



US Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties (CRCL)

Listening Sessions with Disability Stakeholders February– June 2018

I. Locations and Dates

Texas

- HOUSTON: The Houston's Mayor's Office of People with Disabilities hosted the listening session at the Metropolitan Multi-Services Center on February 1, 2018

California

- RIVERSIDE: The Riverside County Office on Aging hosted the listening session held in Riverside, CA. on April 10, 2018
- VENTURA: The Independent Living Resource Center hosted the listening session held at their facility in Ventura, CA on April 11, 2018
- SANTA ROSA: The Sonoma County Fire and Emergency Services hosted the listening session, held in Santa Rosa, CA on June 14, 2018

Florida

- ORLANDO: The Englewood Neighborhood Center, City of Orlando hosted this listening session April 23, 2018
- BONITA SPRINGS: The Church of Jesus Christ of Latter-day Saints hosted the listening session held in Bonita Springs, FL on April 24, 2018
- MIAMI: The listening session was held at the West Dade Regional Library located in Miami, FL on April 25, 2018
- BROWARD: The Center for Independent Living of Broward hosted the listening session held in Fort Lauderdale, FL on April 26, 2018

Puerto Rico

- PUERTO RICO: DHS held the listening session at the San Juan Sheraton Convention Center in San Juan, Puerto Rico on May 15, 2018

US Virgen Islands

- **ST. THOMAS:** The USVI Association for Independent Living hosted the St. Thomas listening session on May 16, 2018 at the Yacht Haven Grande in Charlotte Amalie, St. Thomas, USVI.
- **ST. CROIX:** DHS hosted the St. Croix listening session held on Thursday May 17, 2018, at the VIYA Building in Christiansted, St. Croix, USVI.

II. ISSUES/CONCERNS AND EFFECTIVE PRACTICES NOTED IN THE FOLLOWING FIVE AREAS

A. Communication Access for People with Disabilities

B. Preparedness and Evacuation

C. Sheltering

D. Access to FEMA Resources and Programs

E. Services and Supports for Recovery

A. COMMUNICATION ACCESS FOR PEOPLE WITH DISABILITIES

- The Government¹ Should Improve Access to 911 for Deaf Populations (Houston)
- The Government Should Improve its Communication with the Deaf Population (Houston)
- The Government Should Establish a Call Center Separate from 911 With Video Phone Access (Houston)
- The Government Should be Prepared to Communicate with People with Disabilities and the Elderly Who Do Not Have Internet Service (Houston)
- The Government Should be Prepared to Communicate with All People with Disabilities (Houston)
- The Government Should Proactively Considering in Planning Efforts that Power and Communication Access May Go Down (Houston)
- Effective Practice: Work of the Houston Mayor's Office for People with Disabilities (Houston)

¹ "The Government" or "Governments" as used here and throughout the document may refer to federal, state, territorial, or local governments, depending upon which of these entities has a role.

- Government² Should Improve Communication With People Who Are Deaf and Hearing Impaired (Orlando)
- Government Agencies Should Improve Communication with Communities about “Special Needs” Shelters (Miami)
- Governments Should Improve Communication about the Need to Register People Who May Need Assistance in a Disaster (Miami)
- Governments Should Improve Communication to Communities about Available Services (Miami)
- Governments Should Improve Communication to the Elderly (Miami)
- The Government Should Have the Ability to Communicate with People who are Deaf or Hard of Hearing (Broward)
- Effective Practice: Innovation to Provide Computers and Charging Stations (Broward)
- Media Outlets Need to Make their Programming Accessible to the People who are Deaf (Broward)
- The Government Needs to Make Improvements in its Emergency Notification Process (Broward)
- The Government Should Improve Communication with People Who Are Deaf and Hearing Impaired (Orlando)
- Planning Efforts Should Take into Account that Power and Communication May be Down (Puerto Rico)
- Planning Should Take into Consideration the Needs of the Deaf Community (Puerto Rico)
- It is the Government’s Responsibility—not the Families’—to Communicate about Emergencies to the Deaf Communities (Puerto Rico)
- Government Agencies and Medical Providers Should Ensure that they can Communicate with the Deaf Population (Puerto Rico)
- The Government Should Make Improvements to the Text to 911 Program (Puerto Rico)
- The Government Should be Prepared to Communicate with People Who Have Other Disabilities (Puerto Rico)
- The Government Should Consider the Transportation Needs of Persons with Disabilities in a Disaster (Puerto Rico)

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- The Government Should Ensure it Provides Accessible messaging when communicating about a possible breach of the Guajataca Dam (Puerto Rico)
- Effective practice: FEMA, MAVI (Movimiento para el Alcance de Vida Independiente/Center for Independent Living), and the Red Cross partnered to reach the deaf community (Puerto Rico)
- Communication with the Elderly and Persons with Conditions like Alzheimer's Needs to Improve (Puerto Rico)
- The Government Should Establish a 911 Call Center With Video Phone Access (Ventura, CA)
- The Government Should Have a Way to Communicate with Transient Populations (Ventura, CA)
- Media Outlets and the Government Should Be More Aware of Requirements for Providing Access to Deaf Populations (Ventura, CA)
- The Government Should Improve Emergency Notification Processes for Communities (Ventura, CA)
- Effective Practices: Partnerships in Preparedness Outreach, Red Cross Messaging for Limited English Proficient (LEP) Populations (Ventura, CA)
- Effective Practice: Centralized Call Center and Access to LEP Populations (Ventura, CA)
- Communications with Limited English Proficient (LEP) Persons Should be Considered (Ventura, CA)
- Effective Practice: Positive Experience with Mass Alerts (Ventura, CA)
- The Government Should Make Improvements in the Emergency Notification Process for People with Disabilities (Santa Rosa, CA)
- The Federal Government Should Implement Standards for Emergency Notifications (Santa Rosa, CA)
- Effective Practice: Use Social Media for Emergency Notifications (Santa Rosa, CA)
- The Government Should Improve Emergency Warning Systems for the Deaf Population (Santa Rosa, CA)
- The Government Should Include Organizations that Serve the Elderly and People with Disabilities in Planning (Riverside)
- The Government Should Improve Communication with the Deaf Population (Riverside)
- The Government Should Improve its Emergency Notification Process (Riverside)

- The Government Should Improve Communication with Communities about Preparedness and Sheltering (Bonita Springs)
- Media Outlets Should Provide Access to Emergency Messages to Persons who are Deaf and Hard of Hearing (Bonita Springs)
- Governments Need to Plan to Address Community Needs Even When Communication Systems Falter (St. Croix)
- Government Agencies and Service Providers Should Improve Communication about Available Services (St. Thomas)
- Government Officials and Newscasters Should Improve Communication for People who are Deaf (St. Thomas)
- There Needs to be a Plan to Address the Lack of Available Sign Language Interpreters (St. Thomas)

B. PREPAREDNESS AND EVACUATION

- The Government Should Use Effective Means to Identify People Who Need Assistance before an Emergency (Houston)
- Pre-Establish a Network of Partners and Contacts in Communities (Houston)
- The Government Needs to Provide Training for First Responders (Houston)
- The Government Should Proactively Identify People with Disabilities and their Needs as Part of Preparedness Planning (Houston)
- The Government Needs to Provide Better Access to Shelters (Houston)
- The Government and Shelter Providers Need to Improve Access for Persons with Disabilities in Shelters (Houston)
- Governments Should Proactively Integrate People with Disabilities within Emergency Planning and Preparedness Efforts (Orlando)
- Governments and FEMA Should Improve Social Media Strategies to Ensure Accurate Information about Evacuation and Preparedness is Disseminated (Orlando)
- Governments Should Work Collaboratively with Local Agencies, Non-Profits, and Businesses to Enhance Preparedness Planning (Orlando)
- Governments Should Work with Agencies Who Assist the Homeless (Orlando)
- Governments Should Improve Access to its Information for Seniors and Provide Alternatives for those who Do Not Have Access to the Internet (Orlando)

- Effective Practice: Local Law Enforcement Collaboration with Communities on Preparedness (Orlando)
- Effective Practice: Response at Orlando Airport (Orlando)
- Governments Need to Plan for Meeting the Transportation Needs of Persons with Disabilities (Miami)
- Governments Should Use an Array of Existing Methods to Identify People who May Need Assistance during a Disaster (Miami)
- Governments Should Enhance Preparedness Planning by Improving Intergovernmental and Community Collaboration (Miami)
- Governments Should Improve Communication about Evacuations (Miami)
- Effective Practice: Innovation to Address Capacity Issues at Shelters (Miami)
- Governments Should Ensure Disaster Preparedness includes Helping People with Disabilities and their Pets (Broward)
- Governments Should Ensure Accurate Contact Information is Available to Communities (Broward)
- Governments Should Work Together to Ensure Funding is Available for Preparedness Planning throughout the Year (Broward)
- Governments Should Work Collaboratively with Local Counties and Communities to Improve Preparedness Planning for People with Disabilities
- Governments Should Enhance Information Sharing to Improve Preparedness
- Governments Should Proactively Integrate People with Disabilities within Emergency Planning and Preparedness Efforts (Orlando)
- Governments Should Improve Social Media Strategies to Ensure Accurate Information about Evacuation and Preparedness is Disseminated (Orlando)
- Governments Should Review the Effectiveness of its Registries and Messaging about Preparedness (Orlando)
- Governments Should Work Collaboratively with Local Agencies, Non-Profits, and Businesses to Enhance Preparedness Planning (Orlando)
- Governments Should Work with Agencies who Assist the Homeless (Orlando)
- Governments Should Improve Access to its Information for Seniors and Provide Alternatives for those who Do Not Have Access to the Internet (Orlando)

- Effective Practice: Local Law Enforcement Collaboration with Communities on Preparedness (Orlando)
- Effective Practice: Response at Orlando Airport (Orlando)
- The Government and Community Partners Should Establish a Network of Contacts before a Disaster Strikes (Puerto Rico)
- Effective practice: Roster of Community Leaders (Puerto, Rico)
- The Government Should Identify Those who Need Assistance before an Emergency (Puerto Rico)
- Municipalities Should have a Role in Identifying Those Who Need Assistance (Puerto Rico)
- Government Agencies Should Improve Planning, Including Planning for Interagency Communication (Puerto Rico)
- The Government Should Work with More Organizations that Provide Services to the Elderly and to Persons with Alzheimer's (Puerto Rico)
- FEMA Should Partner with More Non-profit Organizations (Puerto Rico)
- Puerto Rico Should Have a Comprehensive Oxygen Plan (Puerto Rico)
- Hospitals Should be Better Prepared for Emergencies (Puerto Rico)
- The Government Should Support Families of Children with Disabilities (Puerto Rico)
- The Government Should Consider Dietary Needs When Distributing Food (Puerto Rico)
- The Government Should Plan for Getting Food to those who Cannot Make it to a Distribution Centers and Prioritize Food Distribution (Puerto Rico)
- The Government Should Plan for the Evacuation of People who Live in High Rise Buildings (Puerto Rico)
- The Government Should Have Better Plans for Meeting the Needs of People with Disabilities (Puerto Rico)
- The Government Should Have a Greater Role in Providing Generators, Gas, and other Supports and Prioritize Who Gets These (Puerto Rico)
- The Government Should Plan to Meet the Needs of People who Require Dialysis and Rely on Ventilators (Puerto Rico)
- The Government Should Plan to Provide Durable Medical Equipment (Puerto Rico)
- The Government Should Plan to Meet the Needs of the Homeless Population (Puerto Rico)

- Community Emergency Response Teams (CERT) Teams Should be Activated and Include People with Disabilities (Puerto Rico)
- Effective Practice: Mayor and FEMA Disability Integration Office (Puerto Rico)
- Effective Practice: Formation of the Puerto Rico Disability Relief Network (Puerto Rico)
- Entities that Provide Case Management Should Be Integrated into Planning and Response (Ventura, CA)
- Effective Practice: Independent Living Resource Center Efforts (Ventura, CA)
- The Government Should be Able to “Pre Identify” People with Disabilities and their Needs as Part of Preparedness Planning (Ventura, CA)
- Effective Practice: Department of Public Health Support for Evacuations (Ventura, CA)
- Governments Need to Ensure Transportation Continues to Operate During an Evacuation (Santa Rosa, CA)
- The Government Should Ensure Access to Durable Medical Equipment (Santa Rosa, CA)
- Effective Practice: Work Across County Lines (Santa Rosa, CA)
- Governments Should Ensure Agreements with Pharmacists on Obtaining Medications are in Place Before a Disaster (Santa Rosa, CA)
- Effective Practice: Non-Profits Produced Handouts on Preparedness for People with Disabilities (Santa Rosa, CA)
- Effective Practice: Community Partnerships (Santa Rosa, CA)
- The Government and Service Providers Should Use an Array of Existing Methods to Identify People who May Need Assistance during Evacuations (Riverside)
- The Government Should Work Collaboratively with Local Counties and Non-Profit Organizations to Improve Preparedness Planning (Riverside)
- The Government Should Ensure Disaster Preparedness is Taught in Schools (Riverside)
- The Government Should Plan Ahead to Ensure Funding for Back-up Generators Is Available (Riverside)
- The Government Should Plan Ahead to Ensure Funding to Pay In-Home Support Providers (Riverside)
- Governments Should Review its Use of Registries (Bonita Springs)
- Governments Should Better Plan Medical Evacuations (St. Croix)

- There should be Improved Preparedness in Advance of a Disaster for People with Disabilities (St. Croix)
- Medication Refills Should be Available for Emergencies (St. Croix)
- More Planning is Needed for the Allocation and Use of Generators (St. Croix)
- Planning Efforts Should Consider that People May Only be Able to Make Cash Transactions (St. Croix)
- Planning Efforts Should Consider that Some Medications Need to be Refrigerated (St. Croix)
- Planning Efforts Should Consider Transportation Needs (St. Croix)
- Governments and Communities Should Better Identify People with Disabilities and/or Have a Database for Information on People with Disabilities (St. Croix)
- The government Needs to Do More to Evacuate People who Require Medical Assistance (St. Thomas)
- Medication Refills Should be Available (St. Thomas)
- Governments Should Plan to Communicate with Communities in Disasters When Communication Systems Falter (St. Thomas)
- Governments and Service Providers Need to have Information on People with Disabilities Before an Emergency (St. Thomas)
- Sensory kits should be distributed and made widely available
- Governments Should Improve Access to Food, Medicine, and Basic Services (St. Thomas)

C. SHELTERING

- Effective Practice: Registering Survivors - Effective practice/success story of registering survivors at “missing persons” table at shelters (Houston)
- Effective Practice: Transit System and Dialysis Needs - According to one of the participants, one of the things that worked well this time is that as the City’s transit system got back up online, the first thing that was done was to make sure that individuals in shelters who needed dialysis could get to dialysis centers (Houston)
- Governments Should Work Collaboratively with Non-Profits to Improve Communication and Outreach Related to the Benefits of Shelters During a Disaster (Orlando)
- Shelter Providers Should Work to Improve Access for the Elderly (Miami)
- Shelter Providers Should Work to Improve Sheltering for Individuals with Developmental Disabilities (Miami)

- The Government Should Ensure Shelters in Monroe County have Spanish Language Interpreters and Assistive Devices (Miami)
- Governments Need to Improve Language Access (Miami)
- Governments Should Consider the Sheltering Needs of Individuals with Behavioral Problems (Miami)
- Shelter Providers Should Work to Improve Accommodations for Individuals with Addiction (Miami)
- Governments Need to Provide Training for Shelter Staff on Disability Access Issues (Miami)
- Governments Should Consider Recommendations Related to Sheltering in Place (Miami)
- Governments Need to Provide Training for Shelter Staff (Broward)
- Shelter Providers Need to Provide Access for Individuals with Ventilators (Broward)
- Governments Need to Improve Shelter Planning for Persons with Medical Needs and Persons with Disabilities (Broward)
- Governments Need to Improve Communication Infrastructure (Broward)
- Shelter Providers Need to Provide Access to Charging Stations (Broward)
- Governments Should Ensure there are No Gaps in Sheltering Requirements (Broward)
- Shelter Providers Need to Be Better Prepared to Serve Individuals with Autism (Broward)
- Governments Should Work Collaboratively with Non-Profits to Improve Communication and Outreach Related to the Benefits of Shelters During a Disaster (Orlando)
- The Government Should Ensure Shelters Have Sign Language interpreters (Puerto Rico)
- The Government Should Improve Management of Shelters and Provide Training to Staff on Disability Issues (Puerto Rico)
- The Government Needs to Ensure that Shelters are Prepared to Serve People with Disabilities and Access and Functional Needs (Puerto Rico)
- The Government Should Ensure that Shelters Accommodate the Needs of the Elderly (Puerto Rico)
- The Government Should Support Independent Centers that Provide Shelter for the Community (Puerto Rico)
- The Government Should Consider Reactivating Functional Assessment Service Teams (FAST) (Ventura, CA)

- The Government Should Provide Training for Shelter Staff (Ventura, CA)
- Governments and Shelter Providers Should Look into Funding to Ensure Accessibility at Shelters (Ventura, CA)
- Effective Practice: Collecting Medical Information (Santa Rosa, CA)
- Effective Practice: Salvation Army Care (Santa Rosa, CA)
- Effective Practice: Earle Baum Center's Work on Providing Medical Supplies (Santa Rosa, CA)
- Shelter Providers Should Ensure Staffing to Assist Limited English Proficient (LEP) Persons (Santa Rosa, CA)
- Shelter Providers Should Strengthen Accommodations for People with Disabilities (Riverside)
- The Government Should Support the Expansion of the Functional Assessment Service Team (FAST) (Riverside)
- Community Member Experience: Sheltering Considerations and other Supports to Maintain Independence (Bonita Springs)
- Shelter Providers Should Ensure Sufficient Staffing at Shelters (Bonita Springs)
- Shelter Providers Should Improve Conditions for Individuals with Alzheimer's and Provide Training to Shelter Personnel on Disability Issues (Bonita Springs)
- The Red Cross and other Shelter Providers Need to Improve Communication about Sheltering Requirements (Bonita Springs)
- The Government and Shelter Providers Should Consider the Location of Shelters and Transportation Needs (Bonita Springs)
- The Government and Shelter Providers Should Consider the Presence of Visitors from Out of State (Bonita Springs)
- The Government Should Review Caregiver Requirements at Shelters (Bonita Springs)
- The Government Needs to Ensure Accessibility of "Host" Shelters (Bonita Springs)
- Shelter Providers Should Ensure they have Sign Language Interpreters (Bonita Springs)
- Distribution Centers Should Accommodate People who are Deaf (St. Croix)
- Governments and Service Providers Should Improve Communication about Sheltering with Persons who are Deaf (St. Thomas)
- Shelter Providers Should Provide Training on Sheltering of Persons with Disabilities (St. Thomas)

- There Should be Planning and Improvements for Transporting Persons to Shelters (St. Thomas)
- There is a Need for More Resources for Persons with Disabilities (St. Thomas)

D. ACCESS TO FEMA RESOURCES AND PROGRAMS

- FEMA Should Improve Access to its Application for Persons with Disabilities (Houston)
- FEMA Should Clearly Communicate about Access to ASL Interpreters at Disaster Recovery Centers (DRCs) (Houston)
- FEMA Should Clearly Communicate the Timeline for Benefits Applications and Appeals (Houston)
- FEMA Should Address the Continued Housing Needs of Hurricane Maria Survivors (Orlando)
- FEMA Should Regularly Update Contact Information Released to the Public (Orlando)
- FEMA Should Regularly Update and Communicate Information on FEMA Resources and Eligibility (Orlando)
- FEMA Should Ensure Timely Information is Provided to Puerto Rican Survivors Who Evacuated from Puerto Rico (Orlando)
- Effective Practice: FEMA Distribution Centers Services and Supports for Recovery (Orlando)
- Effective Practice: Local Teams and FEMA Worked Well in Miami-Dade (Miami)
- FEMA Should Ensure Limited English Proficient (LEP) Persons and other Vulnerable Populations Have Access to FEMA Resources (Miami)
- Effective Practice: Deployment of Mobile Teams Worked Well in Miami-Dade (Miami)
- FEMA Should Ensure Access to its Application (Miami)
- FEMA Should Enhance its Collaboration and Communication with Communities (Broward)
- FEMA Should Improve Access to its Information and Provide Alternatives for Individuals Who Do Not Have Access to the Internet (Broward)
- FEMA Should Improve Information about Whether Trailers Are Available to Communities (Broward)
- FEMA Should Improve Collaboration with Non-Profit Organizations (Broward)

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- FEMA Should Regularly Update and Communicate Information on FEMA Resources and Eligibility (Orlando)
- FEMA Should Ensure Timely Information is Provided to Puerto Rican Survivors Who Evacuated from Puerto Rico (Orlando)
- Effective Practice: FEMA Distribution Centers (Orlando)
- FEMA Disability Integration Personnel are Willing to Go to Areas Not Previously Visited (Puerto Rico)
- Effective Practice: The FEMA Disability Integration Advisor Partnered with Local Organizations to Support the Deaf Community (Puerto Rico)
- FEMA Should be Consistent in its Provision of Sign Language Interpreters (Puerto Rico)
- FEMA Should Have a Greater Role in Providing Generators to Persons with Disabilities who are in Need (Puerto Rico)
- FEMA Should Develop Options for Providing Access to FEMA Information/Benefit Applications in Case Power is Down (Puerto Rico)
- FEMA Should Clearly Communicate the Impact of Immigration Status on Eligibility for FEMA Assistance (Ventura, CA)
- FEMA Should Clearly Communicate about its Role in Individual Assistance (Ventura, CA)
- FEMA Should Ensure Call Centers are Fully Staffed (Santa Rosa, CA)
- FEMA Should Ensure In-Person Assistance Is Available to Answer Community Members' Questions (Santa Rosa, CA)
- FEMA Should Ensure Staffing is Available to Assist LEP Individuals (Santa Rosa, CA)
- FEMA Should Review Funding for Preparedness Activities (Santa Rosa, CA)
- FEMA Should Improve Communication Related to its Role in the Communities it Serves (Riverside)
- FEMA and the Red Cross Should Continue to Work Together to Address the Needs of the Community (Riverside)
- FEMA Should Have More Large Print Materials (Riverside)
- FEMA Needs to Ensure Preparedness Materials Are Accessible to People with Disabilities (Riverside)

- FEMA Should Clearly Communicate its Application and Appeals Process (Bonita Springs)
- FEMA Should Consider Various Factors in Advance of Setting up Disaster Recovery Centers (Bonita Springs)
- FEMA Should Consider the Use of Hazard Mitigation Grant Program (HMGP) Funding for Sheltering (Bonita Springs)
- FEMA Should Ensure Affected Communities Do Not Experience Significant Delays Reaching FEMA Call Centers (Bonita Springs)
- FEMA Should Plan to Disseminate Information in Advance of a Disaster Since Communication Systems May be Impacted after a Disaster (St. Croix)
- FEMA Should Plan to Improve Communications About its Role in the Community (St. Croix)
- FEMA Should Consider Persons with Disabilities When Making Local Hires for a Disasters to FEMA Jobs for People with Disabilities (St. Croix)
- Consideration Should be Given to Alternatives to Meal Ready to Eat (MRE) Kits (St. Croix)
- FEMA should ensure Disaster Recovery Centers (DRCs) are Accessible (St. Thomas)
- FEMA Should Improve Messaging about the Role of FEMA (St. Thomas)
- FEMA Should Improve Access to FEMA Programs for Persons with Disabilities (St. Thomas)
- FEMA Should Improve Dissemination of FEMA Information (St. Thomas)
- Sensitivity Training Needed for FEMA and Others (St. Thomas)

E. SERVICES AND SUPPORT FOR RECOVERY

- Government, Organizations, and Businesses Should Work Together to increase the Supply of Affordable, Accessible Housing (Houston)
- Governments Need to Ensure Funding is Available for Debris Removal During Recovery/Effective Practice (Miami)
- Governments Should Improve Access to Food Stamps after a Disaster (Orlando)
- Governments, FEMA, Local Businesses Should Work Collaboratively to Ensure Disaster Survivors Have Access to Housing (Orlando)
- Non-profits and Service Providers Should Continue to Have a Role in Recovery Efforts (Puerto Rico)

- The Government Should include Faith-based Groups in Recovery Efforts (Puerto Rico)
- The Puerto Rico Central Government Should Support Meeting the Needs of People with Disabilities in Recovery (Puerto Rico)
- The Government Should Use Recovery Funds to Support People with Disabilities (Puerto Rico)
- The Government Should Comprehensively Address the Mental Health Needs of the Population in Recovery Efforts (Puerto Rico)
- Governments, Organizations, and the Whole Community Should Work Together on Recovery Efforts (Ventura, CA)
- Effective Practice: Local Assistance Centers and Transportation (Ventura, CA)
- Governments, Organizations and Businesses Should Clearly Communicate about Disaster Unemployment Assistance (Ventura, CA)
- Governments Need to Ensure that Improvements are Made to Infrastructure (Santa Rosa, CA)
- Effective Practice: Long-term Recovery Funding (Santa Rosa, CA)
- Governments Need to Place Emphasis on Affordable Accessible Housing within their Long Term Recovery Plans (Santa Rosa, CA)
- Effective Practice: Mental Health Care (Santa Rosa, CA)
- Governments Should Ensure Repairs to Roofs and Homes Are Included in Disaster Recovery (Bonita Springs)
- Governments Should Ensure the Needs of People with Limited English Proficiency are Met During Recovery (Bonita Springs)
- Effective Practice: Sharing of Resources for Recovery (St. Croix)
- There is a Need for Greater Mental Health Services (St. Thomas)
- There is Continuing Need to Restore Services (St. Thomas)