

# Human Service Response Initiative Concept Paper

## Purpose

In the aftermath of disaster, all affected individuals and families should have access to shelter, adequate food, basic needs, and crisis support services, a responsive and immediate safety net for individuals and families facing adversity. Caring for People in Crisis requires enhanced access to human services and coordination among human service providers; a responsive service network that addresses the changing needs of people and families in crisis; accurate information and referral to those needing support; and strengthened capacity of existing human service infrastructure.

The Human Service Response Initiative (HSRI) intends to establish a process and structure for the systematic, coordinated, and effective delivery of human services to address the consequences of any major disaster or emergency faced by communities. This initiative establishes the organization to respond to changing human service needs of people as well as identifies gaps in services to people affected. This initiative evaluates emerging needs, measurable results and immediate impact for the good of people affected. It promotes collaboration and partnerships on behalf of people affected and works with government officials in procurement of financial and non financial resources to strengthen current infrastructure.

## HSRI Coordinating Team

The coordinating HSRI team reviews the fundamental concept of operations, response and recovery actions; sets forth a process to identify gaps and barriers to service, respond to immediate needs, and mitigation of further crisis; addresses linkages and partnerships with human services and government to provide immediate human service assistance; provides a focus for interagency and intergovernmental emergency response and information exchange; serves as the foundation for the ongoing development of service strategies and procedures to serve affected individuals and families; and request resources (financial and non-financial) to local officials.

## Immediate Impact Areas

In the face of disaster and to operate effectively and efficiently, organizations able to render services must focus their efforts on immediate impact areas that bring about needed and immediate change, based upon the goal of assisting people affected by disaster. Immediate impact areas should focus on what matters to people and evaluated on visible results. Successful work on immediate impact areas requires new partnerships and strategic alliances in order to effectively accomplish the goals set forth by each collaborating team. Each team must bring the able community organizations together to focus on issues or opportunities that can best be addressed collectively. To begin the implementation of HSRI, and acknowledging that human needs will change rapidly and that access to services is of paramount importance, the following critical areas have been identified:

**Sustenance:** Food, water and personal care items must be available to support and address both the short-term and long-term needs of affected individuals and families.

**Shelter and Housing:** Identify and make available safe and affordable housing units for affected individuals as well as assistance in accessing those units and resources.

**Child/Youth Care:** Identify and make available affordable and professional child and youth care for workers and students so that they may return to work/school.

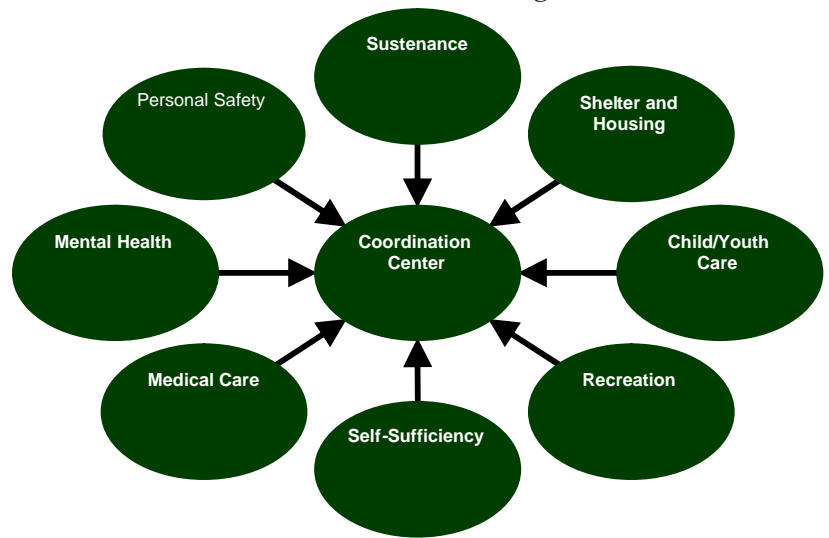
**Recreation:** Identify and promote use of safe and available recreation facilities in the absence of schools.

**Self-Sufficiency:** Make available good permanent and temporary jobs to help affected people support themselves and their families.

**Medical Care:** Identify and maximize access to primary and preventive medical care.

**Mental Health:** Identify available services and provide crisis management, coordination and intervention as well as counseling and individual/family support.

**Personal Safety:** Offer legal assistance and support to affected individuals who may be exposed to additional danger to themselves or loved ones.



### HSRI Organization

Each Immediate Impact Area will be coordinated by a team leader. Team leaders and HSRI Coordinator will meet twice per week to review scope, progress, gaps in service and reporting. Team leaders will maintain contact with support organizations participating in their Immediate Impact Area. HSRI Coordinator will compile Readiness Report (including progress of HSRI and service gaps) weekly to be presented to City officials and all collaborators. Collaborators, to the best of their ability, will support the efforts of team leaders and will offer constructive solutions to continue to improve the process and structure for the systematic, coordinated, and effective delivery of human services to address the consequences of disaster.

## HSRI READINESS ASSESSMENT

Immediate Impact Area: \_\_\_\_\_ Team Leader: \_\_\_\_\_

Collaborators/Organization	Contact	e-mail	Phone/fax

Gaps/Barriers/Challenges	Solutions	If Needed Resources

Additional Information and Comments:

---



---



---



---



---



---



---



---



---