backup power				City-wide limited resources
2. Organize Search & Rescue				
3. Distribute Water				
4. Provide shelter in accessible locations				



5. Provide Mental/ Emotional Counseling				
6. Provide Medical Aid as needed				
7. Create Missing People Registration				
8. Lead on communication				
9. Assessment of damages/ Inventory mapping				
10. Lead repairs/ reconstruction				
11. Logistics coordination/ transportation				
12. Community childcare				
13. Food Coordinator				
14. Medication storage/ access				
15. Check on Seniors/ Senior Centers, Assisted Living				
16. Check on People with Disabilities/Independent Living Centers				
17. Gas Safety/ leak	Lead: Fire Dept. Second Lead:			

18. Fire Suppression				
19. Debris Management/ Removal				
20. Public Education				
21. Building Inspection				
22. Leadership/participation				
23. Power				

3. Create your post-event Communications & Coordination Hub

- a. Where will you meet (not indoors) (address/location)?
- b. What time?
 - i. **4 hours after event**
- c. How Frequently?
 - i. Set a time to **meet daily** until the majority votes to no longer meet
- d. Who is the lead organization for the hub year? Who is the back-up? [Review this each year]
- e. What information do you need to have/share? (Status Report; Appendix 2)
- f. Determine which issues to decide at the first meeting
 - i. Spokespeople for media
 - ii. Spokespeople for government
 - iii. Lead for Donations -- what’s needed and how to distribute it
- g. Determine the standing agenda items for Community Hub meetings
 - i. Roundtable information sharing
 - ii. Create a “punch list” of priorities to resolve before next meeting



Note: In advance, each organization should create a list of likely persons to work with the Hub. When an earthquake occurs, each organization should designate **one** lead person to liaise with the Communication Hub.

4. What's Needed and What's Next?

From the above sections, what's missing and how do you address it?

Key Functions	Issue	Solution	Lead	Next Step	Deadline
<i>e.g. Search & Rescue</i>	<i>People don't know what to do</i>	<i>Offer training classes and train 50 people over 12 months</i>	<i>John</i>	<i>Talk to LACoFD about offering training</i>	<i>30 days</i>
1.					
2.					
3.					
4.					
5.					
6.					

PART 3

Planning for Recovery

Establish priorities and take steps now to reduce vulnerabilities that will help restore the community after disaster. (**Recommendation for the City of Culver City**)

1. Plan a community-led public meeting **1 month** after the disaster to facilitate recovery– communicate the time/ place of this meeting (and broadcast the meeting)
 - a. Include speakers
 - i. Water Company
 - ii. Elected Officials
 - iii. CalOES
 - iv. Faith-Based Orgs/ Interfaith Alliance
 - v. Mental Health Professionals (LA County Public Health and Culver City Resources)
 - vi. Fire Dept./ Police Dept./ Culver City Reps.
 - vii. Gas Company/SCE
 - viii. FEMA/ SBA
 - ix. Building officials
 - x. VOADs
 - b. Determine the topics you'll want to cover:
 - i. Reassurance/ Building confidence in community
 - ii. Necessary procedures (gas, water, etc.)
 - iii. Summary of disaster (what occurred, what we are doing, what has been done, what we still need)
 1. Commemorating successes while also recognizing what else is still needed
 - iv. Mental Health needs
 - v. Health & Safety
 - vi. Food/ water needs
 - vii. Education
 - viii. Business
 1. If businesses aren't running, incomes are impacted
 2. Variation of businesses
 - ix. Housing - which buildings are still viable or damaged
 - x. Financial aspects - insurance

- xi. Ongoing communication (points of contact, backup systems, etc.)
- 2. Consider mental health support for your community.
 - a. Who will establish mental health check-ins for volunteers and the community at large?
 - b. What local activities could be undertaken simply to create a sense of community and normalcy (such as, shared meals, entertainment, etc.)?
 - c. How will volunteer leaders build in breaks in the initial weeks?
 - d. What is the source of mental health professionals (crisis counselors) who can be a support? Who can you call on to be that source?
- 3. Establish recovery resources and protocols
Create a list of issues that need to be addressed as a community and what mitigation actions can reduce the length of recovery (activities that take more than 3 days to address).

EXAMPLES BELOW

Key Functions	Mitigation Action(s)	Limiting Factors	Lead
1. Food	In the immediate time frame, with loss of power, restaurants will get rid of inventory; Lots of outside organizations are able to come in (World Kitchen/ Southern Baptist/ Red Cross/ other VOADs); Second Harvest food bank for greater LA area; make relationships beforehand with these organizations	Loss of power and kitchens unable to be used; After a month, resources usually more limited;	
2. Water limitations	FEMA will bring in “water buffalos”; GSWC will be able to get resources from neighboring states; Currently working with LA to get more sources than just metropolitan water; Designated disaster routes to clear for emergency vehicles and resources	Example: 18 years to FULLY restore after Northridge EQ; old pipes; current water shortage	GSWC/ City of Culver City
3. Shelter	Temporary housing built and shelter set up by FEMA/ Red Cross; Parks designated building; City facilities	Shelters needed until last person leaves; Fear of being inside from EQ– tents	Red Cross/ Parks Dept.



		pitched in parks/ outside; Safety needed in shelters	
4. Sanitation			
5. Communication	Connecting neighborhoods, connecting organizations; determining points of contact		
6. Electricity			
7. Medical/First Aid			
8. Search & Rescue			
9. Emotional/Spiritual Support–recovery from trauma	Coalition of trained mental health professionals; Roster of professionals; Place for people to go to talk privately about their story, etc.	Trauma from disaster; This factor is often overlooked; First responders also need mental health resources	LA County Public Health/ City of Culver City
10. Fire Suppression			
11. Fuel			
12. Transportation			
13. Senior Population and vulnerable populations (people experiencing homelessness, people with disabilities, +) in need of proper care, living conditions,	Messaging around “buddy systems”, “adopt a neighbor”, and neighborhood care; Senior Center staff mobilization; COVID-hotline and connection to CERT to fulfill needs; Center around faith-based orgs; “Caring Community” concept from Temple Akiba applied to Culver; “Shoes for the Homeless” and other nonprofits brought in		Interfaith Alliance

medication, mobility, etc.			
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4. Where should each resource be located?

5. Who will lead on donations? Where will they be stored and how will they be distributed?

Specific list of what is needed (Goods)

“Wish list” online

Different places as storage for different items

Shift to “cash is best” mentality (Cash)

Creating funds beforehand through nonprofits, Chambers of Commerce, and foundations

6. What’s Needed and What’s Next?

From the above sections, what’s missing and how do you address it?

Key Functions	Issue	Solution	Lead	Next Step	Deadline
<i>e.g. Fuel</i>	<i>No power at gas stations</i>	<i>Get generators to 3 gas stations</i>	<i>John</i>	<i>Talk to City about requiring generators at gas stations</i>	<i>45 days</i>
1.					
2.					
3.					
4.					
5.					

PART 4

Continuity of the Community Framework

Maintain the priorities and communications as organizational/community leadership changes, more assets are identified, and additional risks need mitigating

1. The Framework:

1. How often will the Framework formally be updated?
2. What is the process to update the Framework?
 - a. Reviewed at quarterly meetings
3. How will the Framework be shared with community leaders?
4. When will you practice the Framework or portions of it?
5. When will you have your next Communications Drill?
6. How often will you update and how often will you circulate rosters and roles & responsibilities?
7. Where will the Framework documents be kept in hard copy?
8. Where will it be stored digitally online?

2. The Group:

1. How often will this group meet?
2. What are the key tasks of the group in the next 12 months?
3. How will the group update the Framework tasks and goals as items are accomplished?
4. What will this group be called?
5. Who will be the co-chairs of this group? How long will they serve?
6. What is the process for an organization to join this group?
7. What are the various roles of local organizations (leaders, members, participants, etc.)?
8. How is new leadership selected for the group?

3. Materials:

1. What templates and forms need to be created/updated?
2. Where will materials be kept on- and offline?
3. What other information and/or references materials are needed as appendixes?



Appendix 1:

COMMUNITY SKILLS INVENTORY

1. First Aid

Name	Cell Phone	Email	Address

2. CPR/AED

Name	Cell	email	Address

3. Fire extinguisher Use

Name	Cell	email	Address



4. Search & Rescue

Name	Cell	email	Address

5. Ham Radio Operator

Name	Cell	email	Address



Appendix 2:

COMMUNICATIONS HUB STATUS REPORT SUMMARY

Spokesperson: _____

1. ACCOUNTING FOR PEOPLE

PRESENT / ON-SITE		
Employees & Staff	Visitors / Guests	Notes:
TOTAL #:	TOTAL #:	
MISSING		
Employees & Staff	Visitors / Guests	Notes: (Last seen? Possible whereabouts?)
TOTAL #:	TOTAL #:	
INJURED		FATALITIES
# being cared for:	# in need of medical attention:	TOTAL #:

2. BUILDING IMPACTS

DAMAGE				
STRUCTURE				Notes:
No damage	Minor damage	Major damage	Collapse	
CONTENTS, NON-STRUCTURAL ELEMENTS				Notes:
No damage	Minor damage	Major damage	Space unusable	



3. IMMEDIATE NEEDS

NEEDED	
PEOPLE	FACILITIES:
RESOURCES	
AVAILABLE	
PEOPLE	FACILITIES:
ASSETS / RESOURCES	

4. STATUS MEETING

DAILY	
LOCATION	TIME:

