

EOP/SB 160 Community Advisory Group Recommendation List

gauge	Source	Date	Suggestion/request	Incorporate into EOP	Additional Comments	Location on EOP
1	2017 IDTF Recommendations	2017	1) All cellphones will be included in any future alert system, in addition to landlines.	Refer to other dept/agency	The system that provides warnings via cellphones (the Wireless Emergency Alert System [EAS]) is a program administered by the federal Department of Homeland Security and the Federal Communications Commission. The County has been and will continue to work with state and federal agencies to improve the effectiveness of WEA - including ensuring all devices can receive warnings in the languages needed. This advocacy is also part of the County's legislative platform.	
2	2017 IDTF Recommendations	2017	2) All alerts will be multi-lingual, including information in both English and Spanish as well as other languages spoken in the county, including indigenous languages like Mixteco, Triqui, Chatino. Fire alerts and information should be separate from routine police information on Nixle.	Refer to future project	The federal Wireless Emergency Alert (WEA) system does not currently offer this capability. The County has been and will continue to work with state and federal agencies to improve the effectiveness of WEA - including ensuring all devices can receive warnings in the languages needed. The County could explore the ability to conduct an indigenous language census. County can also explore identifying a mechanism to direct Spanish language messaging to language leads for each community. When signing up for Nixle, residents can create an account which allows them to select which level of text messages they would like to receive from their law enforcement or fire agency including important messages ("Advisory") or just emergency ("Alert") messages. Most agencies no longer text routine information ("Community") but email it instead. See also https://local.nixle.com/alert/9056777/?sub_id=0	
3	2017 IDTF Recommendations	2017	3) Spanish-speaking police officers will be assigned when in-person alerts are necessary, to ensure that Spanish-speaking people have clear information	Refer to future project	Policies governing the assignment of law enforcement officers are established by the agencies in each jurisdiction (ex. County Sheriff or Petaluma Police Department). During a disaster response - especially for a no-notice event like a wildfire - it is difficult to identify and deploy resources during periods of intense activity and disrupted communications. It would be extremely challenging to identify and deploy officers in a timely manner during a disaster response - especially as many events require using officers from other agencies for whom their language capabilities would be unknown. The County could consider creating and adopting a communications reference tool for law enforcement partners that would enable all officer to provide evacuation information in multiple languages when officers identify non-English speaking individuals.	
4	2017 IDTF Recommendations	2017	4) Some kind of universal alert system will be implemented, possibly a siren or other auditory alert. An educational campaign at all schools and worksites will accompany implementation, along with information about the location of all emergency shelters, clearly stating that any person is welcome at the shelters, regardless of immigration status.	Refer to annex	The County's current Alert & Warning program makes use of all available technologies including SoCo ALERT which allows for automatic enrollment and provides an auditory alert on TV, radio, NOAA radio, cell phones, and landline phones (have to press 9 to get Spanish language message). This is detailed in the County's Alert & Warning Annex to the EOP adopted in 2021. The County continues to develop and administer its disaster preparedness education programs including elements specific to alert & warning. The County could consider providing training specific to community groups (ex. IDTF) and other stakeholders. The locations of emergency shelters are not published in advance as the nature of the disaster, the areas impacted, and the availability of resources (ex. electric power) determine how many shelters may be needed and which sites should be used. The County now incorporates the message that all shelters are open to all residents regardless of immigration status into all planning, community preparedness messaging, and shelter operations (including signs at each shelter).	Sections 1.6.1 (Alert and Warning), 1.6.2 (Public Information) and 1.3.1 (Recovery) through the Sonoma County Recovery and Resiliency Framework
5	2017 IDTF Recommendations	2017	5) The County's emergency information line will be accessible in all languages spoken in the County.	Incorporate into EOP	This is completed and is part of the 2-1-1 community information system. The County Department of Emergency Management (DEM) is developing a formal contract with the United Way for 2-1-1 services which includes the County's Local Assistance Center Handbook includes to provision of Spanish language translators and that they will be readily identifiable by wearing vests and name tags. Other languages, including ASL, will be accessed as needed via contracted service providers.	Section 1.6.2.4 (Public Information Hotline)
6	2017 IDTF Recommendations	2017	1) Official, trained translators will be present at all local assistance centers, paid by the County. They will wear vests or T-shirts and name tags that clearly designate which languages they speak, so they can be easily identified by people needing help.	Incorporate into EOP	The County's Local Assistance Center Handbook includes to provision of Spanish language translators and that they will be readily identifiable by wearing vests and name tags. Other languages, including ASL, will be accessed as needed via contracted service providers.	Sections 1.6 (Information Collection, Analysis, and Dissemination) and Section 1.3.1 (Emergency Management Phases)
7	2017 IDTF Recommendations	2017	2) As people wait for assistance, someone will specifically welcome them and clearly inform them of their rights: that the County is not collaborating with ICE, that information provided while registering for assistance will not be shared with ICE, that police officers and military personnel are only present to provide assistance.	Joint project with other depts	County Humand Services Department (HSD), Office of Equity (OoE), and DEM had developed policy and procedures to request that the federal government halt immigration enforcement upon declaration of a disaster/emergency. Note: the federal Department of Homeland Security issued a new policy in November 2021 that emergency shelters are considered "protected spaces" and will not be subject to enforcement action by ICE or CBP. See also https://www.dhs.gov/guidelines-enforcement-actions-or-near-protected-areas	
8	2017 IDTF Recommendations	2017	3) No one will ask about immigration status; signs will be posted stating that no one will ask about country of birth.	Incorporate into EOP	Staff in County administered emergency shelters will not ask this info from those seeking services and staff will be trained to reinforce this.	Section 1.3.1 (Emergency Management Phases) through the Sonoma County Recovery and Resiliency Framework
9	2017 IDTF Recommendations	2017	4) Center volunteer coordinators will encourage Spanish-speaking volunteers, ensuring that particular skills, training, and licensing are recognized and valued. 5) Food native to Spanish-speaking communities will be included in meals provided at the centers, possibly by utilizing volunteer cooks.	Refer to future project	Agencies involved - such as COAD, Volunteer Center, and other CBOs - will recruit and provide Spanish speaking volunteers and/or individuals with specific skills/training as needed. All Emergency shelter staff wear vests identifying the position or function they serve - the County includes these as part of the pre-package shelter supply trailers. As the County develops formal contracts with food services providers to support emergency shelters, staff will incorporate consideration of cultural food preferences along with dietary restrictions, nutritional considerations, availability of foodstuffs, and safety. However, given the uncertain/dynamic timing, nature, scope of various potential disaster impacts, staff cannot commit at this time to ensuring that native or culturally-appropriate foods are served at emergency shelters. The use of volunteers to prepare meals will also be considered as part of the larger emergency food services capability development effort.	
10	2017 IDTF Recommendations	2017	6) Assignment of medical personnel and medical translators to assistance centers will be integral to any future disaster plan, preferably including medical personnel who speak Spanish.	Refer to other dept/agency	The EOP will describe protocol for how to identify translation needs, but would need support from DHS to expand medical translation capabilities.	
11	2017 IDTF Recommendations	2017	7) Red Cross personnel were particularly abusive and disrespectful, mistreating Spanish speaking people. The Red Cross will receive a formal complaint from Sonoma County,	Done	This concern has been addressed with the Red Cross	
12	2017 IDTF Recommendations	2017	1) All official communications from Sonoma County and other local jurisdictions will be made in both Spanish and English, with translation into other languages available. This includes all press conferences as well as any emergency communications or alerts.	Done	As part of the County emergency plans for emergency public information and Alert & Warning, all emergency information content will be provided simultaneously in English and Spanish. This practice has been fully implemented by the County since 2019 including responses to actual disasters including the 2019 Russian River Flood, 2019 Kincade Fire, 2020 LNU Complex and Glass Fires, Public Safety Power Shutoff (PSPS) incidents and COVID-19.	Sections 1.6.1 (Alert and Warning), 1.6.2.4 (Public Information Hotline), 1.3.1 (Emergency Management Phases), and 1.3.2 (Preparedness, Training, Exercises)
13	2017 IDTF Recommendations	2017	2) County personnel will make a pro-active effort to involve all media outlets in disseminating information about the disaster, creating and updating an ongoing list of media outlets and contact information in case of disaster.	Incorporate into EOP	Done	Section 1.6 (Information Collection, Analysis, and Dissemination), 1.6.2.3 (Joint Information Center), and 1.6.4 (Communications)

14	2017 IDTF Recommendations	2017	Price-Gouging: 1) The County should actively solicit and investigate price-gouging complaints from renters and for all consumer services. Existing laws against price gouging will be aggressively enforced, and tougher legislation will be adopted where legislative or regulative weaknesses exist.	Refer to other dept/agency	The District Attorney's Office does investigate complaints and takes action as warranted. See also https://sonomacounty.ca.gov/DA/Press-Releases/Price-Gouging-Restrictions-Remain-in-Place/#:~:text=Santa%20Rosa%2C%20CA%20%E2%80%93%20October%201,from%20the%20destructive%20fires%20and	
15	2017 IDTF Recommendations	2017	Unequal Access to Fire Relief: 1) Information about services available to Spanish speaking and undocumented people will be widely available, in all languages spoken in the county. County staff will be proactive in developing effective and broad distribution methods for information about where people can get fire relief and direct aid. Ongoing educational efforts will assure that the community is informed about emergency shelter locations.	Incorporate into EOP	Information has been available in Spanish from CURA for COVID and looking to expand for other disasters. LAC information will be available in English and Spanish. Shelter info will be provided in English and Spanish via Public Information. Provision of information in other languages may be addressed as part of the development of the County's Language Access Policy.	Section 1.6 (Information Collection, Analysis, and Dissemination) and Section 1.3.1 (Emergency Management Phases)
16	2017 IDTF Recommendations	2017	2) Eligibility for aid will be determined by county and state residency, without regard to U.S. citizenship. This eligibility standard will be clearly and widely publicized in Spanish and English so Latino people know they can receive assistance, including FEMA assistance available to them through their citizen children.	Refer to other dept/agency	State and federal agencies determine eligibility for participation in the various disaster relief programs they administer. The County is not empowered to establish eligibility but will continue to advocate for increased flexibility and participation in these programs.	
17	2017 IDTF Recommendations	2017	3) Sonoma County will advocate legislatively for changes to U.S. law to allow disaster aid eligibility to be determined by the citizenship of anyone in the family, including minor children.	Refer to other dept/agency	To be referred to OoE and Legislative Analyst to advocate for additional capacity for federal legislation.	
18	2017 IDTF Recommendations	2017	4) Guidelines for aid eligibility will be simplified and clarified, and translated into Spanish and languages spoken in the county. Fire relief and assistance counselors will be available at the Local Assistance Centers and in county offices on an ongoing basis. Insurance companies will be legally required to provide translation and language appropriate services to clarify insurance benefits.	Incorporate into EOP	State and federal agencies establish the guidelines for their respective disaster relief programs. The County is not empowered to simplify those guidelines but does assist in communicating them to potentially eligible residents. County staff will request state and federal disaster relief program counselors at Local Assistance Centers if and when those programs are made available to residents. The County is not empowered to require insurance companies to provide translation and language appropriate services although many insurers do make that available for their customers.	Section 1.3.1 (Emergency Management Phases) through the Sonoma County Recovery and Resiliency Framework
19	2017 IDTF Recommendations	2017	5) County staff will proactively develop a network of agencies where people can access services in Spanish, particularly emphasizing services available to undocumented families. Updated and current information about each agency will be available, including languages spoken, eligibility guidelines, and services provided. Development of this network and improving communications between agencies is urgent; if county staff cannot fulfill this mandate, community organizations will be contracted to create an effective network.	Refer to other dept/agency	The County has partnered with CURA to provide and support most of these efforts.	
20	2017 IDTF Recommendations	2017	6) Churches and religious organizations can be more effectively integrated into a county-wide relief effort; county staff should prioritize outreach to these organizations to involve them in a community relief network.	Incorporate into EOP	In 2019, the previous Volunteer Organizations Active in Disaster (VOAD) group was reorganized as COAD in order to support participation by a broader range of agencies and organizations including Faith Based Organizations (FBOs). County staff is currently exploring the potential to more directly engage and partner with FBOs before, during and after disasters.	Section 1.5.1 (Response Partners) and Section 1.7.1 (Private and Community Mutual Aid)
21	2017 IDTF Recommendations	2017	7) A county priority should be to train bi-lingual high school and college students, who were and will be instrumental in providing help at the centers.	Decline	Staff have not identified a feasible or sustainable way to move this forward especially in consideration of the protections needed to safeguard minors. Staff are not aware of this model being used by any other jurisdiction in California.	
22	2017 IDTF Recommendations	2017	Post-Fire Information Meetings: 1) County disaster planning and regulations will require Spanish-language translation for all meetings conducted by companies and professional services organizing fire relief.	Decline	The County is not empowered to require private businesses or other jurisdictions to provide translation. County will continue to provide translation services for County sponsored or facilitated meetings.	
23	2017 IDTF Recommendations	2017	Post-Fire Trainings: 1) Any company contracting to provide post-fire debris cleanup or construction services, or receiving permits from the County, must provide skills and safety trainings in Spanish.	Refer to other dept/agency	The County is not empowered to require private businesses to provide worker safety information in Spanish. Workplace safety standards are established and enforced by Cal OSHA and the federal OSHA. Staff may consider in developing the County's Disaster Debris Management Plan and/or contracts for debris removal/monitoring.	
24	2017 IDTF Recommendations	2017	Debris Cleanup Safety: 1) All companies contracting to provide post-fire debris cleanup or construction services, or receiving permits from the County, must provide full-face eyes, nose, and mouth protection for all workers. Worksites will be inspected for compliance by county workplace safety enforcement, or state OSHA inspectors. 2) Safety training should be available to all workers in Spanish.	Refer to other dept/agency	See item 24	
25	2017 IDTF Recommendations	2017	1) Representatives of the immigrant and Spanish-speaking community will be included in planning future disaster response in the County.	Incorporate into EOP	In progress as part of the County's efforts to fully implement both the requirements of SB160 (Cultural Competency) and the Equity Pillar of the County's Strategic Plan	Section 1.2.3.1 (Demographics)
26	2017 IDTF Recommendations	2017	2) Community organizations serving Spanish-speaking people will review any draft disaster plans, in order to add suggestions and improve the plan.	Refer to future project	County staff to consider both the scope and process for potential participation.	
27	2019 Sonoma County Disaster Report Card	2019	Language access improved, but only because of the commitment of community organizations – and language access varied greatly from shelter to shelter. Protocols for volunteers were not well-defined and were different in each shelter. Lack of coordination overall was evident because disaster victims and volunteers had varying experiences with both indirect and overt racism, whether volunteers were welcomed or denied. Despite changes won by the IDTF (Immigrant Defense Task Force) in the Resiliency and Recovery Framework of Sonoma County, the system still does not serve us equally; there is rampant racism and structural inequality. The response that came from Latino community members and their organizations to provide mutual aid and language support and access came about because of the inability of the system as it is now to include all residents during the disaster. Racist Shelter Workers at Veterans Hall Shelter and Cloverdale Shelter	Incorporate into EOP	County policies and procedures relative to disaster information and services at emergency shelters and Local Assistance Centers has been revised to require simultaneous provision of information in English and Spanish. Formal processes for identifying the need for and recruiting volunteers via stakeholder organizations have been developed. The County has adopted Equity to address racism as one of the key elements in its new Strategic Plan. The County is engaged in a long-term effort to increase the capabilities of staff to identify and address individual and systemic racism in all its programs and services.	Sections 1.6.1 (Alert and Warning), 1.6.2.4 (Public Information Hotline), 2.8.5 (Populations with Access and Functional Needs & Public Information), 1.3.1 (Emergency Management Phases), 1.7.1 (Private and Community Mutual Aid), 1.4.5 (Standard Operating Procedures), and 1.2.3.1 (Demographics)
28	2019 Sonoma County Disaster Report Card	2019	First Responders: Doing a great job :) Fire fighters and P&G			

29	2019 Sonoma County Disaster Report Card	2019	Evacuation Orders: Improvements were made, but major improvements are still necessary. Some areas received notifications with evacuation alerts, others did not. There was no coordination of alternative routes which caused immense traffic jams and delays, especially in areas that required immediate evacuation. This also caused fear and trauma. There was no communication regarding when people could return home without any risk.	Refer to annex	Both the County's Alert & Warning and Evacuation Annexes were developed and incorporate considerations for ensuring uniform and clear messaging across warning systems. Both annexes were adopted by the Board of Supervisors in 2021. The County's evacuation zones were developed to address concerns of overwhelming local road networks. The County is planning to assess evacuation routes in 2022. Emergency public information regarding when and how residents can return to areas that were subject to mandatory evacuations is provided in English and Spanish via many systems including the SoCoEmergency.org website and social media - the federal systems used to issue the initial evacuation orders (ex. WEA) are not used to convey return information as it is not permitted under federal warning system regulations.
30	2019 Sonoma County Disaster Report Card	2019	Cell Phone Towers: There was not enough backup power, increasing risks to all residents in the County.	Done	The County has successfully engaged - and will continue to engage - with the California Public Utilities Commission to begin to address the resilience challenges of the wireless broadband system administered by the private sector. The CPUC recently required wireless and wireline (ex. cable) companies to provide 72 hours of emergency power at key facilities and report when those facilities go offline.
31	2019 Sonoma County Disaster Report Card	2019	website. The map with the latest information on fires was very useful. The labeling of high-risk areas was useful as well. The whole page could be translated into Spanish, which was a great improvement.	Done	The County revised the SoCoEmergency.org website in 2021 and was selected as an awardee by Association of Government Website Managers.
32	2019 Sonoma County Disaster Report Card	2019	Power shut off: The difficulties, medical hardships, and economic toll of the power shutoffs was not anticipated. The combination of the PSPS and widespread long-term evacuations was not anticipated	Done	Working with PG&E to identify communities affected during shutoffs, and the County's Public Safety Power Shutoff is now in its 3rd version. The County continues to be one of the most active and most influential voices at the CPUC and in dealing with PG&E to minimize the impacts of PSPS events on residents, businesses, and the community at large.
33	2019 Sonoma County Disaster Report Card	2019	Lack of Interpreters		See Item 27
34	2019 Sonoma County Disaster Report Card	2019	Worker Safety: Workers were taken to work areas, near fires and exposed to smoke. Vineyard workers with H2A visas were left in front of the Healdsburg evacuation center without any support or translator. Employers sent a bus to pick them up the next day to work in full smoke near the fires.	Joint project with other depts	OoE, Agriculture Commissioner working on a draft policy to present to the BOS.
35	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	1) Add questions about the specific impacts of farmworkers and vineyard workers, for example, the long- and short-term medical effects of the job, out in the smoke, provision of protective gear, financial hardship, job loss, impact on children	Refer to future project	DEM has added a question the standard set of survey questions regarding Occupation which includes the option of "Agriculture farm work". The longer the survey, the fewer the responses we get so a concerted effort is made to ensure the survey addresses all aspects of the disaster experience without overwhelming participants.
36	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	2) Add questions about how safety power outages affected different segments of the population	Refer to future project	The County does not generally conduct the post-disaster survey for PSPS events unless they are considered to have significant community impacts (i.e. loss of life, injury, notable, infrastructure damage, major economic losses, or profound social disruption) or if they occur in conjunction with another disaster (ex. wildfire). The survey includes questions regarding - How was your health or safety affected by this fire and/or evacuation? - What losses did you suffer due to the fire and/or evacuation? (check all that apply) - Were there other impacts on your life not covered by this survey? - Briefly offer additional thoughts, ideas or comments. (Open ended)
37	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	3) Add additional questions about the intensity of the loss: loss of job, loss of life, the effect experienced by the children, emotional loss	Refer to future project	The final page of the survey has been redesigned to include the following: - Thank you for taking this survey. - For more information on this incident and emergency preparedness please go to: SoCoEmergency.org - and be sure you are signed up for SoCo Alerts
38	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	4) No link provided to more emergency information - educational opportunity missed?	Refer to future project	The survey invitations were previously distributed (electronically and in hard copy forms) via social media (ex. Facebook) and nonprofit partners (ex. COAD). In the future, County staff will work with additional nonprofit partners to assist in getting more responses from different segments of the population. DEM requests contact information for nonprofits that the community thinks will be critical so we can add them to our distribution list.
39	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	5) What were the survey distribution methods?	Refer to future project	This suggestion may be challenging in getting surveys returned once food bank participants leave. DEM may consider working with REFB to devise a method of distributing the survey that includes returning document or electronic link. Also, with funding may be able to send out staff to capture data while people are in line.
40	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	6) Did they put the survey on food bags distributed by Redwood Food Bank?	Refer to future project	Outreach for distributing the surveys was conducted with the interfaith group and COAD. DEM relationship with nonprofits continues to grow so future surveys will have increased reach through development of these networks.
41	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	7) Was there an effort to distribute it through religious organizations?	Refer to future project	Surveys and advertising the surveys are conducted in both English and Spanish. COAD partners agencies were also asked to distribute and advertise the surveys. Unfortunately, after an event people are working in these communities are busy providing services so is difficult to add this to the list of things...It may be possible to coordinate with Jobs for Justice or others to survey in person with certain groups if funding is available.
42	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	8) How did you include the experiences lived by indigenous communities? Undocumented people?	Refer to future project	The County Facebook page promoted the surveys in English and Spanish - this was forwarded by many nonprofits agencies and faith based organizations on their own pages. Boosts were paid for through Facebook to amplify the reach within the County. The County also paid for advertising in English and Spanish in Press Democrat partner websites and throughout the internet and on Facebook.
43	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	9) How was access to the survey published on Facebook?	Refer to future project	The Sheriff's Office led the creation of the evacuation zone map, which had not been finalized by the Sheriff when the LNU complex fires broke out, but is now complete. The County Department of Emergency Management has partnered with the Sheriff's Office and the incorporated cities to conduct a bilingual "know your zone" information effort.
44	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	The SoCoEmergency website must institute a clearer explanation of the evacuation zone map, as well as the fire incident map when a fire is active. A public "Know your evacuation zone" should be undertaken. The map and website use unfamiliar and unexplained terminology. This is just one example of how immigrant people experience a lack of effective communications from the County.	Refer to future project	This has been included, with alternate language approved. We did indicate that ICE would not conduct operations at shelters or local assistance centers in communications with some of our community partners. The suggested language does not state that ICE had suspended operations - it states (roughly) that ICE is not permitted here and that information will not be shared with ICE.
45	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	No public information was issued by the County regarding the ICE announcement that they were suspending operations during the fires. We recommend this language for signs: No se permite la migra. Tu eres bienvenido, la migra no. Tu información no se compartirá con la migra.	Done	

46	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	Multiple alerts created confusion. Is identical and uniform information being broadcast via all distribution methods? Is consolidation possible? The City of Windsor sent out updates every 10 minutes. Windsor City Council members texted directly with residents, answering their questions. A public education campaign to explain the alerts is urgently necessary for public safety.	Incorporate into EOP	The County's new Alert and Warning Annex to the EOP has streamlined this process and generates uniform alerts and warnings in English and Spanish. As the 2019 Kincade wildfire fire shifted and spread due to quickly shifting winds, there were a record number of often overlapping warnings issued – these were all standardized across the County's warning system and social media platforms. However, each city determines how often and through which channels they communicate with their residents. The Department of Emergency Management currently attempts to educate all County residents regarding warning systems as part of the Community Preparedness Plan. Cities remain responsible for their own alerting and public information policies and procedures.	Section 1.6.1 (Alert and Warning)
47	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	What communications have been directed specifically to undocumented people? To people working in the fields and vineyards? Is the County informing about workers' rights inside evacuation zones?	Refer to other dept./agency	Refer to Agriculture Commissioner. No specific communications (other than the information about ICE not being present in emergency shelters) has been directed to undocumented residents, or farmworkers, other than the communications with the general public. With the launch of the Department of Health Services project focusing on flattening the Latinx spike in COVID-19 cases, there were opportunities for specific and directed messaging and outreach. DEM is currently developing a preparedness program focused on the migrant farmworker community to provide information regarding alert & warning, evacuations, sources of emergency information, and disaster preparedness.	
48	9.21.2020 Email Recomendaciones Comunitarias Community Recommendations	9.21.2020	Has the County issued any information on how to decrease impact of PG&E shutoffs, specifically directed at Spanish speaking and indigenous people?	Done	The County's Public Safety Power Shutoff (PSPS) Annex directs that preparedness and emergency information is provided in both English and Spanish. The County's Language Access Policy will address the scope of information that may be provided in other languages.	
49	10.5.2020 County Response to IDTF	10.5.2020	Current information distribution methods used by the County are inadequate. A thorough review of how information is disseminated to the Spanish-speaking community should be initiated, to expand the audience reached and to evaluate the effectiveness of messages.	Refer to other dept./agency	For consideration by County Communications Team.	
50	10.5.2020 County Response to IDTF	10.5.2020	Providing information in Spanish should be prioritized equally with providing information in English. During the pandemic, the Spanish-speaking community is receiving information days behind everyone else.	Incorporate into EOP	As part of the County emergency plans for emergency public information and Alert & Warning, all emergency information content will be provided simultaneously in English and Spanish. This practice has been fully implemented by the County since 2019 including responses to actual disasters including the 2019 Russian River Flood, 2019 Kincade Fire, 2020 LNU Complex and Glass Fires, and Public Safety Power Shutoff (PSPS) incidents.	Sections 1.6.1 (Alert and Warning), 1.6.2 (Public Information), 1.6 (Information Collection, Analysis, and Dissemination), 1.3.1 (Recovery), and 1.3.2 (Preparedness, Training, Exercises)
51	10.5.2020 County Response to IDTF	10.5.2020	The County Department of Public Health should use Nixle to get public health information to the community, not just law enforcement alerts. (This is being done in Napa and SF Counties).	Refer to other dept./agency	For consideration by DHS.	
52	10.5.2020 County Response to IDTF	10.5.2020	Education and outreach about the alert system is needed for the Spanish-speaking and immigrant community.	Incorporate into EOP		Sections 1.6.1 (Alert and Warning), 1.6.2 (Public Information), and 1.3.2 (Preparedness, Training, Exercises)
53	10.5.2020 County Response to IDTF	10.5.2020	PSA's in Spanish and indigenous languages should be widely distributed in every possible radio and TV outlet, and on social media.	Refer to other dept./agency	The County is currently running PSAs on seven Spanish-speaking radio stations, and all social media posts are bilingual. The County Office of Equity is currently reviewing Language Access Plans in similar jurisdictions, as well as our language demographics, to support the creation of additional partnerships to connect and include indigenous communities in the County communications. Any future Language Access policy decision is the authority of the Board of Supervisors.	
54	10.5.2020 County Response to IDTF	10.5.2020	To account for indigenous languages, alerts should provide a link to a homepage where video translations of the message can be accessed: Mixteco, Triqui, Chatino, Maya.	Refer to future project	The County's Department of Emergency Management manages SoCoAlerts and WEA emergency notifications, and the Sheriff's Office manages the Nixle alerts. No current capability to provide additional language options beyond English and Spanish. As referred in item #2, The County could explore the ability to conduct an indigenous language census. County can also explore identifying a mechanism to direct Spanish language messaging to language leads for each community.	
55	10.5.2020 County Response to IDTF	10.5.2020	Alerts should also be made in person to the community – volunteers could be trained to provide accurate information.	Decline	Not feasible or timely and would put volunteers in unnecessary danger.	
56	10.5.2020 County Response to IDTF	10.5.2020	The 211 County information line is inadequately maintained and updated in Spanish.	Need more info	Our recent review of https://211sonoma.org/ shows available translation. Are there particular examples of what concerns you have?	
57	10.5.2020 County Response to IDTF	10.5.2020	More information should be pro-actively distributed in the community regarding ICE policies and practices during COVID.	Refer to other dept./agency	In a recent meeting with the IDTF, the County Communications Team reaffirmed the County's commitment to include language in County communications that reassures the immigrant community that it is safe to seek services with the County of Sonoma. This was done most recently in communications concerning the opening of COVID-19 testing centers. Signs also were posted at these sites making clear that the locations were safe and that no information would be shared with ICE. Members of the Communications Team also share these assurances during radio, TV and other media interviews.	
58	10.5.2020 County Response to IDTF	10.5.2020	The County should adopt a formal COVID-related policy prohibiting ICE activity in the County, similar to other Counties' "Sanctuary Laws."	Refer to other dept./agency	This is a policy determination that is the jurisdiction of the Board of Supervisors.	
59	10.5.2020 County Response to IDTF	10.5.2020	Information about COVID and COVID recovery services from the County has been totally inadequate. The County should increase and improve publicity about economic recovery services, available testing and health care, and financial support available to all residents of the County.	Refer to other dept./agency	While the County has expanded its bilingual communication strategies since the beginning of the pandemic, we continue to work to ensure this critical information gets to the people who need it. We are hopeful that the Department of Health Services project to flatten the Latinx COVID-19 spike will develop new outlets and identify new ways to get messages out to impacted community members, and we look forward to working with you to implement additional strategies to reach communities most impacted by these challenges.	
60	10.5.2020 County Response to IDTF	10.5.2020	Channel 20, the information channel, is only in English.	Decline	The County does not manage Channel 20.	
61	10.5.2020 County Response to IDTF	10.5.2020	Press conferences are routinely worse and less informative when delivered in Spanish. The Supervisors leave the press conference and their assistants deliver a short summary in Spanish. The interpreters are not professional and do not provide full and informative interpretation.	Refer to other dept./agency	The County of Sonoma works with certified interpreters to help share relevant and timely information with our Spanish-speaking community. This could be reviewed by a communications assessment lead by the County Communications team.	
62	10.5.2020 County Response to IDTF	10.5.2020	Town hall From state elected officials representing Sonoma County have not even been available in Spanish.	Refer to other dept./agency	The Communications team planned and hosted town halls early in the pandemic. The County-led town halls were broadcast through KRCCB in English and through KBBF in Spanish. County representatives who spoke Spanish participated in these. Since mid-August 2020, all Town Hall Zoom-based meetings that have included elected representatives have been streamed in both English and Spanish. The County does provide these services, and can only encourage our partners to do the same.	

63	10.5.2020 County Response to IDTF	10.5.2020	The County should disseminate information on all Spanish TV channels, all Spanish and bilingual newspapers and magazines in the County. The County should make a pro active effort to widely distribute information not just on KBBF but on all Spanish radio stations and programs.	Refer to comms	The County has been paying for radio commercials in Spanish for more than six months, including KBBF, Exitos, Latino, La Mejor, Radio Lazer, La Z and El Patron. TV ads are very expensive, and it is our understanding that we can better reach the community in other ways, such as by contracting with local CBOs to reach their clients and patients.
64	10.5.2020 County Response to IDTF	10.5.2020	The County should immediately produce and distribute Public Service Announcements and information promos in Spanish and other languages about COVID, Public Health orders, and County recovery resources.	Refer to other dept/agency	For consideration by DHS.
65	10.5.2020 County Response to IDTF	10.5.2020	All information distributed by the County press office should be translated into Spanish and routinely circulated to all Spanish radio stations, TV stations, and all Spanish newspapers and magazines.	Refer to other dept/agency	We continue to add reporters and interested parties from different media outlets including, radio, TV and print to our County distribution lists.
66	10.5.2020 County Response to IDTF	10.5.2020	The County should make a proactive effort to identify and distribute information through all communications networks used by people speaking indigenous languages in the county.	Refer to future project	See Item 2. Technology in Federal system is not capable at this point. The County could explore the ability to conduct an indigenous language census. County can also explore identifying a mechanism to direct Spanish language messaging to language leads f
67	10.5.2020 County Response to IDTF	10.5.2020	Directing people to the County's webpage and Facebook page is insufficient outreach. Public education and information-sharing should also be conducted through community networks such as churches, community and non-profit organizations, and through public agencies like the library and police department. County-produced information about COVID and recovery resources should be available in all public spaces.	Refer to other dept/agency	COAD is a resource for this. COVID messaging would be coming from DHS.
68	10.5.2020 County Response to IDTF	10.5.2020	Churches, school networks, and community organizations have not been effectively utilized as communication networks during the COVID crisis.	Refer to other dept/agency	
69	10.5.2020 County Response to IDTF	10.5.2020	Contact tracers should be bilingual and bicultural, augmented by County support in communicating with people speaking indigenous languages. We support continued County emphasis on hiring bilingual, bicultural personnel for all positions.	Refer to other dept/agency	DHS has made an effort to hire more bilingual and bicultural staff to better address the disproportionate impact of this pandemic on the local Latinx and indigenous communities. As of August, the County had hired 33 contact tracers, 29 of them bilingual.
70	10.5.2020 County Response to IDTF	10.5.2020	The County will immediately form a community advisory group to address the extreme disparity in infection rate between the Latinx and general community.	Done	The Sonoma County Department of Health Services convened the Latinx Health Workgroup in May 2020 to address the disparate rates of positive COVID-19 emerging within the Latinx community.
71	4.18.2021 carta a Sups, letter to Sups	4.18.21	1. IDTF wants to be part of the County's Community Advisory Board, whose purpose would be to organize, coordinate, and conduct outreach activities for Community Forums to update the County's Emergency Management Plan. We were previously invited to participate by Alegria de la Cruz, Director of the County Equity Office, and by Melissa Valle.	In progress	We are implementing this in our EOP/SB160 work with DEM and OoE.
72	4.18.2021 carta a Sups, letter to Sups	4.18.21	2. IDTF requests that the County organize high-quality workshops in Spanish to explain how to read and understand the maps and other information sent through emergency systems during a disaster, specifically during fires so each and every resident is kept safe.	Joint project with other depts	DEM will work with the Sheriff's Office on messaging.
73	4.18.2021 carta a Sups, letter to Sups	4.18.21	3. In the absence of federal financial support programs for undocumented residents, IDTF requests that County Supervisors designate a fund large enough to support programs that reduce the inequity lived by these families every day. No plan or program seeking equity, social justice, and healthy and safe communities, will be successful if those responsible make excuses by saying they lack the money to carry them out.	Refer to other dept/agency	CURA has been an example of creating a support/service network for low income and immigrant communities. County should evaluate ways to expand this model to other disasters.
74	4.18.2021 carta a Sups, letter to Sups	4.18.21	4. IDTF urges the Sonoma County Supervisors to formally advocate – by every means available to them – for Congress to approve immigration reform as quickly as possible. This will affect 11 million undocumented people who live in the U.S., who are a fundamental part of the economy of this country and Sonoma County.	Refer to other dept/agency	Refer to Board of Supervisors.
75	4.18.2021 carta a Sups, letter to Sups	4.18.21	5. IDTF requests that the practice of recording the weekly Board of Supervisors meetings should also be carried out in Spanish, so any person or organization with an interest can consult them. Since most immigrant people live in an economically difficult situation, they don't have the luxury of leaving work to participate in the meetings. As a consequence, they are deprived of their exercise of public participation. This places them even more at a disadvantage with respect to residents who are fluent in English.	Refer to other dept/agency	This would be addressed by the CAO's Office.
76	4.18.2021 carta a Sups, letter to Sups	4.18.21	6. IDTF wants you to know that our team will continue working for language justice inside the institutions of the County. IDTF will continue demanding quality interpretation into Spanish during forums, meetings, at shelters, etc., as well as the translation of meetings and information of public interest.	Refer to other dept/agency	Could be considered as part of the County's Language Access Policy.
77	Community Advisory Group: District Meetings	2021	All annexes should be approved by the Board of Supervisors and be reviewed by the Community Advisory Committee	Refer to other dept/agency	The County's current practice is to bring Annexes to the Board of Supervisors if they address significant policy or resource issues or are a matter of notable public interest. In the last two years, the Board has reviewed and adopted annexes addressing Alert & Warning, Evacuation, PSPS, and Pandemic. DEM plans to bring additional annexes to the Board including Mass Care & Shelter and Earthquake. In order to maximize staff resources and time, annexes that don't address significant policy or public interest issues or incorporate small changes in procedure or detail (ex. Flood) are routinely updated and distributed to stakeholder agencies without formal Board review/adoption. At this point, the long-term status of the Community Advisory Committee has not been determined.
78	Community Advisory Group: District Meetings	2021	Annexes are not provided in Spanish	Refer to future project	Annexes are currently being translated and posted onto the DEM County website - these include Evacuation, Alert & Warning, PSPS, Extreme Heat, Pandemic Response, Wildfire Burn Scar Area Response, and Russian River Flood Plan. See https://sonomacounty.ca.gov/DEM/Plans/
79	Community Advisory Group: District Meetings	2021	Is there a plan for community involvement in review of the Annexes? and whatever draft of the EOP is next?	Refer to future project	See Item 77. In May 2020, the Board of Supervisors amended County Code to require the Emergency Operations Plan be updated no less than once every five (5) years.
80	Community Advisory Group: District Meetings	2021	Clear designation of Community Advisory Committee	Incorporate into EOP	Organizations currently making up the CAG will be listed in the new EOP.
81	Community Advisory Group: District Meetings	2021	EOP has yet to be reviewed by other Op Area partners	In process	Operational Area partner organizations and agencies including cities, special districts, and community based organizations were invited to review and provide input on the EOP in October/November 2021 with very few responses.
82	Community Advisory Group: District Meetings	2021	Change the word "citizen" to "resident"	Incorporate into EOP	Completed and revised version of the draft EOP.

83	Community Advisory Group: District Meetings	2021	More resources for other languages than English and Spanish	Refer to future project	See Item 2. Technology in Federal system is not capable at this point. The County could explore the ability to conduct an indigenous language census. County can also explore identifying a mechanism to direct Spanish language messaging to language leads for each community.
84	Community Advisory Group: District Meetings	2021	Address impact of smoke on agricultural workers in Hazard Analysis	Refer to other dept/agency	DEM planning conversation with DHS
85	Community Advisory Group: District Meetings	2021	Compensation to participating community members as consultants	In process	Stipends have been allocated to members of the current Community Advisory Board working on the EOP. Long-term financial compensation of community members participating in County advisory groups to be addressed separately from the EOP project.
86	Community Advisory Group: District Meetings	2021	Include demographics information	Incorporate into EOP	Revised demographic data and language to be incorporated in the second draft of the EOP.
87	Community Advisory Group: District Meetings	2021	Drafts are long and confusing	Incorporate into EOP	DEM has contracted with a graphics design firm to develop infographics and diagrams to support more accessible explanation of potentially confusing emergency response processes and relationships - this is intended to make the EOP easier to navigate for both the public and Operational Area Partners. DEM may consider developing and community-oriented summary of the EOP or other communications tools.
88	Community Advisory Group: District Meetings	2021	More community evacuation drills, including information on animals.	On going	DEM is looking to schedule additional community evacuation drills in 2022. Dependent on the needs and interests of the communities taking part in the drills, information and procedures specific to animal evacuations may be incorporated in the drills.
89	Community Advisory Group: District Meetings	2021	Use language supporting services available to all members of the County, regardless of immigration status	Incorporate into EOP	See Items 15 and 19.
90	Community Advisory Group: District Meetings	2021	Transportation issues during emergencies	Refer to future project	DEM is currently facilitating a countywide Disaster Transportation Working Group to identify transportation missions, resources, and determine a model for multi-agency transportation/transit coordination.
91	Community Advisory Group: District Meetings	2021	Wineries should also have an evacuation plan. They know how to exit their land. In many zones there is no phone service. And they should tell their employees how to safely evacuate. [wineries evacuated cattle first and left workers there]	Joint project with other depts	Ag Commissioner + OOE
92	Community Advisory Group: District Meetings	2021	Requested first aid training for promotoras to support community (ex: earthquake)	Refer to future project	DEM is currently working to significantly expand Community Emergency Response Team (CERT) training and program participation in 2022. DEM could consider hosting a CERT training course specifically supporting promotoras.
93	Community Advisory Group: District Meetings	2021	Requesting a community engagement consultant to finish process	Refer to future project	OoE will be working with County Communications Team to create a community engagement plan.
94	Community Advisory Group: District Meetings	2021	Request to bring community preparedness to schools	Refer to future project	The DEM Community Preparedness Division is planning to work with schools in 2022 to bring preparedness curriculum to elementary grades. Note: previous efforts in 2020 and 2021 had been deferred due to the pandemic.
95	Community Advisory Group: District Meetings	2021	Mental health support during disasters for community	Refer to other dept/agency	For consideration by DHS. DEM plans to develop the County's Long-Term Disaster Recovery Framework in 2022-2023 - this will incorporate public health and mental health considerations and potential resources.
96	10.2021 SB 160 letter	Oct 2021	The Process: The composition and scope of responsibilities of the Community Advisory Board were never made clear, and the advisory group was never convened as a whole to discuss the draft Plan. Because of this informal structure, community members have no guarantee that the County will implement our recommendations. After you have reviewed our suggestions, we expect County officials to let us know which recommendations will be included in the final draft of the EOP.	In progress	The CAG was convened as advisory only. This spreadsheet tracking all recommendations will be provided to CAG members.
97	10.2021 SB 160 letter	Oct 2021	The process of review was frustrating and felt disrespectful. The basic Plan is very general, mainly discussing relationships between agencies. Important sections of the Plan are missing, and therefore were unavailable for our timely review. We repeatedly asked for the Annexes, which provide operational details about every aspect of disaster response. Specific operations are exactly where cultural responsiveness is needed, so community review of these specifics is crucial. Yet these Annexes were withheld until the day of the first District meeting. On that day, we were presented with an inventory showing most Annexes were available online, but none were translated into Spanish.	Done	Annexes are considered supplemental to the EOP so were not originally considered as part of the scope of information that the CAG might review but we understand the point being made. DEM is providing the financial and staff resources to translate them into Spanish.
98	10.2021 SB 160 letter	Oct 2021	There is no process in place for community review of future drafts, so there will be no accountability from the County to the community for implementation of our suggestions. In fact, the District meetings outlined a process where changes to the Plan and to Annexes could be made by the Department of Emergency Management without consulting either the community or the Board of Supervisors. We oppose adoption of the Emergency Plan before review of the final Plan and all Annexes by community advisors.	Refer to future project	See Items 77 and 79
99	10.2021 SB 160 letter	Oct 2021	The plan should discuss County responsibilities to the community and not only relationship with other government agencies	Refer to other dept/agency	It's unclear what is meant by the "County responsibilities to the community". Can you provide examples or clarify?
100	10.2021 SB 160 letter	Oct 2021	The plan should include demographic data about who lives in Sonoma county. When community reviewed plan this information was not included or analyzed, which reveals that cultural responsiveness is not considered fundamental to the Pla	Done	See Item 86.
101	10.2021 SB 160 letter	Oct 2021	The use of acronyms was confusing and distracting, and made the draft difficult to read. We strongly recommend the addition of a glossary page defining each acronym.	Done	Acronyms and a glossary have been added to the revised draft of the EOP.
102	10.2021 SB 160 letter	Oct 2021	It is insufficient to include people with "Limited English Proficiency" as part of Access and Functional Needs. Providing information in one's primary language is the best way to assure everyone understands evacuation zones, basic fire safety, and personal protection. Language justice is fundamental to a community-responsive Plan. "Limited English Proficiency" is not an impairment, as it is described in the Plan (p. 11).	Refer to future project	See Items 15, 48, 53, 76.
103	10.2021 SB 160 letter	Oct 2021	All the Annexes should be included for the review mandated by SB 160, because they are part of the Emergency Operations Plan. They should be translated into Spanish so the Spanish-speaking community can access and review them.	Done	See Items 77, 78, 97.

104	10.2021 SB 160 letter	Oct 2021	In the basic Plan and all the Annexes, any reference to "citizen" must be changed to "resident," to reflect equitable policies.	Done	See Item 82.
105	10.2021 SB 160 letter	Oct 2021	Prioritize creating a plan for evacuating farmworkers without personal transportation.	Decline	The County is not empowered to require private businesses to provide emergency transportation - this may be required as a component of workplace safety under Cal OSHA or federal OSHA regulations. Significant challenges exist in identifying which workers require transportation assistance and where they are located. DEM is currently developing a preparedness program focused on the migrant farmworker community to provide information regarding alert & warning, evacuations, sources of emergency information, and disaster preparedness - this may be able to address transportation challenges as well.
106	10.2021 SB 160 letter	Oct 2021	Require vineyard owners to prepare and submit emergency and evacuation plans to the County for the workers' protection.	Decline	See Item 105.
107	10.2021 SB 160 letter	Oct 2021	Create a disaster alert and communications plan that specifically includes agricultural workers in locations where radios don't function.	In progress	DEM is currently developing a preparedness program focused on the migrant farmworker community to provide information regarding alert & warning, evacuations, sources of emergency information, and disaster preparedness.
108	10.2021 SB 160 letter	Oct 2021	Trainings in fire safety, how to operate radios, evacuation routes, and personal protection must be available for farmworkers in their first and primary languages, including indigenous languages.	Refer to future project	Outside scope of EOP. Consider as part of preparedness efforts.
109	10.2021 SB 160 letter	Oct 2021	Place evacuation zone maps in public places so everyone is familiar with their zone – community centers, schools, government buildings.	Refer to future project	Outside scope of EOP. Consider as part of preparedness efforts.
110	10.2021 SB 160 letter	Oct 2021	Make evacuation zone map magnets and distribute them to every household.	Refer to future project	Outside scope of EOP. Consider as part of preparedness efforts.
111	10.2021 SB 160 letter	Oct 2021	Make the spreadsheet of recommendations a permanent Annex documenting the community's role in advocating for language justice and cultural responsiveness.	Decline	These and related recommendations will inform current and future disaster response planning and preparedness efforts but will not be incorporated as a formal component of the EOP.
	10.2021 SB 160 letter	Oct 2021	Section 1.2 Purpose, Scope, Situation Overview and Assumptions		
112	10.2021 SB 160 letter	Oct 2021	Policies and procedures related to SB 160 need more prominence; they are currently mentioned only on pages 10 and 50. The introduction should include a statement about the importance and benefits of making the Emergency Operations plan culturally responsive and thus compliant with SB 160.	Done	Additional language added to the revised draft of the EOP.
113	10.2021 SB 160 letter	Oct 2021	It is impossible for the Plan to be culturally responsive without an understanding and analysis of the County's population, in order to know who the County needs to serve in a disaster. No demographic data was included in the Plan. Any section on demographics ultimately included should also be reviewed by community members.	Done	See Item 100.
114	10.2021 SB 160 letter	Oct 2021	The Hazard Analysis (p. 11) must also highlight dangers from smoke and unhealthy air quality, particularly for people who work outdoors.	Done	The County's new Local Hazard Mitigation Plan adopted on December 14, 2021 addresses the health hazard posed by wildfire smoke. See https://sonomacounty.ca.gov/PRMD/PDF/Hazard-Mitigation-Plan-Update-2021-Volume-1/ Volume 1, Page 15-10.
115	10.2021 SB 160 letter	Oct 2021	The section about pandemic response (p. 14) is inadequate in detailing urgent lessons learned from the extremely disproportionate rate of infection with COVID-19 in the Latinx community, impacts on the economic status of Sonoma County essential workers, increased public health risks of evictions and crowded living conditions.	Done	Additional language added as footnote in revised draft.
116	10.2021 SB 160 letter	Oct 2021	Participation of COAD in emergency management should be required and permanently funded with County funds.	Refer to other dept/agency	Outside scope of EOP. DEM continues to support and advocate for COAD participation and resources.
117	10.2021 SB 160 letter	Oct 2021	"Efforts in all phases will take into consideration language and accessibility concerns" (p. 16) does not sufficiently emphasize the impact of language access during disasters. We recommend adding a specific Language Access section to the Plan. This section could detail where language access resources are available during every phase of any disaster. Creating this section could reveal important gaps in the County's disaster planning.	Refer to future project	See Item 102.
	10.2021 SB 160 letter	Oct 2021	As part of the phases of emergency management (p. 16), proactive mitigation measures should also include:		
118	10.2021 SB 160 letter	Oct 2021	Allocate annual funds for emergency needs of undocumented residents.	Decline	Outside scope of EOP
119	10.2021 SB 160 letter	Oct 2021	Establish public health guidelines/protocols for employers to follow on worker safety; fund outreach to farmworkers and essential workers in their primary languages focused on safety education and protection.	Decline	Outside scope of EOP. DEM is currently developing a preparedness program focused on the migrant farmworker community to provide information regarding alert & warning, evacuations, sources of emergency information, and disaster preparedness.
120	10.2021 SB 160 letter	Oct 2021	Promote provision of hazard pay by employers to essential workers and agricultural workers.	Decline	
121	10.2021 SB 160 letter	Oct 2021	Pass a county-wide language access ordinance setting standards for all County departments.	Refer to future project	See Item 102.
122	10.2021 SB 160 letter	Oct 2021	Update all government websites to show clear language choices at the top of the page where there is high visibility.	Refer to future project	See Item 102.
123	10.2021 SB 160 letter	Oct 2021	Identify and publicize resources for people speaking indigenous languages.	Refer to future project	See Item 102.
	10.2021 SB 160 letter	Oct 2021	Section 1.3 Concept of Operations		
124	10.2021 SB 160 letter	Oct 2021	The Concept of Operations (p. 17) should include a statement about the need for cultural responsiveness to assure the safety of immigrant, indigenous, and undocumented communities.	Done	Incorporated into revised draft.
125	10.2021 SB 160 letter	Oct 2021	Discussion of response and recovery (p. 18) must prioritize the preparedness of all communities affected by Access and Functional Needs: Do all nursing homes have evacuation plans? Is outreach to monolingual Spanish and indigenous language speakers ongoing and effective? Are Spanish-speaking deputies and police being assigned to primarily Spanish-speaking neighborhoods during disaster responses? How will farmworkers access information about disasters when emergency radios don't function where they're working?	Refer to future project	Nursing homes are required to have evacuation plans but these are regulated and reviewed by the State of California and are not subject to oversight by local governments. Disaster preparedness, response, and recovery information is provided simultaneously in English and Spanish. Provision of information in other languages may be addressed as part of the development of the County's Language Access Policy. See Item 3 regarding assignment of law enforcement personnel during disasters. DEM is currently developing a preparedness program focused on the migrant farmworker community to provide information regarding alert & warning, evacuations, sources of emergency information, and disaster preparedness.
126	10.2021 SB 160 letter	Oct 2021	Recovery must address the exclusion of undocumented residents from FEMA relief. The Plan should recommend that the County should advocate for the federal government to include all residents in FEMA programs/relief. In addition, the County should create its own financial aid structures for non-citizen residents suffering from disasters (like the CURA program for COVID-19 relief).	Decline	See Item 16. County policy regarding financial aid for undocumented residents falls outside the scope of the EOP.

127	10.2021 SB 160 letter	Oct 2021	The Emergency Management Phases section (p. 18) does not provide its Standard Operating Procedures and checklists for review by the community, nor does it provide details about preparedness education. Who is preparing these procedures and checklists for preparedness? How will implementation and performance be tracked?	Decline	Standard Operating Procedures and checklists that support the EOP are developed by the respective agencies and jurisdictions (ex. the procedures used by County Human Services to notify its staff upon activation of emergency shelters). Each agency or jurisdiction is responsible for the maintenance of their procedures and checklists as well as how they are utilized during an actual disaster incident. Post-incident reviews and reports may be used to assess their performance and if changes are needed. Disaster Preparedness is coordinated via the County's 2021-2023 Community Preparedness Action Plan.
	10.2021 SB 160 letter	Oct 2021	Section 1.4 Organization and Assignment of Responsibilities		
128	10.2021 SB 160 letter	Oct 2021	The assertion that "NIMS provides stakeholders across the whole community with a shared vocabulary, systems, and processes to successfully deliver the capabilities described in the National Preparedness System" (p.19) is unsubstantiated. How is the NIMS framework responsive to the needs of different cultures? How is cultural responsiveness/language justice reflected in SEMS (Standardized Emergency Management System), whose purpose is to provide a "common management system and language" (p. 20)? What are the specific "established common practices and terminology for planning and managing resources in response to emergencies" discussed in the Response Incident Management System (p. 21)? We recommend that all these "shared" or "common" practices should be specified and reviewed by the community for gaps or exclusions.	Decline	Both NIMS and SEMS are intended to be utilized by primarily public safety agencies, other government institutions, and allied stakeholder organizations. NIMS and SEMS were not developed for use by the community or residents at large. The standardized language referenced in NIMS and SEMS refers to the use of specific terms and concepts to ensure a common understanding across multiple disciplines (i.e. law, medical, public works) and jurisdictions (cities, counties, states, federal agencies). SEMS and NIMS are established and maintained by the state and federal governments respectively - they are not subject to change by local governments.
129	10.2021 SB 160 letter	Oct 2021	The Operations section (p. 23) must recognize and plan for the language needs of the community, including indigenous languages. A critical need exists for robust cultural responsiveness in evacuation shelters, local assistance centers, and public outreach/education. Situational awareness must include recognition of neighborhoods' characteristics, including which languages are spoken.	Refer to future project	See Item 102.
130	10.2021 SB 160 letter	Oct 2021	There is no mention of cultural responsiveness, or cultural differences and needs in the Planning or Logistics sections. Using the words "culturally sensitive" (p. 24) does not give concrete examples of how public information might be distributed to ensure responsiveness to the needs of the community.	Decline	Addressed in other sections.
131	10.2021 SB 160 letter	Oct 2021	<i>We recommend modification of the last paragraph in the Essential Facilities section (p. 24) to begin, "All facilities, including any used for sheltering or other purposes, will accommodate the provisions of the Americans with Disabilities Act and all laws guaranteeing cultural responsiveness and language access."</i>	Refer to future project	The County does and will continue to comply with the ADA in all its program and services including those for disaster preparedness, response and recovery. Staff will have to research laws "guarantee cultural responsiveness." Provision of information in other languages may be addressed as part of the development of the County's Language Access Policy.
132	10.2021 SB 160 letter	Oct 2021	We recommend that a Worker Safety Plan be developed and added to responsibilities of the Health Services Department (p. 24-25 graphic). In graphic under Health Services include Worker Safety Plan.	Decline	The County is not empowered to manage workplace safety. Workplace safety standards are established and enforced by Cal OSHA and the federal OSHA.
	10.2021 SB 160 letter	Oct 2021	Section 1.5 Direction, Control, and Coordination		
133	10.2021 SB 160 letter	Oct 2021	Crucial pieces of information are missing from the draft Plan. The exclusion of fire and law enforcement coordination from this Plan means that any process of community review is incomplete and will not meet standards of compliance with SB 160. On page 26, the draft Plan states, "Each department is responsible for developing and maintaining their own procedures and emergency functions." Where and when will community review of emergency functions developed by individual departments occur?	Decline	Disagree with the assessment. Supporting documents to the EOP are not subject to the provisions of SB 160. More importantly, there are probably hundreds of supporting procedures, checklists and tools used by County departments and EOP stakeholder agencies which precludes a timely and effective review. See Item 127.
	10.2021 SB 160 letter	Oct 2021	Section 1.6 Information Collection, Analysis, and Dissemination		
134	10.2021 SB 160 letter	Oct 2021	We strongly recommend the addition of a separate section addressing Language Access, and how the County disaster response will include our diverse community. It would include resources for speakers of Spanish, indigenous, and other languages, and alternatives for those who do not use technology. This section would point out in a graphic where people speaking other languages could obtain information and resources during each phase of an emergency: planning, alerts, evacuation, shelters, and recovery.	Refer to future project	See Item 102.
135	10.2021 SB 160 letter	Oct 2021	References to "limited English proficiency" or "non-English speaking" should be replaced with "people speaking languages other than English" or "people speaking Spanish, indigenous, and other languages."	Incorporate into EOP	Changed in 4 sections to "limited or no English proficiency" in the revised draft. This is not synonymous with non-English speaking.
136	10.2021 SB 160 letter	Oct 2021	How will people speaking indigenous languages be alerted to fires? How are other languages in addition to Spanish and English included in the alert system? The Alerts and Warnings section (p. 31) also does not propose remedies for confusion about alerts and evacuation maps, or the efficacy of "hi-lo" alerts for people speaking languages other than Spanish or English.	Refer to future project	See Items 2, 12, 51.
137	10.2021 SB 160 letter	Oct 2021	Sections on the Joint Information System and the Joint Information Center (pp. 33-34) do not mention language access as an important element of disaster response. There is no discussion of the different cultural and language needs of diverse communities, as necessary to the distribution of information.	Refer to future project	See Item 102.