

## QUARTERLY AND FINAL SUMMARY REPORT

### Due dates:

Quarterly reports are due one month after the end of each quarter. Quarterly reports will be based on COUNTY fiscal year quarters. The below table below shows each fiscal year quarter and the report due dates. Each agency must submit a quarterly report for each quarter in which the contract is active. The Final Summary Report is due one month after completion of the contract term.

Quarter	Dates Included	Date Report Due to County
1	July 1 through September 30	October 31
2	October 1 through December 31	January 31
3	January 1 through March31	April 30
4	April 1 through June 30	July 31
Final Summary Report	Based on contract term	One month after term end

### Submission of reports:

All reports should be sent to **the County Administrative Office** at the following addresses:

[cao@co.humboldt.ca.us](mailto:cao@co.humboldt.ca.us)

Or by mail to: County of Humboldt  
County Administrative Office, Room 112  
825 Fifth Street  
Eureka, CA 95501

ATTACHMENT 1  
QUARTERLY AND FINAL SUMMARY REPORT



COUNTY OF HUMBOLDT – MEASURE Z  
Report Form

Organization Name: 2-1-1 Humboldt Information and Resource Center Report Date: 01/01/2019

Contact Name: Jeanette Hurst Ex. Director Phone: 707-443-8637

Please attach a narrative report addressing the items outlined in section I below. Feel free to attach any other relevant materials or reports.

**I. QUARTERLY NARRATIVE**

**A. Results/Outcomes**

1. Please describe the Measure Z activities completed.

**The VOAD executive committee has meet 3 times during this time period. We had a VOAD semi-annual meeting on Oct. 3<sup>rd</sup> at the Moose Lodge where we had over 50 individuals from local governmental and non-governmental agencies meet to discuss the recent fires in neighboring cities and our local resources if there were to be a local disaster. We went over the need to pull more people into VOAD from the outskirts of Humboldt and bring them to the table. We know that there will be issues with people being able to travel from these out skirting areas and that we will need to have a presence in these areas that we can make contact with after any major event. This will allow us to share their resources with those in their area who will be running the command centers, have information flowing to us about what is happening within their areas and to find out what kind of resources they need. For those who were new, we went over the benefits of being a VOAD member, not only for their community but for their agency. On Dec. 4<sup>th</sup> the VOAD executive committee meet and decided that we were going to change our name to COAD, Community Organization Active in Disaster, this is more appropriate of who we have in our group. We also went over more concrete governing rules for our Ex. Committee. Since my co-chair for the last 6 months, Katie Bojorquez is leaving the Office of Emergency Services we voted me back in as Chair of VOAD. We will meet again in Jan. to determine our new logo and finalize our governing rules, to determine best way to make contacts with unrepresented areas, to go over possible trainings and agenda items for our next COAD meeting.**

2. How many people have been served and how.

**Because of the work 2-1-1 and VOAD, everyone in Humboldt County is served, last year 2-1-1 took over 16,000 calls from our community for resources and information. 2-1-1 was able to serve over 250 calls from the evacuees from the Carr/Mendocino Fires with resources and information when they ended up here. The most requested resource was for shelter or camping, food, showers, clothes, pet supplies and kennels, medication, mental health, car repair, domestic violence, probation dept., RedCross, Hospital locations, CalFresh, gas, missing friends, family and pets and FEMA assistance, safe routes to get back home and so much more. Most of the resources we had available within our database, but some of them we had to connect them with their county, we had multiple VOAD members who offered shelter to families, Jefferson who offered warm food, Arcata house who offered showers and laundry usage. We had local businesses like Johnson's Auto who fixed brakes, a clutch and other issues with cars, for cost of parts alone. The Moose lodge and Redwood Acres allowed people to park their RV's, camp or live in their cars. Rex Bohn started a fire donation at a local bank and he help with the cost of the clutch for one lady and get an elderly man and his two dogs to Spokane Washington to live with his sister. 2-1-1 director spent many days contacting multiple agencies, business and programs to make sure all their needs were covered.**

3. Who has benefited from the enhanced services.

**With our VOAD going regional, we will have more area covered, which will give us a main contact person after any major event, the ability to learn about any resources needed within that area and what resources they have available that community members might need and where to get them. This will help us to help others faster with more accurate information flowing from areas usually cut off after a major disaster.**

4. What difference did Measure Z funding make in our community and for the population you are serving? Please quantify the short-term impact of your project for the current year.

**Measure Z has allowed 2-1-1 to continue its work 24/7 365 days last year. It allowed us to keep our database up to date, to share resources with over 16,000 callers, to assist those struck by disaster from surrounding counties. By helping those who were devastated by the fires it allowed us to see what kind of resources people would be needing after a major event, what we did not have and how to get them. This funding assisted us to continue interacting with partners, government and non governmental agencies to have a better understanding of what each of our responsibilities are after any major event and to determine trainings for our VOAD members that will give them a sense of understanding as to how important each and everyone of them will be after any major event.**

5. Please quantify the long-term impacts of your project. This would be for the entire time period that Measure Z has funded your project.

**Being able to have a VOAD contact in our most rural areas, will give us the ability to learn about what is happening within those areas, what resources they have and what they need. We will be able to learn and share quicker, then if we are just calling radom agencies in that area to see if anyone can help us. This is a positive impact on how information will flow from one area to those who can assist with needed resources and those who can help community members in that area with existing resources. Instant information sharing with those in the most remote areas of Humboldt County is going to make such a positive impact to how quickly we are able to respond to people within those areas with resources and information. All of these resources are now in our database which we continue to update and onto. These resources will be available to all 1st and 2nd responders after any major event as well as the community as a whole.**

6. Describe any unanticipated impacts of receiving Measure Z funding, positive or negative, not already described above.

**Funding continues to be an issue for 2-1-1 and without the funding from Measure Z, I am not sure our door would have been able to remain opened to assist those affected by the fires, to continue our work with VOAD in making it stronger and more expansive or with our daily work of assisting those in our community who are in need of help. We saw how VOAD assisted those who came to us and if we keep working hard we will be ready to respond to any disaster that will affect our community. We need to understand the importance of simplicity when trying to share something with a community after a major event. That is why an easy to remember number like 2-1-1 can be utilized in assisting in multiple areas. I know that during the Carr/Mendicino evacuees they opened the OES call center and got 14 calls in that week. We got over 200, people know 2-1-1, because they are in almost every community. It is just too difficult for people to remember a ten digit number that is being marketed out to the community to call for information during the most stressful and devastating time is just not effective. I can't remember a 10 digit number on a good day. Most people cannot remember a 10 digit number when they just lost everything and probably don't have a pen on hand, but people can remember 3 digits and a lot of people already knew about 2-1-1 when they called. My hope is that those who have the ability and leadership to determine how communication to the community is going to happen will include 2-1-1 in those trainings. I am so grateful for this funding not only as the ex. director of 2-1-1, but I continue to be grateful for this funding as a community member, a mother and grandmother, knowing that my family and community will have a place to reach out to for vital information as I did after our house fire when I first became aware of this center back in 2004.**

**II. FINAL SUMMARY REPORT** (please attach a maximum of 2 pages, exclusive of attachments)

**A. Lessons Learned**

1. Describe what you learned based on the results/outcomes you reported in Section A above and what, if any, changes you will make based on your results/outcomes.

**I think the most important thing we learned this past year, with helping so many other communities who had disaster happen, like the Oroville Dam, the Hurricanes on the East Coast and the Carr/Mendocino Fires is what resources people will be in need of after a major event, what was available and what was lacking, setting up google docs so everyone can see the resource list as it develops and that 2-1-1's throughout the US are willing and able to assist each other. We know that there will be confusion and haviac after any major event and being as prepared as we can be will help us to get resources and information out to the community.**

2. What overall public safety improvements has your organization seen as a result of receiving Measure Z funding?

**I would have to say cooperation with partners throughout Humboldt to participate in plans to make sure information is flowing to 2-1-1. This will allow needed resources to be recognized and found faster, which in return will keep our community safer. We can not do it on our own so having these partners is extremely important in getting and giving vital information that will make resource sharing more accessible to those who need it most, our community members.**