

Wild Fire/Disaster After Action Roundtable
Monday, August 27th – Tuesday, August 28th
Meeting Notes

Goal:

To learn from experiences with past fires and to develop an action plan and a state wide approach to provide mutual aid assistance for Environmental Health and CUPA resources needed to restore impacted communities.

Calaveras County:

Submitted a resource request through the SOC for 8 personnel using an EMMA request. The initial request was not specific for the 'type' of personnel and had to resubmit the request with additional details. Once the request was updated, resources arrived same day and they were able to start the site assessments process. Calaveras Co. identified a need for tablets to use in the field to expedite the data collection process and to the capability to easily share data/information with DTSC and other local/state/federal agencies. The current process was using paper forms in the field and the data was entered into a GIS system at a later time. Calaveras Co. discussed the importance of staff safety. They had 10-12 teams with 2 staff on each team, including 1 local staff with knowledge and experience of the terrain. They ensured each team was equipped with water and the proper PPE and identified potential hazards. They discussed the importance and struggles with forms such as the ROE's for access to properties and 214's for reimbursement; daily debriefings, not only for the transfer of information up the chain, but also the transfer of information laterally between crews and staff rotations; staying structured in the ICS throughout the recovery process to track how resources are used and prioritized; and ensuring positive community relationships and interactions. They expressed their appreciation and were thankful to CalEPA, DTSC & CalRecycle for their assistance and recovery programs.

Question: Was there baseline monitoring for responders and staff?

Answer: Baseline monitoring should be performed by the agency sending staff resources, however it was recommended that that a baseline checklist should be used for mutual aid staff. EPA program was offered, open communication was encouraged and they were aware of 'Burn Out', and at times needed to "shut the door".

SIDE NOTE: ERHMS (Emergency Responder Health Monitoring and Surveillance) is a critical CDC tool used for assessment before, during, and after deployment. Svetlana Smorodinsky with CDPH will follow up with additional information on this resource. This is scalable and training is available online, a training pilot will be launched in the fall 2018. There was a discussion that EMMA requests should not be used for field personnel as it is designed specifically for EOC staff.

Yuba County:

They discussed the importance of establishing good relationships with the community, but also with County and City organizations prior to the event such as code enforcement, public works, environmental health, etc. They talked about the struggles of receiving resources when resources are stretched thin with multiple fires across the state, dealing with rumor control and the EOC receiving incorrect information. They discussed the importance of safety and hazards such as power lines and burning tree roots. They discussed the need to create a statewide packet to assist with requesting assistance and resources including tips, forms and directions. They talked about the use of ORION, a tabled based GPS/GIS database that was linked to the APNs and was used to assess property damage. They discussed the importance of establishing a LAC to assist the community and provide information during these stressful and emotional times and recommended public packet to be created that includes forms, ROE's, advisory notices, emergency guidance, contacts, and public

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health declarations. They discussed issues identified with the debris removal process such as access issues, how to address legal dumping, missing ROE's, burned vehicles, access issues and using appropriate vehicles. They also discussed how they addressed burned garbage that did not qualify for debris removal by providing waste bins and identifying appropriate landfills that would accept the burned trash. A need for a program to address this type of issues was requested and it was noted that this would also be an issue during an earthquake event, but at a much larger magnitude.

Question: Why are ROE's revised and need CalOES's approval with each new fire/incident?

Answer: They are revised based on lessons learned from past fires and hopefully improve with each version, such as the addition of checklists, property information addition of HHW and Debris programs, reimbursement needs and changes in the types of events.

Question: Do you need a Declaration or what type of Declaration is needed to receive assistance, or can assistance be received from CalOES through other avenues?

Answer (Group Discussion): Public Health Declarations can assist with receiving assistance when an emergency declaration has not been issued.

Mariposa County:

Unable to attend.

Lake County:

The importance of relationships were expressed quoting "Governments that governs best, governs least [attributed to Thomas Jefferson; likely John O'Sullivan]" or revised to "governs locally" and "localism is a revolution". And it was stated that counties are the link between high level government and their people and that every disaster begins and ends locally. They also discussed the process of using a §101080 CA Health and Safety Code (Public Health Declaration to use the safety concerns of ash to declare a declaration to assist with requesting resources. They discussed the ROE's and the need to revise or possibly standardize the ROE. They also discussed the importance for outreach and interactions to communicate and create a positive relationship with the public. They discussed their relationship and experience with CalRecycle and the differences with their Debris Removal Program vs. their experience with FEMA and the Army Corps of Engineers. One of those differences was issues with a lack of communication with administrative decisions from the USACE and how that information was not passed down to the field level. They experienced a need for locals to be aware and educated of the "opt out" option of the debris removal program and what the requirements are of the self-cleanup program and the need for regulatory oversight for local contractors conducting self-cleanup.

Mendocino County:

They discussed their disappointment and issues experienced with FEMA and the Army Corps of Engineers Debris Removal Program and the difficulties in receiving information from the Federal organizations. They also discussed their concerns with staffing issues and the environmental health concerns regarding the Russian River. They activated and staffed a local assistance center and worked with CalFire, California Conservation Corps, CalOES and inmate crews to identify damaged and burned structures and covered buildings or applied a cement slurry (Posi-shell) for erosion control to prevent runoff into water ways. This technique was also used in Lake County. They talked about their spoiled food program and how they set up 3 drop off locations for those who had spoiled food due to going extended periods without power. They discussed issues with no landfills in the county and how they had to locate locations to deposit the debris. They did not experience any

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issues with DTSC's HHW sweeps. They did experience issues with FEMA and USACE, they did not perform asbestos testing in their debris removal program and this caused problems with the locals who performed self-cleanup and were required to perform asbestos testing. They also discussed issues with lag time during the transition between different FEMA/USACE contractors, changing soil cleanup levels causing unnecessary and over excavation resulting in over excavation of 80 out of the 320 sites, and inconsistent contract oversight. CalOES hired a geotechnical contractor to remediate and fix the 80 over excavated sites. It was noted that FEMA and USACE left Mendocino and went to Sonoma bringing with them, the same issues with over excavation and lack of contractor oversight. They discussed how they used CalRecycle's template to mirror their guidelines for private cleanup and how the residence would be financially liable for the cleanup and would have to work with their insurance. For removal of burned vehicles, CHP researched the vehicle's VIN# to determine and mark junk vehicles to expedite the process. They discussed how they had to address rumors and panic caused by the contractors placing mechanic leans on parcels.

Question: Was the cement slurry process included in the Debris Removal Program?

Answer: Yes, but it did prevent sampling of the debris removed.

Question: Was the cement slurry process included in the ROE?

Answer: No, it was part of the Watershed Taskforce. It was also noted that this process did not allow for residents to sift through or look for personal effects.

Napa County:

Stressed the importance of keeping records for the reimbursement process. The hotline they set up and how they tracked the types of calls and hot topics to reiterate and use in public outreach. They discussed their Incident Command Structure, had a representative at the EOC, coordinated with Public and Environmental Health officers and stressed the importance of setting up a recovery operations center at the beginning of the event and meeting daily to establish good relationships, connections and communication. They discussed the Public Health Declarations and the need for defined roles and responsibilities of the local public health and environmental health, especially with notices to the public, FAQ's, website information and PPE regarding smoke, ash, etc. They talked about how they participated in different taskforces/workgroups (debris, watershed, etc.) and how they supported the LAC and provided a contact for public questions regarding ash, debris and HHW removal. They talked about ROE's and the debris and ash removal plan. They wanted to mirror the State cleanup standards with private cleanup, but experienced difficulties with changing cleanup standards. They also experienced challenges with tracking properties that did not meet the standards of the state cleanup program and how to assist them with landfill locations. They also talked about the challenges with State and Federal coordination, changing contract parameters, over excavation and the lack of communication with the federal debris removal program. They suggested keeping good meeting notes, federal staff rotate every 30 days to prevent burn out and information and agreements made with previous groups may not be passed through rotations. They also discussed some issues with the ROE's and who has authorization to sign for them and what validation is expected. They discussed the need to identify in the ROE, what the debris removal program covers and does NOT cover and note that damages will occur during the cleanup process.

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Comment: The City of Santa Rosa received push back, and in some cases the cleanup program did not clean up what they said would be covered. They are still fighting to have them come back and clean up what was denied. How can we combine the battle efforts of multiple counties fighting the same fight?

Trinity County:

Discussed ROE's and the importance of getting them out as soon as possible, include deadlines in the "what disqualifies a property" section and define "Debris Removal". They also discussed the importance of a DROC and LAC and how it was important to get the correct information out when rumors were started by insurance companies. They expressed how they had a great experience with working with DTSC and CalRecycle

Comment: There are increasing concerns about the dramatic increase of cost over the last 2 years for debris removal and how can small counties cover this increasing cost.

Monterey County:

Discussed how most of their experience has been with private cleanup, and talked about the importance of keeping documents from previous events for historical documentation and as a resource for creating new documents. They also discussed the importance of community meetings and relationships and their BISMAC (unsure of acronym), a meeting for residents with CalFire and local public officers. They also talked about issues with piles of debris stacked on the side of the road and the need to educate the public for what waste management would and would not collect. An identified gap is the need for weekly safety meetings to discuss field hazards such as illegal marijuana grows, poison oak, and the need to address inconsistent and unenforced PPE guidelines.

Santa Rosa City/Sonoma County:

Discussed emergency declarations, local emergency proclamations and a joint health emergency proclamation from the county health officer in coordination with local law enforcement for ash safety and concerns. They discussed the emergency ordinance and standards for private clean up and the multiple LEA waivers needed for disposal sites. They discussed how they created their own Debris Taskforce, staffed with people who had the authority to make decisions on the fly. Some of the lessons learned were that some of the folks on the taskforce deviated from their original decisions and commitments made, which caused residents to back out of the ROE process. Another gap discussed with the need to build plenty back up positions in the ICS structure with staff who were available to 'show up'. They talked about their ROC center that was open 7 days/week 9-6. They received 5,000 ROE's, 1,100 private cleanups and 150 exemptions. Some of the challenges they faced were public outreach, vague or inconsistent ROE language. The ROE was double-sided, and when faxed only received odd number pages and missing the contact information, tracking site cleanup and GIS mapping, cleanup standards, and staffing (MHOAC & CAEHA contracts). Sonoma County contracted with CAEHA for 5 Past Directors and 4 REHS staff from June 30 – July 31, 2018. CAEHA booked all the hotel rooms needed during that time. They also noted that not one standardized ROE for would work, the form changes with lot size, density, rural vs suburban, etc. Something that worked well for Sonoma County was their outreach.

They developed a website providing resources to the public, they held over 100 community meetings, set up a hotline and general email to receive public questions and concerns, held media and press releases, set up a LAC and provided FAQ's. They also had a GIS mapping and site status tracking tool that included a CalFIRE map overlay and mobile devices that allowed uploading of data, pictures and notes. This tool worked well for them, but they did identify some gaps and noted that additional development would be helpful. A statewide GIS template/tool was suggested. Some issues that were faced were a concern for residential exposure to HHW

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and ash, large volume of commercial traffic (700 trucks), runoff concerns and how to address burned vehicles. The runoff and storm water concerns were addressed with mutual aid requests and DVM, CHP & Sheriffs assisted with the junk vehicle slips. Some of the safety issues experienced included melting and burning of underground PVC pipes causing sink holes and contaminating drinking water systems.

They also talked about issues with disposal of green waste and their need to hire subcontractors to deal with the green waste. Additional concerns discussed were the increasing cost of the debris removal program, the need to communicate deadlines for the debris removal program to residents, inconsistent FAQ's and the elevated levels of lead in ash still left after the debris removal phase. Another issue was working with federal agencies who are not as experienced with fires as the state agencies are. The county had to 'fight' to get needed results, and even though it worked out and they got what they needed, it was expressed that it would have been nice to not have to fight those battles and they would have benefited if they were able to coordinate with other agencies experiencing the same issues. An additional lesson learned was to be clear and clarify exactly what is needed in the resource requests.

Question: Were there any jurisdictional issues working with the City vs. the County?

Answer: The elected officials did their best to allow the contractors and experts do their job. They were able to stay unified in the Debris Taskforce to make collective decisions with a strong leader, however it is always going to be an ongoing issue.

Question: Would you have benefited from printing maps from the GIS tracking tool to show residents who do not have access to technology of what site have been cleaned and what properties were next on the cleanup plan?

Answer: It plan was constantly changing based on logistics and feasibility and they were unable to predict where the next crew would work.

Question: For the collateral damage caused by the cleanup crews, what was told to residents? Yes it would be fixed, No it wouldn't be fixed, but they could use insurance funds to cover the cost, or they could get reimbursement from the cleanup companies?

Answer: They are working with residences who have been paid out from their insurance to submit receipts for repairs to the Debris Taskforce to include this into the debris removal cost.

Question: What would you do different?

Answer: Structure things a little differently and earlier, the lack of involvement with the Federal and State decisions cause some issues. Work on improving communication from Federal and State levels down to the field level. Stress the fact that debris cleanup is a health and safety issues and is just as important as PPE. The feds were great at worker safety, but not as good with quality control which caused over excavation and damages to infrastructure.

Comment: Rapid response teams with experienced staff were deployed at the start of the event. It is beneficial to start as early as safely possible and not to wait until the fire is out.

Kern County:

Activated their county EOC, DOC, LAC and DROC. A key component was good communication and public

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outreach. Drills before the fire created good agency relationships before the event. They created a public health strike team that performed wellness checks for residents checking for any needed medications, providing masks, distributing boil water notices and distributed coolers provided by Red Cross. The LAC assisted with providing information on disaster relief and ROEs. The ROE was 9 pages and they created a package to provide instructions and additional information. One issue they experienced was determining who had the authority to sign, a trustee? Child of a deceased owner? Ex-spouse? They used a GIS mapping tool that they were able to use to share information with CalOES and DTSC. Some issues they experienced with the GIS tool was the lack communication when AT&T's cell towers went down. They had to contract with Verizon, and their iPhones were replaced with flip phones, which made it difficult to input data. With the debris removal program they experienced geographic issues. There were only two entry roads, and due to safety issues they were only able to use the longer route which changed a 29 mile trip into 116 miles. They also experienced issues with swimming pools, needing to test, remove and dispose of the water and vector issues. They also had issues and worker safety concerns with squatters, but remediated those issues using the abatement process. For properties who were ineligible for the debris removal program, the county delivered official letters and spoke to each individual property owner. They discussed the importance of creating good and trusting relationships with the tribal representatives and the need to respect privacy concerns. A long term issues that they continue to struggle with is one problem site and trying to recover insurance funds for 30 properties. The insurance companies will not pay without an invoice and they are working on a cost breakdown for each lot to provide the needed invoices. Another issue is with duplication of benefits and residences who have already spent their insurance funds. They identified a need to create an informational packet to educate the residences and explain the debris removal program.

Questions: How did you handle ineligible properties?

Answer: 2 documents were created. One letter explaining why they couldn't help and another letter explaining how the residents can dispose of what was left. Signatures were collected for county and public works to allow them to use identified landfills.

Questions: Who tackled the task of sending the reimbursement request letters to the insurance companies?

Answer: The County did. They hired temp staff to assist with the workload and would not sign off on the property until funds were collected. Residents are unable to sell or build on the property until a sign off is received.

Santa Barbara County:

They talked about the need to have good situational awareness and how they activated the EOC, JIC and DOC. A major incident was the debris flow/mudslide after the fires. The first 4-5 days after the mudslide the main focus was on search and rescue. At that time they were unable to get an accurate assessment of the damage. Resources were exhausted at that point, so after search and rescue the County sent out crews to conduct HazMat sweeps. They requested mutual aid through the MHOAC. The process worked, but they expressed the importance of including specific staff needs and qualifications in the requests. They also talked about the need to obtain resources through MHOAC from their 'closest neighbor' even though it was outside of their region. The mudslide incident was considered part of the fire event and was included in the emergency declaration, however they needed to update the emergency health declarations and had to close the coast line due to elevated test results in ocean water within the first 24 hrs. after the mudslide. Over the next 2 weeks to 6 months they modified the declaration as test results improved. They discussed their logistical needs at the

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EOC such as food for staff, PPE, equipment and access needs. The EOC was moved to a second location due to concerns of a possible second slide. The county took on this expense and are working on 214's for reimbursement. They discussed mental and behavioral health needs with their staff working 12-14 hr. shifts. Their staff were so dedicated that they did not want to take breaks and needed to be told to take a break to avoid burn out. A lesson learned is the need to provide accommodations for staff to keep up morale. Another lesson learned was to provide the FAQ's in a timely manner, it doesn't help to provide the information when the issue is over.

They discussed the residents' concerns about possible hazards in the mud. It was hard to test for and there were concerns about possible contamination from waste water treatment plants. It was 10 days after the event where they were able to confirm that there was no damage to the treatment plants. They discussed the Beach Nourishment Program and the ongoing Regional Water Quality Control Board permit allowing storm water runoff including mud, silt, rocks and dirt to be removed from mudflow basins and deposited at neighboring beaches. They also talked about public perception issues caused by giving guesstimates to residents saying they didn't think the beaches would be reopened until at least April, however due to elevated test results, they were not able to reopen the beaches until mid-June and encouraged agencies to not say if you don't know. Another public perception issues was the long time practice and permitted Beach Nourishment Program and received questions on why mud was taken from Montecito, a 'well off' community, and dumped in Goleta, a 'disadvantaged' community and would the reverse happen.

Ventura:

Talked about their experience working with in-house staff, public agency folks, and the Debris Taskforce (DTSC & CalRecycle). The City was overwhelmed so the County, working with 1 board member, handled all ROE's. They established and staffed an intake center next to the County Records and Assessor Office to walk residents through the ROE process. They used maps to show and encouraged residents to submit ROE's noting that areas with the most ROEs submitted will be addressed first. They talked about the need to be flexible and the ability to switch gears quickly, when an idea isn't working as expected, quickly change and adapt to address any issues. For the Debris Taskforce, DTSC used a US EPA data collector app with a public dashboard that provided residences with real-time data. Some lessons learned with the GIS tool was the need to streamline the process and accessibility to the app in areas with limited or no internet connection. They suggested creating a step by step debris removal program 'How To' guide for counties when/if DTSC and CalRecycle are unavailable. For the Montecito mudslide, there were 4 emergency authorizations and a processing station was set up at the fairgrounds to stage and sort through the mud and debris. They talked about contractor and union issues they experienced, needing to hire an additional contractor because the first contractor could not meet the goal and timeline expectations of the original agreement. They also experienced access issues with burned bridges and gaining permission to travel through neighboring lots with no damage. They expressed the need to have someone with LEA and government knowledge working in the DROC, created a zero dust policy and provided monitoring when complaints were received, used Junk Slips to remove burned vehicles, created a partial burn form for guidance on how to handle and properly dispose of debris and worked with environmental health programs for water and septic systems and vector control programs. They expressed the need for good relationships with local agencies and to work quickly when you can, another fire may be right around the corner and recommended to reach out to CalOES GIS staff to create best practices/standardized approach guidelines for GIS databases.

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DTSC:

Due to the fires, DTSC was unable to attend. CalEPA spoke on their behalf. They discussed how DTSC program staff is only half of what it was 10-15 years ago, however incidents have increased dramatically over the years and how resources and staff are pulled from their Off-Highway Program. How DTSC responds to needs and CalOES mission tasks for the removal off household hazardous waste and the process of identifying and tagging HHW and asbestos. Currently there are only 4 crews to tackle these tasks and resources are stretched thin with the current magnitude of emergency events and discussed the need for additional resources when DTSC is maxed out and working on multiple large scale events. They also discussed DTSC's GIS data collector tool and the dashboard that is used to improve situational awareness, provide information to the public and improve and expedite data sharing across organizations.

CalOES:

Discussed the importance of master mutual aid agreements between Counties for resources are scarce. How FEMA resources can only be used when a federal declaration is issued and how funding sources are stretched thin.

Question: How does it work with federal land when the Feds have waived sovereignty?

Answer: The issue is with funding. The state cannot expend funds for Federal resources, however county resources can receive aid and assistance though the California Disaster Assistance Act.

Question: Does CalOES act as a coordinator for ESF-10?

Answer: No, CalEPA is the coordinator for ESF-10. However CalEPA does not have a formal mutual aid program adopted at the state level.

Question: Is it true that FEMA's public assistance policy and private property removal guide excludes gated communities?

Answer: Normally private property removal is not offered through FEMA. If there is a federal declaration, CalOES may be able to provide assistance.

Question: Declaration for local health emergencies for immediate threat to cleanup properties is an administrative burden on public health officers and county officers and board members. Workaround?

Answer: These declarations tells the state that they need assistance allowing the state to receive federal assistance and funding and most likely should stay in place.

Question: Is there any other mechanism other than a formal declaration?

Answer: Yes, in 2015 a certification was used temporarily, but eventually the certification was turned into a local health declaration.

Question: Are there other scalable or local options for debris removal programs for smaller events?

Answer: The CalRecycle model can be used for small and large events, but where is the funding coming from? Without a declaration funding reimbursement is a key component and what is your authority to enter a property? And when asking for a state grant, all criteria, regulations, and waivers need to be met. When receiving special assistance, either state or federal, funds are given up front and in good

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faith. Reconciliation and close out forms are submitted at the end to provide documentation of where the funds were spent.

Comment: Insurance reoccupation has to go through the public assistance program and slows down the process.

Question: What goes into the evaluation when providing or approving state resources?

Answer: 1) Show - Fiscal resources – the need to show that the county has exhausted all fiscal resources. 2) Ask - Local equipment and personnel resources – ask have they been exhausted, any neighboring resources, have the CUPA resources been exhausted?

GROUP DISCUSSION- ACTION ITEM: How does the MHOAC work with fire departments? The fire departments work with ESF-8 to not duplicate efforts, however HazMat is under ESF-10. Requests are going to the Dept. of Public Health and not the fire departments with HazMat trained staff. Concerns for funding and/or lack of knowledge of the MHOAC is causing some request to be denied by the fire department without a ROSS or O#. How to move forward with addressing this and/or who at the state level can address this issue?

CalRecycle:

CalRecycle is a solid waste regulatory program that is special funded agency and does not receive general funds. These funds are received from program fees and were not intended for mission tasks activities. Over the years, they have evolved into a Debris Removal Program. In 2007, 256 homes were destroyed in the Angora fire and a coordinated debris removal program was offered. The Governor's Office mission tasked CalRecycle to participate in a coordinated debris removal program. The original plan was to have the state as a resource and develop a plan for local organizations to implement. There was also a concern during the development of the program of unsustainable and increasing costs if run at the state level. Since 2007 CalRecycle has been mission tasked with 19 debris removal request with more expected in the near future. Currently CalRecycle staff lead positions and contract out for field staff and resources. A few issues with funding and contracts are estimating project costs with the fires are still active and staff being pulled from the 'day to day' programs to respond to the mission tasked assignments. Recently a budget for a new Debris Removal Unit was approved and CalRecycle is working on developing and staffing this unit. They are also working with CalTrans and CalEOS for assistance needs, DGS for a master service agreement for contract needs, and DTSC for a streamlined standalone GIS data collector system. They expressed a need for a scalable program to be started at the local level with state and federal resource assistance. It was noted that if we can bring fire fighters from all over the world to assist with fighting fires, why can't the same process be done for debris removal needs?

Question: Is CalRecycle and the new unit willing to work with local organizations to develop a consistent/standardized cleanup program at the local level and assist with training?

Answer: Yes

Question: Was the debris plan 2% incentive sliding scales for public assistance reimbursement used?

Answer: No, the state does time for time reimbursement and opts out of the 2% incentives due to concerns with meeting strict deadlines. It was also noted that you don't have the ability to opt in and out of the program with different events. Also, the funding received from the incentive program can only be used for predesignated/specific uses.

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US EPA:

Noted that they are used to responding to oil and HazMat incidents but do not have a lot of experience with fire recovery and debris removal projects. They discussed how they are only able to provide assistance when an emergency declaration has been issued and how they used public health emergency declarations to gain access to properties without needing to go through the ROE process. The benefits of developing a GIS data management system with using APNs early into the event (which was later adopted by DTSC). And how they are set up differently than the state which allows for an easier/expedited process to obtain contracts. How it is key to establish relationships with local government who has the relationships with the residents affected. They also discussed some of the issues they faced, such as identifying the need to test for asbestos when doing the HHW sweeps to avoid backtracking and revisiting sites already cleared of HHW to remove debris containing asbestos. They discussed Suiter-Makris memo (1998; updated 2016) and the Stafford Act and how US EPA is responsible for protection and cleanup of a superfund site during a disaster and how they act on their own authority and work with FEMA if there is a federal disaster declaration.

Comment/Clarification: A local emergency declaration (not a 100 or 101080) with the authority from the local health officer was used to grant access to the properties without an ROE.

CDPH:

The MHOAC and its 17 functions, 9 of which involve Environmental Health and or CUPAs, were discussed and how CDPH has jurisdiction over multiple programs with staff working at local levels but represent the state and the state programs. They talked about their experience working with local health officers and state agencies to develop standardized messaging for public health guidance and FAQ's during disaster events and deployed equipment such as blankets, cots and masks. They responded, and tracked resources requested through the MHOAC and stressed the importance of knowing how your organization's MHOAC point of contact is. They discussed the disconnect between ESF-8, Public Health, and ESF-10, Environmental Health/Oil & HazMat, CUPAs, and the ongoing efforts to bridge the gap and better the communication between the two and how the two physically sit next to each other at the SOC to work towards bridging this gap. The need for fire departments to be educated on the MHOAC process, at both staff and executive levels, was discussed and how fire departments and CUPAs have great resources, but are unaware of the MHOAC process. They explained how they can be reimbursed without ROSS or O numbers and the misconception that only fire departments with ambulances can be reimbursed using 214. They recognized that this may be a timely process and without education, some fire departments won't deploy resources without a fee to pay agreement in place. CDPH discussed how they are in the process of updating the Mutual Aid and Assistance Program and formal process. Currently there are 24 counties in agreement with the plan and are working towards getting a statewide agreement and region to region MOUs from all 58 counties. They do recognize that the plan speaks more to hospitals and EMS, but it can be used for environmental health requests and the EMSAC Disaster Committee is working on including language and mental and environmental health. They also noted that the reimbursement process can work with a post agreement, but does work a lot better and urges establishing pre agreements. Region 2 and 6 are hopeful that all regions and 58 counties will participate, but are have implemented agreements in the meantime stating that it took 6 tries and 10 years to get the Region 2 agreement approved.

SWRCB – Drinking Water Division:

Discussed how they worked under CalEPA and closely with CDPH and CalWARN during the recent emergency events monitoring water system and issuing boil water, do not drink, and do not use notices. They highly

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recommended conducting and participating in table top exercises with local and state partners to create relationships before events.

Local Responders:

San Diego Co. – Discussed how they used MHOAC for mutual aid request for staff to assist with the mudslide. Some issues they experienced safety concerns and learning the terrain, which was dramatically different than their experience with fires. They discussed how they used GIS markings, staged HHW, addressed vector control issues, marked homes for dangers (holes, swimming pools, etc.) and their mental health and humanitarian efforts. They discussed things that worked well such as being prepaid with trained staff, MOU's in place, their GIS app and organized communication with staff regarding travel, lodging, food, PPE and what staff needed to bring with when responding to the incident. Some gaps identified were the need to be specific in the type and description of staff and equipment requests and being prepared with emergency funds to prevent out of pocket costs and going through the reimbursement process to recoup cost for gas.

Contra Costa Co. – Discussed EMS/ambulance, nursing and medication needs. Sent behavioral health specialist to schools and shelters. All staff responding were sent with a 'go kit' equipped with PPE and safety equipment. One issue they experiences was confusion with logistics regarding where responding staff were going to stay. They had issues with finding affordable hotels and how do address accommodations when staff were deployed for 6 days, returned home or one, then deployed again for an additional 6 days.

Placer Co. – Had staff deployed for 3 months. Based on their experience in Sonoma Co., they recommended assessing the scope of work and getting responders in a timely manner. They discussed how it is critical to appointing a response team leader when local staff are overwhelmed, establishing a daily debrief meeting/call with responders to check in and receive assignments. Identify landfills who will accept the type of debris being removed. And the need for a GIS tracker identifying lots (APN's), track progress and identify hazards. Some of the gaps identified was the need to establish standardized cleanup standards/goals, establish communication channels with all agencies, provided needed training for responders, and providing responders (boots on the ground crews) with flyers and information packets to distribute to the property owners that have been impacted.

Sacramento Co. – Recommended to plan ahead and be prepared for emergencies, what are your jurisdictions, are staff trained, are you prepared to provide mutual aid? When deploying staff contact the safety officer for physical needs and PPE, do you have the proper vehicle identification, and ensure hotel accommodations are set up. If able, provide travel advances to avoid staff having to pay out of pocket and go through the reimbursement process, and call ahead and explain the situation to the hotel, a discount may be given. The need to be flexible with constantly changing missions and resource needs. A gap identified was the need to update mission requests/tasks when missions change.

San Mateo Co. – Discussed the issues experienced with MHOAC, CUPA issue (Fire departments in the Cities and Public/Environmental Health in the Counties), the request form did not include enough/specific information (Data entry staff or field staff, 24 or 40 hour trained staff), is PPE needed for responding staff? (what type of PPE and is it suggested, advised or required, and who makes the call for PPE, the requesting or responding county?) Is lodging included? (If set up in the ICS type structure, it should be the responsibility of the requestor's logistics crew). They also needed clarification on overtime pay and comp time vs. retroactive pay and how to deal with hotels above state rates. They recommended receiving clarification on lodging

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before deploying staff, looking into grants offered by CalOES to fund staff training, and MHOAC training at the function level.

Lessons Learned:

- **Resource Requests**
 - Request for a “How To” packet that includes tips, forms and instructions
 - Include detailed information in resource requests such as a description of type of personnel needed.
 - Include detailed information on the type of equipment needed (4WD, lift, etc.)
 - Continue ICS throughout the recovery process to track how resources are used and prioritized.
 - MHOAC:
 - A DEAP subcommittee (Wes, Bill, Randy, etc.) need to meet with CDPH MHOAC/RDMHC folks (Donna Meyer, Region 6; Kelly Coleman Region 2) to discuss how to improve and educate...bridge the gap
 - Fire Depts. With ESF-8, but HazMat request are sent through ESF-10
 - Confusion for CUPA (County Env. Health vs City Fire Dept.)
 - Fire Departments not sending resources without a ROSS or O#.
 - Training needed for CUPAs, Fire Dept.
 - Training needed at function level

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- Importance of knowing who your organization's point of contact is
 - We have the capability to pull firefighter resources from all over the country to assist with fighting the fires, why can't the same be done for debris removal needs/assistance?
- **Data Collection**
 - The importance of GIS systems and mobile devices for data collection in the field.
 - Create and document best practices/statewide data standards
 - Ability to transfer/share data with other organizations
 - Benefits of a public portal with real-time data
 - Use devices with a data provider that has the best coverage of the area
 - What to do in areas with limited or no internet access
- Recommend reaching out to all of the local agencies that used GIS to collect data fields
- **Staff Safety**
 - Regular Safety Meetings
 - Training
 - Are there any available grants through CalOES or any other agency for staff training?
 - Proper PPE (hard hats, masks, boots, etc.)....required, recommended, encouraged?
 - Access to water in the field
 - Identification of Hazards:
 - Abandoned Mines
 - Downed Power Lines
 - Damaged Trees/burning tree roots
 - Open Wells/Septic Tanks
 - Squatters
 - Marijuana Grow Sites
 - Poison Oak
 - Burned/melted underground pipes creating sink holes
- **Staff Mental and Behavioral Health (add a list of resources to forms website)**
 - EPA program
 - Training
 - Minimize Burnout
 - Provide accommodations if possible
 - ERHMS
 - How do you back fill when staff are deployed for an extended period of time? No one want to return to their desk with stacks of uncompleted work.
- **Forms/Documents (organized by topic and posted online)**
 - Standardized(ish) ROEs (Recommendation to include):
 - Checklists
 - Include "debris removal" definition
 - Description of what is covered in the removal plan and what is NOT covered
 - Include deadlines that would disqualify a property
 - Include a disclaimer that damages will occur during cleanup
 - Property Information/Possible Access Issues/Potential Hazards (swimming pools, wells, septic tanks, UST)

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- Who is authorized to sign?
 - Include County Counsel when updating
 - Ineligible Property Notices
 - Activity [Reimbursement] Forms (214's)
 - Important for nonprofits and faith based groups to complete
 - Important to keep all records
 - Public Health Declarations
 - When can it be issued
 - Who can sign/approve
 - Renewal process (every 2 weeks), workaround
 - Create a How To Debris Removal Program Guide (if DTSC & CalRecycle are unavailable)
 - Junk Vehicle Form & Instructions
 - Disaster Relief Resources for Residents
 - Public Safety Guidelines & FAQ's
 - Need - Roles & responsibilities defined with Public vs. Environmental Health
 - Centralized location to access to standardized consistent guidelines and provide clarity
 - Archives - Previous Fire Documents
 - Documents from previous events to use for reference guides/samples for future events
 - Vehicle Identification Needs
 - Create a resource package
 - Tab 1 – Things to know when sending help
 - Tab 2 – Things to know when receiving help
- **DEAP**
 - Combine DEAP & CCDEH Mutual Aid
 - Possible DEAP course taught throughout California
- **Daily Debriefings**
 - Transfer of information up the chain of command
 - Transfer of information between staff rotations
- **Community Interaction and Relationships**
 - LAC
 - Rumor Control/Public Perception
 - Town Hall Meetings
 - News Paper Articles
 - Public Notice Boards
 - Ensure media is providing accurate information
 - Well-staffed JIC
 - Post documents to properties
 - Notify property owners of ineligibility with official letters and in person if possible
 - Public Information Packets including:
 - Forms & Instructions (ROE's)
 - Advisory Notices
 - Emergency Guidance/FAQ's

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- Contacts
 - Public Health Declarations
- Supply responders with informational packets including LAC and local resources information to hand out to residents
- Don't say if you don't know, don't give guesstimates.
- **Local/State/Fed and Relationships**
 - Establish before an event
 - Involve county leadership
 - Include local and state politicians
 - Participate in TTX with local, state, and federal organizations
- **Debris Removal Program:**
 - Deploy a rapid response team with experienced staff as soon as safely possible
 - Identify landfills that will accept the type of debris being removed and what routes to take
 - What to do if DTSC or CalRecycle are not available?
 - Develop a scalable local level cleanup program with training
 - Educating locals on the option to "opt out" and what the differences are
 - Regulatory oversight for local contractors conducting self-clean up
 - Standardized(ish) statewide cleanup standards
 - How to deal with illegal dumping (will halt debris removal operations)
 - Burned Vehicles – DMV Junk Slips from Code Enforcement, Sherriff's office or CHP can expedite the process
 - Concrete – Foundations, Retaining Walls, Driveways. Request was made to add to the program
 - How to address properties that did not qualify for the debris removal program
 - How to address burned garbage that does not qualify for debris removal.
 - Request for possible program to be created to address this issue.
 - Educate locals on what Waste Management will and will not collect.
 - Missing ROE's (tracking down homeowners)
 - Facebook Pages
 - Talk to Neighbors
 - Ask FEMA
 - Public Meetings
 - Establish good relationships with tribal leaders
 - Concerns with dramatic increasing costs over the last few years
 - Encourage Dept. of Insurance to provide clarification/fact sheet
 - Can legislation provide a timeframe waver for a public health declaration?
- **Water Issues**
 - Runoff and concern of contamination into storm drains, drinking water sources, other bodies of water and habitat concerns
 - Burned pipes and leaching causing contamination of drinking water system and sinkholes
- **Additional Notes:**
 - UC Davis staff assignment – 1-2 liaisons working with CCDH, CDPH, CalOES & CalRecycle

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- Set up a meeting with CUPA Forum Board – CCDEH, CDPH & RDMHS to discuss MHOAC request without a ROSS or O #
- Possible MHOAC course taught at the CUPA Conference (Donna Meyer, Riverside Co. RDMHS)

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