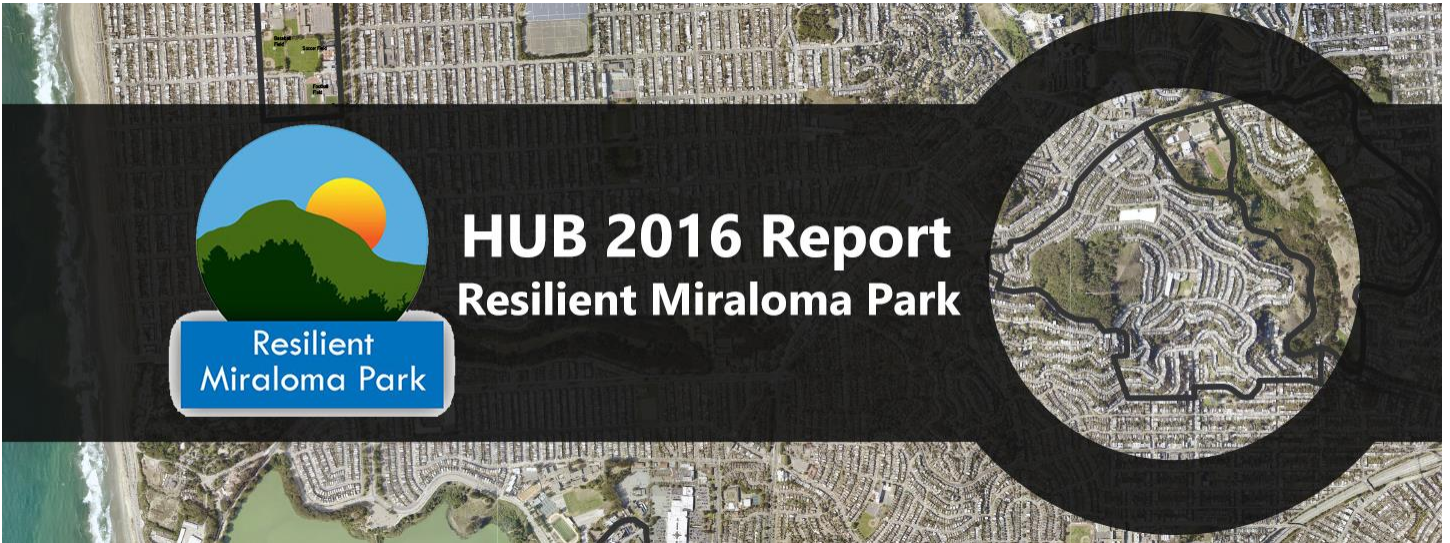




neighborhood empowerment network





Resilient Miraloma Park HUB Workshop Report

Executive Summary

On October 25th, 2016, the Resilient Miraloma Park steering committee convened local and citywide organizations to participate in a half day workshop on resilience at the Cornerstone Trinity Baptist Church. The day focused on the activation of a HUB which is a network of organizations that reside in close proximity that can work collectively during times of stress. Participants were briefed on the mission of the Resilient Miraloma Park initiative, the benefits of the creation of a HUB for the community and the organizations involved, and how to participate in the activation of the HUB's nucleus – the Neighborhood Emergency Operations Center (NEOC) – during times of stress. 14 individuals attended the workshop which generated a great deal of connectivity and optimism for the future of Miraloma Park in the face of inevitable change.

Resilient Miraloma Park Background

In 2014, Miraloma Park Improvement Club (MPIC) partnered with the City's Neighborhood Empowerment Network to create and implement a plan to strengthen our community so that during times of stress every resident will feel safe and empowered. The initiative, called Resilient Miraloma Park (RMP) is a highly focused, facilitated process which is generating meaningful outcomes that MPIC is stewarding through implementation. RMP is honored to have access to the expertise and resources of partners such as NERT, Neighborland, Nextdoor, SF PUC, SF DPH, HAS, SF State and the MIT Urban Risk Lab in crafting this strategy.

In 2016, the RMP steering committee created a resilience action plan which identified a suite of goals and objectives that it would work to achieve. They included:

- Increasing the capacity of the local NERT team to achieve its disaster management responsibilities.
- Mobilize local organizations and residents to activate a HUB in the Miraloma Park (details below).

Resilient Miraloma Park HUB Project

Providing care and support to residents, regardless if they are sheltering in place or in a central location after a disaster, is an essential mission for neighborhoods after a disaster. The RMP Care & Shelter working group took the first step in advancing on this important mission by initiating the creation of a HUB in Miraloma Park.

What is a HUB?

A HUB is a network of local agencies and residents who reside in close proximity and have the capacity to work together during times of stress to support the needs of residents, especially the most vulnerable. The first step in activation of a HUB is at the organization level. RMP Steering committee members asset mapped the Miraloma Park area to identify local organizations that may have the capacity to contribute to the community's crisis management goals. Once identified, local agencies were contacted and met with to conduct a HUB Member Assessment which secures information about the organization's role in the community, its audience, its disaster goals and capacity to meet them, as well as its ability/interest in helping the surrounding neighborhood during times of stress. Following the assessment, HUB Members are invited to attend a HUB Workshop where they are introduced to the HUB activation system and how to integrate with the HUB's Emergency Operations Center.



Resilient Miraloma Park HUB Members include:

Cornerstone Trinity Baptist Church
 SF Juvenile Probation Department
 Ebenezer Lutheran – Her Church
 San Francisco School of the Arts

CVS
 Mollie Stone’s
 Miraloma Elementary School
 Miraloma Park Improvement Club

Resilient Miraloma Park HUB Workshop Overview

Date: October 25, 2016

Location: Cornerstone Trinity Baptist Church

Number of Attendees: 14

Resilient Miraloma Park HUB Workshop Goals

The goal of the workshop was to convene local stakeholder organizations, faith-based organizations, community leaders, and residents to introduce them to the ECP Neighborhood HUB Program. After this workshop, attendees should better understand their community’s needs post-disaster, recognize the value of teamwork in addressing those needs, and identify individual and collective investments to attain their internal and external disaster response goals. Ultimately, local stakeholder organizations across all sectors will form a higher level of connection with one another.

Resilient Miraloma Park HUB Workshop Summary

The workshop began with introductions and brief statements from community member Joanie Van Rijn. As a community volunteer, she was able to provide insight into the importance of a community approach to disaster resilience. Daniel Homsey gave an overview of the Resilient Miraloma Park initiative, the HUB and ECP Program, and the Neighborhood Emergency Operations Center. He then gave instructions on creating and utilizing the HUB Incident Command System (ICS) which was practiced by completing the interactive exercise, “Run Your Resilientville.”

Before beginning the exercise, participants split into three groups. One person in each group was designated the leader, who then assigned other members a ‘logistics’ or ‘operations’ role. The table top map included an aerial view of the Miraloma Park community:

The map is titled "Run Your Resilientville" and "Resilient Miraloma Park". It features an aerial view of the neighborhood with several stations marked for disaster response. Each station has a table with columns for "What" and "Where".

- Central Shelter (100 to 150 People):**
 - Supplies & Staff: What: [handwritten notes], Where: [handwritten notes]
 - Food & Water: What: [handwritten notes], Where: [handwritten notes]
 - Power: What: [handwritten notes], Where: [handwritten notes]
 - Medical: What: [handwritten notes], Where: [handwritten notes]
 - Gaps: [handwritten notes]
- Mass Feeding (100 to 150 People):**
 - Supplies & Staff: What: [handwritten notes], Where: [handwritten notes]
 - Food & Water: What: [handwritten notes], Where: [handwritten notes]
 - Power: What: [handwritten notes], Where: [handwritten notes]
 - Location: What: [handwritten notes], Where: [handwritten notes]
 - Gaps: [handwritten notes]
- Shelter in Place (100 to 150 People):**
 - Supplies & Staff: What: [handwritten notes], Where: [handwritten notes]
 - Food & Water: What: [handwritten notes], Where: [handwritten notes]
 - Power & Comm: What: [handwritten notes], Where: [handwritten notes]
 - Waste Mgmt: What: [handwritten notes], Where: [handwritten notes]
 - Gaps: [handwritten notes]
- Command Post:**
 - Supplies & Staff: What: [blank], Where: [blank]
 - Food & Water: What: [blank], Where: [blank]
 - Power: What: [blank], Where: [blank]
 - Communication: What: [blank], Where: [blank]
 - Gaps: [blank]

At the bottom of the map, there are notes about "Vulnerable Populations":

- Those of Medical Needs:** Spacers, kids, low income, needs, low personal health needs
- Impacts to Vulnerable Populations:** food distribution, Power for equipment, outage, video/food delivery

Example “Run Your Resilientville” map from Resilient Miraloma Park HUB Workshop.



Participants were first asked to identify the community’s vulnerable populations and how they would be impacted by a large magnitude earthquake. Facilitated by the leader, the group addressed three categories: central shelter, shelter in place, and mass feeding. The ‘operations’ team identified needs in terms of supplies, food/water, power, and medical supplies for the designated number of people per category. The ‘logistics’ team located where and addressed how these things could be attained. Throughout the exercise, the group recognized gaps within each category. The exercise was completed by community members and city leaders alike.

Once the table top exercise was complete, each individual group debriefed their maps. The leaders of the incident command system presented their performance gaps and potential for improvement. The general consensus was that the community will not only be able to meet their immediate needs during times of stress but they are now better positioned to meet the needs of the surrounding community.

Miraloma Park HUB Workshop Attendees

Organization	Name	Sector
American Red Cross	Bill Jeong	Nonprofit
Cornerstone Trinity Baptist Church	Jennifer Okano	Faith-Based
Cornerstone Trinity Baptist Church	Kevin Wong	Faith-Based
Cornerstone Trinity Baptist Church	Danny Yee	Faith-Based
Ebenezer Lutheran – Herchurch	Stacy Boorn	Faith-Based
SF CARD	Brian Whitlow	Nonprofit
Miraloma Elementary	Noah Ingber	Government
San Francisco Juvenile Probation Department	Sal Martinez	Government
San Francisco School of the Arts	Barnaby Payne	Government
Miraloma Park Improvement Club	Joanie Van Rijn	NERT
Miraloma Park Improvement Club	Bill Kan	
Miraloma Park Resident	Luise Custer	
Miraloma Park Resident	Dominic Sagolla	
Miraloma Park Resident	Jean Perata	

Next Steps

1. Continue engaging Resilient Miraloma Park member organizations that had not had their assessments/site visits.
2. Steering Committee will review workshop material and feedback.
3. Program management plan for HUB implementation
 - Activation of Block Champion element
 - Scoping out 2017 exercises & training