
COUNTY OF MONTEREY
Department of Emergency Management

2023
ANNUAL
REPORT



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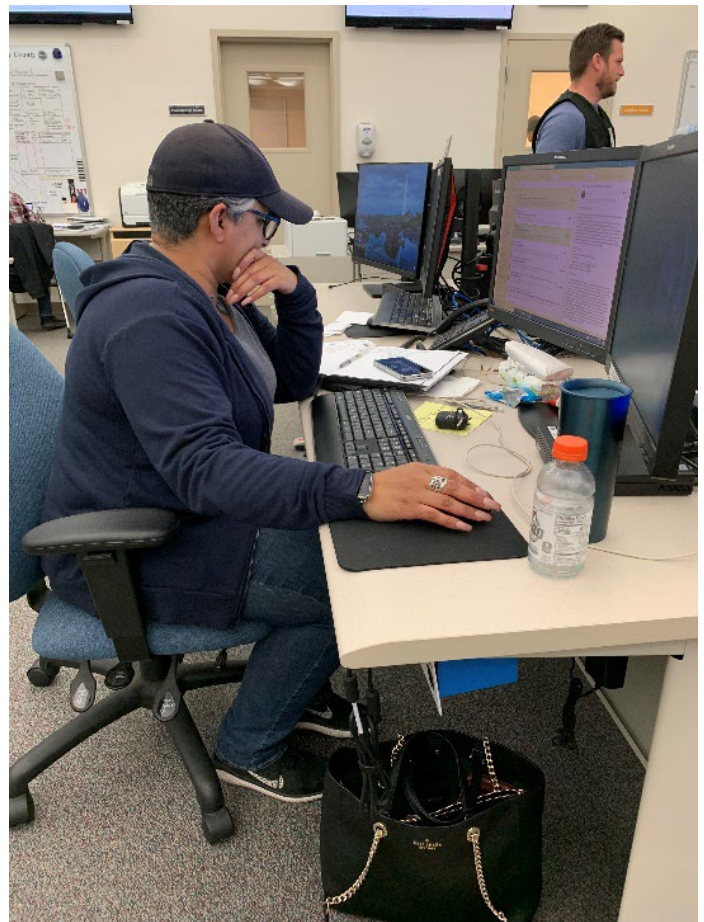
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1 WELCOME TO THE NEW COUNTY ADMINISTRATIVE OFFICER

Sonia M. De La Rosa

Monterey County Department of Emergency Management would like to welcome the new County Administrator, Sonia M. De La Rosa, back to the County of Monterey. As the County Administrator, Sonia serves as the Director of Emergency Services of the Emergency Operations Center under the Monterey County Government Code.

Sonia joined the County family in January 2023 and was immediately welcomed with back-to-back federal disasters. During these emergencies, Sonia demonstrated strong leadership in navigating complex challenges, support and encouragement for disaster service workers, and a profound understanding of the unique needs of our communities, most especially the socially vulnerable.



2 INCIDENTS AND EMERGENCIES

Incident size up and putting together the common operating picture is a process of information gathering as well as evaluation that begins with the Duty Officer. It is a wealth of information for determining the appropriate strategy and tactics for each emergency situation. Throughout the year DEM staff routinely monitor potential and ongoing threats and hazards.

2.1 24/7 Duty Officer Program

The DEM Duty Officer is the point of contact and action agent for all threat notifications and public warning missions and the on-scene liaison to County departments, municipalities, and special districts during emergencies. The Duty Officer performs time-sensitive, public safety support functions and is available 24 hours per day, every day of the year.



37

Threats And Hazards

In 2023 DEM monitored and/or responded to approximately 37 Threats and Hazards ranging in significance and severity.

2.2 2023 Alerts and Warnings

DEM maintains a robust and effective alert and warning program. Throughout the year, the 24/7 Duty Officer is called upon to disseminate emergency alerts to keep the public informed.

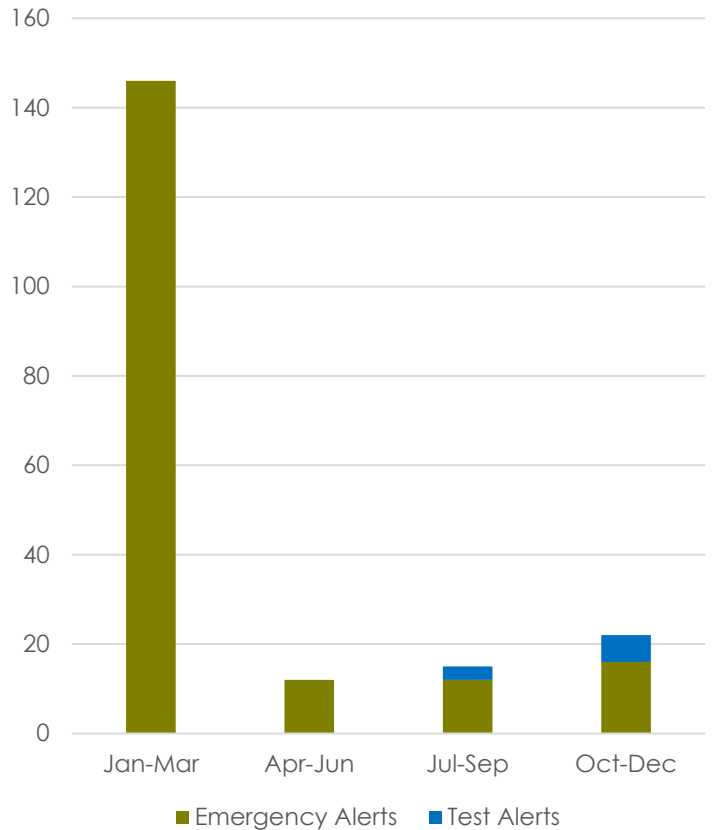


195

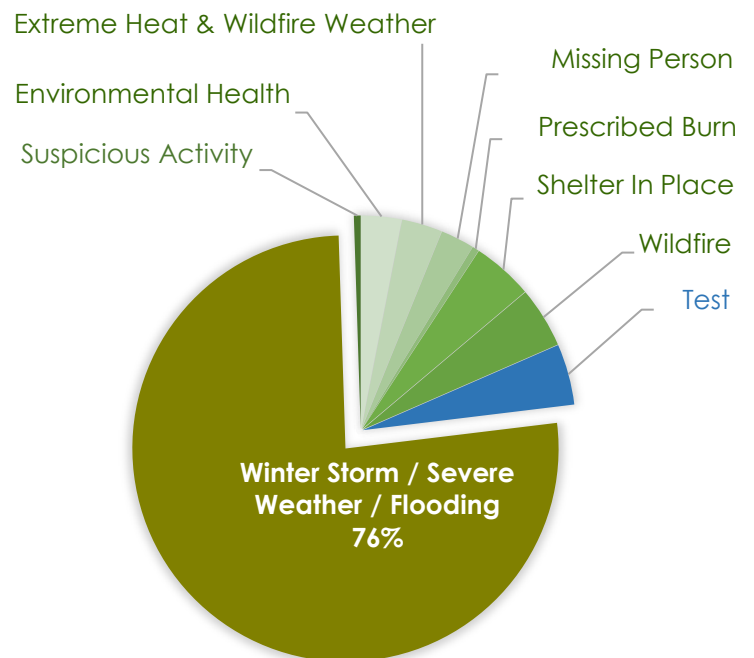
Notifications

In 2023 DEM disseminated 195 emergency alerts and warnings to the community.

Emergency Alerts by Month



Emergency Alerts By Category





2 Local Proclamations

2 Presidential Declarations

In 2023, the County proclaimed the existence of two local emergencies in the winter; both of which resulted in Gubernatorial Declarations of Major Disasters. These two incidents were significantly impactful to the County, demanding an exhaustive amount of effort and resources to protect life and property.

2.3 Atmospheric River & Flooding (DR-4683) | December 2022

On December 26, 2022, a Winter Storm and Atmospheric River event occurred, resulting in approximately 25 days of intense precipitation that caused damage to public infrastructure and private property throughout Monterey County including the Arroyo Seco River, Big Sur River, Carmel River, Carmel River Lagoon, Salinas River and Salinas River Lagoon, and the Pajaro River, causing conditions of extreme peril to the safety of persons and property nearby. A local emergency was proclaimed on January 10, 2023.

Over the course of the response the county disseminated 91 emergency alerts and resulting in 0 known casualties as a result of flooding. Over the course of 37 days, floodwater ultimately damaged 100 homes, public roads and bridges, 8 critical infrastructure facilities, and 20,000 acres of agricultural land.




STATISTICS

January Winter Storm & Flooding

 **0**
Injuries

 **0**
Fatalities

 **91**
Emergency Alerts



37 DAYS
EOC Activated

150 DSWs
Deployed



18

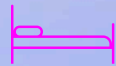
Days Evacuated

19K

People Evacuated



+



4

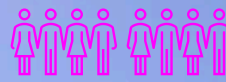
Temporary
Evacuation Points

9

Emergency
Shelters

People
Served

950



8

Critical
Facilities



100

Residential
Structures



20K

Agricultural
Acres

Impacts & Damages

LAC

Local Assistance Centers



2

Locations



20

Agencies



2K

Households
Served



San Ardo
& Pajaro



2K

Meals



300

Grocery
Boxes



6

Pallets of
Water

Commodity Distribution

DEM would like to thank our state and federal partners for their mutual aid support:

- National Guard Highwater Vehicles
- Air Rescue
- Air Bridge
- CDSS Shelter Workers
- CDSS VEST Workers
- CCC hand crew
- CDCR hand crew
- 500 Kw generator
- DWR Flood Fighting Specialist
- Mixteco Translator
- CalOES Representatives
- CDSS Representative
- CalTrans Agency Representative
- CHP Agency Representatives
- NWS Meteorologist
- Public Assistance Emergency Management Assistance Compact Representatives



2.1 SPOTLIGHT: Big Sur Airbridge

In late January 2023, approximately 160 people were stranded in areas of Big Sur due to several landslides on State Route 1 for approximately 50 days without access to food, waste services, health care, medication, pet food, schoolwork, and mail. The Monterey County EOC coordinated with Big Sur Fire Brigade, California Highway Patrol, Monterey County Sheriff's Office, and the Community Association of Big Sur to accomplish an air bridge of commodities and resources via helicopter drops. The resupply was able to disseminate 1,000 Meals Ready to Eat (MRE), 2,259 pounds of water, groceries, medications, pet food, and mail.



160

People Stranded



1,000

Meals Ready to Eat



2,259

Pounds of Water

2.2 Pineapple Express & Pajaro Levee Failure (DR-4699) | March 2023

An atmospheric river event carried rain across Monterey County beginning on March 9, 2023, which caused widespread localized flooding and power outages across the County, and major flooding along the Salinas and Pajaro River, which flooded residential communities, agricultural fields, and critical infrastructure. These storm events occurred just shortly after the January events which further depleted the County's already resources from the major flood fighting and emergency response operations; the County is still in the middle of recovery.

A Local Emergency was Proclaimed by the County Administrative Officer on March 9, 2023. The heavy rain and impacts to watersheds and overwhelmed waterways, resulted in a breach of the Pajaro Levee on March 10, 2023. This breach led to life-threatening flooding across the community of Pajaro and caused more than 3,000 residents-many of them low-income families-to evacuate their homes.

Across the Monterey County Operational Area a total of 1,046 buildings were inspected for varying degrees of damage, including single family residences, multi-family residences, commercial, minor structures and mixed residential/commercial structures:



5

Destroyed

Residential Structures



281

Damaged

Residential Structures



444

Total

Damaged and destroyed homes and commercial businesses county wide.

In the unincorporated community of Pajaro, approximately 250 residential structures were damaged or destroyed by the flood, in addition to major damage to the local middle school and 8 commercial structures. While the damage assessments concluded approximately 250 homes with major damage or destroyed, it is important to note that the impacts to the community of Pajaro far exceed the reported numbers.



Response Operations | DR-4699

Throughout the response the County and our partners provided various public safety services including but not limited to:



Storm & Levee Patrols
MCPW, MCWRA, MCSO



Flood Fighting Operations
MCWRA, MCPW, XMY Task Force, CALFIRE CDCR



Sand Bagging Operations
MCWRA, CALFIRE CDCR, CCC



Sand & Bag Stockpiles
MCPW, MCWRA, Fire Districts



Search and Rescue
MCSO, XMY Task Force, National Guard, Coast Guard, SPCA



Drone Teams
CALFIRE, MCSO



Debris Removal
MCPW, CalTrans



Community Emergency Response Teams

STATISTICS

March Winter Storm & Pajaro Levee Failure

0

Fatalities

10K



People Evacuated

1



Injuries

300



Rescues



444

Damaged & Destroyed Buildings

1,046

Building Inspections

3K

Homes Threatened



Temporary Evacuation Points

3



190



Press Releases and Media Advisories

435+

Original Social Media Posts

500+

Media Interviews, Press Conferences & Briefings

5



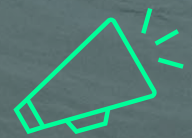
Emergency Shelters

500+

Guests at Shelters

69

Emergency Alerts Disseminated



2

EOC Activations

200+

Disaster Service Workers

2.3 COVID-19 Pandemic (DR-4482) | 2020 – 2023

Proclamation Expiration

The Monterey County Operation Area Emergency Operations Center was activated to support the Health Department and local health partners in March 2020. The County proclaimed the existence of a local emergency on March 6, 2020. The proclamation was renewed in accordance with state and federal laws throughout the response; the Monterey County Proclamation of a Local Emergency due to the Novel Coronavirus (COVID-19) Pandemic was not renewed and allowed to expire in the spring of 2023. While the emergency response efforts have ended, financial cost recovery continues.

Funeral and Burial Assistance Program

In response to Referral No. 2021.04, initiated by Supervisors Luis Alejo and Chris Lopez, Monterey County Department of Emergency Management (DEM) worked to create a program supporting eligible low-income Monterey County families with COVID-19-related funeral and burial expenses. In May 2021, DEM established the COVID-19 Funeral and Burial Assistance Program. The program offered financial aid to qualified undocumented Monterey County Applicants who had expenses associated with deceased individuals. The County program mirrors the Federal Emergency Management Agency's (FEMA) Funeral Assistance, the difference being applicants are not required to be U.S. citizens, or qualified alien status to receive assistance. The Monterey County COVID-19 Funeral and Burial Assistance Program application period began November 17, 2022, and ended October 1, 2023.



755

COVID-19 Fatalities

310

Decedents Registered

245

Eligible Decedents



THANK YOU

It has been three years since the Novel Coronavirus (COVID-19) turned our community upside down and brought the comfort of living in a healthy and safe environment to a screeching halt. A truly grim chapter in human history, we will remember this time for generations to come. While we will never forget who and what we have lost, we hope that we will remember and celebrate what we gained, community.

Monterey County Department of Emergency Management would like to thank first responders, health workers, and disaster service workers for their courage to serve at the sacrifice of their own safety and that of their loved ones. We recognize the physical, mental, and emotional toll we have all paid during this time.

As such an unprecedented emergency, there was little to guide emergency management on how best to meet the needs of the community. History offered bleak anecdotes as to how to effectively mitigate and respond to the threat of a pandemic of this scale; However, the commitment and creativity of Monterey County employees afforded us unique solutions to extremely complex challenges. At the heart of our COVID-19 policies and programs was the shared purpose of protecting lives and reducing suffering and providing dignity wherever possible. We hope that our communities felt the LOVE we poured into our efforts. Thank you to our communities for allowing us to serve you. It has been an honor.

3 PAJARO RECOVERY

Immediate and short-term recovery efforts were well underway in the spring and summer of 2023. The Monterey County Emergency Operations Center offered the community of Pajaro curbside debris removal, congregate and non-congregate shelter, local assistance centers, a community based resource center, disaster recovery centers, comfort and hygiene hubs, and community listening sessions

3.1 Curbside Debris Removal

Monterey County offered its first curbside debris removal program for 45 days in the communities of Pajaro and Hudson Landing in spring of 2023. The EOC supported communities impacted by flooding by allowing households to safely dispose of flood debris at no cost to property owners, leaving properties safe to clean, repair, or reconstruct. The debris program encouraged households to push flood related debris to the curbside or Right-of-Way in front of their home, which was then transferred to a sorting location, and then transported to a processing facility. Debris included household waste, mud, construction debris, demolition debris, and white goods (washers, dryers, refrigerators, etc.).



9,021.05 CY

346 Loads

ROW Debris



600 +

Items

White Goods



1,019 CY

299 Loads

Citizen Drop Off





3.2 Comfort And Hygiene Hubs

The flood event resulted in significant damage to homes, buildings, and critical infrastructure impacting the ability of the community to access critical lifelines and repopulate safely, such as access to food, power, clean water, sewage serves, and cleaning services. To allow for the safe re-entry and repopulation of the Pajaro community, the County prepared "Comfort and Hygiene Hubs" throughout the community for 53 days, including bulk water distribution, public restroom trailers, shower trailers, laundry services, cleaning supplies, meals, and pet food.



3-5K

Gallons

Water Distribution



10K

Uses

Showers



19K

Loads

Laundry Services



43K

Distributed

Meals



2.8K

Pounds

Pet Food

3.3 Recovery Resource Centers

Upon re-entry and repopulation, the county established recovery resource centers, including County operated Local Assistance Centers, community based organization operated Community Resource Center, and federally operated Disaster Recovery Centers. Over the course of recovery these resource centers provided over 1,500 engagements with disaster survivors.



3.4 Non-Congregate Emergency Shelter

During the immediate response and recovery operations, the EOC provided congregate sheltering services for 65 days at five locations for over 500 people. Upon closure of the congregate shelters, the EOC offered short-term emergency shelter in a non-congregate setting for individuals and families that were unable to return home due to flood damage. Over the course of the 5 month program, the County served 240 individuals from 70 households. Upon closure of the program in October 2023, the County committed additional funds to provide for the rapid rehousing of the remaining guests.



FEMA

Individual and Household Assistance DR-4699



\$8.2 M

Approved



3,376

Registered



49%

Eligibility Rate



3.5 Recovery Planning

Long Term Recovery Planning is the process of establishing a community-based, post-disaster vision and identifying projects and project funding strategies best suited to achieve that vision, and employing a mechanism to implement those projects.

The Pajaro Revitalization Committee was established in mid-July to develop an inclusive recovery community led plan for the township of Pajaro. The overarching objective of the Task Force is:

- To ensure a resilient and sustainable recovery.
- To strengthen the community's preparedness for future disasters.
- To include residents in the recovery planning work and processes.

3.6 Community Voice & Listening Sessions

Over the course of several months, the Department hosted and participated in



9

Community Events and Listening Sessions

These listening sessions provided community input on how recovery monies should be spent.

These recommendations were reflected in the proposal to the Board of Supervisors in December 2023. Discussions focused on six (6) recovery topics:



Housing & Community Development



Public Safety



Health & Social Services



Infrastructure



Economic Development



Natural & Cultural Resources



4 PROGRAMS AND PROJECTS

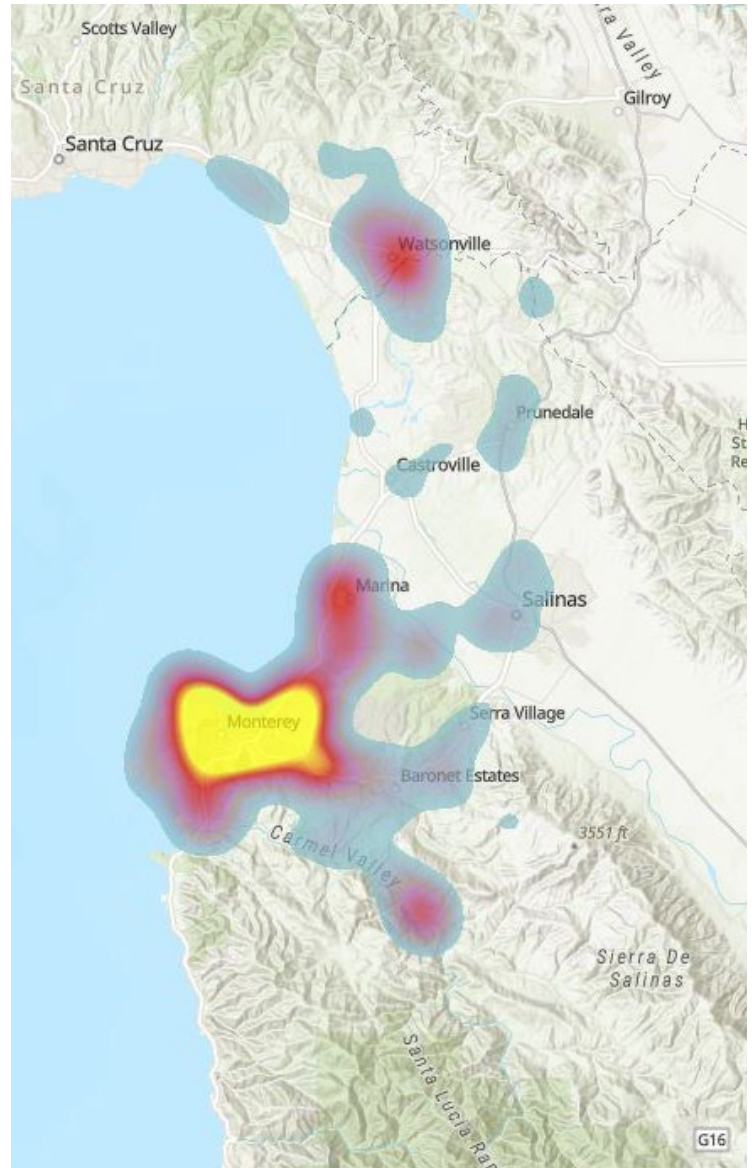
4.1 Alert And Warning

Monterey County Emergency Communications Department and the Office of Emergency Services are designated as the Alerting Authority for the Monterey County Operational Area and its political subdivisions. As the designated authority, these agencies are charged with the responsibility to alert and warn the public when there is an impending natural or human-made disaster, threat, or dangerous or missing person. The County of Monterey has contracted with the Alert Origination Software Provider, Everbridge, Inc. for the provision of the Everbridge Messaging and Notification System since September 2013. The Department began concurrently contracting with Genasys for the use of Genasys Emergency Management System (GEMS) and Zonehaven in fall 2022 with the intent to fully transition to this new system over the course of 2023.

Due to the back-to-back federal disasters and ongoing recovery efforts, the Department delayed the testing of the system to fall 2023 and official transition to the new system in early 2024.

Alert System Test

In late November, the Department conducted a test of the new Alert & Warning (A&W) system as part of a comprehensive effort to evaluate the Genasys GEM A&W platform. Over the course of several days various components of the system were tested including internal communications with employees, Moss Landing Harbor Staff & Liveboards, California State University of Monterey Bay, community of San Ardo, community of Carmel Valley, community of Pajaro, and the City of Monterey. The county received:



3,896

Responses

to the survey included in the test alert message.

During this exercise, DEM identified several minor and major errors in the system that the vendor is working to correct. This project will continue well into 2024.

4.2 Equity Officer

The COVID-19 pandemic highlighted the disparate impacts disasters have on populations that do not have access to adequate nutrition, housing, medical care, education, and equal treatment under the law. Long-standing systemic health and social inequities have put some members of racial and ethnic minority groups at increased risk of experiencing disasters and even further inability to access emergency and recovery services. Some racial and ethnic minority groups that have been disparately impacted include non-Hispanic black persons, Hispanics and Latinos, and American Indians/Alaska Natives.

The Monterey County Department of Emergency Management, in collaboration with the Monterey County Administrative Office, Civil Rights Office, and Health Department established an Equity Officer position within the Command Staff of the Monterey County Operational Area Emergency Operations Center organizational structure. The Monterey County Operational Area Emergency Operations Center Equity Officer position is not a standard position outlined in local, regional, state, and federal emergency management doctrines and as such is rarely, if ever, seen in local, state, and federal Emergency Operations Centers across the country.

Throughout the duration of the January and March emergencies, the Equity Officer position was staffed by four Disaster Service Workers from the Department of Emergency Management, Department of Health, and the County Administrative Office Homeless Services Program. This position worked to advocate for community needs and ensure language and service equity.



20
Interpreters



6
Languages



2,000
Door-to-Door
Engagements



4.3 Disaster Service Worker Program

The Department worked with the County Administrative Office, Department of Human Resources, and Information Technology Department to more fully develop the County Disaster Service Worker Program. The purpose of which is to:

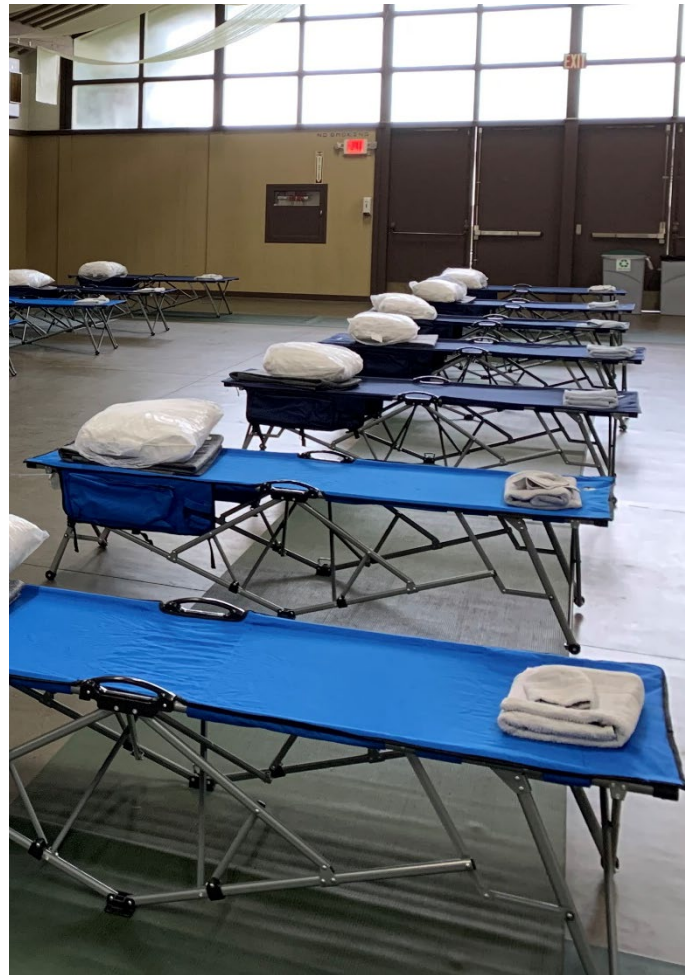
- Increase countywide understanding of the role of the Disaster Service Worker program;
- Increase participation of Disaster Service Workers in EOC activations;
- Establish Disaster Service Worker Training for all County staff; and
- Provide Disaster Service Worker training opportunities for identified EOC positions.

This program will continue throughout 2024 and establish ongoing policies and procedures.

4.4 Logistics Inventory

In collaboration with the Records Retention Warehouse, Department of Social Services, and Contracts-Purchasing Division, DEM worked to ensure all disaster equipment was appropriately demobilized and inventoried after the storms. In the process, DEM created a new inventorying system to easily track and identify available disaster resources.

Development and support for this program will continue into 2024.





5 TRAINING AND EXERCISES

In addition to real-world emergency activations, staff participated in several Tabletop Exercises evaluating policies, procedures, and resources related to the following capabilities and scenarios:

- Commodity Points of Distribution
- Flood Fighting
- Dam Failure
- Agriculture Evacuation Pass

5.1 CalOES Director's Summit

The Director and Emergency Services Manager attended a full day summit with the Director of CalOES to address policy and operational concerns that the state and counties can work together to address.

5.2 Carmel Lagoon Site Visit and Training

New DEM staff had the opportunity to observe public safety agencies conducting operations at the Carmel River Lagoon to protect lives and property and learn about the various ways in which the county coordinates with local, state, and federal agencies to enact emergency permits.

5.3 Seasonal Coordination Meetings

DEM conducted our Annual Wildfire Season Coordination Meeting and Annual Winter Storm Coordination Meeting bringing together the Monterey County Operational Area to discuss concerns leading into the respective seasons, sharing capabilities and resources available to our partners.



6 LEGISLATIVE ACTIVITIES

In 2023, the Department of Emergency Management engaged in **47 legislative items** with the Board of Supervisors and the Budget Committee. Of the total legislative items, 60% were related to Grant Management and Administration.

In addition to bringing forth legislative items, the Department has engaged in actively leveraging legislative pathways and support for mission critical resources:

- **State Assembly** – DEM presented to the California state Assembly Committee on Emergency Management regarding response and recovery efforts to the January 2023 Winter Storms.
- **Non-Congregate Shelters:** DEM has been working with Legislative Affairs to advocate for FEMA Public Assistance policy changes regarding Non-Congregate Shelter eligible expenses.
- **AB 102:** DEM worked with Legislative Affairs to advocate for the post-disaster recovery needs of the community of Pajaro, resulting in an allocation of \$20 million in recovery funds.
- **SB 38:** DEM worked with Legislative Affairs, Monterey County Environmental Health Bureau, and Senator Laird's office to recommend amendments to the Section 761.3 of the Public Utilities Code under 2023-2024 SB-38 to ensure the safety of employees, emergency responders, and surrounding communities of battery energy storage facilities in the state.

2023 Legislative Initiatives



47

Legislative Items



60%

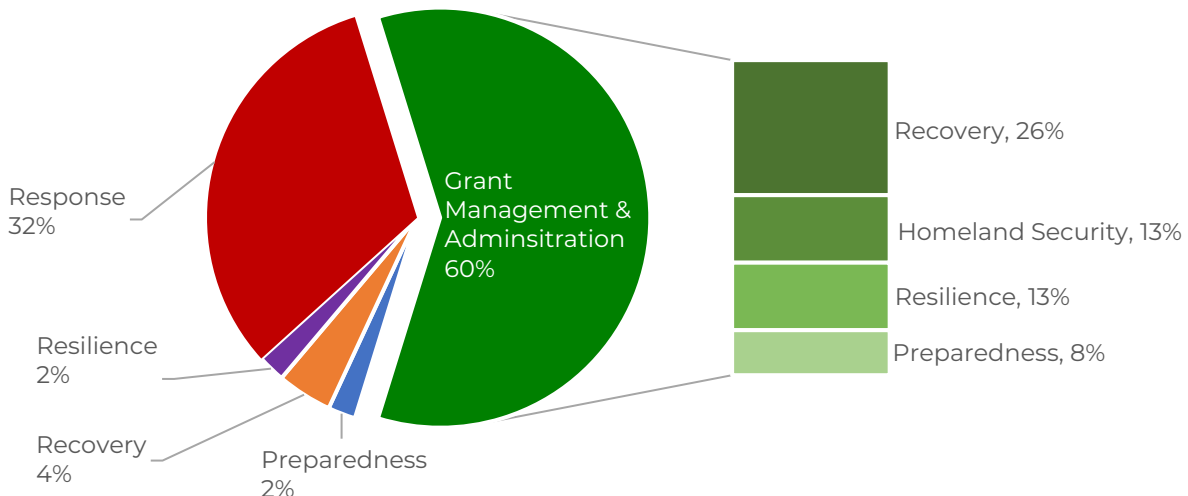
Grant Management & Administration



32%

Response Operations

2023 Legislative Items





7 FINANCES AND GRANTS

In January 2022 OES created a new Management Analyst II position for the purpose of managing grants and finances; This position was reclassified in December 2022 to a Finance Manager I, and was effectively recruited in Spring of 2023. Additionally, a Grant and Contract Analyst (Management Analyst II) was hired to effectively manage DEM's complex grant program.

With the addition of new finance and administration staff, re-organization of the Department allowed for the creation of the new Administration and Finance Division, ensuring continuity of day-to-day operations during the Emergency Operations Center activations and the increasing post-disaster financial cost recovery capabilities.

Budget Transition

As of July 1, 2023, DEM became a separate department with its own budget appropriations approved by the Board. Over the course of several months, DEM staff have been working to fully complete the transition and began effectively creating internal controls and policies, tracking expenditures, monitoring procurements, and ensuring efficient use of funds.

On-Call Compensation

At the end of 2022, staff worked with County Employee Management Association Bargaining Unit X to negotiate for On-Call Compensation for the Duty Officer program. This compensation became effective January 2023.

7.1 Grants

Grant Administration is responsible for applying for and administering multiple Federal Emergency Management Administration (FEMA) grants and other state grants on behalf of the county and Operational Area. Not including post-disaster Public Assistance grants, DEM managed and maintained a grant profile of \$25 Million with performance periods spanning multiple years. Grants include response equipment, training, recovery programs, hazard mitigation planning, community resilience programs, and staff time.

BY THE NUMBERS



\$25M
Grant Profile

DEM managed and administered a total of \$25m in multi-year grants over the course of 2023.

\$20 M 2023 Winter Storms Flood Relief (WS) Program

\$725 K Emergency Management Performance Grant

\$312 K Hazard Mitigation Grant Program

\$2 M Homeland Security Grant Program

\$1.8 M Community Resilience & Preparedness Grants

New Awards

DEM received four (4) new grant awards in 2023 totaling \$21.7M for response equipment, first responder training, Pajaro Winter Storm recovery programs, and a Chief Resilience Officer position. These grants include:

- Emergency Management Performance Grant FY23 - \$210,839.00
- Homeland Security Grant Program - State Homeland Security Program FY23 - \$488,715.00
- 2023 Winter Storms Flood Relief Program - \$20,000,000.00
- Prepare California Jumpstart Grant Program - \$993,038.00

Ongoing Active Grants

Homeland Security Grant Program - State Homeland Security Program

- FY20 - \$531,920.00 - 18 Projects
- FY21- \$508,867.00 – 23 Projects
- FY22 - \$488,715.00 – 20 Projects

Emergency Management Performance Grant

- FY22 - \$237,612.00

Other

- Listos California CERT Support Grant Program - \$15,000.00

Close Outs

Throughout the calendar year, DEM closed out six (6) grants resulting in the 2022 Hazard Mitigation Plan, Community Resilience Planner position, power infrastructure upgrades at government facilities, emergency power solutions, and Community Emergency Response Team equipment and training.

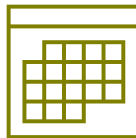
- United Way Monterey County / Community Foundation - \$100,000.00
- Community Power Resiliency Allocation Program - \$232,451.00
- Hazard Mitigation Grant Program FY20 - \$312,000.00
- Emergency Management Performance Grant FY21 - \$214,080.00
- Emergency Management Performance Grant - American Recovery Act Plan FY21 - \$63,322.00
- Public Safety Power Shutoff Resiliency Allocation - \$464,903.00



15

Grants

DEM managed and administered a total of 15 grants over the course of 2023.



Timecode Summary

The new Finance and Administration Division of the Department of Emergency Management worked to develop a nuanced timesheet override code schema to more efficiently track staff time spent on grants and disaster activities.

7.2 Disaster Cost Recovery

The Federal Emergency Management Agency's (FEMA) Public Assistance (PA) Grant Program provides funding to states, local and tribal governments (SLT's), and certain private nonprofit organizations. The PA grant was established to assist SLT agencies with response and recovery to federally declared presidential disasters and emergencies. After a disaster, financial recovery and reconciliation are essential to restoring services and replenishing vital funding SLT's have incurred due to the disaster; As a condition of receiving a grant, most federal departments and agencies mandate specific minimal standards in financial management which include preparing reports, tracing funds, and demonstrating internal control and accountability for all cash, personal property, and other assets. Each jurisdiction is responsible for maintaining records consistent to claimed cost. Additionally, all cost must be considered fair, reasonable and the responsibility of the jurisdiction.

The emergency response following a disaster may last only a few weeks to several months, but the **post-disaster cost recovery may last for a decade or more**. As such, the County of Monterey is currently pursuing reimbursement for **six (6) emergencies** as far back as 2017, **totaling approximately \$125M**; of these expenditures, approximately **\$88.7 million consist of the approved federal cost share and is eligible for reimbursement**. The best available share does not include COVID-19 - Natividad Medical Center or 2019 Winter Storm - Laguna Seca expenditures totaling \$13.6 million as other funding sources have been identified. Additionally, this total does not include 2017 Winter Storm costs and obligated funds as the FEMA Grants Portal was implemented post 2017 and the data is not readily available.

Table 1 - FEMA Public Assistance Claims (2019-2023)

Disaster	Incident Name	Best Available Cost	Best Available Federal Share	Obligated
4683	December 2022 – January 2023 Winter Storms	\$25,295,753.41	\$19,141,833.62	\$18,446.83
4699	March 2023 Winter Storms	\$66,115,505.20	\$49,586,628.90	In Progress
4558	2020 Wildfires	\$1,820,702.54	\$1,737,358.28	\$1,737,358.28
4482	2020 COVID-19	\$31,766,407.87	\$18,214,534.05	\$2,385,919.00
4434	2019 Winter Storms	\$456,032.18	\$77,250.78	\$77,250.78
Total		\$125,454,401.20	\$88,757,605.63	\$4,218,974.89

- Best Available Cost:** These totals are based on documentation and/or estimates of the cost to respond that are eligible for reimbursement through FEMA's Public Assistance grant program. These amounts have been reviewed and approved by FEMA and are eligible for 75%, 90% or 100% reimbursement dependent on the approved disaster percentage.
- Best Available Federal Share:** These totals are the estimated total possible federal cost share that the County would receive reimbursement for through the Public Assistance grant program.
- Obligated:** These totals have been approved by FEMA based on documentation verification.

FEMA Public Assistance (2019-2023)



\$125 M

Eligible Response Expenditures



\$88.7 M

Federal Cost Share (Reimbursement)



\$4.2 M

Obligated

Request for the State to Advance \$24 Million in CDAA Funding for Damages under DR-4683 & DR-4699

Monterey County Department of Emergency Management submitted a letter on behalf of the County of Monterey to the State of California requesting an advance under the California Disaster Assistance Act (CDAA) for funds currently expended and obligated in the amount of \$24,202,780 due to damages from the January Winter Storms (DR-4683) and March Winter Storms (DR-4699).

The County requested assistance from the State of California in response to the successive major disasters that have put a severe strain on the County's Strategic Reserve. The January (DR-4683), March (DR-4699), COVID-19 Pandemic (DR-4482) and 2020 Wildfires (DR-4558) were estimated to utilize all of the County's Strategic Reserve. **The County received an advance totaling \$24 Million from the State of California in 2023.**

Over the next several years these monies will be de-obligated such that when the County receives obligation of FEMA Projects, this reimbursement is **retained by the state and subtracted from the amount** advanced to the County. Once the submitted claims exceed the advance, the County will begin receiving funding obligated by FEMA under DR-4699 and DR-4683.



7.3 SPOTLIGHT: DR-4683 San Ardo Water District Permanent Repairs

The San Ardo Water District (District) provides water and wastewater services to the unincorporated San Ardo Community. During the January 2023 atmospheric river events, the wastewater treatment plant was damaged, requiring a need to transport wastewater by means of a tanker truck to another treatment facility. The transport of wastewater posed a public health and safety issue to the residents of the San Ardo community, due to the absence of a proper wastewater disposal system, and to the public at large who may live or work along the transportation route, in the event of an accident or other incident that could cause a spill of the hazardous wastewater. The District did not have sufficient funds to complete the emergency repairs needed to repair the wastewater treatment facility and the cost for pumping and removal of wastewater. In a unique opportunity to support small special districts providing critical services, the Board of Supervisors approved the County Administrative Officer to execute an Advance Funding Agreement between the County of Monterey and the San Ardo Water District (District) for funding of emergency repairs, utilizing DEM as the financial pass through.



8 ADMINISTRATIVE SERVICES

As part of the department transition, DEM worked to ensure branding was clear in communicating community values and the department name change. As such effort was committed to rebranding DEM uniforms and vehicle restriping. Additionally, the department worked to upgrade office furniture, which had not been updated since the construction of the building in 2003.

The Monterey County Emergency Operations Center has been operating remotely since 2020. The January and March 2023 storms were the first time the facility had been fully occupied during an emergency since 2017. As such to accommodate the technology demands of hybrid work schedules, two zoom rooms were installed to accommodate complex coordination of approximately 100 agencies.



8.1 SPOTLIGHT: Expanded Logistics Section

This project was funded by the Emergency Management Performance Grant – American Rescue Plan Act (EMPG-ARPA) Grant Fiscal Year 2021. Modification requests and Environmental and Historic Preservation (EHP) review were approved in early January 2023 to construct a doorway in the Logistics Section room expanding the space into the storage room, adding six additional workstations. During the January and March storms the Logistics Section was fully staffed requiring more space and ultimately resulted in the emergency construction of the doorway overnight during the March storms.

THANK YOU, LOGISTICS TEAM, FOR COMPLETING THIS RENOVATION!



9 MANAGEMENT AND ORGANIZATION

The Monterey County Office of Emergency Services was originally established on June 5, 1990 upon motion by Supervisor Strasser Kauffman, seconded by Supervisor Shipnuck, and unanimously carried, thus proposing an ordinance to create the Office of Emergency Services under the authority and direct supervision of the County Administrative Officer. Since the office's inception in 1990, emergencies and disasters have increased in frequency, severity, and complexity locally, statewide, and nationwide. As such, the industry, which was primarily established to provide civil defense preparedness, has evolved quite drastically since the concept was developed during World War I and most especially since the September 11, 2001, terrorist attacks and 2020 Pandemic.

The change in stature of the organization and commitment of additional resources acknowledges the new operating environment which the public safety community now faces, including but not limited to increased frequency of emergencies, new and emerging threats and hazards, expanded built environment, degrading community lifelines, rising disaster costs, and increasing complexity which have shifted the function, role and future of emergency management.

9.1 Department Transition

On December 7, 2022, the County of Monterey Board of Supervisors created the County of Monterey Department of Emergency Management, Chapters 2.12 and 2.68 of the Monterey County Code. The Department will transition from a division of the County Administrative Office to an independent department of the County of Monterey. The restructuring of the county organization was recommended by the Charles McKee, the Chief Administrative Officer, pursuant to Monterey County Code Section 2.12.040 and adopted by the Board of Supervisors with a 4/5th approval from Supervisor Mary Adams, Supervisor Wendy Root-Askew, Supervisor Chris Lopez, and Supervisor John Phillips. The Office of Emergency Services transitioned to the Department of Emergency Management over the course of year. The updates to the Monterey County Code of Ordinances / Title 2 – Administration / Chapter 2.68 - Emergency Procedures And Organization reflecting the changes to the department and Director of Emergency Management, were ratified went into effect on December 31, 2022. The department administratively separated from the County Administrative Office effective July 1, 2023, but continues to operate under the authority of the County Administrative Office.



9.2 Public Information

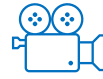
In 2023, DEM worked with the County Administrative Office – Communications Bureau to re-brand the new department and disseminate public information regarding winter storm disaster resources. Communications staff played a significant and pivotal role in the Monterey County Emergency Operations Center during the county’s response to both storms and throughout the recovery.

Disaster Information

Without an internal Public Information Officer, the department relies heavily on the communications team to share necessary disaster information. The Communications Team operated a countywide Joint Information Center in the Emergency Operations Center throughout both storms.

The Winter Storm incident pages were in the top 5 pages receiving the most web traffic. The Department consisted of 14% of county communications, following the Health Department (33%) and Housing and Community Development (18%). The Communications Team produced a wonderful “Thank You Disaster Service Workers” video which was released in February 2023, after the January storms.

Pineapple Express & Pajaro Levee Failure



29

Press Conferences & Briefings



90

Press Releases



100

Media Advisories



435+

Original Social Media Posts



450+

Media Interviews



SPOTLIGHT: Spanish Translation and Interpretation

For the first time, an Emergency Services Planner was able to provide Spanish translation and interpretation services of disaster information at press conferences, community meetings, in emergency alerts, and social media posts.



New Brand

With the change of the status of the emergency management organization and the addition of new positions, the new Department of Emergency Management worked with the County Communications division of the County Administrative Office to develop a new brand. The new brand included a logo for the agency for the first time in County history.

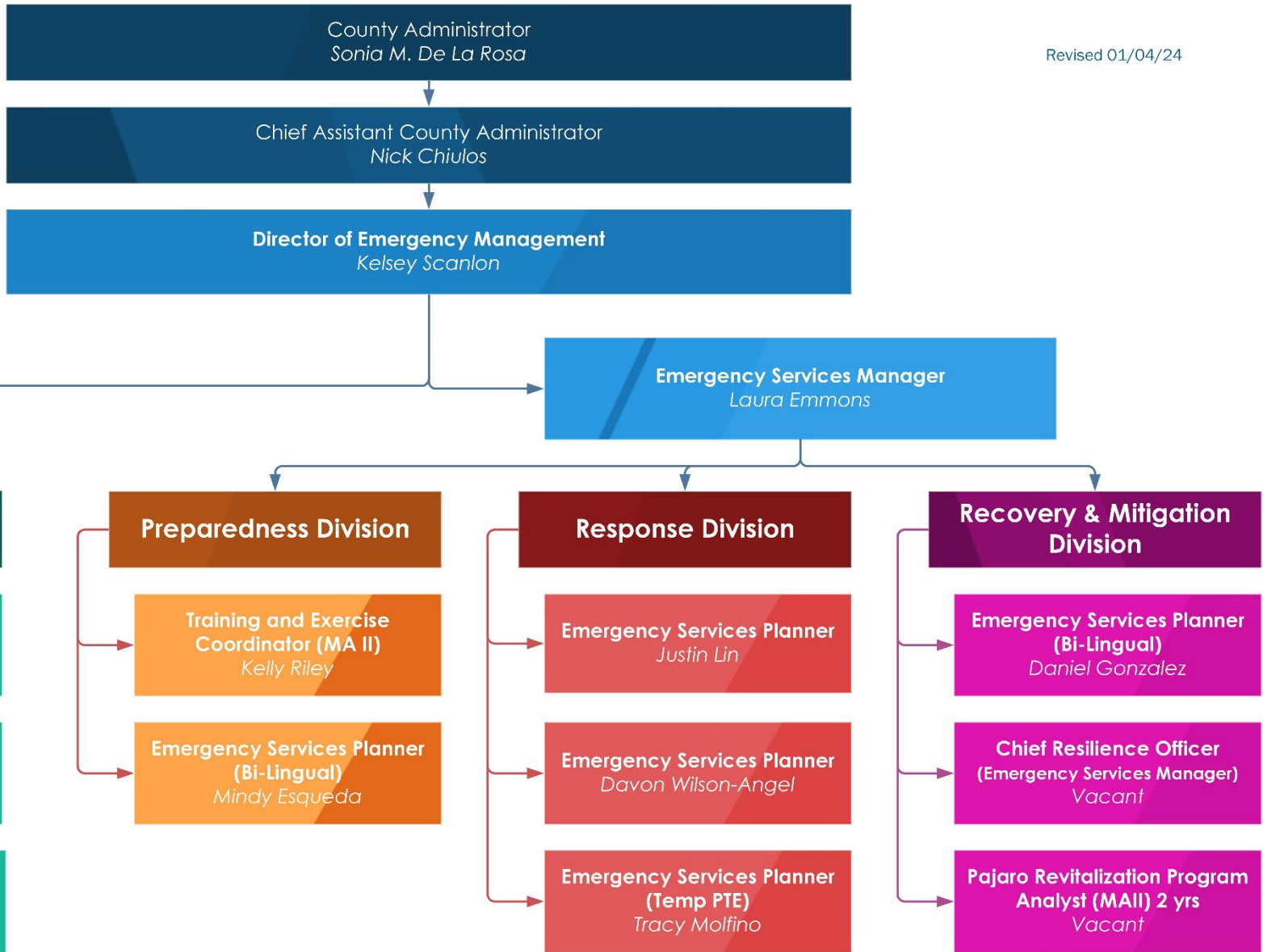
THANK YOU COUNTY COMMUNICATIONS BUREAU!!

9.3 Organization

In the transition to becoming a standalone department, the department organization has evolved to reflect the change in capability and priorities.

Revised 01/04/24

**County of Monterey
Department of
Emergency
Management**
Organizational Chart





9.4 Staffing

In Fiscal Year 2023-2024, the Monterey County Office of Emergency Services fully transitioned to the Department of Emergency Management. By the end of the calendar year, the department was fully staffed by ten (10) full-time and one (1) part-time dedicated professionals with diverse backgrounds and areas of expertise.

Upon the completion of the United Way & Community Foundation Grant, the Community Resilience Coordinator Position was eliminated. However, DEM was awarded a grant to fund a Chief Resilience Officer for 5 years; this position is classified as an Emergency Services Manager but has a working title of Chief Resilience Officer. In December 2023, the Board of Supervisors allocated funds for a Management Analyst II to administer and manage AB102 Pajaro Recovery grant funds for the performance period.

Several part-time temporary staff were hired or contracted with for the purposes of supporting disaster recovery efforts and special programs including: one (1) emergency services planner and one (1) Management Analyst III with a working title of Disaster Recovery Manager. The Disaster Recovery Manager position was a special assignment of a Management Analyst III from the Health Department to lead recovery efforts in the unincorporated township of Pajaro.

Classification Label	FY22-23 Positions	Dec 2022 Filled Positions	FY23-24 Positions	Dec 2023 Filled Positions
Director Of Emergency Management	1.00	0.00	1.00	1.00
Emergency Services Manager	1.00	1.00	2.00	1.00
Finance Manager I	1.00	0.00	1.00	1.00
Management Analyst II	1.00	1.00	3.00	2.00
Emergency Services Planner	3.00	3.00	2.00	2.00
Emergency Services Planner - Bilingual	1.00	1.00	2.00	2.00
Community Resilience Coordinator	1.00	1.00	(1.00)	0.00
Senior Secretary	(1.00)	1.00	(1.00)	0.00
Administrative Secretary - Bilingual	1.00	0.00	1.00	1.00
Part Time & Temporary Positions				
Retired Annuitant – Extra Help	1.00	1.00	1.00	1.00
Account Technician – Extra Help			1.00	0.00
Disaster Recovery Manager – Special Assignment			1.00	1.00
Total	11.00	9.00	15.00	12.00

9.5 New Personnel

DEM welcomed four new staff in 2023; specifically, two Emergency Services Planners, one Contracts and Grants Analyst, and one Finance Manager. DEM prides itself on a highly competitive and equitable recruitment process resulting in gaining and retaining highly qualified emergency management professionals.



4

New Personnel

The department conducted a competitive recruitment for two (2) emergency services planners, one (1) Finance Manager I, one (1) Contract and Grant Analyst (Management Analyst II), and one (1) Emergency Services Manager position.



3

Promotions & Appointments

The County Administrator worked with the Human Resources Department to conduct a competitive recruitment for the position of Director of Emergency Management and Emergency Services Manager positions. Emergency Services Planners were promoted to the Emergency Services Manager and Director Positions. The Senior Secretary position was reclassified to an Administrative Secretary.



12

Total Personnel

DEM Management is committed to creating a competent and diverse workforce that the community can identify with and rely upon in times of disaster to provide innovative solutions to unique challenges. Throughout the recruitment process, DEM management looks for qualified candidates that demonstrate and value accountability, integrity, humility, and customer service.



Ashley English | Contracts and Grants Analyst (Management Analyst II)

Ashley English has recently joined the Department of Emergency Management as a Management Analyst with a primary focus in contract and grant management. Ashley grew up in Reno, Nevada, and she received her bachelor's degree from the University of Nevada, Reno and her master's degree from New York University. She has been exposed to a variety of different fields throughout her educational and professional careers, gaining experience in such areas as operations, logistics, research, consulting, data analytics, project and program management, and strategic planning. Ashley has been a member of the Monterey County community for over nine years, and she is thrilled to be in a role that allows her to make a positive impact on the community she has so grown to love. Ashley is delighted to be working in the County of Monterey Department of Emergency Management because she is passionate about serving and supporting her community. Being that emergencies and disasters have become far more commonplace, Ashley is excited to be a part of the team that enhances and bolsters the County's resilience in the face of great adversity.

Bonnie Perez | Finance Manager I

Bonnie Perez has worked for the County for 25 years; she began her employment at the Superior Court of Monterey County as a temporary Deputy Court Clerk II. She accepted a permanent position with the Information Technology Department and worked there for over 20 years in the Finance Division. After which, Bonnie accepted a management position in the Resource Management Agency's Public Works Division; Bonnie was hired to manage their FEMA/CalOES Public Assistance Disaster Recovery grants projects. While there she was tasked with assisting the Finance Section of the Emergency Operations Center during the COVID-19 Pandemic. In May 2023, Bonnie became the Finance Manager for the newly formed Department of Emergency Management where she has been able to use her combined knowledge of Government Finance, Public Assistance Disaster Recovery and Contracts Management experience. Bonnie is most excited to be back in a finance role and to be a part of a new developing department within the County. She is enjoying the opportunities and challenges that have come with DEM's growth and is looking forward to continuing to learn other areas of the Emergency Management field and is always happy to share her government knowledge with her coworkers, whom she adores.

Da'Von Wilson-Angel | Emergency Services Planner

Da'Von Wilson-Angel is currently an Emergency Services Planner for DEM. Da'Von's journey in emergency management began in 2016, and a significant part of his experience was gained while working for the Bureau of Emergency Management in the City of Portland, Oregon. Beyond his professional life, Da'Von is an outdoor enthusiast and finds immense joy in activities such as hiking and camping. He is passionate about educating people on wilderness medicine, emphasizing the importance of safety in the great outdoors. Da'Von's true treasures are his two beautiful daughters, and he cherishes every moment he gets to spend with them. Family is at the heart of everything he does, and they motivate him in every aspect of his life.

Mindy Esqueda | Emergency Services Planner

Mindy Esqueda is a Certified Emergency Management Specialist with the California Governor's Office of Emergency Services (CalOES) and has over 17 years' experience in local government. She believes in taking a pro-active approach to planning for emergency preparedness, supporting staff in our roles as disaster service workers through training and development, and engaging the whole community. Mindy is excited to join the department and work with the team while we create strong collaborations with all the agencies and jurisdictions in the Monterey County Operational Area.

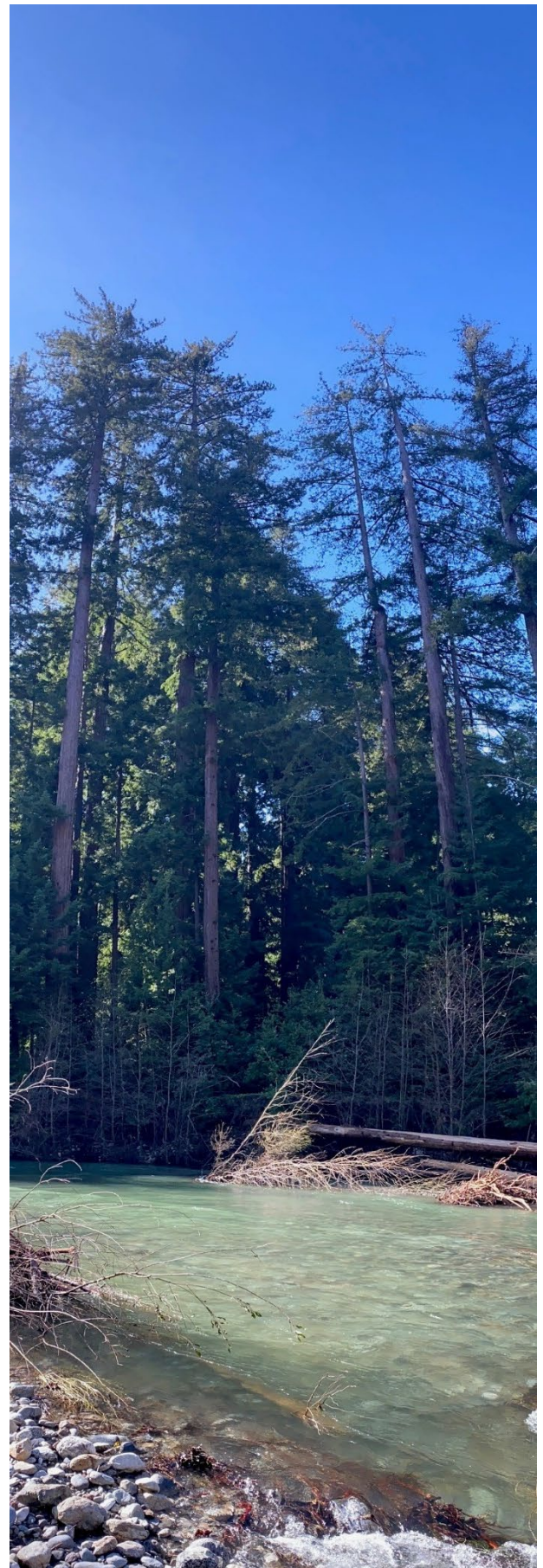
9.6 Promotions & Appointments

Maria Trujillo | Senior Secretary

Maria joined the office in 2022 and quickly took to performing administrative assignments which require analysis and adaptive thinking. Maria brings a sincere positive energy and willingness to learn and adapt quickly. Maria's drive to always do more and work smarter is the foundation of her work ethic. The Department congratulates Ms. Trujillo on her promotion from Senior Secretary to Administrative Secretary.

Laura Emmons | Emergency Services Manager

It is with great pleasure that the Department announced the promotion of Laura Emmons to Emergency Services Manager. Under the direction of the Director of Emergency Management, Laura is responsible for managing and overseeing County services and capabilities in preparation for, in response to, and recovery from emergencies and disaster in the Monterey County Operational Area.



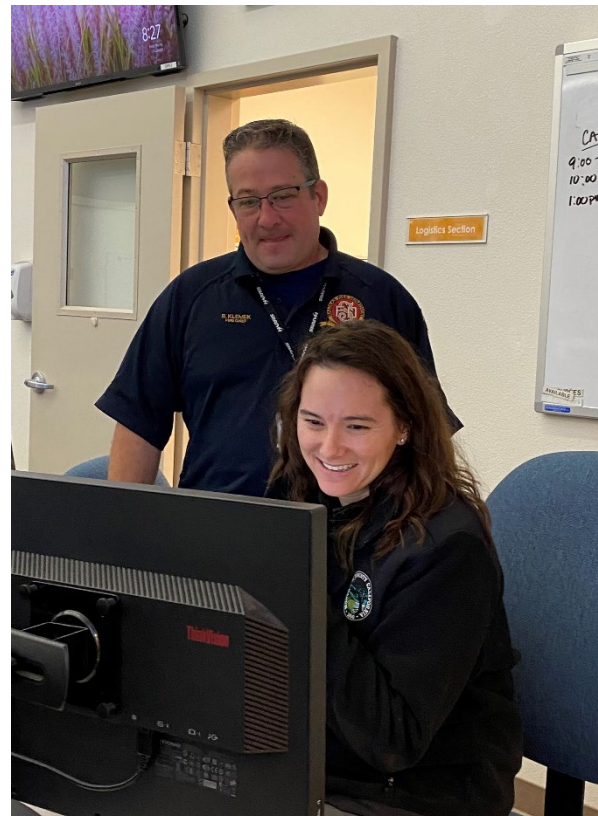
Ms. Emmons holds a Master of Arts in Environmental Studies and a Bachelor of Arts in Psychology from the University of Southern California. With over five years of increasingly responsible experience in public administration, hazard mitigation, and emergency management, Ms. Emmons has been a leader in developing risk reducing policies and increasing the County's capacity and capability to provide services in disasters. Ms. Emmons most recently served as an Emergency Service Planner for DEM since 2021.

During her time with the County, she has: Established and managed the implementation of a curbside flood debris program – the first of its kind in the County- which removed over 9,000 cubic yards of debris; Established and managed a non-congregate shelter program, which has housed close to 250 displaced people; Developed contingency response and evacuation plans for large pre-planned special events, including the AT&T Pro-Am and Car Week; Authored the DEM/OES 2022-2025 Strategic Plan; Served as public assistance lead for DR-4683 and DR-4699 and coordinated with multiple County Departments, Cal OES, and FEMA to facilitate cost recovery around \$80 million in countywide damages; Developed and wrote the 2021 Monterey County Multi-Jurisdictional Hazard Mitigation Plan, which included coordination and collaboration with all 12 incorporated jurisdictions and 4 special districts. Prior to her employment with the County, Ms. Emmons served the communities of the City of Livermore and the State of California Governor's Office of Emergency Services.

Kelsey Scanlon | Director of Emergency Management

In spring of 2024, the County Administrative Officer announced the appointment of Kelsey Scanlon as the first Director of the County of Monterey's Department of Emergency Management (DEM). With her ten years of emergency management, public safety, and public administration experience, Ms. Scanlon has been integral in the evolution of DEM through the changing and increasingly vital function of emergency management in the County with a focus on the diverse communities we serve. She has cultivated a collaborative and collective team environment that identifies problems and develops solutions. Ms. Scanlon most recently served as an Emergency Services Planner in DEM.

Ms. Scanlon graduated from Emerson College with a Bachelor of Science in Political Communication and the George Washington University with a Master of Science in Engineering Management.





9.7 Awards & Acknowledgements

Honorary Mexican Consulate Blanca Estela Zarazúa

In August 2023 Daniel Gonzelez, Department of Emergency Management Emergency Services Planner, was honored by Honorary Mexican Consulate Blanca Estela Zarazúa (Cónsul Honoraria De México) for his invaluable work and service to the Mexican Community on the Central Coast, particularly in the aftermath of the winter storms. Daniel played a critical role not only as an emergency planner, but in making sure critical emergency information was provided in Spanish and in the development and activation of the Equity Officer position in the EOC to meet the needs of the community.



City of Monterey COVID-19 Recognition

In May 2023, the City of Monterey recognized the Monterey County Health Department, Montage Health, Department of Emergency Management, County Administrative Office for our response to the COVID-19 Pandemic.

United Way Monterey County Community Partner Award

The 24th Annual United Way Monterey County Community Breakfast: Answering Your Call, focused on how UWMC was called to action during the Winter Storms. Hartnell College Foundation, Mujeres en Acción, and Monterey County Department of Emergency Management all received Community Partner awards in recognition of the impactful work each of them have done in Monterey County.

Monterey County Fire Chiefs Association - Support Person of the Year

Since 1982, the Monterey County Fire Chiefs Association presents annual awards to persons who have gone above and beyond the call. To honor and recognize these individuals, the Monterey County Fire Chiefs Association presents awards in three categories: Career Firefighter of the Year, Volunteer Firefighter of the Year, and Support Person of the Year. The Monterey County Fire Chiefs Association recognized Support Person of the Year: Kelsey Scanlon – County of Monterey Department of Emergency Management.





2024

Director's Priorities

First and foremost, I'd like to take this opportunity to thank our community, Disaster Service Workers, County Administrative Officer De La Rosa, and the Board of Supervisors for the opportunity to serve in this new and exciting position. It is both an honor and a humbling experience to lead such dedicated and talented public servants.

As the first Director of Emergency Management for the County of Monterey in a new county department, this is a unique and profound opportunity to get it right. To provide bespoke disaster services that meet the various disaster needs of our communities but also to look towards the future; to help make difficult decisions about risk uncertainty and what it means for the health and wellness of our communities; To envision what emergency management as a government service can look like in the 21st century and bring it to life.

The 2023 calendar year was extremely impactful on our communities and tested our ability to provide government services in an emergency. Back-to-back federal disasters provided insight into the various ways in which the County had successfully invested in resources and capabilities over the past six years. Moreover, 2023 provided an opportunity for the Department of Emergency Management to take a hard look at our capabilities and how we provide customer services.

Whether it be winter storms, earthquakes, or wildfires, disasters have a unique way of uniting us all. Our ability to overcome them, rebuild our lives and start again is not only a product of our personal resilience, but also the result of the collective power of communities coming together. Assessing risk, writing policies, developing capabilities, and measuring resilience is a complex and nuanced ideology; but quite simply at the end of the day...

Disaster survivors cannot do this alone.



Non-Profit and Community Based Organizations cannot do this alone.

Government cannot do this alone.

We simply cannot prepare, respond, and recover on our own.

The one truth I have witnessed consistently across every disaster, is the compassion and resoluteness of individuals, families, and non-profits coming together can overcome any disaster and reduce human suffering. As a government agency, one of the greatest roles we can assume is the responsibility of shepherding and providing resources that foster a cultural paradigm shift towards resilience that has already begun at the most grass-roots level.

In 2023, the Department was focused on flood response, flood recovery, and navigating the departmental transition. As a department of one of the largest employers in the Monterey County Operational Area, employment is one of our foremost community services; Collectively, the Department staff were committed to creating a new work environment that is both dynamic and service focused; mindful of the professional goals of it's employees; and reflects a space that values diversity, equity, comradery, and professionalism.

In 2024, it is my priority that our efforts realign and refocus on the goals and initiatives outlined in the DEM 2023-2025 Strategic Plan.

- *Strategic Priority 1: Standardize the Emergency Management Program*
- *Strategic Priority 2: Ensure Readiness to Respond*
- *Strategic Priority 3: Train the Emergency Management Workforce of the Future*
- *Strategic Priority 4: Encourage a Paradigm Shift Through Engagement*

As such, the following programs will be prioritized over the next 12 months.

- **Pajaro Long-Term Recovery**
- **2025 Emergency Operations Plan Update**
- **Alert and Warning**
- **New Website**
- **Disaster Service Worker Program**
- **Community Organizations Active in Disasters (COAD)**
- **Community Emergency Response Teams (CERT)**
- **Youth Preparedness Program**
- **Cost Recovery and Grant Administration**

10.1 Pajaro Long-Term Recovery



6.1

Goal

Strategic Priority | Develop policies, processes, and procedures and increase the capacity of the Alert and Warning Program.

In December 2023, the Board authorized the Director of the Department of Emergency Management to take all steps necessary to implement and administer the grant of \$20,000,000 from the California Office of Emergency Services via the 2023 Winter Storm Flood Relief (WS) Program #WS23 01 0270. This program is the highest priority of the Department in 2024, in addition to developing long-term recovery efforts and community outreach.

Project Proposal A.1

Focus Area	Project	Project Partner	Original Proposal	New Proposal	
Individual & Economic Recovery	Unmet Flood Recovery Needs	Disaster Case Management (10% for M&A)	\$6,000,000	\$10,000,000	
		Undocumented Flood Survivors			
	Small Business Flood Recovery	Workforce Development Board (8.2% for M&A)			
Community Resource Development	Community Grants	RFP for Fiscal Agent (5-10% for M&A)	\$3,000,000	\$2,000,000	
Infrastructure & Community Development	Pajaro Community Sign	Public Works	\$500,000	\$0	
	Safe Streets + Community Sign	Public Works	\$1,750,000	\$2,000,000	
	Housing Infrastructure Feasibility Planning	Housing & Community Development	\$500,000	\$0	
Natural & Cultural Resources	Pajaro Library/ Community Space and Resilience Center	Public Works, Monterey County Free Libraries	\$3,500,000	\$3,500,000	
	Pajaro Middle School Recreation Upgrades	Pajaro Valley Unified School District	\$2,000,000	\$0	
	Pajaro Parks	Pajaro Sunny Mesa CSD	\$1,200,000	\$1,200,000	
Emergency Preparedness, Readiness, & Response	Emergency Response & Flood Fighting	North County Fire Protection District	\$500,000	\$500,000	
	Digital Message Board	Pajaro Valley Unified School District	\$200,000	\$100,000	
	Emergency Preparedness & Recovery Planning	Department of Emergency Management	\$450,000	\$300,000	
			Contingency (2%)	\$400,000	\$400,000
			Total	\$20,000,000	\$20,000,000

****Costs are approximate and subject to change. Detailed cost estimates will be developed following approval of the project list.**



10.2 2025 Emergency Operations Plan Update



2.1

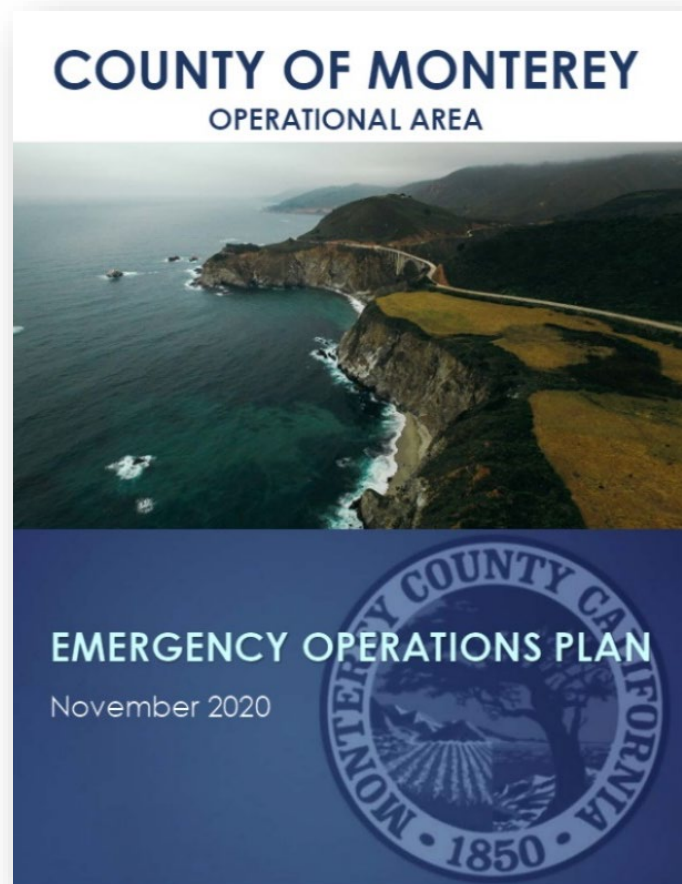
Goal

Strategic Priority | Develop, implement, and adopt robust standards, policies, and procedures for the planning process.

The Emergency Operations Plan is the foundation of emergency management across the country. When threatened by any hazard, citizens expect elected or appointed leaders to take immediate action to help them resolve the problem. Citizens expect the government to marshal its resources, channel the efforts of the whole community—including voluntary organizations and the private sector—and, if necessary, solicit assistance from outside the jurisdiction. The EOP addresses several operational response functions and describes how to fulfill its mission of providing resources to satisfy unmet needs. These functions focus on actions, such as direction and control, warning, public notification, and evacuation, that the local government must take during the initial phase of response operations.

Between 2016 and 2022, there have been seven bills amending or adding to Government Code regulating county emergency plans. These bills introduce new requirements regarding county emergency plans (1) submission, (2) content and planning process, and (3) review. In February 2023, due to recent legislation amending Government Code 8593.3.2, 8593.9, and 8610, CalOES is now required to review 10 county EOPs each year. The legislation also specifies items to be reviewed, requires that Cal OES provide technical assistance, and establishes a by-request Access and Functional Needs (AFN) Consultation. In December 2023, Monterey County DEM was notified by the state that our EOP was selected for review in April 2024.

The Monterey County Operational Area Emergency Operations Plan was first written in 2007, updated in 2014, and updated and adopted again by the Board of Supervisors in 2020. DEM anticipates that the fourth EOP update will commence in 2024 in anticipation of the 2025 expiration date. As such, it is a priority of the Director that the Monterey County Operational Area Emergency Operations Plan be updated in federal best practices.



10.3 Alert and Warning



6.1

Goal

Strategic Priority | Develop policies, processes, and procedures and increase the capacity of the Alert and Warning Program.

DEM will finalize the Genasys Emergency Alert System test analysis, after action report, and system changes with the intention to make a final decision and fully transition to the new alert and warning system. This migration will include a “Know Your Zone” public information campaign and emergency alert registration community outreach.

10.4 New Website



6.3

Goal

Strategic Priority | Ensure that DEM is a trusted community partner and instill equity as a foundation of emergency management.

DEM has been working with the County Communications Director and Information Technology Department to develop a new standalone disaster webpage separate from the DEM administration webpage. This effort is intended to provide a more user-friendly space for emergency information utilizing the domain name, ReadyMontereyCounty.Org.



10.5 Disaster Service Worker Program



3.2

Goal

Strategic Priority | Develop Emergency Operations Center (EOC) Staffing and Facility Procedures and Capability.



5.1

Goal

Strategic Priority | Develop and maintain a progressive training and exercise program for Disaster Service Workers.



One of the greatest responsibilities for all public employees is to assist in preserving the life and property of the residents of our County. As public employees, County of Monterey employees are Disaster Service Workers (DSW) and may be called upon in the event of a disaster. DEM will be focusing on increasing the number of Disaster Service Workers who are adequately training to serve in a disaster through collaboration with the County Administrative Office and Human Resources Department. Most efforts will be focused on rolling out the new Disaster Service Worker registration webapp and providing training over the course of the year.

10.6 Logistics Program Development



3.1

Goal

Strategic Priority | Develop improved processes, procedures, and systems for resource tracking and management.

Logistics provides centralized management of supply chain functions in support of the County for an actual or potential incident, separate from the logistic needs of the DEM office. During an emergency the Logistic Section is responsible for delivering essential equipment and services in support of impacted communities.

The current cache volume consists of 6,000 cubic feet (approximately 120 containers) of food and water, communications equipment, shelter materials, transportation assets, Community Emergency Response Team equipment, generator and power supplies, personal protective equipment (PPE), community engagement supplies; office supplies/equipment. All of which is currently stored in four different locations.

Over the past several disasters, the County has acquired a significant quantity of perishable and non-perishable goods, slowly compounding the cache of disaster supplies beyond what the county has ever owned previously. Until recently, the Department has never had the need to evaluate or manage disaster supplies and has relied on other County Departments to store, manage, and deploy disaster resources on our behalf.

The Department is currently facing three challenging issues and limitations: 1) Insufficient warehouse space for the cache; 2) Limited internal capability to efficiently manage and maintain the cache; and 3) No internal ability to access and rapidly mobilize resources.

This challenge has far-reaching implications for our logistics operations, making it imperative to conduct a comprehensive assessment and identify feasible solutions to these challenges.



10.7 Community Organizations Active in Disasters (COAD).



6.4

Goal

Strategic Priority | Encourage a self-reliant, resilient, and informed Monterey County community.

The 2023 Winter Storms, highlighted the various ways in which the Community Based Organizations and Non-Profit Organizations of Monterey County can solve unique challenges outside of the scope of government disaster services. In 2024, one of the top priorities for the operational area is to develop and establish a Monterey County Community Organizations Active in Disasters (COAD). By creating space for CBO/NPOs in government operations in disasters, we can force multiply disaster services and ensure that no one falls through the cracks.

10.8 Community Emergency Response Teams (CERT)



6.4

Goal

Strategic Priority | Encourage a self-reliant, resilient, and informed Monterey County community.

Individual emergency preparedness continues to be a cornerstone of community resilience, especially considering the increasing frequency of inclement weather, extreme heat, wildfires, and the high probability of a major earthquake for our region. Currently, there are only four (4) CERTS in the Operational Area: Carmel Valley, Monterey Peninsula, Big Sur, and Lockwood. In 2024, developing new and supporting current Community Emergency Response Teams (CERT) is a top priority of Monterey County Department of Emergency Management. The CERT program educates and organizes volunteer community members about disaster preparedness for the hazards that may occur where they live. Initially, CERT programs were developed to assist communities in taking care themselves in the aftermath of a major disaster when first responders are overwhelmed or unable to respond. For example, CERTs have been used to:

- Assist with evacuations and traffic control
- Promote community awareness of potential hazards and preparedness measures
- Supplement staffing at special events, such as festivals and parades
- Act as victims in training exercises and drills
- Assist with vaccine clinics
- Conduct door-to-door information sharing
- Fill sandbags

CERTs are an investment of local government's time and resources. To capitalize on this investment, program sponsors can view CERT volunteers as a force-multiplier that can assist with public safety activities.

10.9 Youth Preparedness Program



6.4

Goal

Strategic Priority | Encourage a self-reliant, resilient, and informed Monterey County community.

Disaster planning, response and recovery efforts must consider the unique needs and abilities of children, who make up roughly a quarter of the U.S. population. Children can effectively bring the message of preparedness home to their families. By participating in youth preparedness programs, children are empowered to become leaders at home and in their schools and communities. Children who are prepared experience less anxiety and feel more confident during actual emergencies and disasters. In 2024 DEM will be collaborating with the Monterey County Office of Education to roll out our "Monterey Care s for Kids" youth emergency preparedness program.

10.10 Cost Recovery and Grant Administration



4.1

Goal

Strategic Priority | Develop and implement policies, processes, and procedures that improve day-to-day and EOC administrative and financial efficiencies.

DEM's fiscal responsibilities have continued to expand due to the significance of the multiple federal disasters that occurred in 2023 and the County's exhaustive and robust efforts to protect lives and property. Considerable effort has and will continue to be committed to effective cost recovery of FEMA's Public Assistance grant program. Additionally, the increase in state and federal grants has increased the demand placed on the Administration and Finance division of the Department to ensure the county is accountable for awards received and the appropriate implementation of grant-funded programs.

10.11 Finals Thoughts

The last several years have been focused on bringing the County's emergency management program into the 21st century to meet the new and diverse demands of disaster victims by increasing the capability of county resources and the capacity of the emergency management program. In addition to providing disaster services, our greatest value is the partnerships we build with the community, special districts, first responders, and municipal jurisdictions – connecting people with resources. It is time to re-invest in our partnerships and help our friends, help themselves.

One team, one fight.

Kelsey Scanlon
Director of Emergency Management



RESOURCES



@MontereyCoDEM



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