



## Region 2 Healthcare Coalition Action Plan Matrix - At-Risk/Functional and Access Needs Planning

**Vision:** By working collaboratively with community partners, this matrix will help to ensure that no one group is more impacted than another in an emergency.

**Aim:** This matrix will help assure access to public health preparedness, response and recovery information and services for the most vulnerable and hardest-to-reach residents in \_\_\_\_\_ county through mutually respectful relationships with at-risk/functional and access needs populations and the organizations that serve them.

**Abbreviations:** **AR/FP** = At-Risk/Functional Needs Populations; **CBO** = Community Based Organizations that serve or reach one or more of the identified At-Risk/Functional and Access Needs populations;

Track	Objective (measurable outcome)	Action
<b>I. Assess, Track and Evaluate</b>  <i>(Goal: Track and evaluate the preparedness, response and recovery needs of community based organizations that serve AR/FPs.)</i>	1. Identify CBOs serving all at-risk/functional and access needs population categories.	1.1 Develop listing of all CBO working with AR/FP
		1.2 Review previous work identifying CBOs
		1.3 Match CBOs to ARFP population categories
		1.4 Map out CBO on a GIS layer
		1.5 Prioritize which CBOs to work with based on population served and ease of access
	2. Identify emergency planning needs of CBOs.	2.1 Send out survey to CBO to determine effect of prior efforts (if any)
		2.2 List/categorize survey results from prior effort
		2.3 Review previous work done with agencies
		2.3 Ask CBOs to complete an evaluation on previous work, if any.
	2.4 Develop and implement an intake assessment on every new organization	
	3. Track CBOs and plan development	3.1 Develop database to store & collect information
		3.2 Explore database options.
	4. Evaluate progress of planning.	4.1. Develop simple evaluation plan to measure success/ progress

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<b>II. Communication</b> <i>(Goal: Essential information will reach residents in all necessary population segments prior to and throughout an emergency event.)</i>	1. Develop a planning task force with CBOs and community leaders for emergencies and non-emergencies.	1.1 Build an understanding of the communication web that exists at governmental and community levels.
		1.2 Determine functional scope of network: goals, membership, roles, responsibilities, protocols, non-emergency use.
		1.3 Coordinate communication with CBOs and community leaders on the task force.
	2. Coordinate with the Task Force to ensure that all populations receive emergency information.	2.2 Use CBO relationships to inform list of contacts at media outlets.
		2.3 Assist with message development (prior to and during emergency).
		2.4 Assist with translating more materials into alternate formats (priority languages, written and pictorial messages, large type, Braille)
		2.5 Updating CBO list for blastfax/email service; begin implementing with periodic/nonemergency transmittals
2.6 Assist at least one at-risk population develop emergency communication pathways with like agencies (use as model)		
<b>III. Technical Assistance</b> <i>(Goal: CBOs will be better prepared to continue delivery of service and have the skills/capacity to train their staff (and clients) to provide basic response and recovery services.)</i>	1. Identify who, what, and how to provide technical assistance for CBOs serving AR/FP populations.	1.1 Consider bringing in “Are You Ready?” training for the Task Force
		1.2 Gauge interest from task force to bring in the train-the-trainer for the “Are You Ready?” course
	2. Provide learning and knowledge exchange opportunities for CBOs on various preparedness topics.	2.1 Develop and implement a training program to reach out to local communities working with CBOs to bring the “Are You Ready?” course to the general public and those with at-risk/functional or access needs
		2.2 Develop strategy to engage targeted communities based on assessment, mapping and gap analysis information.
<b>IV. Coordination</b> <i>(Goal: At-Risk/Functional Needs planning activities will be integrated into all government, healthcare, community based</i>	1. Identify and engage key local governmental entities that serve at-risk populations.	1.1 Facilitate discussions and coordination with key governmental partners to identify gaps and available resources that can be utilized during a response and in preparing for a response.
		1.2 Assist in the coordination between cities and CBOs
		1.3 Work to integrate knowledge of AR/FPs into first responder planning
		1.4 Develop coordinated system to create pictorial and translated messages across governmental agencies.

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<i>organization and internal public health systems.)</i>	2. Identify and engage key healthcare organization contacts that serve at-risk populations.	Will introduce and discuss at quarterly Healthcare Coalition meeting and reach other healthcare audiences as needed
		Discuss with the local medical societies the work and if a network of communication is feasible
		After discussion and input from these agencies will work to develop a plan which works to either keep the group updated, seek ongoing input, ask for their help reaching folks or all of the above
	3. Identify and engage key community based organization contacts that serve vulnerable populations.	3.1 Build on relationships established through local coalitions.
		3.2 Collaborate/coordinate with CBOs.
		3.3 Establish mechanism to include CBOs in the future planning and development of at-risk planning
	4. Identify and engage key stakeholders that serve/intersect with at-risk populations.	4.1 Schedule meetings and presentations with key stakeholders that serve/intersect with vulnerable populations to utilize internal capacity.
		4.2 Present work to date and plan to local government stakeholders
		4.3 Present work to date to Regional Coalitions