



Coming Back Stronger:
Collaborative for Children's Response, Recovery,
and Resilience Plan after Hurricane Harvey

November 7, 2018 | 2 PM – 3 PM EST

COLLABORATIVE FOR CHILDREN | ChildCare Aware OF AMERICA



Is Your Child Care Program Prepared for Natural Disasters and Emergencies?

www.ChildCarePrepare.org

ChildCare Aware OF AMERICA Look to Child Care Aware® of America for emergency preparedness, response and recovery resources!



Webinar Details

- This webinar is being recorded and it will be posted at www.childcareprepare.org within one week.
- All participant lines are muted, but you can type a comment or question into the question box. We will allow for time at the completion of the presentation for a question/answer period.

Meet Our Presenters



Jerry Kenney
Director- Response and Recovery

Meet Our Presenters



Militza Mezquita

Lead Response and Recovery Coordinator



Mitzi Harrison

Response and Recovery Coordinator



Early learning. Long-term success.

**Coming Back Stronger: Hurricane Harvey
Response, Recovery, and Resilience**

collabforchildren.org

Collaborative for Children

Mission:

- To meaningfully improve the quality of early childhood education and care for Greater Houston's children through those who are most influential in their lives.

Vision:

- That all children in Greater Houston have the high-quality early learning opportunities they need to achieve their full potential.

7

Collaborative for Children

Programs:

- Early childhood education and care quality improvement
- Integrated early learning models
- Family engagement
- Advocacy and public policy

8

August 25, 2017: Harvey Hits

Triage and Coordination

- Organizational continuity and respite care
- Recognition of potential devastation to regional early education and care network
- Situation defined by emerging needs and gaps: information, staffing platforms, assistance resources and processes, and defined partnership models
- Focus on creating clarity where possible

9

Dilemma 1: How to Assess Need

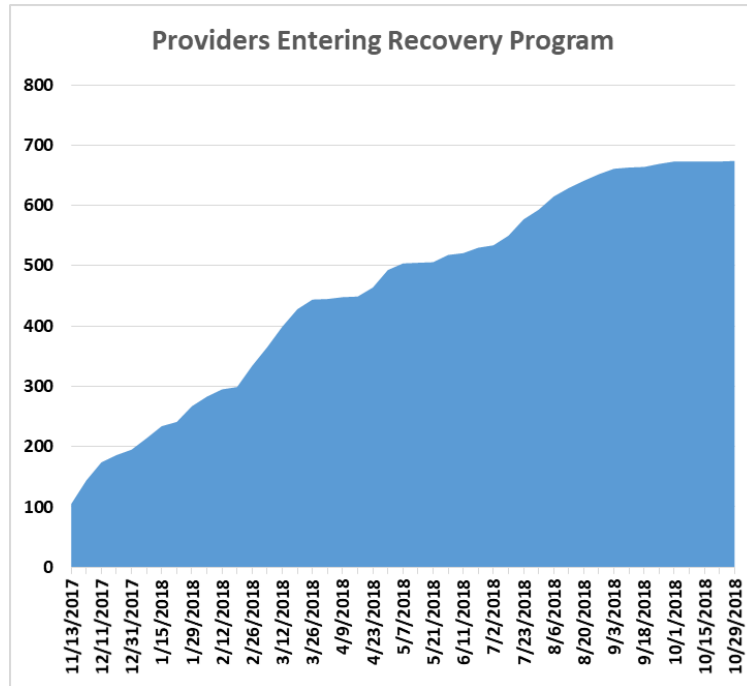
Principles:

- Always actionable
- Least burdensome methods possible

Examples:

- Rapid electronic assessment
- Call center engagement
- Onsite damage assessment

10



Dilemma 2: How to Build a Team

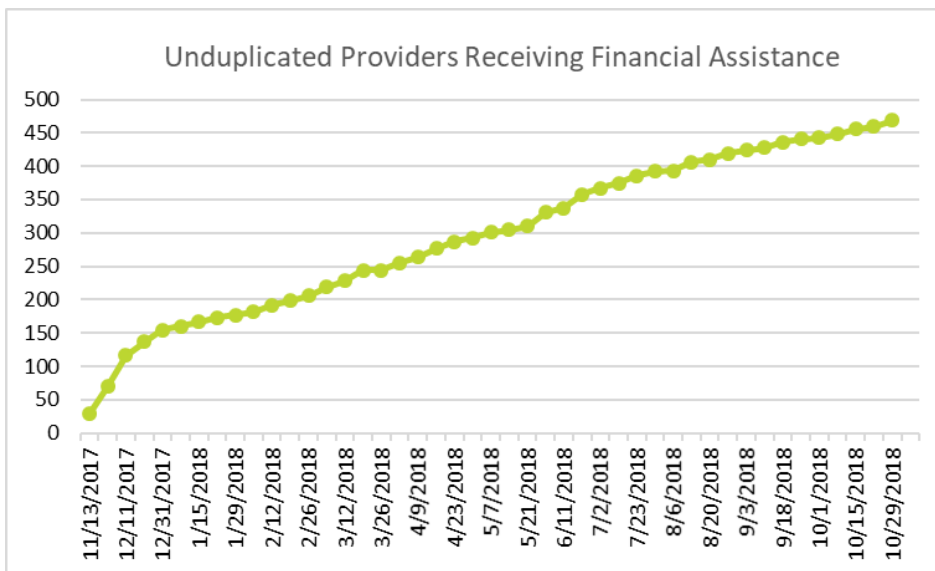
Direct and Support Positions

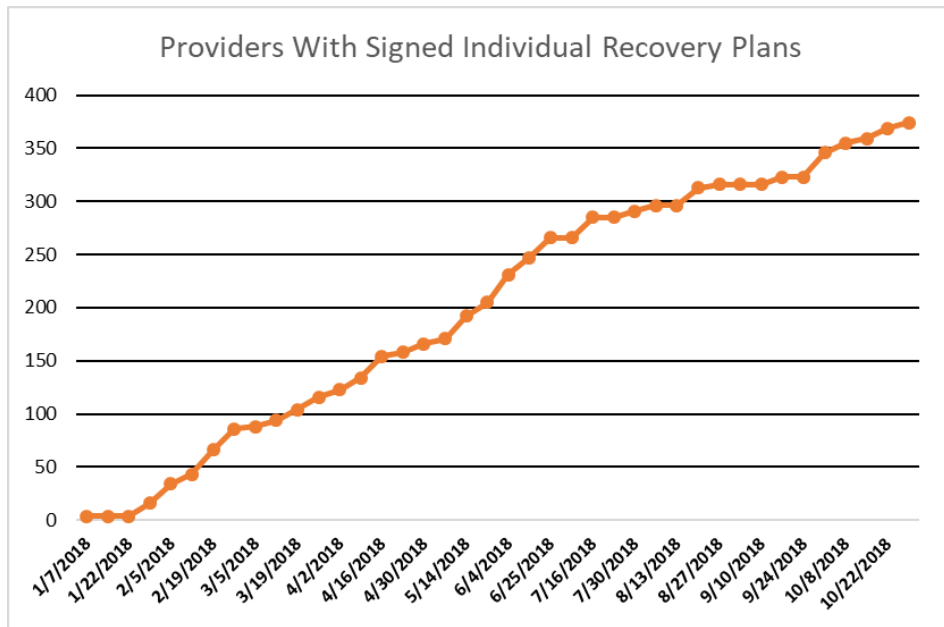
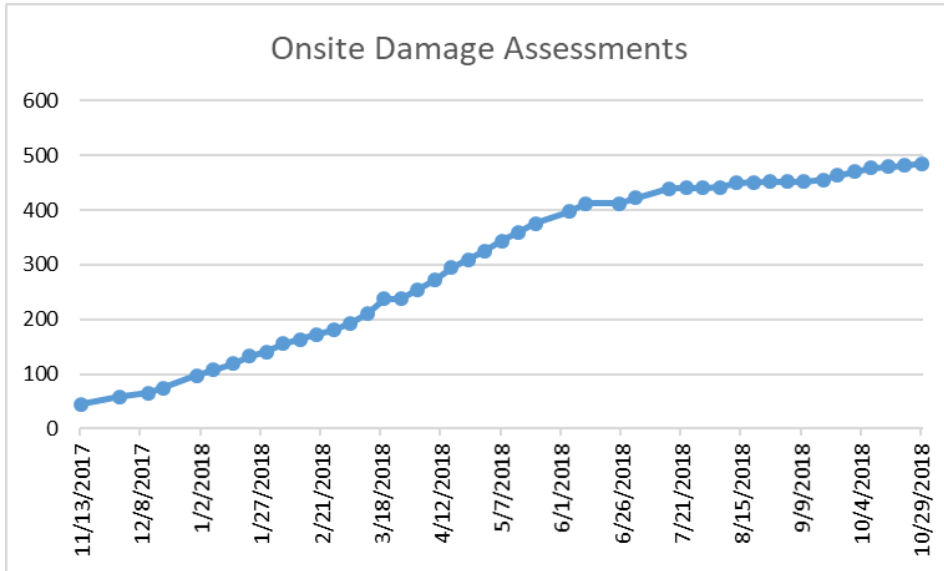
- Response and Recovery Director, Manager, and Coordinators
- Vulnerable Populations Outreach Coordinator
- Data Management, Evaluation, and Learning Lead
- Program Coordinator
- Finance, Training, Communications, Advocacy/Policy, and Development Leads
- Specialized Contractors and Interns

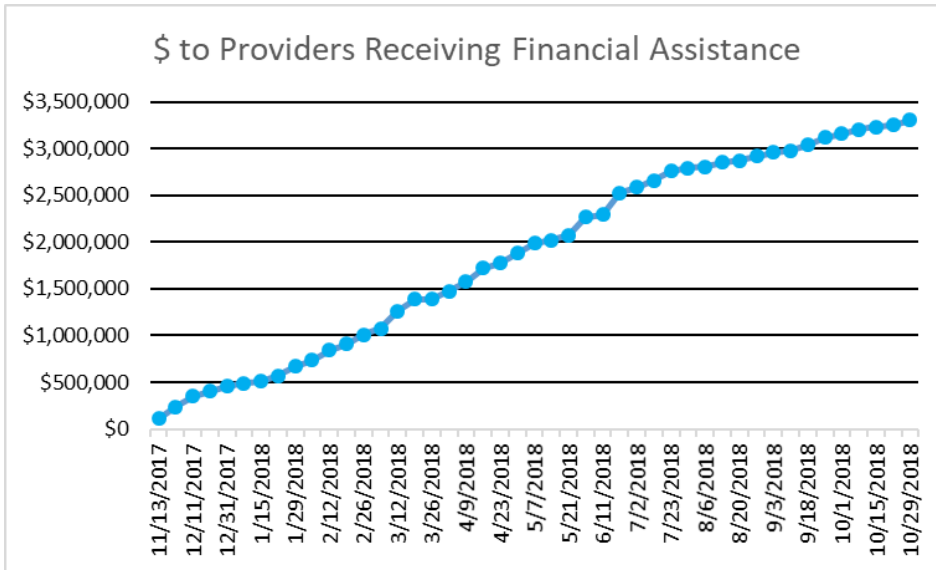
Dilemma 3: Balance Immediate Relief with Customized Support

Finding the Right Fit

- Kick start the recovery
- Clarify the assistance process and commitment
- Form personal connection through an on-site visit
- Identify specific challenges and barriers
- Layer services based on data-driven needs
- Multi-step response and recovery process







Dilemma 4: Ensure an Inclusive Recovery

Constantly identify and eliminate barriers

- Define vulnerability
- Target child care providers serving vulnerable communities
- Track outreach efforts

Dilemma 5: Link Immediate Relief to Long-term Resilience and Quality Improvement

Disasters create opportunities

- Galvanize thinking and actions toward an end goal beyond the recovery
- Integrate existing platforms and services when possible
- Connect to long-term quality improvement and capacity-building systems

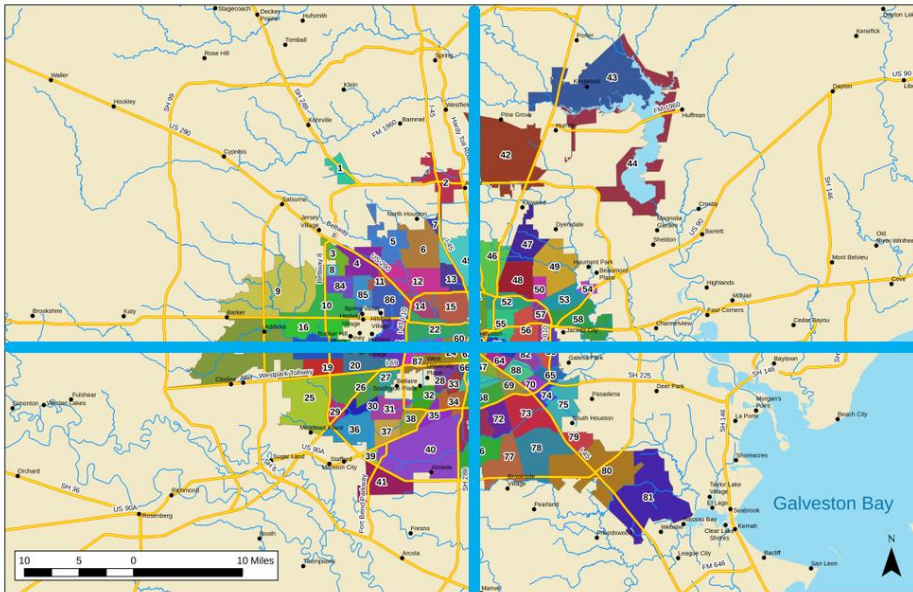
19

A Week in the Life: Response and Recovery Manager

Operational Priorities:

- Meeting and updates to team of coordinators and interns
- Organizing and assigning portfolios of damaged child care providers across geographic zones within the 13 county Greater Houston region
- Applying a case management perspective to ensure the team is working efficiently

20



A Week in the Life: Response and Recovery Manager

Operational Priorities:

- Approve Individual Recovery Plans
- Confirm licensing eligibility for equipment and materials vouchers
- Verify eligibility for reimbursable recovery assistance
- Eliminate barriers, such as language and technology, to accessing recovery assistance

A Week in the Life: Response and Recovery Manager

Key Example: Plan, Evaluate, Learn, Adapt

- Managing Vulnerable Populations Outreach
 - Contacting via email, phone call, and “cold-site” visit to populations who are on subsidy assistance, have language barriers, and/or otherwise are marginalized
 - During summer the team went door to door to conduct “cold-site” visits to ensure they hit the targeted list of 463 for the current phase of the project.

23

A Week in the Life: Response and Recovery Coordinator

Referral and Initial Connection:

- Child care provider completes Rapid Electronic Assessment and is referred to coordinator’s portfolio
- Check child care provider licensing status
- Verify course completion certificate and complete Voucher Processing Rubric
- Approve equipment and materials voucher and verify delivery
- Connect with provider and schedule site visit

24

A Week in the Life: Response and Recovery Coordinator

Site Visit and Follow-on:

- Take a tour of the child care facility to complete the Site Visit Survey, listen to the provider's recovery story, and identify priority challenges and needs
- Take and/or collect pictures to document and support the damage assessment
- Collaborate with the provider to complete the Individual Recovery Plan and process additional vouchers and/or reimbursements
- Encourage providers to pursue certification in Texas Rising Star, the state's quality rating and improvement system

25

A Week in the Life: Response and Recovery Coordinator

Frequently Asked Questions:

1. Are any trainings provided to the child care providers?
 - Yes, we provide free online trainings and monthly free face-to-face trainings.
2. Does the provider keep the equipment and materials acquired through vouchers?
 - Yes, after confirming need and signing an agreement, the equipment and materials belong to the providers.
3. What other assistance can we provide?
 - We will be revisiting all child care providers in 2019 to assess ongoing challenges and needs.

26

Impact of Response and Recovery Efforts to Date

Where we are now and where we're going

- Response and Recovery Dashboard
- Phase III in 2019 and beyond
- Harvey was Houston's third '500 year' flood in three years, and Harvey-damaged child care providers flooded again in 2018
- The most vulnerable will always be disproportionately impacted
- What option do we have but to find solutions?

27



Early learning. Long-term success.

Jerry Kenney
Director, Response and Recovery

jkenney@collabforchildren.org

collabforchildren.org

Questions?

Type your questions into 'Question' section of your navigation panel on your screen.

Contact us at:

preparedness@usa.childcareaware.org

Is Your Child Care Program **Prepared** for Natural Disasters and **Emergencies?**

www.ChildCarePrepare.org



Look to Child Care Aware® of America for emergency preparedness, response and recovery resources!





Thank you for your participation!