0:0:0.0 --> 0:0:0.610  
Weber, Robert J  
All right.

0:0:0.620 --> 0:0:2.570  
Weber, Robert J  
Well, good morning or good afternoon.

0:0:2.580 --> 0:0:7.150  
Weber, Robert J  
Depending where you're joining us from, welcome to the housing counseling webinar.

0:0:7.220 --> 0:0:9.740  
Weber, Robert J  
Prepare for disasters from a proactive lens.

0:0:10.800 --> 0:0:15.390  
Weber, Robert J  
Uh, we have some great information and resources and store for you today.

0:0:15.600 --> 0:0:19.350  
Weber, Robert J  
Before we begin, I just want to go over a few logistics with you.

0:0:19.400 --> 0:0:20.140  
Weber, Robert J  
Next slide please.

0:0:21.310 --> 0:0:23.420  
Weber, Robert J  
This webinar is being recorded.

0:0:23.460 --> 0:0:26.740  
Weber, Robert J  
Ohh go back one please this webinars being recorded.

0:0:26.810 --> 0:0:35.640  
Weber, Robert J  
The recording, the transcript and the slides will be available in about 7 to 10 days on the hot exchange.

0:0:35.650 --> 0:0:41.920  
Weber, Robert J  
You can follow that link to the Hut exchange and be able to access all those materials.

0:0:42.190 --> 0:0:49.880  
Weber, Robert J  
You can also get credit for this training by going to that training page and adding the course to your transcript.

0:0:50.710 --> 0:0:53.230  
Weber, Robert J  
In order to do so, you must have a hot exchange account.

0:0:53.560 --> 0:0:56.30  
Weber, Robert J  
It's a fairly simple to set one of those up.

0:0:56.40 --> 0:1:11.330  
Weber, Robert J  
You can do it right on the same page that I'm referring to pretty quick and painless processed to do so, and also the the slide deck was sent to everybody prior to the webinar as well, so you have that already.

0:1:11.800 --> 0:1:13.240  
Weber, Robert J  
And the next slide please.

0:1:15.570 --> 0:1:28.20  
Weber, Robert J  
So we will be answering some questions throughout the the course of the webinar, we do not have any live or hot mics available today because of the the size of the, the attendance.

0:1:28.30 --> 0:1:47.150  
Weber, Robert J  
So we're gonna be answering questions and comments in the chat box, so please submit those in the chat box and myself and Ginger Holman will be keeping an eye on those and if time allows, we will, we might be able to answer some questions live at the end of the presentation.

0:1:47.460 --> 0:1:51.310  
Weber, Robert J  
But you can always email us questions to our email inbox.

0:1:51.320 --> 0:2:0.90  
Weber, Robert J  
That's housing.counseling@hub.gov and we're very good at getting back to people and 2448 hours.

0:2:0.100 --> 0:2:2.560  
Weber, Robert J  
So that's always a great resource to reach out to us.

0:2:3.450 --> 0:2:4.190  
Weber, Robert J  
Next slide please.

0:2:6.320 --> 0:2:17.80  
Weber, Robert J  
OK, without further ado, I would like to hand it off to Jane Sherita, the deputy division director for outreach and capacity building in the HUD Office of Housing Counseling. Jane.

0:2:17.960 --> 0:2:35.650  
Charida, Jane D  
Uh, thank you, Rob, and welcome everyone to today's preparing for disasters from a proactive lens, webinar hub recognizes that housing counselors are situated perfectly to help communities prepare for emergencies and to help when disaster strikes.

0:2:36.260 --> 0:2:40.60  
Charida, Jane D  
The Office of Housing Counseling is here to support you in this important work.

0:2:41.570 --> 0:2:52.700  
Charida, Jane D  
You know, once a disaster hits your area, we have an OHC disaster response team known as Dart and your OSHC point of contact.

0:2:52.990 --> 0:3:3.140  
Charida, Jane D  
Who will reach out to you as soon as feasible and will send you a disaster survey designed to determine operating status.

0:3:3.450 --> 0:3:5.940  
Charida, Jane D  
Assess damage and evaluate needs.

0:3:6.390 --> 0:3:19.750  
Charida, Jane D  
OC will also support you with information and resources on emergency response on an ongoing basis and will help facilitate both virtual and onsite housing counseling opportunities in your community.

0:3:20.960 --> 0:3:25.660  
Charida, Jane D  
You can help by being prepared to hit the ground running when a disaster occurs.

0:3:25.670 --> 0:3:31.70  
Charida, Jane D  
I hope that doesn't happen, but you know if it does, we want you to be prepared.

0:3:31.120 --> 0:3:40.50  
Charida, Jane D  
So you can develop an emergency response plan and a continuity of operations plan known as a coup in advance.

0:3:40.640 --> 0:3:51.200  
Charida, Jane D  
You can also be proactive by incorporating disaster assistance in your agency work plan, which will allow reimbursement through your comprehensive housing counseling.

0:3:51.380 --> 0:3:52.140  
Charida, Jane D  
Pat funds.

0:3:52.150 --> 0:4:5.800  
Charida, Jane D  
If you do have that grant in today's training, we'll discuss preparedness plans, including guidance you can use to create or revise your emergency response plan and your coupe plan.

0:4:6.330 --> 0:4:14.740  
Charida, Jane D  
We will also share information on Ohc's disaster operating SOP and the housing counseling disaster field guide.

0:4:14.950 --> 0:4:26.460  
Charida, Jane D  
There are also be tips on how to incorporate disaster preparedness and recovery into one on one housing, counseling sessions and group education sessions.

0:4:26.470 --> 0:4:33.460  
Charida, Jane D  
And also information on to help your clients locate and access Community resources.

0:4:34.150 --> 0:4:40.660  
Charida, Jane D  
Thank you again for attending and I would now like to introduce today's presenter, said Alvarado.

0:4:40.720 --> 0:4:44.900  
Charida, Jane D  
Education and training officer for Virginia Housing said.

0:4:46.60 --> 0:4:47.390  
Sid Alvarado  
Thank you so much, Jane.

0:4:48.20 --> 0:4:49.370  
Sid Alvarado  
Well, welcome everyone.

0:4:49.740 --> 0:4:53.570  
Sid Alvarado  
It might be morning where you are might be afternoon, but definitely welcome.

0:4:53.580 --> 0:4:57.410  
Sid Alvarado  
We have a lot of information that we wanna cover on today.

0:4:58.340 --> 0:5:7.490  
Sid Alvarado  
When we were putting together this particular webinar, we were thinking from the lens of disasters are going to happen.

0:5:7.700 --> 0:5:10.280  
Sid Alvarado  
We know that it's no longer an isolated event.

0:5:11.810 --> 0:5:13.520  
Sid Alvarado  
Disasters are happening everywhere.

0:5:13.530 --> 0:5:23.800  
Sid Alvarado  
It's not a situation where hurricanes are only happening on certain in certain geographical areas, or tornadoes or earthquakes.

0:5:23.810 --> 0:5:40.360  
Sid Alvarado  
We understand that they are happening everywhere and so when we were putting together this training, what we wanted to do is provide resources because it's not really a situation anymore of if it's really a situation of when it's going to happen, when it's going to occur.

0:5:40.730 --> 0:5:46.270  
Sid Alvarado  
And so during today's webinar, we're gonna be talking about a few things.

0:5:46.280 --> 0:5:52.10  
Sid Alvarado  
We're gonna start off with talking about how do we define emergencies, how do we define disasters?

0:5:52.260 --> 0:5:56.370  
Sid Alvarado  
Because as always, we want to make sure that everyone is on the same page.

0:5:56.380 --> 0:5:59.730  
Sid Alvarado  
We don't want it to be a situation where we're talking about an emergency.

0:5:59.740 --> 0:6:5.90  
Sid Alvarado  
We're talking about a disaster and it's not something that is clearly defined.

0:6:5.100 --> 0:6:9.210  
Sid Alvarado  
And so we're going to start with the most basic of first of all, what is an emergency?

0:6:9.220 --> 0:6:11.170  
Sid Alvarado  
What is a disaster, then?

0:6:11.180 --> 0:6:19.340  
Sid Alvarado  
We're gonna go into understanding what disaster preparedness is and when we're talking about that understanding of what it is, what is our responsibility?

0:6:19.490 --> 0:6:21.860  
Sid Alvarado  
What's our responsibility as an agency?

0:6:21.990 --> 0:6:24.160  
Sid Alvarado  
What's our responsibility as a counselor?

0:6:24.430 --> 0:6:29.120  
Sid Alvarado  
And then what is our responsibility to our community when we are preparing?

0:6:29.210 --> 0:6:31.990  
Sid Alvarado  
And so with that, we're going to focus on three different areas.

0:6:32.0 --> 0:6:43.840  
Sid Alvarado  
We're going to focus on the agency, we're going to provide some guidelines that agencies can follow that we're going to provide some resources as well, some things that they can use to create their emergency response plan.

0:6:43.850 --> 0:6:51.50  
Sid Alvarado  
We're going to talk about what that emergency response plan is because you've already heard it a few times and you might be saying to yourself or what is an emergency response plan.

0:6:51.60 --> 0:6:53.240  
Sid Alvarado  
So we're gonna definitely dig a little bit deeper into that.

0:6:53.380 --> 0:6:55.210  
Sid Alvarado  
And then we're gonna talk about what?

0:6:55.220 --> 0:7:0.890  
Sid Alvarado  
The coop is, which is the continuity of operations plan, but you'll hear us refer to it as the coop.

0:7:0.980 --> 0:7:2.720  
Sid Alvarado  
And so that's from the agency's perspective.

0:7:2.730 --> 0:7:6.510  
Sid Alvarado  
And then we're going to talk about, well, what's the counselors responsibility?

0:7:6.520 --> 0:7:12.190  
Sid Alvarado  
And is and so we're going to be providing some tips on how to incorporate disaster preparedness and recovery.

0:7:12.420 --> 0:7:16.100  
Sid Alvarado  
And to that one on one counseling space as well as that group education space.

0:7:16.530 --> 0:7:25.820  
Sid Alvarado  
And then we're gonna talk about the client, because now that the agency is prepared, now that the counselor is prepared, how do we convey that information into our community?

0:7:25.910 --> 0:7:31.910  
Sid Alvarado  
And so we're gonna be talking about some resources, some things that we can do to help our our community to prepare as well.

0:7:33.950 --> 0:7:37.610  
Sid Alvarado  
So as I said, let's first of all, let's talk about what is a disaster.

0:7:37.620 --> 0:7:43.620  
Sid Alvarado  
We don't wanna, you know, have these words out there and then everyone has a different definition of what a disaster is.

0:7:43.750 --> 0:7:51.400  
Sid Alvarado  
And so when we're thinking about disaster, basically a disaster is something that is considered to it.

0:7:51.410 --> 0:7:53.440  
Sid Alvarado  
It or thinking about disaster.

0:7:53.690 --> 0:8:2.870  
Sid Alvarado  
Disaster really is predicated upon or emergency versus disaster is predicated upon the number of people that it actually impacts.

0:8:3.680 --> 0:8:10.230  
Sid Alvarado  
And so when we're talking about the number of of people, when we're talking about disaster, disaster has that wider scale, right.

0:8:10.440 --> 0:8:13.180  
Sid Alvarado  
And so it's going to impact more people and so.

0:8:15.80 --> 0:8:26.590  
Sid Alvarado  
Whether it's an emergency or disaster, we understand that we should be helping our Community, those households, those people that come to see us, to be prepared for both an emergency and a disaster.

0:8:26.680 --> 0:8:31.770  
Sid Alvarado  
But even us, as agencies, we should be prepared for both an emergency as well as a disaster.

0:8:32.40 --> 0:8:43.150  
Sid Alvarado  
And so an emergency and disaster can also affect a community, a household simultaneously, and an example of that would be something like a chemical spill as a result of a hurricane.

0:8:43.160 --> 0:8:49.100  
Sid Alvarado  
That chemical spill would be the emergency, whereas that hurricane would be something that's considered to be the disaster.

0:8:49.310 --> 0:8:55.500  
Sid Alvarado  
But it's something that can definitely affect households communities simultaneously.

0:8:55.510 --> 0:8:59.520  
Sid Alvarado  
So we definitely want need to talk about both and we want to be prepared for both.

0:9:0.330 --> 0:9:12.630  
Sid Alvarado  
And so I said, when we're looking at our emergency, how we would define it an emergency in its simplest form, an emergency is an unplanned event, something that's happened that we just really didn't, you know, see it coming at that particular moment.

0:9:12.900 --> 0:9:18.630  
Sid Alvarado  
And so how it shows up or how it looks it could result in death or injury, right?

0:9:18.680 --> 0:9:21.500  
Sid Alvarado  
That can be something that includes pets as well as people.

0:9:21.620 --> 0:9:32.320  
Sid Alvarado  
It could cause physical damage as well as changes in housing status and examples of that would be how a house fire or medical crisis or a chemical spill.

0:9:34.60 --> 0:9:37.720  
Sid Alvarado  
We're looking at a disaster, as I alluded to a little bit earlier.

0:9:37.730 --> 0:9:49.450  
Sid Alvarado  
That's more of a broader community wide event that affects more of a community of affects, more people, and so it could affect hundreds or thousands of people.

0:9:49.680 --> 0:10:13.310  
Sid Alvarado  
And how it shows up or how it looks it could be debris that's blocking access to home or work after you know something that's happened, it could be washed out bridges or roads and examples could be something like floods or wildfires, hurricanes, industrial chemical releases as well as public health emergencies which we are familiar with that coming out of COVID, right.

0:10:15.350 --> 0:10:18.450  
Sid Alvarado  
There are two basic groups of disaster.

0:10:18.770 --> 0:10:27.820  
Sid Alvarado  
According to the National Institute of Health, and so we have the natural disasters, things such as the earthquakes, volcanoes, hurricanes, floods, fires.

0:10:27.990 --> 0:10:30.200  
Sid Alvarado  
But then we also have manage disasters.

0:10:30.210 --> 0:10:39.370  
Sid Alvarado  
Things such as war, pollution, nuclear explosions, fires, hazardous material exposure, explosions and then also transportation accidents.

0:10:41.220 --> 0:10:48.290  
Sid Alvarado  
So now let's get into understanding what it means to actually prepare for disasters or disaster preparedness.

0:10:48.800 --> 0:11:9.830  
Sid Alvarado  
So when we're looking at disaster preparedness, when we are defining that basically the disaster preparedness is, it includes a measure of a set of measures that we undertake in advance and we're doing that in advance so that we can hopefully better respond and cope with the immediate aftermath that's gonna come after that.

0:11:10.100 --> 0:11:16.190  
Sid Alvarado  
And when we're talking about disaster preparedness, there are a few perspectives in which we can come from.

0:11:16.200 --> 0:11:28.610  
Sid Alvarado  
We're talking about the responsibility of who should be undertaking those measures, and so we're looking at undertaking those measures in order to prepare those measures could be undertaken by individuals.

0:11:28.700 --> 0:11:35.780  
Sid Alvarado  
So those things that we're doing to help our clients, individuals, households, to prepare, right.

0:11:36.400 --> 0:11:38.130  
Sid Alvarado  
And then there's communities.

0:11:38.480 --> 0:11:39.210  
Sid Alvarado  
OK.

0:11:39.280 --> 0:11:41.280  
Sid Alvarado  
And So what is the responsibility?

0:11:41.290 --> 0:11:45.550  
Sid Alvarado  
What does that look like when it community is undertaking those measures?

0:11:45.720 --> 0:11:47.750  
Sid Alvarado  
And then there's the organizations.

0:11:47.760 --> 0:11:55.390  
Sid Alvarado  
And so definitely we're gonna get into more about that because we as housing counseling agencies would be considered to be an organization.

0:11:55.520 --> 0:12:2.370  
Sid Alvarado  
So what is our responsibility and what are we doing right to undertake those measures in order to prepare for disasters?

0:12:2.460 --> 0:12:6.920  
Sid Alvarado  
And then there's the governmental aspect of it as well.

0:12:8.370 --> 0:12:21.710  
Sid Alvarado  
So we're looking at individuals when we're thinking about how individuals will prepare or when we're thinking about the responsibility that lies in their own why and individual or household would prepare.

0:12:21.830 --> 0:12:26.590  
Sid Alvarado  
It's important to prepare because it helps us to cope right.

0:12:26.740 --> 0:12:33.650  
Sid Alvarado  
And so when we're thinking about that, we're looking at it from the individuals creating a plan and they're doing this in advance.

0:12:33.660 --> 0:12:46.860  
Sid Alvarado  
And so we're gonna provide some tools a little bit later in this particular presentation on what are some tools that we can provide to our families, to the individuals, to the households that may be affected, OK.

0:12:47.670 --> 0:13:14.400  
Sid Alvarado  
And so it's essential for them to have a plan, and that plan could be a written plan, but it's also thinking about something, something about something along the lines of the tangible things that they're gonna need, like having disaster kits at their disposal, something that can be accessed in an emergency because we understand from an individual or family standpoint is that not everybody may be together.

0:13:14.570 --> 0:13:28.40  
Sid Alvarado  
And so when I think about myself being in an emergency, I remember I I reside here in Virginia, and I remember some years ago about maybe 14 years ago, 13 years ago, Virginia had an earthquake.

0:13:28.50 --> 0:13:30.740  
Sid Alvarado  
It was something that we never thought about, right?

0:13:30.850 --> 0:13:44.580  
Sid Alvarado  
We never would thought, think about preparing for because when we think about earthquakes, we don't really think about Virginia having earthquakes, but kind of going to this statement where it talks about the family may not be together or individuals may not be together within that family.

0:13:44.750 --> 0:14:0.370  
Sid Alvarado  
I remember in that earthquake where I was at work and it happened during the time where my children were on break from school and so they were at home and then my eldest was out in the mall somewhere and so we weren't together.

0:14:0.460 --> 0:14:0.830  
Sid Alvarado  
Right.

0:14:0.840 --> 0:14:3.580  
Sid Alvarado  
And so it's really important to think about having that conversation.

0:14:3.590 --> 0:14:4.550  
Sid Alvarado  
That is something like that.

0:14:4.560 --> 0:14:7.460  
Sid Alvarado  
Were to occur a disaster. Emergency?

0:14:7.480 --> 0:14:9.470  
Sid Alvarado  
Were to occur and you're separate.

0:14:9.540 --> 0:14:10.450  
Sid Alvarado  
You're separated.

0:14:10.560 --> 0:14:11.310  
Sid Alvarado  
What do you do?

0:14:11.420 --> 0:14:15.410  
Sid Alvarado  
Is it a situation where you already have in place where there's?

0:14:16.200 --> 0:14:18.310  
Sid Alvarado  
You all have discussed and talked about.

0:14:18.320 --> 0:14:41.260  
Sid Alvarado  
Is there a meeting space is have you designated someone that everyone that calls then to say hey, I'm safe because I remember immediately following that disaster phone lines were down and I remember being about 20 minutes away at that at that time I worked 20 minutes away, which is not a long time right away from home, but it's a long time when a disaster occurs like that.

0:14:41.360 --> 0:14:43.0  
Sid Alvarado  
And the children that were at home.

0:14:43.170 --> 0:14:45.260  
Sid Alvarado  
And there's no way to communicate with them.

0:14:45.690 --> 0:14:46.920  
Sid Alvarado  
Is there a plan in place?

0:14:47.210 --> 0:15:1.950  
Sid Alvarado  
Did you all discuss prior to like if something like that or to happen, how do you all chime in and say we're OK, we're good and I just remember driving home and that was a very long 20 minute drive home to make sure that my family was safe.

0:15:2.60 --> 0:15:8.10  
Sid Alvarado  
So that's why it's really important to think about those things in advance from an individual, from a family standpoint.

0:15:8.530 --> 0:15:19.580  
Sid Alvarado  
And the nurse communities communities play a really important role because during times of disaster immediately following right, there's that isolation.

0:15:19.910 --> 0:15:24.220  
Sid Alvarado  
There's the feeling of abandonment, and that's where our communities can fill that space.

0:15:24.410 --> 0:15:29.320  
Sid Alvarado  
So local communities can provide us sense of connection and decrease that isolation.

0:15:29.330 --> 0:15:36.120  
Sid Alvarado  
That feeling of isolation and abandonment that's often felt by the residents in that community in times of disaster.

0:15:36.270 --> 0:15:42.480  
Sid Alvarado  
So that's definitely a really important role that a community can play in preparing and then organizations.

0:15:42.490 --> 0:15:46.710  
Sid Alvarado  
So we can definitely think about this from housing counseling agency standpoint, right?

0:15:47.80 --> 0:16:7.550  
Sid Alvarado  
We are a local community organization and with us being that or with us being such, there's an important opportunity as well as a position that we hold within our Community and one of the things that we can do is we can be a voice because a lot of times us who are working at these organizations, we are also residents of these organizations, right.

0:16:7.640 --> 0:16:14.920  
Sid Alvarado  
And so when it's time to chime in about what to do and how to go about doing things, we can be a local voice for the community.

0:16:14.930 --> 0:16:19.220  
Sid Alvarado  
We can be a local voice for those that we are serving, those who are currently struggling.

0:16:19.370 --> 0:16:27.800  
Sid Alvarado  
We also kind of are able to see first hand of the struggles we can see common themes that are going on during that time.

0:16:27.810 --> 0:16:31.920  
Sid Alvarado  
So we can speak about it and we can definitely speak about it from an informed perspective.

0:16:31.990 --> 0:16:37.650  
Sid Alvarado  
So that's definitely a role that organizations can play when we're preparing for disasters.

0:16:39.170 --> 0:16:44.840  
Sid Alvarado  
So a quick question, you can use the chat box to time in true or false.

0:16:45.210 --> 0:16:55.190  
Sid Alvarado  
What people do before disaster can make a dramatic difference in their ability to cope with and recover from a disaster so true or false.

0:16:57.390 --> 0:17:4.300  
Sid Alvarado  
I see the answers coming in and they're definitely.

0:17:4.310 --> 0:17:8.940  
Sid Alvarado  
Is this overwhelming theme and people answering true?

0:17:12.780 --> 0:17:25.110  
Sid Alvarado  
And so for those of you if answer true, you correct what we do, what people do before disaster, it can definitely determine how they're able to cope in the aftermath.

0:17:25.120 --> 0:17:37.790  
Sid Alvarado  
And that's why preparing for disasters are really important, because it's really going to determine how we as people as organizations as a community, are able to bounce back.

0:17:39.170 --> 0:17:40.880  
Sid Alvarado  
So let's talk about the agency.

0:17:41.330 --> 0:17:43.600  
Sid Alvarado  
What are the responsibilities of the agency?

0:17:43.610 --> 0:17:49.200  
Sid Alvarado  
And so when I say the agency here, I'm talking about the housing counseling agencies, OK.

0:17:49.670 --> 0:18:9.150  
Sid Alvarado  
And so when we're talking about the agency, first of all, we have to think about the operations and when we're talking about the operations, Jane earlier mentioned that work plan, right, that work plan is really important and that's where we as housing counseling agencies have approved housing counseling agencies.

0:18:9.360 --> 0:18:10.670  
Sid Alvarado  
That's where we need to start.

0:18:11.520 --> 0:18:14.510  
Sid Alvarado  
We need to start with that work plan, OK?

0:18:14.600 --> 0:18:24.820  
Sid Alvarado  
And so when we're thinking about the work plan, I think one of the first questions we have to ask ourselves is first of all, is disaster preparedness and disaster recovery.

0:18:24.970 --> 0:18:29.630  
Sid Alvarado  
Is that covered in our current work plan as a service type?

0:18:30.340 --> 0:18:34.350  
Sid Alvarado  
Because if it's not, it's something that we definitely need to modify.

0:18:34.720 --> 0:18:35.150  
Sid Alvarado  
OK.

0:18:35.160 --> 0:18:47.240  
Sid Alvarado  
So that's where we would start as an organization as first of all identifying and asking ourselves is disaster preparedness or recovery currently listed as a service in our work plan.

0:18:47.690 --> 0:18:49.810  
Sid Alvarado  
And if it's not, it's not the end of the world.

0:18:49.820 --> 0:18:51.810  
Sid Alvarado  
It's OK, because we're gonna talk about what we can do.

0:18:52.40 --> 0:18:59.820  
Sid Alvarado  
So the for those of you who may not be aware, because once again we don't want to throw words out there and everyone is not aware of what a work plan is.

0:19:0.600 --> 0:19:5.740  
Sid Alvarado  
The work plan basically provides an overview of all the housing counseling programs.

0:19:5.750 --> 0:19:12.130  
Sid Alvarado  
So basically is saying that we as an organization, we are going to provide these services, OK.

0:19:12.220 --> 0:19:18.890  
Sid Alvarado  
And so there are certain services that fall under the housing counseling program, which I'm gonna actually get to in just a moment.

0:19:18.980 --> 0:19:22.670  
Sid Alvarado  
And so when we're thinking about it from the handbook, the handbook addresses this.

0:19:22.800 --> 0:19:42.600  
Sid Alvarado  
And so for those of you who need to know where it is in section 22, section O of the of the Housing counseling handbook, it talks about how intermediaries and state housing finance agencies must require that our affiliates, right, those that are under them participate in that are participating in the hood housing counseling program.

0:19:42.970 --> 0:19:52.540  
Sid Alvarado  
It is required that we all as agencies maintain a work plan, OK, and then then section 31, Section E of the handbook.

0:19:52.550 --> 0:20:18.210  
Sid Alvarado  
It states that a participating agency must be in compliance and deliver housing, counseling services and education consistent with an approved housing counseling work plan, and so that means that our if our current housing counseling our current approved housing counseling work plan does not already include disaster preparedness or disaster, recovery is something that we must address, OK.

0:20:20.470 --> 0:20:25.40  
Sid Alvarado  
And so just to give you more information about the work plan, there are 13 sections.

0:20:25.210 --> 0:20:30.200  
Sid Alvarado  
And so within those 13 sections, there is the description of services.

0:20:30.270 --> 0:20:38.20  
Sid Alvarado  
So that's where if we currently don't have that as an approved service under our work plan, that's something that we want to update.

0:20:38.30 --> 0:20:42.740  
Sid Alvarado  
We wanna update and say, hey, we're gonna be providing these disaster preparedness services.

0:20:42.750 --> 0:20:49.500  
Sid Alvarado  
We're going to be providing these disaster recovery services and then also in that work plan to accompany that work plan.

0:20:49.510 --> 0:20:58.100  
Sid Alvarado  
We should also be submitting an emergency response plan as well as a continuity of operations plan, which I will continue to refer as the coupe.

0:20:58.210 --> 0:21:2.560  
Sid Alvarado  
And so those are two elements that we really need to think about about where we are right now.

0:21:2.650 --> 0:21:8.20  
Sid Alvarado  
If our work plan does not address those things, we need to make sure that we are going back to address those things.

0:21:8.190 --> 0:21:12.900  
Sid Alvarado  
But we're going to be providing some resources, so it's not something where you have to start from scratch.

0:21:14.50 --> 0:21:21.180  
Sid Alvarado  
And so agencies are encouraged to include both the emergency Response plan and the coup in the work plan.

0:21:21.450 --> 0:21:32.830  
Sid Alvarado  
It's important to note that both plans they assist agencies and effectively preparing, responding and recovering from a disaster in the organization's OK.

0:21:32.920 --> 0:21:42.150  
Sid Alvarado  
And so when you think about the emergency response plan that guides the agency until the activities that's identified in the coup has happened.

0:21:42.160 --> 0:21:47.810  
Sid Alvarado  
And so the way that I think about it is that the emergency response plan is the thing that might happen.

0:21:48.80 --> 0:21:53.930  
Sid Alvarado  
And then the coup is what we're gonna do once that thing that we thought might happen has now happened.

0:21:54.120 --> 0:21:57.550  
Sid Alvarado  
Alright, so that's how you can think about the emergency response plan.

0:21:57.780 --> 0:21:58.380  
Sid Alvarado  
This is the coup.

0:22:0.740 --> 0:22:7.720  
Sid Alvarado  
So the work plan, it should be revised if we need to revise it as needed and serves as a basic operations manual.

0:22:7.840 --> 0:22:11.440  
Sid Alvarado  
OK, so it's saying, hey, this is what we as an organization are gonna do.

0:22:11.450 --> 0:22:19.730  
Sid Alvarado  
We're gonna provide these services and this is how we plan to implement or how we plan to provide these services, all right.

0:22:19.810 --> 0:22:26.680  
Sid Alvarado  
And so it talks about the projections from the Forum Hut 9902, which I'll get into a little bit later.

0:22:26.690 --> 0:22:51.980  
Sid Alvarado  
So basically the work plan informs how those services are going to show up in the hood 9902 alright and so the section is it matches the types of services and we're looking at the 9902 and we're saying hey, we're going to provide these services, those are things that should be addressed in our work plan because we've already identified to say hey, we have within our community, we see that there's a need for these types of services.

0:22:52.400 --> 0:23:1.940  
Sid Alvarado  
This is what the need is and this is how we plan to provide these services and then once we're providing those services, we're keeping track of that in the HUD 9902.

0:23:3.800 --> 0:23:11.330  
Sid Alvarado  
So if your agency finds that hey, before we move into this space, we need to modify, there's some help there.

0:23:11.600 --> 0:23:20.890  
Sid Alvarado  
And so each of you have already been provided with today's presentation and then those in the presentation, there is lots of helpful links.

0:23:20.900 --> 0:23:37.770  
Sid Alvarado  
And one of the helpful links is that is the agency work plan modification there is help you may say hey our agency really needs to update the work plan, we're not really sure how to do that that is where you can provide we you could get some tools on how you can go about modifying your agencies work plan.

0:23:38.30 --> 0:23:49.980  
Sid Alvarado  
And so when you're there's a few reasons that an agency would need to change their work plan is one, they need to change and how the agency is going to address the needs of that, that target population.

0:23:50.660 --> 0:23:51.190  
Sid Alvarado  
Umm.

0:23:51.540 --> 0:23:56.590  
Sid Alvarado  
And there may be a change and so that's where this may fall into your organization.

0:23:56.600 --> 0:24:4.750  
Sid Alvarado  
You may say here we need to really expand it to this space, and so if there's an expansion or if there's a reduction of services, then you need to modify that work plan.

0:24:5.220 --> 0:24:13.470  
Sid Alvarado  
Also, if there's a change in the fee structure or there's a change in the geographical area in which you intend to serve, those will all be reasons.

0:24:13.480 --> 0:24:15.580  
Sid Alvarado  
And what your agency needs to modify that work plan.

0:24:17.670 --> 0:24:28.920  
Sid Alvarado  
So it's important to note though, if you're agency is going to modify the work plan, you need to have a conversation with your intermediary, whoever your intermediary is.

0:24:28.990 --> 0:24:30.910  
Sid Alvarado  
Prior to that implementation, OK.

0:24:30.970 --> 0:24:33.120  
Sid Alvarado  
And so it's a matter of discussion.

0:24:33.270 --> 0:24:40.530  
Sid Alvarado  
You're having a conversation and you're saying, hey, we really see that there's a need to provide these services in our community.

0:24:40.650 --> 0:24:51.590  
Sid Alvarado  
You're providing some follow up documentation supporting documentation for you to be able to do that, but you're most of all having that conversation with your what we call the uh intermediary.

0:24:51.600 --> 0:24:59.230  
Sid Alvarado  
And then you're intermediary or you're if you're under state housing finance agency, they'll have that conversation with your HUD pocket.

0:24:59.240 --> 0:25:0.90  
Sid Alvarado  
And so that's your head.

0:25:0.100 --> 0:25:2.810  
Sid Alvarado  
Ported contact alright for that final approval.

0:25:2.900 --> 0:25:13.570  
Sid Alvarado  
So just make sure that before you go and you modify any work claims, because we know that many of you are anxious to get into this space, then we wanna you wanna make sure that you're having that conversation.

0:25:13.580 --> 0:25:18.380  
Sid Alvarado  
First of all with your intermediary and then that intermediary would have that conversation.

0:25:18.390 --> 0:25:27.250  
Sid Alvarado  
Once you submit that information it would, it would be submitted to your hypac, and then you're waiting for that approval before you actually start working into this space.

0:25:27.500 --> 0:25:33.320  
Sid Alvarado  
Now there are sometimes there are a few times where as it stands when you submit your.

0:25:35.0 --> 0:25:36.70  
Sid Alvarado  
Modification.

0:25:36.540 --> 0:25:45.170  
Sid Alvarado  
It may not be approved as is and so two common reasons that your work plan may not be approved as is that modification is.

0:25:45.320 --> 0:25:58.150  
Sid Alvarado  
If there's a lack of trained staff and so it's really important for staff to be trained and we're gonna be talking about some topics in some ways that staff can get training in this area to feel a little bit more comfortable and confident.

0:25:58.240 --> 0:26:0.610  
Sid Alvarado  
And so there you may not.

0:26:0.660 --> 0:26:6.320  
Sid Alvarado  
Clearly identify the staff training and so in that case, that's something that would need to be addressed.

0:26:6.330 --> 0:26:24.710  
Sid Alvarado  
And so attending trainings like this is something that would be very beneficial for staff to attend, to learn how to provide services or adequate or efficient services in this particular space or it may be deemed that there's insufficient resources and a larger geographic area to serve clients.

0:26:24.720 --> 0:26:31.420  
Sid Alvarado  
So those are two common reasons where as it stands, if you were to submit that modification, it may not be approved initially.

0:26:32.860 --> 0:26:34.570  
Sid Alvarado  
So now let's talk about that form.

0:26:34.580 --> 0:26:57.70  
Sid Alvarado  
HUD 9902 once again don't want to assume that everybody knows what that is, and so the Hut 9902 is where when you're agency has identified in the work plan, right, these are the services that we're gonna provide when you're providing those services, it shows up on that HUD 9902 to say, hey, our agency has provided these services.

0:26:57.160 --> 0:27:9.20  
Sid Alvarado  
So we're thinking about it from a disaster preparedness aspect when you're looking at group education in Section 8 of the 9902, you'll see where it says I and J.

0:27:9.330 --> 0:27:33.700  
Sid Alvarado  
It talks about there that hey, if your agency is providing group education and you're looking at providing it in this space is saying that this is the box that basically that would fit into that service would fit into is saying that our agency has provided disaster preparedness assistance workshops and these particular clients that have come or these households have come and participated in this particular workshop.

0:27:33.710 --> 0:27:38.510  
Sid Alvarado  
So that's where we're growing, where it's show up in Section 8 under group education.

0:27:38.520 --> 0:27:40.320  
Sid Alvarado  
So they have either completed your.

0:27:40.330 --> 0:27:47.790  
Sid Alvarado  
Your agency has basically facilitated hosted right, a workshop, and that workshop focused on disaster preparedness.

0:27:47.940 --> 0:28:0.110  
Sid Alvarado  
If that's the case, then it would show up there, or if they if your agency has hosted a disaster Recovery Assistance Workshop, that means that it would show up there in that particular box as well.

0:28:0.120 --> 0:28:5.60  
Sid Alvarado  
So that's where it is tracked from the 9902 standpoint.

0:28:5.70 --> 0:28:17.560  
Sid Alvarado  
And we're gonna talk a little bit later about some resources that can help you to easily get into that space of providing those types of group education opportunities.

0:28:19.650 --> 0:28:23.800  
Sid Alvarado  
And then from A1 on one counseling standpoint, it was show up in section 9.

0:28:23.910 --> 0:28:27.80  
Sid Alvarado  
This means that this particular household has come in.

0:28:27.310 --> 0:28:30.850  
Sid Alvarado  
They've sat down with a counselor, hudepohl housing counselor.

0:28:30.860 --> 0:28:31.920  
Sid Alvarado  
Right. I heard.

0:28:31.930 --> 0:28:47.860  
Sid Alvarado  
Certified counselor and in that session, that counselor has covered the topics that need to be covered in order to say that now they have received disaster preparedness, assistance or disaster recovery assistance.

0:28:48.50 --> 0:29:0.30  
Sid Alvarado  
And if you want more information, there's actually a link that we provide where you can kind of go in as counselors and see exactly what topics need to be covered in order to satisfy this particular requirement.

0:29:2.800 --> 0:29:10.580  
Sid Alvarado  
So now let's talk about the emergency response plan and the coop, which we've been mentioning for a while here.

0:29:11.940 --> 0:29:13.650  
Sid Alvarado  
How many of you are like me?

0:29:14.530 --> 0:29:18.410  
Sid Alvarado  
You love when you don't have to start from scratch.

0:29:19.40 --> 0:29:20.40  
Sid Alvarado  
How many of you like that?

0:29:20.570 --> 0:29:21.380  
Sid Alvarado  
I'm that way.

0:29:21.770 --> 0:29:34.20  
Sid Alvarado  
I love when there are resources that are out there that helps me to quickly implement what I need to implement and that's what the emergency response plan does.

0:29:34.250 --> 0:29:36.520  
Sid Alvarado  
And so you don't have to start from scratch.

0:29:36.610 --> 0:29:44.980  
Sid Alvarado  
And as a matter of fact, in #1 on the emergency Response Plan guide says don't start from scratch.

0:29:45.350 --> 0:30:3.660  
Sid Alvarado  
There is resources that are already there, and so the Office of Housing Counseling has done a wonderful job as far as putting this out there because it's if it's a situation where it's a requirement, it's great to have a resource that kind of gets me on my way, jumpstarts.

0:30:3.750 --> 0:30:10.820  
Sid Alvarado  
And so her defines an emergency response plan as a framework for responding to major emergencies.

0:30:11.630 --> 0:30:27.920  
Sid Alvarado  
And the word that really kind of sticks out for me, the emergencies that cause disruption, that's what this emergency response plan is all about is that there's a disruption and this disruption has affected our ability to provide services.

0:30:28.120 --> 0:30:35.510  
Sid Alvarado  
And so with this emergency response plan, what it does, it identifies what that what those disruptions would look like.

0:30:35.520 --> 0:30:39.900  
Sid Alvarado  
And so you have the link there where you can check that out.

0:30:40.800 --> 0:30:47.20  
Sid Alvarado  
But in this emergency response plan, there are kind of elements that are identified.

0:30:48.650 --> 0:30:53.110  
Sid Alvarado  
And the elements that are identified and helps you identify what your risk are.

0:30:53.290 --> 0:31:3.320  
Sid Alvarado  
And so it's not a situation where you're something happens in the agency and then everyone's looking at each other and you're thinking like, well, is this an emergency?

0:31:3.330 --> 0:31:4.840  
Sid Alvarado  
Is this not what was she?

0:31:4.930 --> 0:31:6.280  
Sid Alvarado  
Who should we call?

0:31:6.530 --> 0:31:7.500  
Sid Alvarado  
What would should we do?

0:31:7.510 --> 0:31:18.270  
Sid Alvarado  
I love how the emergency response plan beautifully lays out you being proactive in identifying what you define as an emergency.

0:31:19.80 --> 0:31:26.550  
Sid Alvarado  
The possibility of that emergency disrupting services and then it kind of goes on on, OK, this is the emergency.

0:31:26.560 --> 0:31:27.360  
Sid Alvarado  
This has happened.

0:31:27.800 --> 0:31:28.670  
Sid Alvarado  
Well, what do we do?

0:31:29.60 --> 0:31:32.470  
Sid Alvarado  
Do we, you know, close the agency down?

0:31:32.780 --> 0:31:34.790  
Sid Alvarado  
Do we lock all doors?

0:31:34.800 --> 0:31:48.470  
Sid Alvarado  
And so for me specifically, when I think about the emergency response plan, I remember one day being within my agency, I'm a prior agency that I was at and out of the blue, there was a tornado.

0:31:49.530 --> 0:31:50.180  
Sid Alvarado  
Umm.

0:31:50.290 --> 0:31:52.410  
Sid Alvarado  
And it was during business hours.

0:31:52.650 --> 0:31:56.220  
Sid Alvarado  
And once again, we don't always know a tornado is coming.

0:31:56.230 --> 0:31:56.580  
Sid Alvarado  
Right.

0:31:56.590 --> 0:32:3.620  
Sid Alvarado  
And so there was this tornado threat and the the outside became really black and dark, as it does during the.

0:32:5.320 --> 0:32:11.830  
Sid Alvarado  
During the tornado, and so the first thing that we were thinking about as leadership was is, OK, like what do we do?

0:32:12.80 --> 0:32:15.50  
Sid Alvarado  
Is it a situation where it's because it's during business hours?

0:32:15.60 --> 0:32:16.190  
Sid Alvarado  
We have clients that are.

0:32:16.260 --> 0:32:24.330  
Sid Alvarado  
We're actually servicing these clients are actually in the building with us having an emergency response plan allowed us to respond quickly.

0:32:24.460 --> 0:32:26.390  
Sid Alvarado  
Hey, we need to lock doors.

0:32:26.690 --> 0:32:28.90  
Sid Alvarado  
No one needs to leave.

0:32:28.460 --> 0:32:32.450  
Sid Alvarado  
We need to take cover in this particular room.

0:32:33.460 --> 0:32:35.350  
Sid Alvarado  
We're gonna stay here until this happens.

0:32:36.170 --> 0:32:38.200  
Sid Alvarado  
This person is responsible for this.

0:32:38.570 --> 0:32:40.440  
Sid Alvarado  
This is person is responsible for that.

0:32:40.550 --> 0:32:48.100  
Sid Alvarado  
It makes it a lot easier, and it's also comforting that when something like that has happened, we've planned it.

0:32:48.450 --> 0:32:52.40  
Sid Alvarado  
We've thought about it, but most importantly we've written it down.

0:32:52.330 --> 0:32:56.800  
Sid Alvarado  
And so when something like that happens, we are able to respond very quickly.

0:32:56.810 --> 0:33:12.930  
Sid Alvarado  
We're able to keep staff safe, we're able to keep client safe, and then when there's a clear that we know when to release people and so it can be very comforting having something like that on hand rather than if we don't have it on hand.

0:33:13.280 --> 0:33:14.690  
Sid Alvarado  
We've never written it down.

0:33:14.880 --> 0:33:16.80  
Sid Alvarado  
We've not practiced it.

0:33:16.890 --> 0:33:21.560  
Sid Alvarado  
It could be a situation where people could be a danger river, releasing people out into a tornado.

0:33:21.790 --> 0:33:23.80  
Sid Alvarado  
We don't really know what to do.

0:33:23.90 --> 0:33:26.400  
Sid Alvarado  
We never identify what room within an organization.

0:33:26.410 --> 0:33:27.860  
Sid Alvarado  
You know where people should take cover.

0:33:28.10 --> 0:33:29.100  
Sid Alvarado  
It's just very comforting.

0:33:29.110 --> 0:33:31.660  
Sid Alvarado  
And so that's what the emergency response plan does.

0:33:31.920 --> 0:33:37.140  
Sid Alvarado  
But I think also most importantly, it gives you an opportunity to not start from scratch.

0:33:37.210 --> 0:33:38.740  
Sid Alvarado  
You can take something like this.

0:33:38.880 --> 0:33:45.20  
Sid Alvarado  
Sit down with all key players because key players are not just only leadership, right?

0:33:45.110 --> 0:33:46.770  
Sid Alvarado  
What are the roles of the staff?

0:33:46.950 --> 0:33:47.850  
Sid Alvarado  
That is something like that.

0:33:47.860 --> 0:33:50.570  
Sid Alvarado  
Were to happen, who's responsible for what?

0:33:50.660 --> 0:33:52.690  
Sid Alvarado  
So it allows you to think up front.

0:33:52.740 --> 0:33:55.10  
Sid Alvarado  
What do we need to do identify the risk?

0:33:55.280 --> 0:33:56.630  
Sid Alvarado  
Who are the key players?

0:33:57.180 --> 0:33:59.210  
Sid Alvarado  
Identify people who are also back up.

0:33:59.220 --> 0:34:1.510  
Sid Alvarado  
Because maybe those key players are not in the office today.

0:34:1.700 --> 0:34:3.190  
Sid Alvarado  
Who would serve as backup?

0:34:3.870 --> 0:34:6.950  
Sid Alvarado  
And then if we do need to shut down services, right?

0:34:7.0 --> 0:34:7.590  
Sid Alvarado  
Temporarily.

0:34:7.600 --> 0:34:8.870  
Sid Alvarado  
How long are we doing that?

0:34:9.0 --> 0:34:12.230  
Sid Alvarado  
What triggers us to begin services again?

0:34:12.380 --> 0:34:15.340  
Sid Alvarado  
But what triggers us to stop services at that particular point?

0:34:15.350 --> 0:34:19.580  
Sid Alvarado  
That's what the emergency response plan it helps you to think all of that through.

0:34:19.630 --> 0:34:21.960  
Sid Alvarado  
So it's a great resource to think about.

0:34:22.30 --> 0:34:29.360  
Sid Alvarado  
OK, let's sit down and let's think about this because as I said, it's not really a situation of if a disaster is going to happen.

0:34:29.490 --> 0:34:32.800  
Sid Alvarado  
It's really right now the climate that we're in, it's a disaster.

0:34:32.810 --> 0:34:47.270  
Sid Alvarado  
It's a situation of when a disaster is going to happen and you wanna think about all these things up front so that you know exactly what to do and you're not scrambling in the face of disaster because truthfully, it could truly save people's lives.

0:34:50.580 --> 0:34:53.590  
Sid Alvarado  
Alright, so now let's think about that disaster.

0:34:53.660 --> 0:34:55.820  
Sid Alvarado  
We talked about the emergency response plan.

0:34:56.20 --> 0:35:3.530  
Sid Alvarado  
That is identifying what we consider to be an emergency and so also identifying if this happens, what we should do.

0:35:3.890 --> 0:35:5.150  
Sid Alvarado  
So now we have the coop.

0:35:5.560 --> 0:35:20.480  
Sid Alvarado  
The coop is the thing that we feared the most has come upon us, and now we need to think about how we're going to institute, cause we've already identified in the emergency response plan what we what we think we're gonna do now.

0:35:20.490 --> 0:35:23.460  
Sid Alvarado  
The coop is basically spring into action.

0:35:23.570 --> 0:35:24.840  
Sid Alvarado  
This thing has happened.

0:35:25.110 --> 0:35:26.600  
Sid Alvarado  
What is it that we're gonna do now?

0:35:26.910 --> 0:35:51.760  
Sid Alvarado  
So that continuity of operations plan or that coup, which should also be submitted with the work plan, it's a plan for recovering and continuing operations because The thing is, is that us as housing counseling agencies, we are on the frontline, right, the 8, the Community is looking to us to, they're looking to us for guidance, right.

0:35:51.890 --> 0:35:59.710  
Sid Alvarado  
And so a lot of times, even though we ourselves are residents of that community, we still have to provide services.

0:35:59.860 --> 0:36:1.270  
Sid Alvarado  
So what does that look like?

0:36:1.360 --> 0:36:6.650  
Sid Alvarado  
That if an emergency were to happen to disaster were to happen, how are we going to continue services?

0:36:6.750 --> 0:36:10.90  
Sid Alvarado  
Who are the key players in the face of emergency?

0:36:10.160 --> 0:36:11.430  
Sid Alvarado  
Who needs to be there?

0:36:12.160 --> 0:36:12.620  
Sid Alvarado  
OK.

0:36:12.630 --> 0:36:36.80  
Sid Alvarado  
So that the coop and helps ensure that all personnel, all facilities and information are protected so that necessary functions and normal operations can resume rapidly because we know that people are gonna be looking to us, they're gonna be looking to us, looking at us, looking to us for answers and we really don't have to look far to see how that's happened.

0:36:36.90 --> 0:36:42.270  
Sid Alvarado  
Look, during the pandemic, we weren't those front line people right where they're looking to us for answers.

0:36:42.280 --> 0:36:45.980  
Sid Alvarado  
They're looking to us for guidance and so we need to have these plans in place.

0:36:46.50 --> 0:36:51.140  
Sid Alvarado  
So that way we can move forward and the way in which we can continue to serve our community.

0:36:53.410 --> 0:36:55.540  
Sid Alvarado  
So what should the coup address?

0:36:55.590 --> 0:37:1.880  
Sid Alvarado  
It should address the critical functions that an agency must perform, regardless of the emergency.

0:37:2.210 --> 0:37:7.270  
Sid Alvarado  
It also addresses the personnel those key people, those key resources.

0:37:7.280 --> 0:37:12.440  
Sid Alvarado  
We don't want it to be a situation where something has happened and we're fumbling and we're like, hey, I thought you were gonna do it.

0:37:12.450 --> 0:37:13.500  
Sid Alvarado  
No, I thought you were gonna do it.

0:37:13.510 --> 0:37:21.720  
Sid Alvarado  
We have, like, clearly identified who's going to do what and what their functions are going to be, what to do if an agency is unable.

0:37:21.730 --> 0:37:28.330  
Sid Alvarado  
Because sometimes we are affected right during a storm, tornado, hurricane buildings washed away.

0:37:28.540 --> 0:37:30.970  
Sid Alvarado  
We are unable to provide services.

0:37:31.60 --> 0:37:33.610  
Sid Alvarado  
Have we identified another agency?

0:37:34.0 --> 0:37:37.370  
Sid Alvarado  
But I think most importantly, I remember doing my first coop.

0:37:37.480 --> 0:37:45.570  
Sid Alvarado  
It's important for us to have a conversation because sometimes we skip that really important step where we've identified another agency to respond.

0:37:45.580 --> 0:38:7.310  
Sid Alvarado  
If we are unable to perform, but we've not had a conversation with that agency, so it's really important that we have a conversation with that agency to say, hey, if we are unable to perform services for whatever reason, we are looking at you to be able to provide those services until we are in a place that we can provide those services again.

0:38:8.70 --> 0:38:13.860  
Sid Alvarado  
So how do you get up and running again after an emergency has taken place after disaster has taken place?

0:38:13.950 --> 0:38:19.660  
Sid Alvarado  
These are all things should that should take place or be addressed in the coop.

0:38:19.950 --> 0:38:37.750  
Sid Alvarado  
Once again, I love when I don't have to start from scratch and so here is the template of a coupe, and so it depends on the agency size and so you can do an abridged version which you can do a shortened version or you can do a very comprehensive version.

0:38:37.760 --> 0:38:51.380  
Sid Alvarado  
There's two versions that are available for you to do, but once again, what this template does is gives you an examples, but it tells you who are some of the key players that should, you know, should be in this conversation, not just leadership.

0:38:51.390 --> 0:38:52.890  
Sid Alvarado  
It could be leadership.

0:38:52.900 --> 0:38:54.890  
Sid Alvarado  
It could be, you know, what are the?

0:38:55.340 --> 0:38:58.510  
Sid Alvarado  
What's the what's the role of finance?

0:38:58.520 --> 0:39:0.250  
Sid Alvarado  
What's the role of the board?

0:39:0.340 --> 0:39:7.890  
Sid Alvarado  
What's the role of, you know, so many other people, you know, what's the role of other agencies or organizations?

0:39:7.960 --> 0:39:25.840  
Sid Alvarado  
And so it helps you to identify, first of all, think all those three things through identify and then sit down and have a conversation about how is this gonna go, but also resources and the great thing is, is that when something like this is written out, it is easily to be retrieved and it tells you exactly.

0:39:25.850 --> 0:39:43.610  
Sid Alvarado  
You know you can identify what resources are there, whether it's written out resources, links, things to, you know, things that you can think about, places that you can go to help you to and most importantly, easily bounce back or to ease or more easily to provide the services, the continuation of services.

0:39:44.20 --> 0:39:45.190  
Sid Alvarado  
How do you prepare?

0:39:45.340 --> 0:39:48.650  
Sid Alvarado  
And so we've provided that link once again.

0:39:48.660 --> 0:39:50.810  
Sid Alvarado  
And so you're gonna get all these resources as well.

0:39:50.820 --> 0:39:54.70  
Sid Alvarado  
Toward the end, where you can go, you don't have to start from scratch.

0:39:54.80 --> 0:40:1.440  
Sid Alvarado  
There's this template here and you sit down, you can tweak it according to the size and the needs of your organization as well.

0:40:1.550 --> 0:40:5.510  
Sid Alvarado  
So it's definitely as customizable, but you don't have to start from scratch.

0:40:8.240 --> 0:40:9.260  
Sid Alvarado  
So what's the difference?

0:40:9.270 --> 0:40:15.430  
Sid Alvarado  
We kind of talked a little bit already about the, what's the difference of what should go in an emergency response plan versus what should go into a coup.

0:40:15.500 --> 0:40:16.330  
Sid Alvarado  
But here's the visual.

0:40:16.600 --> 0:40:25.980  
Sid Alvarado  
And so when we're thinking about the purpose when we're thinking about it from the emergency response plan standpoint, it's preparing for the emergency.

0:40:25.990 --> 0:40:29.340  
Sid Alvarado  
So we're identifying, we're thinking that this might happen.

0:40:29.980 --> 0:40:31.930  
Sid Alvarado  
You also wanna look at your service area.

0:40:32.80 --> 0:40:39.950  
Sid Alvarado  
There are certain more there are emergencies or there are disasters that are more prone to certain areas.

0:40:40.40 --> 0:40:42.370  
Sid Alvarado  
And it doesn't mean that they only happen in that area.

0:40:42.460 --> 0:40:48.310  
Sid Alvarado  
But you wanna definitely tweak it to address things that could very likely happen in your area.

0:40:48.460 --> 0:41:5.60  
Sid Alvarado  
So when you're looking at the purpose of it from the emergency response plan you're preparing, just in case an emergency were to happen, it details the plan details, the immediate actions that are necessary to ultimately protect lives, avoid injury, stabilize the incident.

0:41:5.130 --> 0:41:8.240  
Sid Alvarado  
The coop is the emergence that has happened.

0:41:8.250 --> 0:41:9.460  
Sid Alvarado  
The emergency has happened.

0:41:9.520 --> 0:41:14.600  
Sid Alvarado  
How do we continue operations in the face of this thing that has happened?

0:41:14.650 --> 0:41:15.280  
Sid Alvarado  
OK.

0:41:15.360 --> 0:41:17.280  
Sid Alvarado  
Who are the key personnel?

0:41:18.200 --> 0:41:19.0  
Sid Alvarado  
Who?

0:41:19.90 --> 0:41:20.890  
Sid Alvarado  
What facilities are we using?

0:41:21.370 --> 0:41:32.800  
Sid Alvarado  
Umm, how do we continue normal operations rapidly after this thing has happened as far as timing, both plans should be developed in conjunction with the work plan.

0:41:32.910 --> 0:41:45.980  
Sid Alvarado  
So when you are addressing that work plan, if you're modifying that work plan, you know now that you need to be also submitting that emergency response plan as well as that coupe in conjunction with the work plan.

0:41:46.770 --> 0:41:51.340  
Sid Alvarado  
So what are some of the components from the emergency response plan standpoint?

0:41:51.350 --> 0:41:53.0  
Sid Alvarado  
You're identifying emergencies.

0:41:53.530 --> 0:41:54.520  
Sid Alvarado  
Disasters.

0:41:54.530 --> 0:42:2.220  
Sid Alvarado  
You're coordinating the planning, developing, you know, actions, developing very specific emergency procedures.

0:42:2.370 --> 0:42:6.60  
Sid Alvarado  
And then the coop you're identifying what are the critical functions.

0:42:6.110 --> 0:42:8.460  
Sid Alvarado  
OK, So what do we need to continue?

0:42:8.470 --> 0:42:8.940  
Sid Alvarado  
Services.

0:42:8.950 --> 0:42:12.380  
Sid Alvarado  
What do we need to continue to serve our community?

0:42:12.550 --> 0:42:15.980  
Sid Alvarado  
What are the resources that we need to continue those services?

0:42:16.190 --> 0:42:23.130  
Sid Alvarado  
How do we access to those resources or established those resources in the face of an emergency or disaster?

0:42:23.560 --> 0:42:25.490  
Sid Alvarado  
What's that process look like?

0:42:25.660 --> 0:42:30.250  
Sid Alvarado  
And then the implementation of it is that the emergency was planned response plan.

0:42:30.420 --> 0:42:32.210  
Sid Alvarado  
That's a short term plan, OK?

0:42:32.220 --> 0:42:38.550  
Sid Alvarado  
Because the emergency has happened now the coop is saying, hey, we're gonna pick it up from here.

0:42:38.620 --> 0:42:58.30  
Sid Alvarado  
Now we need to implement what has happened and then when you're talking about reviewing and updating it, you should think about reviewing and updating both of them annually, because we understand that things change, whether it's staff, whether it's the way that we operate, whether it's the services or the community.

0:42:58.240 --> 0:43:2.240  
Sid Alvarado  
And so that's something that we should be taking a look at annually in order to update.

0:43:5.190 --> 0:43:15.520  
Sid Alvarado  
So now that we talked about the agency, let's talk about the counselor, because we've heard we've heard you counselors say, hey, this is something that I'm not familiar with.

0:43:15.650 --> 0:43:20.150  
Sid Alvarado  
This is something that I'm not comfortable with or I'm not confident in.

0:43:20.320 --> 0:43:29.250  
Sid Alvarado  
So if a person comes to me and we're providing these disaster preparedness assistance counseling and this client is sitting in front of me, what do I say?

0:43:29.680 --> 0:43:30.610  
Sid Alvarado  
What do I cover?

0:43:31.260 --> 0:43:41.980  
Sid Alvarado  
And so when we're thinking about it from a disaster preparedness assistance standpoint, some of the things that you can think about covering in that one on one session is preparing and implementing an emergency plan.

0:43:41.990 --> 0:43:43.670  
Sid Alvarado  
That's something that you want to know about.

0:43:43.740 --> 0:43:49.240  
Sid Alvarado  
That's something that you want to be comfortable and discussing, and we're gonna talk about training and just a minute.

0:43:49.490 --> 0:44:1.940  
Sid Alvarado  
So if you say to yourself now, hey, I if I'm being honest, if somebody sat down before me right now, I'm not really feeling confident there is opportunity to get training on some of these topics.

0:44:2.0 --> 0:44:15.880  
Sid Alvarado  
So that way, as your agency thinks about moving into this space and you are assisting clients or assisting households, you are feeling more comfortable and confident because you've got the training that you need to feel comfortable and confident.

0:44:16.70 --> 0:44:21.360  
Sid Alvarado  
And so we're thinking about it from A1 on one standpoint, client is sitting down in front of you, you're doing virtual counseling.

0:44:21.760 --> 0:44:28.690  
Sid Alvarado  
However, you provide those services you wanna think about, can I talk about preparing and implementing an emergency plan?

0:44:29.60 --> 0:44:31.630  
Sid Alvarado  
Do I feel comfortable talking about the tools?

0:44:31.640 --> 0:44:33.50  
Sid Alvarado  
Do I know where to get the tools?

0:44:33.60 --> 0:44:37.550  
Sid Alvarado  
Do I know where to get the information that is going to be necessary to help them to prepare?

0:44:38.320 --> 0:44:42.790  
Sid Alvarado  
Umm, how do I talk about home and family preparedness?

0:44:42.880 --> 0:44:48.730  
Sid Alvarado  
And then from a recovery standpoint, do I feel comfortable talking about relocation and referrals?

0:44:48.740 --> 0:44:50.650  
Sid Alvarado  
Do I know about relocation referrals?

0:44:50.660 --> 0:44:53.380  
Sid Alvarado  
Do I know where to find that information in my community?

0:44:54.90 --> 0:44:57.800  
Sid Alvarado  
I am I comfortable talking about rehousing topics?

0:44:57.810 --> 0:45:9.230  
Sid Alvarado  
Am I comfortable talking about rebuilding topics because these are the things that would be covered in A1 on one session if a client were to come an individual household were to come and need these types of services.

0:45:12.130 --> 0:45:17.230  
Sid Alvarado  
Umm, when we're talking about identifying areas of assistance.

0:45:17.420 --> 0:45:20.630  
Sid Alvarado  
Certified housing counselors are trained to address certain things.

0:45:20.760 --> 0:45:31.930  
Sid Alvarado  
We should be trained to address connecting homeowners to FEMA and other relief efforts, and if you say, hey, I don't feel comfortable talking about that, we have some resources that can help you to feel more comfortable.

0:45:32.820 --> 0:45:46.260  
Sid Alvarado  
You should be comfortable with talking about coordinating case management with non housing issues, reviewing income and expenses, addressing credit debt issues that arise from disaster, recognizing and voiding scam.

0:45:46.270 --> 0:45:47.480  
Sid Alvarado  
That's a big thing.

0:45:47.640 --> 0:45:51.20  
Sid Alvarado  
Unfortunately, there's predators, right?

0:45:51.30 --> 0:45:56.260  
Sid Alvarado  
And those predators are praying when people are mostly in need.

0:45:56.270 --> 0:46:10.440  
Sid Alvarado  
So when you thinking about some of the disasters that have recently happened, you know the news have reported about how people have come out for things done things and and unfortunately scams are on the rise in the face of disaster.

0:46:10.570 --> 0:46:13.820  
Sid Alvarado  
And so how do we educate our community?

0:46:13.830 --> 0:46:20.100  
Sid Alvarado  
How do we educate the households that are coming to us on how to recognize and avoid scams?

0:46:20.190 --> 0:46:22.640  
Sid Alvarado  
Are we able to recognize and avoid scams?

0:46:22.650 --> 0:46:24.520  
Sid Alvarado  
What are some of the most common scams?

0:46:24.590 --> 0:46:33.760  
Sid Alvarado  
So these are things that we wanna be aware of explaining insurance options, understanding the difference, planning for the next disaster.

0:46:33.770 --> 0:46:37.410  
Sid Alvarado  
Because as I said, it's not really a situation of if it's more of a win.

0:46:40.710 --> 0:46:42.980  
Sid Alvarado  
Once again, a great resource here.

0:46:43.150 --> 0:47:1.200  
Sid Alvarado  
I particularly love this resource because if you were thinking about saying, hey, we really wanna get our feet wet and we wanna start providing some services to our community, maybe in a group education setting, guess what, you don't have to start from scratch.

0:47:1.610 --> 0:47:8.260  
Sid Alvarado  
There is a presentation that Hunts Office of Housing counseling.

0:47:8.270 --> 0:47:24.190  
Sid Alvarado  
Specifically, disaster has already created for us, so if you wanna offer this to your Community, you can customize it to address the needs in your community, customize it to the needs, and you know of the organization.

0:47:24.300 --> 0:47:35.470  
Sid Alvarado  
It's already there and we've provided that link and so it's called the Housing Counseling Agency Guide for delivering group education on emergency and disaster preparedness.

0:47:36.210 --> 0:47:40.470  
Sid Alvarado  
The great thing about this guide is that it has accompanying presentation templates.

0:47:40.890 --> 0:47:46.710  
Sid Alvarado  
It has emergency scenario handouts which can be customized and used.

0:47:47.10 --> 0:48:0.820  
Sid Alvarado  
The current version has 49 slides, and so if you're looking at getting into this space and wanting to do it pretty quickly, there's already a presentation that is out there available to you to provide this in the group education setting.

0:48:1.550 --> 0:48:18.350  
Sid Alvarado  
And so the presentation that covers several prepared topics such as preparing for different situations, general tips and safety tips, preparing supplies, uh, preparing documents and finances, as well as responding to emergency disasters.

0:48:18.360 --> 0:48:21.570  
Sid Alvarado  
It's already there for you, and we provided that link to you.

0:48:22.20 --> 0:48:25.90  
Sid Alvarado  
There's also the housing counseling disaster field guide.

0:48:25.140 --> 0:48:38.790  
Sid Alvarado  
I personally was really excited about this because sometimes with us being who we are and with the knowledge that we have, we may find that we are deployed in court in coordination with FEMA.

0:48:38.940 --> 0:48:46.160  
Sid Alvarado  
We are the first ones on the scene right to help our communities because we have the resources, we have the knowledge to do that.

0:48:46.270 --> 0:49:0.900  
Sid Alvarado  
And so the housing counseling disaster field guide, basically what it does is to say, hey, if you find that you're on site and you're deployed, this is how you can prepare this is this is what you can do while you're there on site.

0:49:0.970 --> 0:49:15.570  
Sid Alvarado  
But what I really like about it, and it also addresses things that we may face emotionally because there's an emotional component with it that when you have seen when you're on site, you were in the midst of disaster.

0:49:15.660 --> 0:49:16.930  
Sid Alvarado  
You're helping people.

0:49:17.120 --> 0:49:28.950  
Sid Alvarado  
There's a weight that comes with that that we carry and so I love how the disaster field guide addresses and say, hey, this is how you can also protect yourself counselors, right?

0:49:29.40 --> 0:49:37.70  
Sid Alvarado  
Emotionally, mentally, these are things that you can do to decompress when you are in that space.

0:49:37.240 --> 0:49:41.470  
Sid Alvarado  
And so I think that it really addresses just a number of things.

0:49:41.550 --> 0:49:56.920  
Sid Alvarado  
If you find that you are deployed immediately when a disaster is hit, or also it just prepares you that if, hey, I think I wanna be in that space, I wanna be one of those people that are available to go into help when help is needed.

0:49:56.990 --> 0:50:3.50  
Sid Alvarado  
This right here helps you to to prepare for that and things that you should think about if you decide that you want to be in that space.

0:50:5.670 --> 0:50:6.930  
Sid Alvarado  
We talked about training.

0:50:7.280 --> 0:50:14.10  
Sid Alvarado  
Many of you may say, hey, from the things that you discussed, I know that there are some topics that I really need to brush up on.

0:50:14.180 --> 0:50:18.440  
Sid Alvarado  
There's some topics that I really need to really get more information about.

0:50:18.680 --> 0:50:46.210  
Sid Alvarado  
There are training opportunities and so on HUD exchange there is the OSC funded partner trainings and so these right now are the six funded partners that if they're offering training, umm information is sent out weekly through the Training Digest where you can maybe these particular organizations are providing that type of information or they're providing that type of training.

0:50:46.300 --> 0:51:1.300  
Sid Alvarado  
So definitely if you're not already, you wanna make sure that you become, you know, get on that list, Sir, become a A member and and get the weekly training Digest sent to you so that you can stay abreast of the trainings that are coming out that are coming out.

0:51:1.310 --> 0:51:12.80  
Sid Alvarado  
So that way you can see if there's something that is related to disaster, like today you can jump on it and it would, it would do is help to sharpen and deepen your knowledge.

0:51:12.590 --> 0:51:16.180  
Sid Alvarado  
So that way if your organization is in a space, you can.

0:51:16.900 --> 0:51:19.410  
Sid Alvarado  
I'm take advantage of the trainings that are there.

0:51:19.460 --> 0:51:20.810  
Sid Alvarado  
So now let's talk about the client.

0:51:21.800 --> 0:51:23.490  
Sid Alvarado  
You've gotten the training as a counselor.

0:51:23.500 --> 0:51:25.330  
Sid Alvarado  
Your organization is now ready.

0:51:25.500 --> 0:51:26.80  
Sid Alvarado  
What do you do?

0:51:27.520 --> 0:51:32.330  
Sid Alvarado  
There's some tips that you can provide to those households, to the community.

0:51:33.190 --> 0:51:42.910  
Sid Alvarado  
We know that No2 new No2 disasters are the same, but when we're thinking about disasters is also going to impact families differently as well.

0:51:43.280 --> 0:51:59.940  
Sid Alvarado  
So we want to take into consideration the family composition, some of the unique circumstances that families are going through think about the ages of each of the residents, the mobility ability of each person, the layout of the home.

0:51:59.950 --> 0:52:11.180  
Sid Alvarado  
These are all things that we want families to take into consideration, and this is information that if you are thinking about getting into that space and doing group education, these are things that we can help our families to think about as well.

0:52:11.370 --> 0:52:19.200  
Sid Alvarado  
And so we want them to be aware of the emergencies that can happen in their area and then know the dangers that are in and around their house, like block exits.

0:52:19.240 --> 0:52:20.250  
Sid Alvarado  
This is how you can prepare.

0:52:20.260 --> 0:52:22.30  
Sid Alvarado  
Make sure we're clearing those exercise out.

0:52:22.270 --> 0:52:36.690  
Sid Alvarado  
If there's older appliances leaning trees, these are all things that we can tell our families, our households, to think about, create a supply kit and not only created, but make sure that everyone in the family knows where that supply kit is.

0:52:36.920 --> 0:52:39.10  
Sid Alvarado  
And so make a list of everything.

0:52:39.200 --> 0:52:42.230  
Sid Alvarado  
There's some great supply kits that are online.

0:52:42.340 --> 0:52:57.770  
Sid Alvarado  
I know here in Virginia housing we did a training back in October and one of the things that we did for our networking partners is that we raffled off some emergency supply kits that included everything that's needed.

0:52:58.20 --> 0:53:15.560  
Sid Alvarado  
And so that's something you can your organization can think about where when you're talking to clients about emergency supply kit, why not have a vigil and saying, hey, this is an emergency supply kit, these are all the things that should go into the emergency supply kit and then give them resources on where they can find an emergency supply kit.

0:53:16.750 --> 0:53:22.180  
Sid Alvarado  
Umm, I think about things that are needed identifying a shelter plan is also important.

0:53:22.850 --> 0:53:31.680  
Sid Alvarado  
Where to go depending on the type of disaster, right, it could be different for a flood versus a tornado versus a fire.

0:53:31.790 --> 0:53:44.160  
Sid Alvarado  
So those are things that they can be thought about, making an evacuation plan and making sure that everyone in the house is involved in creating that evacuation evacuation plan and then assigning responsibilities.

0:53:44.250 --> 0:53:53.710  
Sid Alvarado  
And then importantly, knowing where those evacuation routes are in the House as well as in the Community designating immediate location very important.

0:53:53.720 --> 0:53:58.890  
Sid Alvarado  
Can't underestimate that I'm learning where utility shutoffs are for the water, gas, electric.

0:53:58.900 --> 0:54:4.230  
Sid Alvarado  
You'll be surprised how many homeowners don't know, or even renters know where those emergency shutoffs are.

0:54:4.550 --> 0:54:12.820  
Sid Alvarado  
And then making sure they have the right insurance before a disaster strikes something that definitely can be covered in a group education setting.

0:54:13.270 --> 0:54:23.100  
Sid Alvarado  
Thinking about each household member and the different needs of each household member, children are gonna need something different than older adults versus people with disabilities versus pets.

0:54:23.500 --> 0:54:39.610  
Sid Alvarado  
And so when we're thinking about that, the first thing, if we're gonna talk to children, we need to first of all talk in a manner that is not traumatic to them, but exposing them because if they are exposed and they know what to do ahead of time, what it can do is it can reduce fear.

0:54:39.860 --> 0:54:41.530  
Sid Alvarado  
OK, especially for younger children.

0:54:41.760 --> 0:55:6.340  
Sid Alvarado  
So making sure that everyone is involved, including the children, is really important for older adults learning about community response plans, learning where they can plug in to get assistance before disaster versus after as well, how they're gonna communicate, how that can be communicated, and then who is part of their community, family, friends, neighbors, caregivers.

0:55:6.350 --> 0:55:16.340  
Sid Alvarado  
Because for many older adults, it's not just them, they have other people that need to be included in that plan, so that can be something to think about when we're talking about people with disabilities.

0:55:17.250 --> 0:55:18.380  
Sid Alvarado  
Building question.

0:55:18.390 --> 0:55:36.290  
Sid Alvarado  
Answer sessions OK as well as thinking about personal care, thinking about their service animals, thinking about accessible transportation, all things that can be thought about when we're providing tips to people with disabilities, and then also caring for pets.

0:55:36.300 --> 0:55:48.670  
Sid Alvarado  
I think the most important thing here is is 1 including them in the plan, but also identifying a safe place to take pets, cause we've seen it on TV when emergencies or disasters happen and pets are just roaming the streets right?

0:55:48.800 --> 0:55:56.790  
Sid Alvarado  
So identifying a safe place to take pets prior to as part of that preparation, and we talked about resources, we've given resources.

0:55:56.800 --> 0:56:3.30  
Sid Alvarado  
And so if you are saying, hey, we're gonna provide some one on one counseling we're even if it's in the group education setting.

0:56:3.200 --> 0:56:6.290  
Sid Alvarado  
Here are some templates where you don't have to start from scratch.

0:56:6.420 --> 0:56:14.520  
Sid Alvarado  
I like American Red Cross because it really it has it laid out in a written format and it prompts a lot of thinking.

0:56:15.820 --> 0:56:17.390  
Sid Alvarado  
And then you have ready.gov.

0:56:17.400 --> 0:56:20.250  
Sid Alvarado  
Theirs is an emergency communication plan.

0:56:20.460 --> 0:56:27.990  
Sid Alvarado  
I like theirs because it asks you questions and then what it does is it generates a plan and then it emails it to you.

0:56:28.540 --> 0:56:39.770  
Sid Alvarado  
And so this is something that you can do in the one on one, but also group education as well, where once you're prompted certain questions, you answer them and then it generates a report and that report can be emailed directly.

0:56:39.900 --> 0:56:43.540  
Sid Alvarado  
And then I really like CFPB because it's a more of a checklist.

0:56:43.800 --> 0:56:52.740  
Sid Alvarado  
It helps you to prepare and think about all the things you need to think about as you're creating a plan and so you could use one of three or you could say, hey, we're gonna come.

0:56:52.830 --> 0:56:56.640  
Sid Alvarado  
We're gonna make our own, but we're gonna combine elements from all three of these plans.

0:56:56.750 --> 0:56:58.780  
Sid Alvarado  
Those are some of my three of my favorites.

0:56:58.900 --> 0:57:5.280  
Sid Alvarado  
And then to you, we've provided these slides to you already here some links.

0:57:5.520 --> 0:57:11.140  
Sid Alvarado  
And so if you want to know more about housing, counseling, disaster resources, there's that link there.

0:57:11.300 --> 0:57:30.10  
Sid Alvarado  
There's the emergency response plan link the coop, and then also disaster recovery Flyers if you want to let people in your community know that we provide these services because many of them don't know where to go, developing an agency work plan for her to approval and then also ready.gov has some great as well.

0:57:30.600 --> 0:57:38.810  
Sid Alvarado  
And then For more information for housing counseling agencies, there is the OC disaster operations plan as well.

0:57:38.820 --> 0:57:51.790  
Sid Alvarado  
Standard operating procedures and so there's that link there because they provide some detailed information about the roles that HUD approved housing counseling agencies will play, as well as certified housing counseling professionals.

0:57:52.180 --> 0:57:57.640  
Sid Alvarado  
And then also the OHC staff, so just something to to review and look at if you want to look at that?

0:57:59.430 --> 0:58:0.920  
Sid Alvarado  
I know Ginger robbed.

0:58:0.930 --> 0:58:9.800  
Sid Alvarado  
You've been answering lots of questions and so definitely I know we only have one minute here and so I will turn it back over to you.

0:58:10.330 --> 0:58:13.20  
Sid Alvarado  
I believe ginger to lead us out.

0:58:13.70 --> 0:58:14.530  
Sid Alvarado  
I would like to say thank you so much.

0:58:14.540 --> 0:58:25.60  
Sid Alvarado  
We really hope that this information is helpful to you as agencies as well as counselors and help you to create plans that's going to be useful to yourselves as well as to your agencies.

0:58:34.160 --> 0:58:36.740  
Holman, Virginia F  
Thank you very much for this excellent webinar.

0:58:37.260 --> 0:58:45.770  
Holman, Virginia F  
Umm we have unfortunately sort of run out of time to take live questions right now.

0:58:46.130 --> 0:58:50.740  
Holman, Virginia F  
But please umm, as Rob said at the beginning.

0:58:50.750 --> 0:58:57.850  
Holman, Virginia F  
Send any of your questions or thoughts to housing.counseling@how.gov and we will get the answers to you.

0:58:58.320 --> 0:59:3.150  
Holman, Virginia F  
Realize that disaster assistance counseling is an evolving.

0:59:5.30 --> 0:59:10.420  
Holman, Virginia F  
Thing we keep learning what we need to to add and and to train you all on.

0:59:11.350 --> 0:59:17.560  
Holman, Virginia F  
We'll have your names to make sure you're on our mailing list, but we wanna hear your questions.

0:59:17.570 --> 0:59:18.500  
Holman, Virginia F  
And your comments.

0:59:18.510 --> 0:59:29.720  
Holman, Virginia F  
So please housing.counseling@hud.gov and again thank you very much for joining us and caring about taking care of yourselves and your clients and disasters.

0:59:29.950 --> 0:59:30.330  
Holman, Virginia F  
Thank you.