



OFFICE OF
HOUSING COUNSELING

Housing Counseling Continuity of Operations Plan & Emergency Response Plan

Audio is only available by conference call

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October 22, 2020

Webinar Logistics



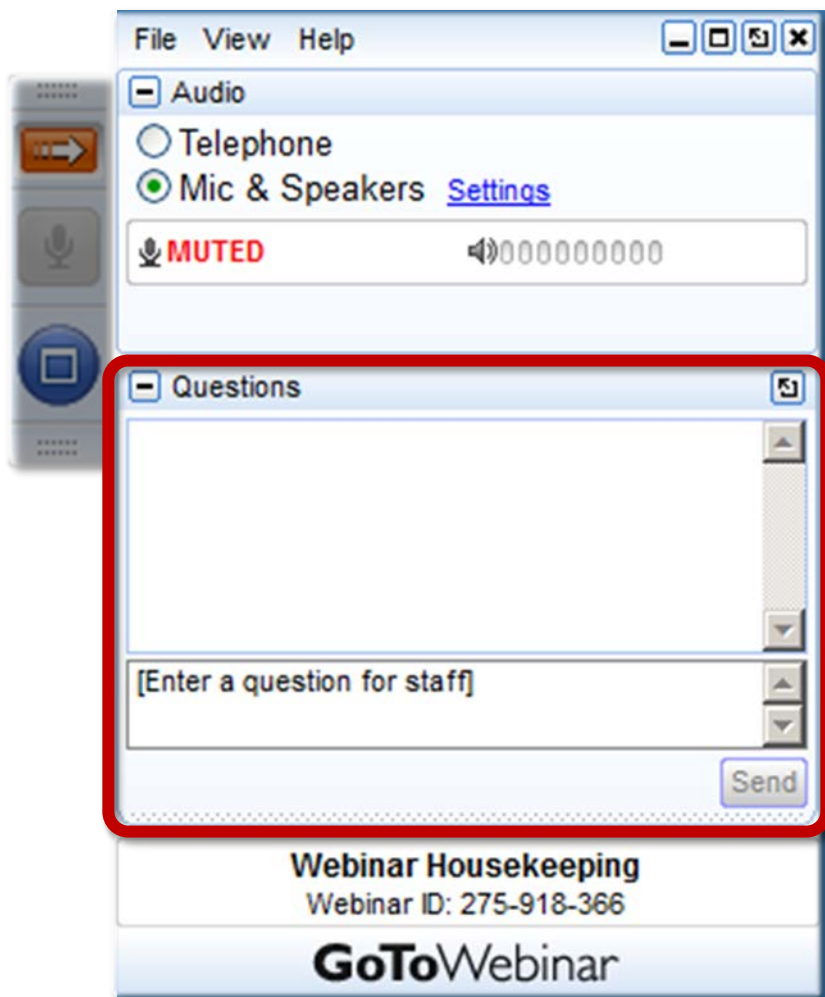
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- There may be Polling Questions. Please respond to them.
- There may be Q&A periods.
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- Please submit your text questions and comments using the Questions Panel. We will answer some of them during the webinar.
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 - All the phones may be unmuted by the operator for the discussion.
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Welcome

Jerrold H. Mayer
Director

HUD Office of Outreach and Capacity Building
(OCB)

Office of Housing Counseling (OHC)

Disaster and Recovery Team (DART) Mission



- Prepare housing counseling agencies (HCAs) for disasters and build capacity with training and technical assistance
- Monitor response/recovery activities of agencies impacted by disaster
- Participate in Departmental Disaster Team responses to Major and Presidentially Declared Disasters
- Suggest program and policy improvements
- Produce awareness and visibility materials
- Provide support, guidance, and technical assistance, and gather data

DART Support of HCAs



- Educate and support housing counseling agencies and housing counselors to help clients dealing with disasters and emergencies including training them to:
 - Plan and prepare for emergencies and disasters
 - Prepare an agency Continuity of Operations (COOP) plan and client Emergency Plans
 - Respond after a disaster
 - Help with disaster recovery efforts
- Monitor the operations of and offer assistance to housing counseling agencies impacted by disasters

DART Members

- Virginia Holman (lead)
- Suzanne Isaacs
- Jane Charida
- Esther Richardson
- Colleen Weiser
- Cheryl Lombré
- Connie Barton
- Julie Rice
- Sharon McLean
- Jerrold H. Mayer

Current DART Activities

- Monitoring impact of current disasters on operational capacity of housing counseling agencies
 - Sending out Surveys
- Preparing COOP for OHC
- Preparing OHC's input to Housing's COOP as part of the Team
- Reviewing various CBDG-DR plans
- Giving input on OHC's policies and procedures to include emergency preparedness and disaster counseling

Presenters and Q and A

- Presenters:
 - **Scott Ledford**, ICF, TA Provider
 - **Joseph Sant**, Center for NYC Neighborhoods
- Q&A:
 - **Jane Charida, Virginia Holman, and Julie Rice**, HUD OHC, Office of Outreach and Capacity Building

Feedback and Polling

- There will be questions provided in Mentimeter throughout this presentation.
- When prompted by the icon to the right, please respond to questions at www.menti.com using your computer or smart phone.

Time for
Mentimeter!



1

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2

Go to www.menti.com



3

Enter the code and vote!

Agenda

- Emergency Response Plan vs. COOP
- Creating an Emergency Response Plan
- Establishing a COOP
- Leveraging community resources and partners
- Disaster Recovery Toolkit and supporting resources

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Emergency Response Plan vs. COOP

Purpose and Timing

	Emergency Response Plan	Continuity of Operations Plan (COOP)
Purpose	<ul style="list-style-type: none">• Prepare and respond when an emergency or disaster occurs to ensure the safety of staff and clients.• This plan details <i>the immediate actions necessary to protect lives, avoid injuries, and stabilize the incident.</i>	<ul style="list-style-type: none">• Maintain essential functions and continue operating throughout even extended periods during and following an emergency or disaster.• This plan helps ensure that all personnel, facilities, and information are protected <i>so that necessary functions and operations can resume rapidly.</i>
Timing	Both plans should be developed in conjunction with the agency work plan, or as soon the agency has capacity to develop the plans. Copies of these plans should be provided to all staff members.	

Components

	Emergency Response Plan	Continuity of Operations Plan (COOP)
Components	<ul style="list-style-type: none">• Identify types of emergencies/disasters that may occur and their potential impact on your agency.• Assess your agency's capacity to achieve stabilization.• Coordinate planning with federal/state/local community emergency response entities.	<ul style="list-style-type: none">• Identify the critical functions that the agency must perform, regardless of the emergency.• Identify additional services that may be needed as a result of different types of emergencies or disasters that may impact your agency.• Identify personnel and resources needed to perform these functions.

Components (cont.)

	Emergency Response Plan	Continuity of Operations Plan (COOP)
Components (cont.)	<ul style="list-style-type: none">• Know who to contact and obtain any agreements required if assistance is needed.• Develop protective actions for the safety of human life (i.e., shelter in place, evacuation, etc.)• Develop specific emergency/disaster procedures – who declares it for the agency, how is it communicated, and what is expected of staff.	<ul style="list-style-type: none">• Establish procedures if the agency is unable to perform regular housing counseling services or elects to add new services.• Develop a process to maintain essential services during, and/or get the agency up and running again after, an emergency/disaster.• Develop a procedure for notifying HUD.

Implementation and Review/Updates

	Emergency Response Plan	Continuity of Operations Plan (COOP)
Implementation	This is a short-term plan that starts once the emergency or disaster occurs and is in effect until the agency triggers the activities identified in the COOP.	This plan is implemented to maintain essential operations during and/or after an emergency/disaster, including when the agency and its staff are stabilized and the agency begins to operate again.
Review/Update	Annually	Annually

Creating an Emergency Response Plan



What is an Emergency Response Plan?

- An Emergency Response Plan helps agencies, and its employees know **what to do** when an emergency occurs

Purpose of the Plan and Components

- Ensure the agency is prepared to respond to a disaster to:
 - Protect lives
 - Avoid injuries
 - Stabilize the organization after the incident
- Include in the plan:
 - Types of potential disasters that may occur in your communities, such as earthquakes, fire, flooding, hurricanes, tornados, and public health emergencies
 - Impact on the agency itself and the client base it serves

Plan Components

- Include in the plan (cont.):
 - Roles and responsibilities
 - Method to assess the agency's capacity to achieve stabilization
 - Process for communicating with other community agencies
 - Actions for life safety for staff
 - Shelter in place
 - Evacuation
 - Disaster procedures
 - Identify who does what, when, where, and how
 - Process to notify HUD
 - Schedule for review and updates of the Plan

Employee Involvement

- Agencies typically involve a select committee and/or experienced senior management and the Board of Directors in the development of the draft plan
- During the development of the plan, keep employees updated and ask for feedback during the process
- When the plan is completed:
 - Share the draft with all employees for comment
 - Send copies of the completed plan to HUD, intermediaries (if any), and local Emergency Management Agencies



Establishing a Continuity of Operations Plan (COOP)

What is a COOP?

- Ensures agency's personnel, facilities, and information are protected to allow for maintaining essential functions as well as the rapid resumption of regular functions and operations

COOP Components

- Include in the plan:
 - Different emergency/disaster scenarios
 - Full inventory of agency facilities, including supplies and furnishings
 - Critical functions the agency must perform regardless of the emergency/disaster
 - Additional services that may be needed by the client base as a result of various disasters
 - Staff and resources needed to perform all functions and services
 - How the agency will conduct business if staff and/or clients should not report to agency facilities

COOP Components (cont.)

- Include in the plan:
 - Adequate data security, management, and networks; have a plan that safeguards and backs up data while making appropriate information available remotely
 - Processes to maintain essential functions and/or get the agency up and running after a disaster
 - Procedures for potential new services and modifications to existing services
 - Method for communicating with lead agency, if applicable
 - Method for notifying HUD
 - Schedule for reviewing and updating plan

Leveraging Community Resources and Partners



Leveraging Community Resources and Partners

Prior to an emergency event, identify potential emergency and disaster response and recovery partners who may be able to support the needs of your agency and form partnerships:

- Federal partners
- State and local government partners
- Local non-profit agencies and faith-based groups
- Regional recovery networks
- Individual agencies and emergency service providers
- Additional resources can be found in the [Partners for Disaster Recovery](#) tool from the Housing Counseling Disaster Recovery Toolkit

Leveraging Community Resources and Partners (cont.)

- When communicating with partners:
 - Ask for best practices
 - Solicit their assistance to help your agency fill in gaps
 - Discuss how you can share resources and support each other on a continuing basis
- Invite other emergency response and recovery groups to meet with your agency to discuss their services with staff
- Offer to support the community recovery effort with your services

Conducting Outreach

- Identify recovery services your agency currently provides as well as those potential services included in your COOP
- Actively communicate your current capabilities to:
 - State, local government, and community networks
 - Local service providers
 - Community organizations
- Reach out to other agencies to share service capabilities

During an Emergency/Disaster

- Implement your plans
- Assess your agency's capacity to deliver proposed services during and after a disaster
- Communicate with the network of partners you have established
 - Communicate your immediate needs
 - Remind partners of the services your agency can provide
 - Prepare staff to assist with the recovery efforts

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Disaster Recovery Toolkit and Supporting Resources

Housing Counseling Disaster Recovery Toolkit

Landing Page



HUD EXCHANGE

Housing Counseling Disaster Recovery Toolkit

About this Toolkit ►

PREPARING FOR A DISASTER

Prepare your organization and your clients to respond to disaster

[View Guide](#)

OPERATING POST DISASTER

Resume and maintain operations and enhance counseling services to support community recovery

[View Guide](#)

Housing Counseling Disaster Recovery Toolkit

Preparing for a Disaster

 HUD EXCHANGE | Housing Counseling Disaster Recovery Toolkit

PREPARING FOR A
DISASTER

INTRODUCTION

ORGANIZATIONAL
PREPAREDNESS

COMMUNITY
PREPAREDNESS

CLIENT
PREPAREDNESS

DOWNLOAD
ALL TOOLS



Housing counseling agencies (HCAs) are in a unique position to help their communities prepare for and recover from a disaster. They can help their clients prepare for disasters by integrating preparedness into their counseling and education activities. Post-disaster, they can use their knowledge of local resources and programs to help clients navigate the complexities of disaster recovery resources and programs.

Why read this toolkit? HCAs can support their communities in a disaster recovery only if they are prepared. This guide outlines the key actions that HCAs should take to prepare their operations, staff, and clients. For information on what HCAs can do after a disaster, see the companion guide on [operating post-disaster](#).

Who should use this toolkit? HCAs, Intermediaries, State Housing Finance Agencies, and Multi-State Organizations that want to be prepared to play an active and effective role in local disaster recovery.

What is in this toolkit? This guide provides concrete guidance on how to prepare your HCA for a disaster. This includes:

Housing Counseling Disaster Recovery Toolkit

Operating Post Disaster

 HUD EXCHANGE | Housing Counseling Disaster Recovery Toolkit

OPERATING POST
DISASTER

INTRODUCTION

ORGANIZATIONAL
RECOVERY

COMMUNITY
RECOVERY

CLIENT
RECOVERY

DOWNLOAD
ALL TOOLS



Housing counseling agencies (HCAs) are well positioned to help homeowners and renters after a disaster. With their knowledge of local resources and programs and relationships with clients, HCAs can help clients manage their post-disaster financial situation and navigate the complexities of disaster recovery assistance programs.

Why read this toolkit? This guide outlines the key actions that HCAs should take post disaster to ensure they can resume operations quickly and expand services as necessary to assist their clients in recovery. For information regarding what agencies need to do in advance of a disaster, see the companion guide on [preparing for a disaster](#).

Who should use this toolkit? HCAs, Intermediaries, State Housing Finance Agencies, and Multi-State Organizations that want to play an active and effective role in recovery should use this guide.

What is in this toolkit? This guide provides guidance on what HCAs should do following a disaster. Actions post disaster include:

Overview of Sample Documents and Supporting Resources

- **[Emergency Response Plan Guidance](#)**: provides guidance in ways an agency may mitigate the short-term damage and ensure the COOP is put in place to stabilize operations (also available in [Spanish version](#))
- **[COOP Instructions and Template](#)**: provides a form and instructions for an agency to use to create its own COOP (also available in [Spanish version](#))

Overview of Sample Documents and Supporting Resources

- **Pandemic Continuity of Operations Plan or Annex**: assists in developing a Pandemic Continuity of Operations Plan or, if the agency already has a continuity plan, a Pandemic Annex
- **Partners for Disaster Recovery**: an agency can strengthen its recovery efforts by partnering with other resources; this tool identifies some potential partners and resources that help with recovery efforts

Next Webinar

- **November 05, 2020**
 - 2:00 PM Eastern
- **Counseling Clients for Emergency Preparedness**
 - Educating clients about emergency and disaster preparedness
 - Client education materials
 - Sample documents and resources



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[The Bridge Newsletter](#)

Conclusion

THANKS
for
ATTENDING