



# The CEO Report

May 11, 2021

## Human Resources Update

### WELLNESS PROGRAM

#### Inside This Issue

- 1 Human Resources Update
- 2 RFP/RFO Update
- 2 Health and Human Services Agency Update
- 3 Information Services Division Update
- 3 HomeKey Project Team Honoree Letter
- 3 Agriculture Update
- 4 Oak and August Complex Fire Update
- 4 Office of Emergency Services Update
- 5 Cultural Services Agency Update
- 6 Animal Care Services Update
- 7 Upcoming Meetings and Dates of Interest
- 7 Attachments

#### **Biometric Health Screenings:**

Biometric Health Screenings are back for 2021 as a requirement of the Wellness Incentive Program. Screenings provide vital information about your overall health and are worth 20,000 incentive points! Registration opened in May. Reserve your space by logging in to <https://join.virginpulse.com/mcwow>. Visit the [Benefits page](#) to learn more and schedule your 20 minute appointment.

*\*\*As always, your health and wellness is very important to us, so these screenings will be provided in a safe manner adhering to all COVID restrictions and safety measures.*

#### **2021 Wellness Incentive Program:**

Participate in healthy behaviors and earn 48,000 points by November 15th to earn \$500 off your 2022 health plan premiums! Over 600 employees are currently participating in the Incentive Program, but there is still plenty of time to get started.

This year's required activities include a Biometric Health Screening (20,000 pts) and completing the online Health Risk Assessment (20,000 pts). Employees then have a range of activities to choose from to earn their remaining 8,000 points.

For Visit MCWOW online for more details:

<https://www.mendocinocounty.org/government/human-resources/employee-health-insurance/employee-wellness-program-mcwow/wellness-incentive-program>

### WORKFORCE DEVELOPMENT PROGRAM

#### **High Performance Organization training - Registration closes May 24<sup>th</sup>!**

High Performing Organizations experience highly satisfied customers, employees who want to remain on the team, higher employee engagement and morale, and a culture that hinges upon mutual respect, empowerment, accountability, and shared success. They also see better financial results than their peers over time.

In this FREE training, you will learn how to identify HPO practices and will learn how you can incorporate them in your teams, divisions, units, and departments, regardless of your title or position.

Register online by visiting: <https://forms.gle/dA5sJmv9ti6p1BvB6>

*\*This training also satisfies the Supervisor/Management Academy "HPO Training" requirement. There is no need to re-register if you already signed up through an Academy Training link.*

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## Request for Proposal/Request for Qualifications/ Request for Bids (RFP/RFQ/RFB) Update

### RFP# 012-21 Drug & Alcohol Laboratory Testing

- Issued on March 4, 2021
- Submission deadline was April 21, 2021
- In evaluation process

### RFP# 013-21 Investigative Services

- Issued on March 15, 2021
- Submission deadline was April 27, 2021
- In evaluation process

### RFP# 014-21 Inmate Transportation Services

- Issued on March 18, 2021
- Submission deadline was April 22, 2021
- In evaluation process

### RFP# 015-21 Jail Security Guard Services

- Issued on March 25, 2021
- Submission deadline was April 29, 2021
- In evaluation process

### RFP# 017-21 Community Education, Awareness, and Stigma Reduction Project

- Issued on March 29, 2021
- Submission deadline is May 10, 2021

### RFP# 018-21 Family Urgent Response System

- Issued on April 8, 2021
- Submission deadline is May 19, 2021

### RFP# 019-21 Emergency Operations Plan OES

- Issued on April 19, 2021
- Submission deadline is May 20, 2021

### RFP# 020-21 Continuum of Care Direct Homeless Services

- Issued on April 26, 2021
- Submission deadline is June 14, 2021



## Health and Human Services Update

Health and Human Services (HHS) submits the attached Agency Status Report to update the Board of Supervisors on the services being provided by HHS.



[www.mendocinocounty.org/government/health-human-services-agency](http://www.mendocinocounty.org/government/health-human-services-agency)



[www.mendocinocounty.org](http://www.mendocinocounty.org)



project homekey  
MENDOCINO COUNTY

[http://projecthomekeymendo  
cino.org/](http://projecthomekeymendocino.org/)

## Information Services Division Update

The Executive Office – Information Services division submits the attached update to the Board of Supervisors on the various projects and initiatives that are being identified and implemented by the division.

## HomeKey Project Team Honoree Letter

On April 19, 2021 the Mendocino County Transitional Housing Facility project team was recognized as an honoree from the Enterprise Community Partners' Leadership, for their committed work towards solving the housing and homeless crisis. The team will be formally recognized and celebrated at the 2021 Soiree by the Bay on October 21, 2021.

## Agriculture Update

Grapes are leafing out and fruit trees are setting fruit. Mendocino County growers are gearing up for a very dry year utilizing water conservation methods.

In May, the Department of Agriculture will restart the High Risk pest inspections at UPS and Fed Ex to review packages for harmful plants and animal quarantine pests.

Agriculture Field Inspectors will return to work for the Pest Detection and Glassy Winged Sharp Shooter trapping programs.

The Hemp Pilot Program has begun. One participant was selected and is getting documents submitted and fields ready for planting.

The department continues to see an increase in the number of devices registered in the county.

A good portion of the propane delivery devices were inspected in April.

Several staff and community members witnessed a steam machine demonstration for reducing weed production in Caspar. The results should be out around May 12, 2021.



Legislative information, California Law, daily events and legislative publications can be viewed online at the official California Legislative Information website by visiting:

<http://leginfo.legislature.ca.gov/>

## Oak and August Complex Fire Recovery Update

Recovery efforts continue for both the Oak and August Complex fires. After debris removal was completed, soil samples were collected on each parcel to ensure that cleanup goals were met. About 70% of soil samples did not meet cleanup goals. A crew will return soon to re-scrape soil on these parcels. Once cleanup goals are met, parcels will be ready for erosion control measures. To track debris removal progress, CalOES and CalRecycle have created an [interactive map](#).

The County Prevention, Recovery, Resiliency, and Mitigation Division is working on a survey for residents affected by the 2020, 2018, and/or 2017 wildfires. Responses will help track progress towards addressing unmet needs that resulted from recent wildfires and plan for future recovery and resiliency projects. The survey will be available online in May.



For more information, visit:  
[www.mendocinocounty.org/community/mendocino-strong](http://www.mendocinocounty.org/community/mendocino-strong)

## Office of Emergency Services Update

Mendocino County Office of Emergency Services (OES) maintains the Operational Area's Mass Notification Systems in partnership with local, state, and federal partners. In preparation for the 2021 wildfire season, Mendocino County OES believes it's important to update all Operational Area partners and the public regarding the ever changing capabilities and readiness of the county's Electronic Notification Systems (ENS).

Additionally, OES intends to introduce the draft Mass Notification Annex, which has been developed in partnership with the County's Alert and Warning Subcommittee in order to meet compliance with Senate Bill 833.

Mendocino County OES will be conducting a live test of the Wireless Emergency Alert (WEA) System within Mendocino County. This test will be conducted county-wide and is tentatively scheduled for May 26, 2021 at 12:00 pm. An alternate test date of June 2, 2021 at 12:00 pm has been scheduled in the event that there are unforeseen conflicts. This test has three objectives:

1. Ensure system activators are ready for the pending fire season;
2. Enhance public awareness of the new OES website and newly developed evacuation zones; and
3. Validate the OES website scalability and functionality prior to an actual disaster.

The draft Mendocino County Operational Area Emergency Operations Plan Annex: Mass Notification is attached to this report.



<https://www.mendocinocounty.org/government/executive-office/office-of-emergency-services>

## Cultural Services Agency Update

### Library

- As a response to the County rolling into the Orange Tier, Library branches opened five afternoons per week on April 22, 2021. Starting May 18, 2021, all branches will be open 6 hours per day, Tuesday through Saturday.
- May is Mental Health Awareness Month and Ukiah Branch is giving out Take-and-Make packages to create self-care eye pillow masks for adults and teen kits with Mood Tracker Journals, a candle, a Schat's Bakery gift card, and a packet of bubble wrap to pop away your anxiety.
- Willits Branch and the Museum are working with other Commercial Street businesses and agencies in Willits, towards a street fair later in the summer that will feature artists, outdoor family activities, printmaking, "open houses," and more. The new Little Lake Firehouse and Mendocino County Resource Conservation District (MCRCD) will be showcased along with the Library and Museum.
- Coast Community Branch celebrated Día de Los Niños, Día de Los Libros with an online bilingual reading of an indigenous Guarani (Argentina) legend by newly named Point Arena Poet Laureate Blake More and past Ukiah Poet Laureate Jabez Churchill.
- All branches participated in a National Poetry Month by recording staff reciting original haikus about their branches. <https://www.youtube.com/watch?v=sl3OlfPM7dc>



For more information, visit the Cultural Services Agency's website at: [www.mendocinocounty.org/government/cultural-services-agency](http://www.mendocinocounty.org/government/cultural-services-agency)

### Museum

- Due to the County rolling into the Orange Tier, the Museum resumed standard operating hours. During the month of April, they had 153 visitors in only 14 days.
- In May the Museum partnered with the UC Extension in Hopland for the City Nature Challenge, and 75 community members took part in their scavenger hunt.
- The Museum had excellent media coverage in *Willits Weekly*, *The Ukiah Daily Journal*, and *The Willits News*.
- A corner of the Ben Arthur Cabin is being dried and stabilized for exhibition.
- The Tack and Saddle room contents are being treated for mold and moth issues which date back to 2016. To view more information please visit the Mendocino County Museum webpage at: <http://www.willitsnews.com/2021/04/26/mendocino-county-museum-resumes-regular-hours/>

### Parks

- Reservations are now being taken for picnic areas.
- Phase II of the Parks Needs Assessment kicked off April 16, 2021.

## Animal Care Services Update

### Income Statistics

April 1, 2021 through April 30, 2021

- Zero animals impounded for quarantine at the Animal Shelter
- Two dead animals received for disposal
- 28 feral cats received
- Zero animals received for rabies specimen testing
- Two owned animals received by Animal Control or Police/owner in custody
- Seven owned animals impounded in the field to Animal Control or Police
- 17 owner surrendered animals received
- No shelter animals were returned by adopter
- 75 stray animals impounded in the field by Animal Control, Police or came in over the counter from citizens
- Total of 131 animals received at the Animal Shelter

### Outcome Statistics

April 1, 2021 through April 30, 2021

- 11 cats adopted
- 20 dogs adopted
- Zero "other" animals adopted/auctioned off
- Two ill/failure to thrive animal died
- Four dead animal disposals
- Ten animals euthanized
- Zero animals sent to laboratory for rabies testing
- Two owner/surrender animals euthanized
- Five trap, neuter and return to field cats
- 37 return to owner animals
- Three animals transferred to other rescue organizations
- A total of 94 animals departed the Animal Shelter



*To view pictures and bios of the Animal Shelter's wonderful adoptable cats and dogs, visit [www.mendoanimalshelter.com](http://www.mendoanimalshelter.com)*



## Upcoming Board Meetings

Regular Meeting	May 11, 2021
Limited Meeting	May 24, 2021
Regular Meeting	May 25, 2021
Budget Hearings	June 8-9, 2021
Standing Committee	June 14, 2021
Regular Meeting	June 22, 2021

## Dates of Interest

County Holiday	May 31, 2021
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## Attachments

1. Position Justification Report
2. Vacancy and Recruitment Update
3. Health and Human Services Agency Status Report
4. Information Services Division Update
5. Enterprise Community Partner, Inc. Letter
6. Oak and August Complex Fire Recovery Update
7. Draft Mendocino County Operational Area Emergency Operations Plan Annex: Mass Notification

May						
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						1
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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Regular Board Meeting



County Holiday



Limited Meetings



Standing Committees



NACo Conference

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**JUSTIFICATION OF FILLED POSITIONS**

*April 2021*

DEPARTMENT/OFFICE	CLASSIFICATION	POSITION NUMBER	LOCATION	DATE REQUISITION APPROVED	JUSTIFICATION PROVIDED	DATE POSITION FILLED
Assessor	Staff Assistant II	72	Ukiah	2/18/2021	Reviews & processes all property tax exemptions, including: homeowners, disabled veterans, welfare, and hospital and religious exemptions. Responsible for processing all roll corrections (secured and unsecured) and reporting them to the State, along with helping with the phones and customers at the counter.	4/4/2021
Assessor (County Clerk-Election)	Staff Assistant II	123	Ukiah	3/23/2021	Reviews & processes all property tax exemptions, including: homeowners, disabled veterans, welfare, and hospital and religious exemptions. Responsible for processing all roll corrections (secured and unsecured) and reporting them to the State, along with helping with the phones and customers at the counter.	4/4/2021
Auditor-Controller	Account Specialist III	3957	Ukiah	3/3/2021	Position handles Countywide and Special Districts accounts payable and County cash handling policy audits on deposits. Not filling the position will result in unanticipated overtime for other staff and other key functions will also be put on hold which will likely cause delays and undetermined additional impacts and potential losses.	4/4/2021
Auditor-Controller	Account Specialist III	3958	Ukiah	3/3/2021	Position handles Countywide and Special Districts accounts payable and County cash handling policy audits on deposits. Not filling the position will result in unanticipated overtime for other staff and other key functions will also be put on hold which will likely cause delays and undetermined additional impacts and potential losses.	4/4/2021
District Attorney (Victim Witness)	Victim Witness Advocate	2364	Ukiah	1/27/2021	Position assists with providing services for the Unserved/Underserved victims of crime. The grant funding this position is designed to fund awareness and improve knowledge about accessing local services available to crime victims. If not approved the District Attorney would be failing to deliver grant-mandated services to victims and witnesses. The impact to citizens would be great as these services are provided to all victims, witnesses, and the general public in Mendocino County.	4/4/2021
Executive Office	Administrative Assistant	3627	Ukiah	10/30/2020	Assists with daily tasks, including phones, front counter, mail, and additional administrative duties and assistance to the CEO and Sr. Staff members as needed. If not filled, current employees will need to cover these assignments, causing overtime, or tasks may not be done in a timely manner.	4/4/2021



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*April 2021*

DEPARTMENT/OFFICE	CLASSIFICATION	POSITION NUMBER	LOCATION	DATE REQUISITION APPROVED	JUSTIFICATION PROVIDED	DATE POSITION FILLED
Executive Office (Information Services)	Information Systems Specialist	4368	Ukiah	3/23/2021	Position will provide project management for major complex projects and assist with the implementation of application initiatives identified in the IT Master Plan adopted by the Board of Supervisors, which will result in significant countywide efficiency gains. Not having a subject matter expert for countywide enterprise systems further results in an increased need for increased third party assistance.	4/4/2021
Executive Officer	Deputy Chief Executive Officer	3388	Ukiah	2/2/2021	Position is vital to the continued operations of the Executive Office. If not filled, current employees, who already have full time work loads, will cover the tasks of this vacancy. Deadlines could be missed or delay to providing County response/services.	4/4/2021
HHSa (Administration)	Assistant Health and Human Services Agency Director	4088	Ukiah	4/7/2021	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Mental Health)	Assistant Health and Human Services Agency Director	3392	Ukiah	12/21/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Account Specialist II	3269	Ukiah	10/1/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Eligibility Specialist I	723	Ukiah	11/11/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Eligibility Specialist I	777	Ukiah	1/16/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Eligibility Specialist I	781	Ukiah	11/11/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Eligibility Specialist I	792	Ukiah	4/7/2021	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Eligibility Specialist I	1688	Ukiah	2/3/2021	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
HHSa (Social Services)	Social Worker I	2021	Ukiah	2/4/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/4/2021
Sheriff's Office	Deputy Sheriff Coroner - II	1612	Point Arena	5/27/2020	Reductions in the sworn field deputy staff increases overtime costs, leads to extended service times, and diminishes the Sheriff Office's capacity to proactively ensure safety within Mendocino County.	4/4/2021

**JUSTIFICATION OF FILLED POSITIONS**

*April 2021*

DEPARTMENT/OFFICE	CLASSIFICATION	POSITION NUMBER	LOCATION	DATE REQUISITION APPROVED	JUSTIFICATION PROVIDED	DATE POSITION FILLED
Assessor	Assessment Information Supervisor	73	Ukiah	7/23/2020	Position supervises 4 to 5 clerical staff members and enters the higher level data entries into the property system for the tax roll, including all regular assessment, supplemental assessments, corrections and escapes affecting the tax roll. Position works with the Assessor, the Senior Auditor Appraiser and the Assistant Assessor in balancing the personal property values, the exemptions values and late files and real property roll values prior to the roll closure due the last day of the fiscal year.	4/18/2021
Assessor	Chief Property Appraiser	71	Ukiah	3/12/2019	This position is essential to keep the day to day operations in the Assessors Office functioning.	4/18/2021
Assessor	Real Property Appraiser I	2434	Ukiah	2/18/2021	The Real Property Appraiser positions are essential positions within the Assessor's office. Each appraiser is assigned a geographical appraisal area; when they finish their area, they help complete other areas. We have between 10,000 and 15,000 transfers (re-appraisal events) per year.	4/18/2021
Assessor	Real Property Appraiser I	2790	Ukiah	2/18/2021	The Real Property Appraiser positions are essential positions within the Assessor's office. Each appraiser is assigned a geographical appraisal area; when they finish their area, they help complete other areas. We have between 10,000 and 15,000 transfers (re-appraisal events) per year.	4/18/2021
Executive Office (Facilities and Fleet)	Custodian	3077	Ukiah	2/5/2021	This position fills a critical need by supporting the County's 100+ facilities. Custodial services have increased over the past 6 months due to increased service levels in response to the COVID pandemic.	4/18/2021
Executive Office (Facilities and Fleet)	Facility Project Specialist II	4107	Ukiah	2/3/2021	Position supports the County's Capital Improvement Plan and critical infrastructure needs, provides departmental assistance in relation to safety preparedness, and facility improvements. Responsible for assessing the condition of County facilities as it pertains to life/health/safety/welfare. If not filled, deferred maintenance will increase; CIP expenses will consequently increase.	4/18/2021
HHS (Mental Health)	Mental Health Rehab Specialist	3741	Ukiah	12/16/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHS (Public Health Nursing)	Licensed Vocational Nurse	1833	Ukiah	9/3/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHS (Public Health Nursing)	Supervising Public Health Nurse	3849	Ukiah	11/5/2019	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021

**JUSTIFICATION OF FILLED POSITIONS**

*April 2021*

DEPARTMENT/OFFICE	CLASSIFICATION	POSITION NUMBER	LOCATION	DATE REQUISITION APPROVED	JUSTIFICATION PROVIDED	DATE POSITION FILLED
HHSa (Social Services)	Account Specialist II	1245	Ukiah	12/21/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHSa (Social Services)	Screener	3968	Ukiah	2/3/2021	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHSa (Social Services)	Screener	4359	Ukiah	7/30/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHSa (Social Services)	Senior Program Specialist	4056	Ukiah	2/24/2021	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHSa (Social Services)	Social Worker Assistant II	1787	Ukiah	1/2/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHSa (Social Services)	Social Worker Assistant II	2015	Ukiah	7/1/2019	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
HHSa (Social Services)	Social Worker I	1707	Ukiah	7/23/2020	Risk of not meeting State and Federal Mandates, risk of overtime and/or assigning duties elsewhere working someone out of class.	4/18/2021
Library	Administrative Services Manager II	3962	Ukiah	3/1/2021	Position deals with budgets, grants, contracts, MOUs, major purchases & facility upgrades. Administrative demands for the CSA including budgets, grants, contracts, MOUs, and policies have become increasingly complex and requires advanced knowledge, skill & training in public administration.	4/18/2021
Probation	Staff Assistant II	1206	Ukiah	10/19/2020	Position provides all reception duties for the Ukiah Probation offices - both adult and juvenile - as well as many department support responsibilities such as mail, vehicle assignment/maintenance, MRF processing, supply ordering, etc. If not filled, coverage of these duties would need to be performed by other higher level positions which would result in higher level work such as processing court reports, filing court reports, and other critical functions being late or not performed.	4/18/2021
Probation (Juvenile Hall)	Juvenile Corrections Officer	2740	Ukiah	11/3/2020	Juvenile Hall is mandated by Title 15 regulations to maintain specific staffing levels. With the absence of this position, Juvenile Hall is below the mandated levels. This position is necessary to minimize personnel working extended shifts and mandatory overtime to meet coverage needs.	4/18/2021

**JUSTIFICATION OF FILLED POSITIONS***April 2021*

DEPARTMENT/OFFICE	CLASSIFICATION	POSITION NUMBER	LOCATION	DATE REQUISITION APPROVED	JUSTIFICATION PROVIDED	DATE POSITION FILLED
Transportation (Solid Waste)	Deputy Director of Transportation - Solid Waste and Water Agency	4379	Ukiah	3/9/2021	Since the addition of Solid Waste & Water Agency to DOT, these duties have been temporarily covered by Land Improvement Division staff. Additional staff are needed in order to perform the administration of Solid Waste, Closed Landfills, and Water Agency. The department is at risk of being out of compliance with regulatory requirements if this position is not filled.	4/18/2021
Transportation (Solid Waste)	Senior Environmental Compliance Specialist	4378	Ukiah	3/9/2021	Since the addition of Solid Waste & Water Agency to DOT, these duties have been temporarily covered by Land Improvement Division staff. Additional staff are needed in order to perform the administration of Solid Waste, Closed Landfills, and Water Agency. The department is at risk of being out of compliance with regulatory requirements if this position is not filled.	4/18/2021

BOARD OF SUPERVISORS VACANCY/RECRUITMENT UPDATE																
Pay Period 08-21, March 21, 2021 - April 17, 2021																
DEPARTMENT/OFFICE	FUND	TOTAL ALLOCATED FTE POSITIONS	VACANT FTE POSITIONS	VACANCY RATE (All Vacant Regardless of Recruitment Status)	POSITIONS IN RECRUITMENT (AS OF REPORT DATE)	VACANCY RATE* (Positions in Recruitment)	NEW HIRES SINCE 7/1/20	SEPARATIONS SINCE 7/1/20	EMPLOYEES ON LEAVE	EMPLOYEES IN BOONVILLE	EMPLOYEES IN COVELO	EMPLOYEES IN FORT BRAGG	EMPLOYEES IN LAYTONVILLE	EMPLOYEES IN POINT ARENA	EMPLOYEES IN UKIAH	EMPLOYEES IN WILLITS
AGRICULTURE	1100	9.00	2.00	22.2%	--	0.0%	--	--	1	--	--	--	--	--	7	--
<i>Agriculture Total:</i>		<i>9.00</i>	<i>2.00</i>	<i>22.2%</i>	<i>0</i>	<i>0.0%</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>7</i>	<i>0</i>
AIR QUALITY	3270	9.00	3.00	33.3%	--	0.0%	--	--	--	--	--	--	--	--	6	--
<i>Air Quality Total:</i>		<i>9.00</i>	<i>3.00</i>	<i>33.3%</i>	<i>0</i>	<i>0.0%</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>6</i>	<i>0</i>
ANIMAL CARE	1100	13.00	1.00	7.7%	1	7.7%	2	2	--	--	--	2	--	--	10	--
<i>Animal Care Total:</i>		<i>13.00</i>	<i>1.00</i>	<i>7.7%</i>	<i>1</i>	<i>7.7%</i>	<i>2</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>10</i>	<i>0</i>
ASSESSOR-CLERK-RECORDER (ASSESSOR)	1100	21.00	5.00	23.8%	--	0.0%	9	8	--	--	--	--	--	--	16	--
ASSESSOR-CLERK-RECORDER (CLERK RECORDER)	1100	3.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	3	--
ASSESSOR-CLERK-RECORDER (COUNTY CLERK-ELECTION)	1100	3.00	0.00	0.0%	1	33.3%	1	--	--	--	--	--	--	--	3	--
<i>Assessor-Clerk-Recorder Total:</i>		<i>27.00</i>	<i>5.00</i>	<i>18.5%</i>	<i>1</i>	<i>3.7%</i>	<i>10</i>	<i>8</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>22</i>	<i>0</i>
AUDITOR-CONTROLLER	1100	12.00	1.00	8.3%	1	8.3%	--	1	--	--	--	--	--	--	12	--
<i>Auditor-Controller Total:</i>		<i>12.00</i>	<i>1.00</i>	<i>8.3%</i>	<i>1</i>	<i>8.3%</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>12</i>	<i>0</i>
BOARD OF SUPERVISORS	1100	5.00	0.00	0.0%	--	0.0%	2	2	--	--	--	--	--	--	5	--
<i>Board of Supervisors Total:</i>		<i>5.00</i>	<i>0.00</i>	<i>0.0%</i>	<i>0</i>	<i>0.0%</i>	<i>2</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>5</i>	<i>0</i>
CHILD SUPPORT SERVICES	1100	36.00	15.00	41.7%	--	0.0%	3	1	--	--	--	--	--	--	22	--
<i>Child Support Services Total:</i>		<i>36.00</i>	<i>15.00</i>	<i>41.7%</i>	<i>0</i>	<i>0.0%</i>	<i>3</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>22</i>	<i>0</i>
COUNTY COUNSEL	1100	12.00	2.00	16.7%	2	16.7%	--	1	--	--	--	--	--	--	10	--
<i>County Counsel Total:</i>		<i>12.00</i>	<i>2.00</i>	<i>16.7%</i>	<i>2</i>	<i>16.7%</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>10</i>	<i>0</i>
CULTURAL SERVICES AGENCY (LIBRARY)	1205	36.50	9.00	24.7%	5	13.7%	--	3	1	--	5	6	--	1	14	4
CULTURAL SERVICES AGENCY (MUSEUM)	1100	5.00	1.00	20.0%	--	0.0%	1	1	--	--	--	--	--	--	1	3
<i>Cultural Services Agency Total:</i>		<i>41.50</i>	<i>10.00</i>	<i>24.1%</i>	<i>5</i>	<i>12.0%</i>	<i>1</i>	<i>4</i>	<i>1</i>	<i>0</i>	<i>5</i>	<i>6</i>	<i>0</i>	<i>1</i>	<i>15</i>	<i>7</i>
DISTRICT ATTORNEY	1100	46.00	7.00	15.2%	2	4.3%	5	4	3	--	--	5	--	--	34	--
DISTRICT ATTORNEY (ANTI DRUG ABUSE)	4650	3.00	0.00	0.0%	--	0.0%	--	1	--	--	--	--	--	--	3	--
DISTRICT ATTORNEY (RAPE PROSECUTION)	4480	1.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	1	--
DISTRICT ATTORNEY (VICTIM WITNESS)	4640	5.00	0.00	0.0%	--	0.0%	1	--	1	--	--	--	--	--	5	--
<i>District Attorney Total:</i>		<i>55.00</i>	<i>7.00</i>	<i>12.7%</i>	<i>2</i>	<i>3.6%</i>	<i>6</i>	<i>5</i>	<i>4</i>	<i>0</i>	<i>0</i>	<i>5</i>	<i>0</i>	<i>0</i>	<i>43</i>	<i>0</i>

BOARD OF SUPERVISORS VACANCY/RECRUITMENT UPDATE																
Pay Period 08-21, March 21, 2021 - April 17, 2021																
DEPARTMENT/OFFICE	FUND	TOTAL ALLOCATED FTE POSITIONS	VACANT FTE POSITIONS	VACANCY RATE (All Vacant Regardless of Recruitment Status)	POSITIONS IN RECRUITMENT (AS OF REPORT DATE)	VACANCY RATE* (Positions in Recruitment)	NEW HIRES SINCE 7/1/20	SEPARATIONS SINCE 7/1/20	EMPLOYEES ON LEAVE	EMPLOYEES IN BOONVILLE	EMPLOYEES IN COVELO	EMPLOYEES IN FORT BRAGG	EMPLOYEES IN LAYTONVILLE	EMPLOYEES IN POINT ARENA	EMPLOYEES IN UKIAH	EMPLOYEES IN WILLITS
EXECUTIVE OFFICE	1100	13.00	3.00	23.1%	2	15.4%	3	3	--	--	--	--	--	--	12	--
EXECUTIVE OFFICE (CENTRAL SERVICES)	1100	6.00	0.00	0.0%	--	0.0%	3	2	--	--	--	--	--	--	6	--
EXECUTIVE OFFICE (CLERK OF THE BOARD)	1100	3.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	3	--
EXECUTIVE OFFICE (DISASTER RECOVERY)	1225	7.00	4.00	57.1%	2	28.6%	--	--	--	--	--	--	--	--	3	--
EXECUTIVE OFFICE (FACILITIES & FLEET)	1100	39.80	10.00	25.1%	5	12.6%	12	6	--	--	--	3	--	--	29	1
EXECUTIVE OFFICE (GARAGE)	1100	3.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	3	--
EXECUTIVE OFFICE (GENERAL LIABILITY)	7130	2.50	1.00	40.0%	1	40.0%	--	--	--	--	--	--	--	--	2	--
EXECUTIVE OFFICE (INFORMATION SERVICES)	1100	28.00	7.00	25.0%	3	10.7%	4	4	--	--	--	--	--	--	23	--
Executive Office Total:		102.30	25.00	24.4%	13	12.7%	22	15	0	0	0	3	0	0	81	1
FARM ADVISOR	1100	3.00	1.00	33.3%	1	33.3%	--	--	--	--	--	--	--	--	2	--
Farm Advisor Total:		3.00	1.00	33.3%	1	33.3%	0	0	0	0	0	0	0	0	2	0
HHSA (ADMINISTRATION)	1100	22.00	10.00	45.5%	3	13.6%	1	4	1	--	--	--	--	--	13	--
HHSA (ALCOHOL/OTHER DRUG PROGRAM)	1100	35.00	16.00	45.7%	4	11.4%	1	--	--	--	--	1	--	--	18	--
HHSA (CGAP-DFC GRANT)	4260	1.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	1	--
HHSA (ENVIRONMENTAL HEALTH)	1100	22.60	3.60	15.9%	--	0.0%	--	1	--	--	--	--	--	--	19	--
HHSA (MENTAL HEALTH)	1221	60.00	33.00	55.0%	10	16.7%	1	4	--	--	--	--	--	--	27	--
HHSA (MENTAL HEALTH TREATMENT ACT - MEASURE B)	1224	1.25	1.25	100.0%	--	0.0%	--	1	--	--	--	--	--	--	--	--
HHSA (PUBLIC HEALTH)	1100	29.00	12.00	41.4%	5	17.2%	1	2	1	--	--	--	--	--	16	1
HHSA (PUBLIC HEALTH BIOTERRORISM AS)	4780	2.00	1.00	50.0%	1	50.0%	--	--	2	--	--	--	--	--	2	--
HHSA (PUBLIC HEALTH CCS)	1100	7.00	2.00	28.6%	2	28.6%	1	2	1	--	--	--	--	--	6	--
HHSA (PUBLIC HEALTH NURSING)	1100	22.00	9.00	40.9%	7	31.8%	2	3	--	--	--	1	--	--	10	3
HHSA (PUBLIC HEALTH TOBACCO ED)	4530	1.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	1	--
HHSA (PUBLIC HEALTH WIC)	4180	14.20	6.40	45.1%	--	0.0%	--	2	1	--	--	1	--	--	7	--
HHSA (SOCIAL SERVICES)	1100	404.00	73.00	18.1%	66	16.3%	42	25	19	--	--	33	--	--	271	28
HHSA (WHOLE PERSON CARE)	1227	2.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	2	--
HHSA Total:		623.05	167.25	26.8%	98	15.7%	49	44	25	0	0	36	0	0	391	32

BOARD OF SUPERVISORS VACANCY/RECRUITMENT UPDATE																
Pay Period 08-21, March 21, 2021 - April 17, 2021																
DEPARTMENT/OFFICE	FUND	TOTAL ALLOCATED FTE POSITIONS	VACANT FTE POSITIONS	VACANCY RATE (All Vacant Regardless of Recruitment Status)	POSITIONS IN RECRUITMENT (AS OF REPORT DATE)	VACANCY RATE* (Positions in Recruitment)	NEW HIRES SINCE 7/1/20	SEPARATIONS SINCE 7/1/20	EMPLOYEES ON LEAVE	EMPLOYEES IN BOONVILLE	EMPLOYEES IN COVELO	EMPLOYEES IN FORT BRAGG	EMPLOYEES IN LAYTONVILLE	EMPLOYEES IN POINT ARENA	EMPLOYEES IN UKIAH	EMPLOYEES IN WILLITS
HUMAN RESOURCES	1100	19.00	6.00	31.6%	1	5.3%	--	--	1	--	--	--	--	--	13	--
HUMAN RESOURCES (EMPLOYEE WELLNESS)	1100	1.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	1	--
HUMAN RESOURCES (HEALTH BENEFITS)	7150	4.00	1.00	25.0%	--	0.0%	--	--	--	--	--	--	--	--	3	--
Human Resources Total:		24.00	7.00	29.2%	1	4.2%	0	0	1	0	0	0	0	0	17	0
PLANNING AND BUILDING	1100	43.50	7.00	16.1%	5	11.5%	4	5	--	--	--	7	--	--	30	--
PLANNING AND BUILDING (CANNABIS PROGRAM)	1100	8.00	1.00	12.5%	--	0.0%	6	1	--	--	--	--	--	--	7	--
Planning and Building Total:		51.50	8.00	15.5%	5	9.7%	10	6	0	0	0	7	0	0	37	0
PROBATION	1100	47.00	12.00	25.5%	2	4.3%	--	2	1	--	--	2	--	--	30	3
PROBATION (JUVENILE HALL)	1100	25.00	9.00	36.0%	--	0.0%	--	3	2	--	--	--	--	--	16	--
Probation Total:		72.00	21.00	29.2%	2	2.8%	0	5	3	0	0	2	0	0	46	3
PUBLIC DEFENDER	1100	24.00	1.00	4.2%	1	4.2%	5	2	1	--	--	2	--	--	21	--
PUBLIC DEFENDER (ALTERNATE DEFENDER)	1100	6.50	1.00	15.4%	--	0.0%	--	--	--	--	--	--	--	--	6	--
Public Defender Total:		30.50	2.00	6.6%	1	3.3%	5	2	1	0	0	2	0	0	27	0
RETIREMENT	1100	5.00	0.00	0.0%	--	0.0%	--	--	--	-	-	-	-	-	5	--
Retirement Total:		5.00	0.00	0.0%	0	0.0%	0	0	0	0	0	0	0	0	5	0
SHERIFF-CORONER	1100	114.00	17.00	14.9%	9	7.9%	6	7	6	--	--	8	--	1	76	12
SHERIFF-CORONER (COPS PROGRAM AB3229)	1210	1.00	0.00	0.0%	--	0.0%	--	--	--	--	--	--	--	--	1	--
SHERIFF-CORONER (JAIL)	1100	73.00	16.00	21.9%	9	12.3%	4	8	1	--	--	--	--	--	57	--
SHERIFF-CORONER (OFFICE OF EMERGENCY SERVICES)	1100	2.00	0.00	0.0%	--	0.0%	1	--	--	--	--	--	--	--	2	--
Sheriff-Coroner Total:		190.00	33.00	17.4%	18	9.5%	11	15	7	0	0	8	0	1	136	12
TRANSPORTATION	1200	92.80	27.80	30.0%	8	8.6%	--	7	--	3	2	10	5	4	35	6
TRANSPORTATION (ENGINEERING & TECHNICAL ASSIST)	1100	7.00	1.00	14.3%	2	28.6%	1	--	--	--	--	--	--	--	6	--
TRANSPORTATION (SOLID WASTE)	1100	2.00	2.00	100.0%	2	100.0%	--	--	--	--	--	--	--	--	--	--
Transportation Total:		101.80	30.80	30.3%	12	11.8%	1	7	0	3	2	10	5	4	41	6
TREASURER-TAX COLLECTOR	1100	6.00	1.00	16.7%	1	16.7%	--	--	--	--	--	--	--	--	5	--
TREASURER-TAX COLLECTOR (COURT AB233 PROGRAM)	1100	6.00	1.00	16.7%	--	0.0%	1	--	1	--	--	--	--	--	5	--
Treasurer-Tax Collector Total:		12.00	2.00	16.7%	1	8.3%	1	0	1	0	0	0	0	0	10	0
COUNTYWIDE TOTAL:		1428.65	340.05	23.8%	162	11.3%	123	118	44	3	7	81	5	6	944	61





## **Health and Human Services Agency Status Report May 3, 2021**

### **Behavioral Health & Recovery Services**

- May is Mental Health Month! Behavioral Health and our partner agencies are bringing a variety of activities to the community to raise awareness. Wear lime green or a lime green ribbon to support awareness about Mental Health.
- Behavioral Health staff will be attending farmer's markets throughout the county with mental health materials and resources. Mental Health Services encourages consumers to participate in a Chalk Walk by walking to various service providers to see chalk art and messaging by providers.
- Specialty mental health providers are bringing targeted activities to supported housing units, such as gardening and outdoor groups.
- Behavioral Health will offer a Question Persuade Refer (QPR) Training via Zoom on May 13<sup>th</sup>, from 1-3 p.m. Registration information will be posted on the BHRS Facebook page.
- Mendocino County Office of Education is offering a Mental Health First Aid Training every Wednesday in May. Register online at [MCOE](#).

### **Social Services**

#### ***Adult and Aging Services***

- In the 2020-21 Fiscal Year, the Adult Services Integrated Program Support (ASIPS) Unit has provided contract support for Adult and Aging Services by processing 22 standard contracts, monitoring contract compliance, processing contractor invoices, and tracking contract funds. In addition to standard contracts, ASIPS prepared 10 contracts and 62 contract amendments with local restaurants as part of the Great Plates Delivered Emergency Feeding Program.
- The Great Plates program delivers 15,120 meals weekly. Overall, 392,259 meals have been delivered since the beginning of the program. Seniors interested in applying for this program can contact Mendocino County Adult & Aging Services at 707-463-7900 or toll free at 1-877-327-1799. Seniors can also apply online at [mendocinocounty.org/greatplates](https://mendocinocounty.org/greatplates).

- Adult Protective Services has restarted the Monthly Multidisciplinary Team (MDT) meeting in Fort Bragg, as meetings had ceased during COVID. The first meeting on April 20<sup>th</sup>, 2021, was well attended by community partners, including the Mayor of Fort Bragg, Fort Bragg Police, Mendocino County Sheriff's Department, and Redwood Community Services. This team collaborates on best practices when working with some of our most severely challenged elders and dependent adults.
- All In Home Supportive Services (IHSS) social workers have completed the required Mandatory IHSS Refresher Training, ensuring we provide consistent quality and updated assessments to our IHSS recipients. COVID-19 vaccination notices to all IHSS recipients and providers were sent out from CDSS, noting paid time for getting vaccinated.
- The IHSS Advisory Committee restarted quarterly meetings and is actively seeking new members. Those interested in joining may apply on the [Boards and Commissions](#) page of the County website.
- IHSS Quality Assurance (QA) completed 281 case file reviews and 56 QA home visits. These reviews and visits ensure social workers are assessing recipient needs based on regulations of the IHSS program.

### ***Family and Children's Services***

Independent Living Skills Program (ILSP) is a voluntary program for current and former foster youth, ages 16-21, designed to teach youth/young adults basic living skills in preparation for independence, as well as provide resources to support that goal.

In Mendocino County, we currently have 64 youth/young adults who are eligible to participate and 20 youth/young adults who regularly access the services. Due to COVID-19, weekly classes have been held virtually, via Zoom. We hope to resume an in-person classroom environment, once state and local health orders allow. We will continue to utilize the Zoom format, in conjunction with the classroom environment, so that youth/young adults who live in remote areas can more easily access the classes. For the month of May, the class topics will cover the subject of health, sexual health and reproduction, and the risks and dangers of Commercial Sexual Exploitation of Children (CSEC).

### ***Employee & Family Assistance Services (EFAS)***

- The Department of Health Care Services has extended the delay in processing of annual Medi-Cal Redeterminations and reported changes in circumstances, to avoid loss of Medi-Cal coverage for Medi-Cal beneficiaries. EFAS continues to focus attention on application processing to ensure that health insurance is not a barrier to care for our community. Mendocino County's Medi-Cal caseload has grown by 9% since February 1, 2020, from 20,071 cases to 21,854 cases.
- Emergency allotments for CalFresh have been approved by the Food and Nutrition Service (FNS), through the benefit month of April 2021. April allotments will issue on Sunday, May 16, 2021, and every CalFresh household will receive a minimum

of \$95 in emergency allotments. Over the last 12 months, Mendocino County has issued an average of \$709,000 per month in emergency allotments to CalFresh households, to supplement the normal monthly benefits.

- The CalFresh temporary 15% increase to the maximum allotment amounts has been extended to September 2021. Households can anticipate seeing the change through automation on the normal monthly issuance dates.
- Mendocino County issued \$371,400 to CalWORKs households via the Golden State Grant program. Through this program, every active CalWORKs household received a one-time payment of \$600 in additional benefits.
- During the month of April, the CalWORKs Housing Support Program (CWHSP) housed nine families through Project Homekey. CWHSP subsidizes the rent for these families in a gradual step-down process.
- EFAS has successfully maintained CalWORKs, CalFresh, and Medi-Cal benefits for 38,565 Mendocino County residents.

### ***Advocacy and Collaboration Team (ACTeam)***

- ACTeam continues to work closely with community partners and the CEO's Office on the implementation of Project Homekey - Live Oak Apartments. Over 200 applications for prospective tenants have been received for this project so far, and 77 people have moved into the newly remodeled apartment complex, including adults, seniors, and children. A new website for this project has been launched at [www.projecthomekeymendocino.org](http://www.projecthomekeymendocino.org). Staff is beginning to plan for Phase 2 of the building remodel, which will include installation of the remaining kitchenettes, with a possible solar array on the roof and/or parking lot.
- ACTeam continues to manage the local implementation of California's Project Roomkey, which provided motel rooms to high-risk unhoused individuals who met specific criteria as a protection from COVID-19 spread. At present, Project Roomkey is providing housing support to approximately 52 high-risk households, for a total of 70 adults and children. Project Roomkey is currently not accepting any new participants.
- Working with community partners, ACTeam works collaboratively with law enforcement organizations, to provide assistance and support to individuals experiencing homelessness in the Ukiah Valley, through work of our Homeless Outreach Team. This includes support before and during an encampment disbandment initiated by law enforcement organizations.
- The Community Outreach unit continues to work with local partners to help them navigate the CalFresh, Medi-Cal and Covered California programs, with a focus on families with children. The Outreach Unit provides CalFresh Advocate training to community partners and county staff. The Outreach Unit runs the Mendocino County Car Seat Safety Program, distributing seats, educating families, and providing installation assistance. Outreach Unit staff have been assisting families with applying for COVID related benefits and programs for housing, child care, unemployment, disability, and other benefit programs. The Outreach Unit convenes and facilitates meetings between County staff and community agencies to focus on children's health, safety and resource navigation.

- ACTeam continues to work collaboratively with the Mendocino County Homeless Services Continuum of Care (CoC) Board to utilize pandemic funding to support the pandemic-related needs of homeless service providers. The CoC recently issued a comprehensive Request for Qualifications (RFQ) for a variety of direct homeless services, funded through several homelessness grants and allocations.

### **Public Health**

- Public Health leads the COVID-19 response and includes maintenance of the Department Operations Center (DOC). The DOC tracks COVID-19 cases within the county, conducts thorough contact tracing to slow spread; facilitates COVID-19 testing via OptumServe, in addition to other targeted tests according to public health need; manages the COVID-19 vaccine rollout to community partners and the public via vaccination events, while maintaining state and federally-mandated rollout guidelines; monitors public concerns and questions regarding COVID-19 in our county via social media, press conferences and the Call Center; secures Personal Protective Equipment, tests and relevant couriers; collaborates with different labs in the region to ensure testing continues at the rate necessary; and researches and secures available emergency funding.
- Public Health continues to maintain other infectious disease interventions during COVID-19 incident oversight.

### ***Women, Infants & Children (WIC)***

- State WIC plans to roll out Tele-WIC (video appointment) by October 2021; pilot testing is already operating in some counties. Staff training will start in May (Mendocino is ready for this transition). State WIC will receive our budget proposal for the next two years, in consideration of additional funds from the COVID-19 pandemic. WIC staff continue to serve our community through phone appointments, breast pump delivery, and education. Likewise, WIC provides nutrition assistance to low-income eligible parents, pregnant and breastfeeding women county-wide.

### ***Public Health Nursing/Maternal Child Adolescent Health (MCAH), Field Nursing, Healthy Families Home Visiting & CalWORKs Home Visiting***

- During the month of April, Public Health home visitors completed 31 home visits, 12 phone visits, and two Zoom visits. We have seen an increase in referrals and hope for more visits as the tiers change and more of our families choose to be vaccinated.

## **Community Wellness**

- Community Wellness (CW) staff continue to provide support via COVID-19 Case Investigation and Contact Tracing in addition to completing contractual and program requirements for the wellness of our community.
- Community Wellness' Tobacco Control Program (TCP) was one of 19 representatives from the North Coast Region at the annual Capitol Tobacco Information & Education Virtual Days of Action (I&E Days) on April 13 -14, 2021. The group consisted of Tribal partners, local lead agencies, and other regional partners. I&E Days is an event that allows tobacco prevention advocates to educate our State representatives about our local efforts, including challenges and needs. Assemblymember Jim Wood congratulated Mendocino County on passing the flavor ban in the county's unincorporated areas and expressed his support for the cities to follow suit.
- TCP staff is also working together with WIC to promote tobacco cessation and implement one of the first (if not the first!) Tobacco Cessation Referral processes in a WIC Program.
- The Oral Health Program of Community Wellness is partnering with several clinics and a Registered Dental Hygienist in Alternative Practice (RDHAP) to provide oral health screenings in schools. Our program provided funds for the RDHAP to purchase a mobile dental unit, which will provide dental hygiene care to those with limited access to a traditional dental office setting. The communities of Laytonville, Willits, Point Arena/Gualala, and Fort Bragg will benefit from having their youth screened. Ukiah Unified School District was unable to participate in the screenings, given the limited time they have with students through the end of this school year. However, the district will have teachers show oral health education videos and distribute toothbrushes, toothpaste, floss, and *Potter the Otter Goes to the Dentist* books to their students.

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## *Information Services Division Update*

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The Information Services Division team continue to identify the County's technology infrastructure needs, prioritize and implement initiatives through the Information Technology (IT) Master Plan, implement Board Directives and continue technology strategic planning. The Information Services Division also provides technical support to the County's workforce both in County facilities and teleworking. Listed below are highlights from active projects.

### Munis Upgrade – Finance System Upgrades and Improvements

The current version of the County's finance system, Munis 11.3, is approaching end of support. The time has come for the Information Services Division, in conjunction with Munis vendor Tyler technologies, to move the County to the next version. Munis version 19.3 was installed in the County test system at the end of July 2020. The new version offers functionality that will assist with several of the initiatives identified as priorities in the IT Mater Plan, budget process review and improvements, purchasing enhancements and permission improvements. Additionally, this project will bring on two new Tyler based applications. The timekeeping application, Executime, will improve the County's ability to track county employee time and associate that time with projects, programs, and grants for improved cost recovery. This new version represents a significant change, and will require county wide staff training. The Information Services Division is developing a training plan and determining an anticipated go-live date.

### Cannabis

The Information Services Division has been commissioned to develop a web-enabled application for the submission of cannabis permitting documents. Although the scope and timing of this project has changed several times over the past few months, the Information Services Division is committed to completing this application in a timely manner. Additionally, the Information Services Division has been working in conjunction with Toshiba to scan and organize cannabis phase one documents.

### Countywide Document Imaging

Based on Board direction, and in collaboration with the Executive Office, the Information Services Division has been actively exploring ways to reduce the use of paper, both between county employees and for interacting with the public. Staff are developing processes that will enable the County to:

1. Scan existing paper documents into our enterprise document imaging system, DocuWare (hopefully allowing the County to destroy documents when they are determined to be past their mandatory retention date)
2. Move existing scanned documents into DocuWare from file systems, allowing for the searching for documents in a simple to use interface
3. Create online forms that will never be printed, reducing reliance on paper, faxing, and mailing of information.

Each of these three types of projects are in the prototype stage.

### Property Tax Software System (Aumentum)

Mendocino County went live with a new property system in early February 2021. The project team has successfully migrated data to the new system, collected and logged revenue for the Secured Property tax 2nd installment, and managed to bring a Public Portal online allowing taxpayers to easily pay their property taxes. The project team continues to work with post go-live activities and is collaborating with Aumentum project leaders on ensuring successful implementation.

## Office 365 Electronic Mail Conversion – Phase I

The IT Master Plan identified the recommended transition from the existing electronic mail platform to cloud based Office 365. The potential benefits of this transition include: improved integration with County applications; improved integration with business partners and other third parties; consistency with other employers; reduced time managing email for public records requests; and improved stability of environment and higher availability of email-based services. This project was identified as a high priority project requesting phase I funding in the amount of \$250,000 at Fiscal Year 2020-21 mid-year budget. The Board of Supervisors approved funding and issued a Board directive to proceed as quickly as possible with implementation. Information Services Division staff conducted project kick-off in April 2021 and are currently identifying project priorities, researching and developing scope for bidding, exploring migration options and identifying project time line. The Information Services Division expects to be in a position to issue an RFP in early May aimed at attracting service providers who are experienced in email migrations of this nature.

## Criminal Justice Software upgrade.

As previously reported, in February of 2020, the County's existing criminal justice software system vendor, Journal Technologies, announced the end-of-life for their JustWare case management system. This system has served County Justice partners including: Public Defender, Probation, Alternate Defender, County Counsel and District Attorney's office since 2012. As a result, the County must locate a new case management system for the County Justice participants. The replacement of this system was not originally included in the IT Master Plan proposed budget; however, this project was identified as a critical priority project requesting phase I funding in the amount of \$1,000,000 at Fiscal Year 2020-21 mid-year budget. The Board of Supervisors approved the requested funding. Information Services Division staff has been working with County Justice partners through the planning process and will continue to provide assistance through implementation. The County Justice partners have selected new software vendors to replace the JustWare system, and the effort to come to terms contractually and create comprehensive statements of work has been stepped up. It is anticipated that contracts for the associated software systems will be presented for Board of Supervisors consideration at a future Board meeting.

## Tower Structural Analysis

Information Services and Facilities and Fleet Division staff have identified the need to conduct structural analysis of the towers within the County's Public Safety Microwave Radio Communications System. Information Services Division staff are in the process of releasing a Request for Proposal (RFP) for these services. Existing IT Master Plan contingency funding will be utilized for this project. Structural Analysis of the towers are to be scheduled and budgeted on a three year cycle. Staff will report back to the Board once analysis is complete.



## Enterprise Internal Service Fund (ISF)

The Information Technology Master Plan identifies that County maintains over 250 software applications. The upkeep and maintenance of these applications and the supporting infrastructure is a significant cost to the County. The Information Services Division, in consultation with the Auditor-Controller and County Budget Team, have developed an internal service fund (ISF) for countywide enterprise applications in order to properly allocate costs to departments and recover costs for maintaining and upgrading these systems.

Prior to the Technology Master Plan, due to lack of resources and deferred maintenance, the County's information technology systems had fallen behind and many core infrastructure components had reached the point at which they were no longer supported. While the Board of Supervisors has recently funded the most critical technology infrastructure needs, other core infrastructure and efficiencies initiatives have not yet been funded. Implementing an ISF will provide the County with a stable funding structure necessary to maintain systems according to Best Practices, reducing risk and increasing service levels. The Information Services Division will begin phased implementation beginning in FY 2021-22.

## Operations Update

The Operations team has seen the number of work orders increase steadily over the past year. Increases in hardware, phone, and network requests have risen as a direct result of teleworking staff. This shows that while the nature of the requests change, the volume of work orders has risen to meet the demand. As the number of teleworking staff levels out, the Information Services Division will likely see a corresponding level out in teleworking related requests.

Difference in work completed between Q1 2020 and Q1 2021 saw an increase of ~60%, from 1049 to 1629. This trend is expected to continue through the year, as large projects moving to implementation and support stages will require the assistance from the Operations team. For example, but not limited to, Office 365 conversion, phone system enhancements, and mobile workforce planning.



April 19, 2021

Enterprise Community Partners' 2020-2021 Homekey Grantee  
Mendocino County Transitional Housing Facility  
Darcie Antle  
[antled@mendocinocounty.org](mailto:antled@mendocinocounty.org)

Dear Darcie Antle,

Along with Enterprise Community Partners' leadership and our Northern California team, we are thrilled to be recognizing the Mendocino County Transitional Housing Facility project team as one of our honorees\* at our *2021 Soiree by the Bay* and to acknowledge your bold action and commitment to solving the housing and homelessness crisis that is impacting our state. This year's event – in whatever form allowed – will be held on Thursday, October 21<sup>st</sup>.

We are optimistic for 2021 - that it will be an opportunity to address the inequities that are top of mind and at the forefront of our work. Enterprise is proud to be recognizing you and your achievements in addressing the needs of people who are without safe shelter; and we are excited to be your partner working to end the disparities impacting our residents who have been unable to or denied access to resources and opportunities across California.

This fall's event will be held at the Julia Morgan Ballroom in San Francisco. The evening's program will include a short program where Mendocino County Transitional Housing Facility will be celebrated. We will have two representatives from Homekey accepting the award on behalf of the 46 projects being honored.

I look forward to connecting in person and going over details. In the meantime, if you have logistical questions, please contact Pat Bregant at [pbregant@enterprisecommunity.org](mailto:pbregant@enterprisecommunity.org). Again, we are delighted to be honoring you for your leadership, vision, and commitment.

We will be in touch.

Best Regards,

A handwritten signature in black ink, appearing to read "Amiel".

Amiel Leño Atanacio  
Northern California Fellow, Homekey

A handwritten signature in black ink, appearing to read "Heather Hood".

Heather Hood  
VP and Northern CA Market Leader

*\* You will be joined by our other honoree, All Home, an organization that emphasizes a regional approach to challenge the long-standing systems that perpetuate homelessness.*

ENTERPRISE COMMUNITY PARTNERS, INC.

101 Montgomery Street ■ Suite 1350 ■ San Francisco, CA 94104 ■ 415.395.9405 ■ [www.EnterpriseCommunity.org](http://www.EnterpriseCommunity.org)



# Oak and August Complex Fire Recovery Update

April 28, 2021

## Oak Fire Recovery Update

**Overview:** The Oak Fire started on September 7, 2020 five miles north of Willits and burned 1,100 acres. The fire destroyed 56 structures, including 31 residences.

### FEMA Individual Assistance

*Registration Deadline: 12/16/2020*

**Last updated 04/19/2021**

Individuals & Households Program (IHP) Breakdown	
Total Registrations	116
Daily Registrations	0
IHP Referrals	92
IHP Approved	3
IHP \$ Amount Approved	\$90,086.13

Housing Assistance (HA) Program Breakdown	
HA Referrals	87
HA Approved	3
HA \$ Amount Approved	\$78,958.65
Rental Assistance	2
Rental Assistance \$ Approved	\$0.00

Other Needs Assistance (ONA) Program Breakdown	
ONA Referrals	45
ONA Approved	1
ONA \$ Amount Approved	\$11,127.48

### Small Business Administration Loans

**Last Updated 04/23/2021**

	Home Loan Applications	Business Loan Applications	Total
FEMA Referrals	95	36	131
Applications Received	21	10	31
Applications Approved	3	0	3
Dollars Approved	\$338,600	\$0	\$338,600



# Oak and August Complex Fire Recovery Update

April 28, 2021

## State Assistance Programs

Program	Deadline
Disaster CalFresh	November 16-20, 2020
Disaster Unemployment Assistance	December 3, 2020

## Community Engagement

Milestone	Lead Agency	Status	Unmet Needs
Local Assistance Centers	County/EO	The County, in partnership with Cal OES, FEMA, and community organizations, set up a Local Assistance Center in Willits on 10/26/20 in order to provide resources and assistance to those affected by the Oak Fire.	
Mobile Registration Intake Center	FEMA	FEMA representatives were on site in Willits from 10/26 to 10/29/2020 in order to provide resources and assistance to those affected by the Oak Fire.	
Outreach during Phase 1 of Debris Removal	County/Public Health	During the week of 11/9, County Public Health: <ul style="list-style-type: none"><li>• Provided Right of Entry paperwork to give property owners time to read through the documents</li><li>• Provided wattles to property owners to help protect against erosion<ul style="list-style-type: none"><li>◦ County provided flyers with a QR code that links to a video on how to install wattles</li></ul></li></ul>	
Town Hall	County	<ul style="list-style-type: none"><li>• Webinar on 11/19/20</li><li>• The County, FEMA, and Cal OES provided fire survivors with information on fire recovery programs and answered questions from community members</li><li>• Topics covered: FEMA mitigation, individual assistance, business assistance, watershed protection, debris removal, cannabis, behavioral health services, social services (Disaster CalFresh and housing programs), and disaster case management</li><li>• Estimated that at least 15 community members participated via Zoom</li><li>• Options for community members to view and ask questions via phone, Zoom, YouTube, and Facebook</li></ul>	<ul style="list-style-type: none"><li>• A virtual format may have been inaccessible to community members who do not have internet connection or phone reception</li></ul>
Disaster Case Management	FEMA	<ul style="list-style-type: none"><li>• A statewide hotline to assist survivors of the 2020 wildfires is available through the Catholic Charities of California at <b>(833)-775-3267</b></li><li>• Service provider for Mendocino County will be North Coast Opportunities (NCO)</li></ul>	



# Oak and August Complex Fire Recovery Update

April 28, 2021

## Debris removal

Milestone	Lead agency	Status	Unmet needs
Phase 1: Remove household hazardous waste (HHW)	California Department of Toxic Substances Control (DTSC)	Completed 11/11-11/19 Organizations involved included: <ul style="list-style-type: none"><li>County Public Health<ul style="list-style-type: none"><li>Communicated with DTSC and property owners</li><li>Requested that property owners leave their gates open to facilitate clean up</li></ul></li><li>ANCON<ul style="list-style-type: none"><li>Contract with DTSC</li><li>Removed, consolidated, and prepared HHW for transport</li></ul></li><li>LACO<ul style="list-style-type: none"><li>Engineering consulting firm and County partner</li><li>Assisted with HHW clean up</li></ul></li><li>DTSC returned to the County during the week of 2/8 to do asbestos assessments and household hazardous waste removal for any property that was missed during Phase 1 debris removal in December</li></ul>	
Phase 2: Remove the majority of burn debris and vehicles	Cal OES	<ul style="list-style-type: none"><li>All debris removal is complete<ul style="list-style-type: none"><li>All parcels have had soil samples collected</li><li>About 70% of returned soil samples did not meet clean up goals. A crew will return soon to rescraper soil on these parcels.</li><li>Parcels with soil samples that meet cleanup goals will move to erosion control measures</li><li>Debris removal progress can be tracked with <a href="#">this interactive map</a>.</li></ul></li><li>Phase 2 of debris removal includes:<ul style="list-style-type: none"><li>Site and arborist assessment</li><li>Removal of ash, debris, and burned vehicles from properties</li><li>Hazardous tree removal: Any trees that will hit the public right of way and are dead or dying</li><li>Asbestos survey and removal</li><li>Soil testing for heavy metals</li><li>Erosion control</li></ul></li><li>County must receive a signed Right-of-Entry (ROE) permit from each property owner in order to implement Phase 2<ul style="list-style-type: none"><li>If property owners do not sign ROEs, they must clean up the debris privately to state standards.</li></ul></li></ul>	County needs a plan to clean up cannabis-related debris, which is not covered under phase 1 or 2.
Watershed protection and erosion control	County, collaborating with LACO, Cal OES, and the California	<ul style="list-style-type: none"><li>LACO conducted a watershed impact assessment during the week of 11/16<ul style="list-style-type: none"><li>Initial watershed concerns found from assessment: sediment deposition from damaged culverts, roads, and firebreaks</li></ul></li></ul>	



# Oak and August Complex Fire Recovery Update

April 28, 2021

	Conservation Corps (CCC)	<ul style="list-style-type: none"> <li>Shows a need for long-term soil stabilization</li> <li>CCC completed work on 1/21               <ul style="list-style-type: none"> <li>Installed straw wattles, silt barriers (silt socks and fences), straw and wood mulch</li> </ul> </li> <li>Post-CCC watershed assessment by LACO complete</li> <li>(Projects on private property require an ROE)</li> </ul>	
Right-of-Entry Permits	Planning and Building	<ul style="list-style-type: none"> <li>County deadline: 12/4/20</li> <li>State deadline: 2/15/21</li> <li>Submitted: 15</li> <li>Private cleanup: 3</li> <li>Needed: 0</li> </ul>	
Urgency Ordinance	Board of Supervisors; Planning and Building	<ul style="list-style-type: none"> <li>Required before the County can enforce abatement for parcels that have not submitted an ROE or completed private clean-up</li> <li>The Board passed the ordinance on 12/15/20</li> </ul>	

## August Complex Recovery Update

### Overview:

The fires that eventually merged into the August Complex started on August 16 and 17, 2020. The August Complex burned 1,032,648 acres, primarily in the Mendocino, Shasta-Trinity, and Six Rivers National Forests. Within Mendocino County, the August Complex burned an estimated 172,929 acres and destroyed at least 16 structures, including 10 residences.

### FEMA Individual Assistance

*Registration Deadline Extended: 12/11/2020*

**Last updated: 04/19/2021**

Individuals & Households Program (IHP) Breakdown	
Registration	75
IHP Referrals	53
IHP Approved	0
IHP \$ Amount Approved	\$0.00

Housing Assistance (HA) Program Breakdown	
HA Referrals	50
HA Approved	0
HA \$ Amount Approved	\$0.00
Rental Assistance	0
Rental Assistance \$ Approved	\$0.00

Other Needs Assistance (ONA) Program Breakdown	
ONA Referrals	26
ONA Approved	0
ONA \$ Amount Approved	\$0.00



# Oak and August Complex Fire Recovery Update

April 28, 2021

## FEMA Public Assistance

*Deadline to identify damages and impacts: 1/22/2021*

## State Assistance Programs

Program	Deadline
Disaster Unemployment Assistance	Program ends February 20, 2021

## Small Business Administration Loans

**Last updated 04/23/2021**

	Home Loan Applications	Business Loan Applications	Total
FEMA Referrals	51	24	75
Applications Received	5	1	6
Applications Approved	0	0	0
Dollars Approved	\$0	\$0	\$0

## Community Engagement

Milestone	Lead Agency	Status	Unmet Needs
Local Assistance Centers	County/EO	The County, in partnership with Cal OES and community organizations, set up a Local Assistance Center in Covelo on 10/28/20 in order to provide resources and assistance to those affected by the August Fire.	
Outreach during Phase 1 of Debris Removal	County/Public Health	During the week of 11/9, County Public Health: <ul style="list-style-type: none"><li>• Provided Right of Entry paperwork to give property owners time to read through the documents</li><li>• Provided wattles to property owners to help protect against erosion<ul style="list-style-type: none"><li>○ County provided flyers with a QR code that links to a video on how to install wattles</li></ul></li></ul>	
Town Hall	County	<ul style="list-style-type: none"><li>• Webinar on 11/19/20</li><li>• The County, FEMA, and Cal OES provided fire survivors with information on fire recovery programs and answered questions from community members</li><li>• Topics covered: FEMA mitigation, individual assistance, business assistance, watershed protection, debris removal, cannabis, behavioral health services, social services (Disaster CalFresh and housing programs), and disaster case management</li><li>• Estimated that at least 15 community members participated via Zoom</li><li>• Options for community members to view and ask questions via phone, Zoom, YouTube, and Facebook</li></ul>	<ul style="list-style-type: none"><li>• A virtual format may have been inaccessible to community members who do not have internet connection or phone reception</li></ul>





# Oak and August Complex Fire Recovery Update

April 28, 2021

Mobile registration intake center (MRIC)	FEMA	<ul style="list-style-type: none"><li>FEMA set up an MRIC in Covelo at the Round Valley Public Library from 12/4-12/6/2020 to help fire survivors register for federal assistance programs.</li></ul>	
Disaster Case Management	FEMA	<ul style="list-style-type: none"><li>A statewide hotline to assist survivors of the 2020 wildfires is available through the Catholic Charities of California at <b>(833)-775-3267</b></li><li>The service provider for Mendocino County will be North Coast Opportunities (NCO)</li></ul>	

## Debris Removal

Milestone	Lead agency	Status	Unmet needs
Phase 1: Remove household hazardous waste (HHW)	California Department of Toxic Substances Control (DTSC)	Completed 11/11-11/19 Organizations involved included: <ul style="list-style-type: none"><li>County Public Health<ul style="list-style-type: none"><li>Communicated with DTSC and property owners</li><li>Requested that property owners leave their gates open to facilitate clean up</li></ul></li><li>ANCON<ul style="list-style-type: none"><li>Contract with DTSC</li><li>Removed, consolidated, and prepared HHW for transport</li></ul></li><li>LACO<ul style="list-style-type: none"><li>Engineering consulting firm and County partner</li><li>Assisted with HHW clean up</li></ul></li><li>DTSC returned to the County during the week of 2/8 to do asbestos assessments and household hazardous waste removal for any property that was missed during Phase 1 debris removal in December</li></ul>	
Phase 2: Remove the majority of burn debris and vehicles	Cal OES	<ul style="list-style-type: none"><li>All debris removal is complete<ul style="list-style-type: none"><li>All parcels have had soil samples collected</li><li>About 70% of returned soil samples did not meet clean up goals. A crew will return soon to rescraper soil on these parcels.</li><li>Parcels with soil samples that meet cleanup goals will move to erosion control measures</li><li>Debris removal progress can be tracked with <a href="#">this interactive map</a>.</li></ul></li><li>Phase 2 of debris removal includes:<ul style="list-style-type: none"><li>Site and arborist assessment</li><li>Removal of ash, debris, and burned vehicles from properties</li><li>Hazardous tree removal: Any trees that will hit the public right of way and are dead or dying</li><li>Asbestos survey and removal</li><li>Soil testing for heavy metals</li><li>Erosion control</li></ul></li></ul>	County needs a plan to clean up cannabis-related debris, which is not covered under phase 1 or 2.



# Oak and August Complex Fire Recovery Update

April 28, 2021

		<ul style="list-style-type: none"><li>County must receive a signed Right-of-Entry (ROE) permit from each property owner in order to implement Phase 2<ul style="list-style-type: none"><li>If property owners do not sign ROEs, they must clean up the debris privately to state standards.</li></ul></li></ul>	
Watershed protection and erosion control	County, collaborating with LACO, Cal OES, and CCC	<ul style="list-style-type: none"><li>Watershed impact assessment by LACO is complete</li><li>CCC completed work on 1/21<ul style="list-style-type: none"><li>Installed straw wattles, silt barriers (silt socks and fences), straw and wood mulch</li><li>Post-CCC assessment by LACO completed on 2/4/21</li></ul></li><li>(Projects on private property require an ROE)</li></ul>	
Right-of-Entry Permits	Planning and Building	<ul style="list-style-type: none"><li>County deadline: 12/4/20</li><li>State deadline: 2/15/21</li><li>Submitted: 17</li><li>Private cleanup: 1</li><li>Needed: 1</li><li>Ineligible: 1</li></ul>	
Urgency Ordinance	Board of Supervisors; Planning and Building	<ul style="list-style-type: none"><li>Required before the County can enforce abatement for parcels that have not submitted an ROE or completed private clean-up</li><li>The Board passed the ordinance on 12/15/20</li></ul>	



# Mendocino County Operational Area Emergency Operations Plan Annex: Mass Notification

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OFFICE OF EMERGENCY SERVICES



Draft - Apr 2021

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## Table of Contents

I.	Mendocino County Alert & Warning Policy .....	4
	Plan Introduction & Purpose .....	4
II.	Messages Types and Alert Origination Tools.....	6
	Message Types .....	6
	Alert Origination Tools .....	6
III.	Plan Assumptions.....	9
IV.	Concept of Operations.....	11
V.	Organization and Responsibilities .....	16
VI.	Testing, Training, Exercising and Maintenance .....	22
VII.	Authorities & References.....	25
VIII.	Attachments.....	26
	A. Emergency Messaging Request Form .....	27
	B. NOAA Weather Radio Non-Radio Emergency Message Coordination .....	28
	C. Constructing Emergency Messages .....	29
	D. Mendocino County Social Media Accounts .....	30
	E. Alert Origination Tools and Capabilities .....	31
	F. Alert and Warning Activation and Systems Matrix .....	36
	G. Terminology .....	38
	H. NOAA Weather Radio Coverage .....	39
	I. Mendocino County Message Templates .....	42
	J. Mendocino County Guidance for Accessible and Warning Communications .....	43

# I. Mendocino County Alert & Warning Policy

It is the policy of the Mendocino County Operational Area to activate Mendocino County's alert and warning program when an incident threatens life or property, unless issuing a notification will worsen or compromise efforts to contain the emergency.

In order to fulfill this policy, authorized individuals will:

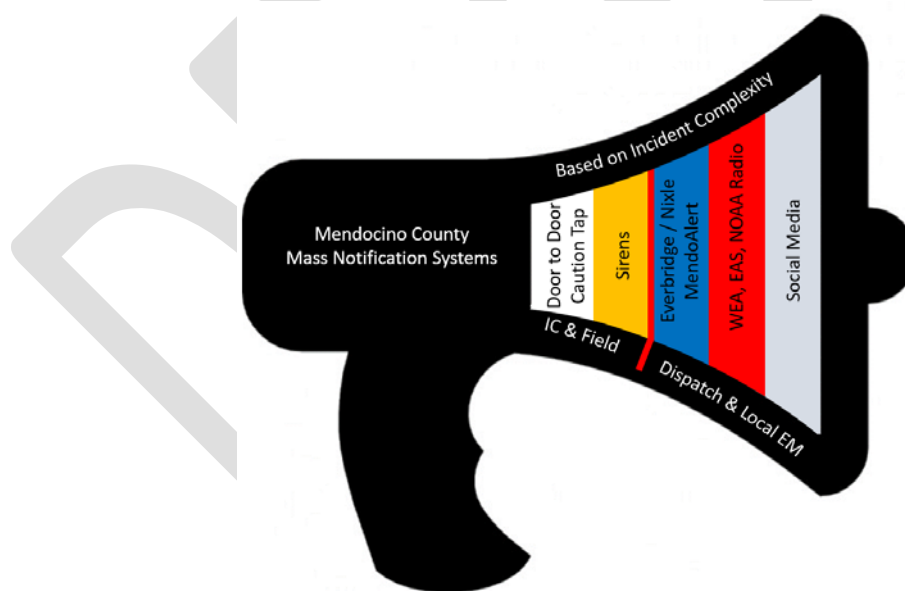
- Confirm the existence of a credible emergency event or dangerous situation
- Determine appropriate segments of the Operational Area to notify
- Determine message content and appropriate notification methods to employ
- Initiate notifications systems

## Plan Introduction & Purpose

In the context of this plan, mass notification refers to the process where Mendocino County and/or its member jurisdictions or organizations inform a group of people, such as the general public, of a condition, event, or emergency that may require awareness or a response from the recipient audience.

Mendocino County (an Operational Area) includes the four cities of Fort Bragg, Point Arena, Willits, Ukiah, tribal lands, and multiple unincorporated communities. Mass Notification Systems are capable of broadcasting public warnings to large numbers of people through multiple devices, such as landline, mobile and VoIP telephones, electronic mail, text message, outdoor sirens/speakers, and TTY/TDD.

Figure 1: Mendocino County Mass Notification Systems



The goal of the County's mass notification program is to establish and implement systems within the jurisdictional boundaries of Mendocino County that "alert emergency response personnel and the public to the threat of extraordinary danger and the related efforts that specific hazards may cause."<sup>1</sup> To help meet this goal, the County may employ multiple mass notification platforms to alert individuals of an emergency.

The purpose of this plan is to provide guidance on the use and administration of Mendocino County's mass notification systems. This document establishes processes and policies, and assigns roles and

<sup>1</sup> Definition adapted from [FEMA Glossary](#).

responsibilities related to the county's mass notification program. This plan may be used for a broad range of emergencies, including natural disasters, technological incidents and national security emergencies.

This plan is an annex to the County Emergency Operations Plan (EOP). If information in this plan conflicts with the EOP, the information in the EOP supersedes this plan. The County's Office of Emergency Services (OES) is responsible for the administration and activation of mass notification systems unless otherwise defined in this plan, the EOP, or any signed memoranda of understanding attached to this plan.

This plan, developed in conjunction with local, regional, and state partners<sup>2</sup>, is intended to meet the State of California guidelines and regulations. The County of Mendocino strives to systematize a more collaborative Operational Area approach in alignment with FEMA's Comprehensive Planning Guidance (CPG) 101<sup>3</sup> by adhering to the EOP Annex Planning Guide, dated April 2020. Mendocino County also incorporates the Whole Community perspective in all of its emergency planning. By planning for the Whole Community, the County of Mendocino planning strategy incorporates the complexities in the diversity in Mendocino County.

Figure 2: Planning Timeline  
[Being Constructed]

Digital copies of this plan have been distributed to all alerting authorities within Mendocino County. Operational Area partners reviewed this plan throughout its development, testing, and finalization. Physical copies will be made available for alerting authorities as requested.

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<sup>2</sup> Mendocino County OES complied with the FEMA publication, "A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action, Dec. 2011," in the development of this plan.

<sup>3</sup> Developing and Maintaining emergency Operations Plans, Comprehensive Preparedness Guide (CPG) 101, Version 2.0; Dated November 2010



## II. Messages Types and Alert Origination Tools

### Message Types

**Public alerts** are communications “intended to attract public attention to an unusual situation and motivate individual awareness. The measure of an effective alert message is the extent to which the intended audience becomes attentive and searches for additional information.”

A **Public warning** is “a communication intended to persuade members of the public to take one or more protective actions in order to reduce losses or harm. The measure of an effective public warning message is the extent to which the intended audience receives the message and takes the protective action and/or heeds the guidance.”<sup>4</sup>

Alert or warning message types are intended for “urgent must know” notifications. This plan focuses primarily on the use of mass notification systems for public warnings and alerts. Certain mass notification systems, such as Nixle or social media, may also be used for other types of messages, including advisory and community messages.

**Advisory messages** may be used for time-sensitive and non-time-sensitive important neighborhood to community level information. The Advisory message may also include advisories for public safety, health, weather, traffic, and similar kinds of information.<sup>5</sup>

The **Community message** type is intended for all municipal and community non-time-sensitive messages, news and information.

Local jurisdictions within Mendocino County that are authorized to use the Nixle notification system are responsible for distributing Community Messages independently. Mendocino County only provides support to local governments for developing and disseminating Alert, Warning, and Advisory message types.

### Alert Origination Tools

The Federal Emergency Management Agency’s (FEMA) Integrated Public Alert and Warning System (IPAWS) “is a national alert and warning infrastructure available for use by local, state, territorial, tribal, and Federal public alerting authorities to send emergency alerts to citizens. IPAWS provides public safety officials an integrated gateway to send alert and warning messages to the public using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), NOAA Weather Radio (NWR), and other public alerting systems, all from a single interface.”<sup>6</sup> Mendocino County is the only authorized authority to disseminate alerts in the IPAWS architecture.

**Emergency Alert System (EAS):** EAS, a component of IPAWS, is used by alerting authorities to send detailed warnings via broadcast, cable, satellite, and wireline radio and television channels. Mendocino County authorized Alerting Originators can send an EAS message in IPAWS via the County’s Nixle platform.

**NWS Common Alerting Protocol (CAP) Handler:** CAP is an XML-based information standard used to facilitate emergency information sharing and data exchange across local, state, tribal, national and non-governmental organizations of different professions that provide emergency response and management services. NWS CAP messages are produced in the CAP v1.1 format defined by the Organization for the

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<sup>4</sup> The definitions for public warning and public alerts are from the State of California Statewide Alert & Warning Guidance (March 2019, p. 11).

<sup>5</sup> The definitions for Advisory and Community messages have been adapted from Nixle: <http://www.nixle.com/agency-faqs/>

<sup>6</sup> Definitions for IPAWS, EAS, and WEA adapted from [An Introduction to IPAWS \(FEMA\)](#).

Advancement of Structured Information Standards (OASIS). NWS CAP and ATOM feeds can be used to launch Internet messages, trigger alerting systems, feed mobile device (e.g., cell phone/smart phone and tablet) applications, news feeds, television text captions, highway sign messages, and synthesized voice over automated telephone calls or radio broadcasts. The National Weather Service (NWS) manages CAP, which has the ability to broadcast alerts over its expansive Weather Radio network.<sup>7</sup> Battery-operated Weather Radios could be a valuable means of alerting in a power outage. Mendocino County contacts the NWS Weather Forecast Office with a request to disseminate an alert with message content and area to alert.

**Wireless Emergency Alerts (WEA):** WEAs are short emergency messages from authorized public alerting authorities that can be broadcast to any WEA-enabled mobile device in a locally targeted area. The WEA channel of IPAWS can be used for three alert categories: Presidential, AMBER, and Imminent Threat. WEA messages are broadcast from cell towers in the designated alert area to any WEA capable mobile devices. Wireless providers primarily use cell broadcast technology for WEA message delivery. Not all handsets currently on the market are capable of receiving WEAs. FEMA and its partners are currently working on upgrades to WEA alerting capabilities, including Spanish language support and enhanced geotargeting. Mendocino County authorized Alerting Originators can send a WEA message in IPAWS via the County's Nixle platform.

**Nixle:** Nixle is Mendocino County's text and email service used by multiple agencies to send public warnings/alerts, advisories, and non-urgent community (or informational) messages. Mendocino County also uses its Nixle (an IPAWS compatible software) account to access FEMA's IPAWS infrastructure to send WEA and EAS messages. The following county and municipal agencies are Nixle account owners:

- Mendocino County Sheriff's Office
- Mendocino County Office of Emergency Services
- City of Ukiah
- City of Ukiah Police Department
- City of Willits
- City of Fort Bragg
- CalTrans

**MendoAlert:** MendoAlert is an Emergency Notification System (ENS) that utilizes a combination of databases, Geographic Information Systems (GIS) and technologies to deliver multifaceted modes of messaging. In the event of an emergency, the system is accessible from any location that can access the Internet. Notifications can be generated in a recorded vocal format or in a text-to-speech format. GIS technology integrates the ENS with geo-coded contact data and County supplied street centerline data. This allows for precise message delivery to a specific geographic region. The ENS provides the ability to launch notifications through the Integrated Public Alert and Warning System (IPAWS). Upon sending out a message, the ENS system provides an active confirmation of message receipt following successful delivery. In addition to notifying communities, the ENS can be used to mobilize first responders and government staff by using preset notification lists. The following county and municipal agencies are MendoAlert account owners:

- Mendocino County Sheriff's Office
- Mendocino County Office of Emergency Services
- CalTrans

**CAHAN:** The California Health Alert Network (CAHAN) is the State of California's web-based information and communications system available on a 24/7/365 basis for distribution of health alerts, dissemination of prevention guidelines, coordination of disease investigation efforts, preparedness planning, and other initiatives that strengthen state and local preparedness. CAHAN participants have the ability to receive alerts and notifications via alphanumeric pager, e-mail, fax, and phone (cellular and landline). The

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<sup>7</sup> See Attachment H for a map of NOAA Weather Radio coverage.

California Department of Public Health Emergency Preparedness Office provides CAHAN training, Help Desk support, and statewide administration.

Additional alert and warning methods that can be used by Mendocino County and its municipalities include sirens, loudspeakers, high-low patrol sirens, and door-to-door alerting. The county and its municipalities also use social media and community networks such as; Mendocino Voluntary Organizations Active in Disaster (VOAD), VOAD subcommittees, Mendocino County Public Health Coalition, and more to rebroadcast and amplify its alert and warning messages.<sup>8</sup>

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<sup>8</sup> See Attachment E for a summary of alert origination and supporting tools.

### III. Plan Assumptions

1. Some incidents occur with enough warning that notification can be issued to ensure the appropriate level of preparation (i.e. forecasted weather-related emergencies). Other incidents occur with little or no advanced warning and may not provide enough time to adequately notify the public (e.g., earthquake, fast-moving wildfire).
2. If an incident occurs suddenly and the situation evolves rapidly, information that informs the alert message may be incomplete or unconfirmed.
3. While every effort has been made to ensure the reliability of the notification systems the county uses, the successful delivery of messages is heavily dependent on external networks and providers outside the county's control.
4. Various factors can influence the public's response to an emergency message:
  - a. Interpretation of message – when different people listen to the same alert message, there may be a variation in what they hear or how they understand the message, leading to different interpretation and response.
  - b. Previous experiences – often people will rely on their previous experiences with the hazard to determine what actions they initially take (or don't take) when they receive an alert.
  - c. Observations – individual responses to alerts vary, but most people will seek some form of confirmation. For example, some people will look for more information through environmental cues, while others will seek to contact other trusted sources.
  - d. Perception of risk/proximity – people tend to make a rapid assessment of the relative safety of their location. If their perception of personal risk is high, people will act quickly. If their perception is low, they may delay taking the action(s) recommended in the alert.
  - e. Length of residency – tourists and newcomers to the area lack knowledge of local hazards and the history of local disasters, so they may react differently to an alert.
5. Alert recipients may not speak English fluently. Other recipients may have limitations that impact their ability to receive and understand alerts. Some individuals with access and functional needs may need to make special arrangements to receive alert messages.
6. People who are deaf, hearing-impaired, or have other access and functional needs tend to rely heavily on wireless devices and adaptive/assistive devices.
7. People who are visiting a local area, such as tourists, are unlikely to have enrolled in a local mass notification service, but generally should still receive WEA messages.
8. Emergency messages often require communication of the nature, extent, and expected impact of a hazardous incident as well as clear, concise information concerning appropriate protective measures.
9. Alerting the greatest possible audience at risk in an emergency often requires the use of multiple mass notification platforms and methods to:
  - a. Capture the public's immediate attention, regardless of their location or the time of day.
  - b. Help ensure important safety actions are communicated to all in the affected community regardless of language, disability, or other factors that may inhibit a clear understanding of the message.
10. Each mass notification method has different limitations. For example, messages sent via different systems or platforms may be limited to a specific number of characters. Additionally, most wireless carriers do not guarantee the timely delivery of text messages, nor do they guarantee text messages

will be received at all. The public's ability to receive voicemails and emails may be disrupted if the communications networks are compromised by outages or high traffic volumes.

11. The county's mass notification systems are used in addition to other notification systems used by jurisdictions within the county, neighboring jurisdictions, schools and universities, or other public or private organizations. Public Information Officers and/or communications staff from partner organizations and jurisdictions may post information regarding a significant incident in Mendocino County on their respective websites, social media accounts, or physically on public message boards.

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## IV. Concept of Operations

The timely and coordinated use of public warnings can help reduce the impact of hazardous incidents. This section describes the process for receiving information about an emergency incident, identifying the message content and type(s) of alerting method, disseminating the alert, and following up on alerts.

### A. Determine if an Emergency Alert is Necessary

1. When an incident occurs, one or more of the following Mendocino County Alerting Authorities have the authority to determine whether a public warning (Alert Message) is necessary:
  - Incident Commander (for example, municipal or county law enforcement, fire, or other authorized agency official who is responsible for managing emergency response activities)
  - OES Director (Chief Executive Officer)
  - OES Deputy Director (Sheriff)
  - OES Coordinator
  - County Health Officer
  - County Public Information Officer (PIO)
2. If a public warning is necessary, the Alerting Authority contacts one or more of the following:
  - Mendocino 911 Dispatch Center [also called ‘Sheriff’s Dispatch’ and a Public Safety Answering Point (PSAP)]
  - Mendocino County OES Duty Officer
  - Mendocino County Emergency Operations Center (EOC) Manager
3. If the Alerting Authority notifies Sheriff’s Dispatch, dispatch will activate the alert warning system disseminating the public warning.
4. The Office of Emergency Services on call staff will notify, the OES Director, Deputy Director, County PIO, and local jurisdictional Emergency Management Leads.
5. Upon receipt of a request to alert or warn the public, the county evaluates the need to activate its EOC according to the processes outlined in the County’s EOP. When activated, the EOC manages disseminating the public warning and coordinates awareness and roles among local and county agencies that may be affected by the public warning.

Alerting Authorities may consider the following questions when determining whether a public alert or warning is necessary:

- ☐ Does the incident pose an imminent threat to life safety, health of the community, or quality of the environment?
- ☐ Is the county able to recommend actions that the public should take immediately to minimize the harmful effects of the incident?
- ☐ Will the public warning message still be relevant in the minutes it takes to reach recipients?
- ☐ Are neighboring jurisdictions using their alerting systems to send emergency information to the people in their communities?

“When dealing with uncertain or conflicting information about a threat, the Alerting Authority should choose to **err on the side of protecting the public.**” (State of California Alert & Warning Guidelines, March 2019)

### B. Develop the Alert Message

6. The Alerting Authority provides information for the alert or warning to the Dispatcher, Sheriff Command Staff, or OES personnel. The **Emergency Message Request Form** (Attachment A) may assist in collecting details for the alert message, but does not have to be used when requesting support for an alert. If the Emergency Operations Center (EOC) is active, then the Dispatch Manager will collect the information and provide it to the PIO.

7. The Dispatch Manager drafts an alert or warning using the information from the Alerting Authority who requested the alert or warning.
  - When appropriate, the Dispatch Manager may use the **Mendocino County Message Templates** (Attachment I) as a starting point.
  - The Dispatch Manager adjusts the message length for different alerting methods.

#### **C. Identify Tools to Disseminate the Message**

8. The Dispatch Manager identifies the Alert Origination Tools that will be used to disseminate an alert on behalf of the county. The **Alert and Warning Activation and Systems Matrix** (Attachment F) and/or the **Alert Origination Tools and Capabilities** (Attachment E) may assist in identifying the platforms for disseminating messages for different types of emergencies, but do not have to be used. When selecting the Alert Origination Tool, county staff will consider:
  - People rarely act on a single warning message alone.
  - Since no alerting system reaches all public constituencies, multiple systems should be used when there is an imminent threat.
  - An exception is when the area affected by the incident is small and there is a risk of sending the recommended protective action to too many individuals unnecessarily. In these cases, responders may opt to go door-to-door or use vehicle-mounted speakers or sirens to disseminate the messages.

#### **D. Verify and Approve the Message and Tools**

9. The Sheriff's Dispatcher verifies the information – including location – by entering into Google Maps the address of location(s) referenced in the message. If there is a discrepancy in the location(s), the Dispatcher contacts the Field Supervisor to confirm location(s).
10. The Sheriff Command Staff, if activated, approves recommended message content and Alert Origination Tools for alert or warning messages. If the EOC is activated, the PIO records the EOC Manager's approval in the PIO position log.
11. County staff, assigned by the OES Director or County PIO, translates the alert into Spanish and other languages, as appropriate. Translation resources may be limited based on the nature of the incident. Mendocino County agencies are encouraged to submit translated messages to the Alerting Originator responsible for disseminating alerts, when possible.

#### **E. Disseminate the Alert**

12. The Mendocino County Collaborative Operating Group (COG) is the only authorized authority to disseminate alerts and warnings (including WEA and EAS messages) in the IPAWS architecture. The following **Alerting Originators** are authorized to disseminate alerts via the County's Alert Origination Tools:
  - Sheriff's Dispatch Managers
  - Sheriff Command Staff
  - OES Coordinator
  - OES Specialist
  - County PIO/Deputy CEO
13. When Alerting Originators send alert or warnings on behalf of the County via MendoAlert (including EAS and WEA) and Nixle, if applicable, the Sheriff PIO and County PIO copies the message and posts to the county website and/or county social media sites.
  - See **Mendocino County Social Media Accounts** (Attachment D) for a list of social media sites by agency that may be used to amplify alert or warning messages.

- Each agency copies or reposts relevant alert or warning messages to its own social media sites.
  - When Search & Rescue (SAR), County GIS Specialist, graphic designers, or other staff is available to provide mapping support, the PIO will include a map of the affected area, a graphic illustrating the recommended protective, and/or a video of the recorded alert (closed captioned with a clear voiceover and American Sign Language interpreter).
14. After sending a public alert or warning, the Alerting Originator notifies the following:
- County PIO and/or Joint Information Center (JIC), which may in turn notify other PIOs in Mendocino County via group text
  - State Warning Center via the 1-800 phone number or via the Operational Areas' California Governor's Office of Emergency Services (Cal OES) representative
  - Coastal Region Office for the California Governor's Office of Emergency Services (Cal OES)
  - City Managers and Chiefs of Police for local governments within Mendocino County via the County's Operational Area Coordinator's email distribution list
  - Alert & Warning Administrators for Humboldt, Trinity, Tehama, Glenn, Lake, and Sonoma counties via the always notify list within Nixle<sup>9</sup>
15. When messages are sent using MendoAlert/Nixle, the platform retains a log of message content and dissemination information. When the EOC is activated, the County PIO provides position logs with information about the message to the Documentation Unit. The County PIO analytics from County social media accounts, if used.
16. The County PIO coordinates whether an alert has been effective, evaluating the extent to which recipients receive the message and take the protective action and/or heed the guidance.

#### **F. Ongoing Alerts**

17. The Sheriff PIO manages the ongoing updates to the alerts, including message approval and dissemination processes, once urgent public alerts/warnings have been disseminated to the public.

#### **G. Recovery after an Errant Alert**

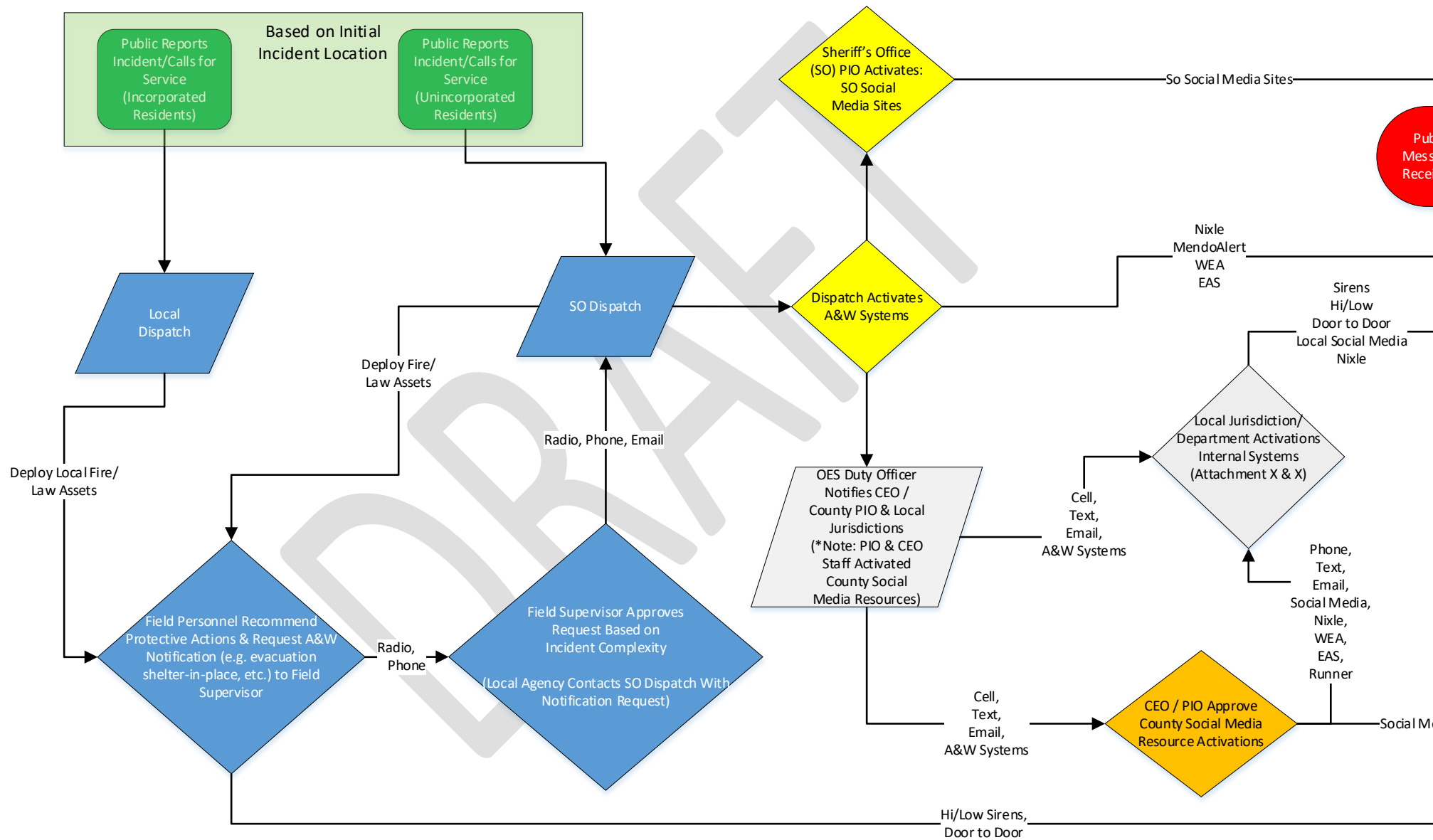
18. The Sheriff's Dispatch authorizes retraction/cancellation of an alert or warning message sent in error from all alerting mechanisms, when possible, as soon as possible.
19. The Sheriff's PIO drafts the message for approval by the Sheriff CMD Staff or EOC Manager.
20. The Sheriff's PIO or EOC Manager assigns an authorized Alerting Originator to send a follow up alert for the same geographic area stating that the previous alert was issued in error and correct the information about the incident (or state that there are no current incidents).

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<sup>9</sup> Mendocino County OES utilizes a private always notify group within Nixle to automate notification of adjacent counties and senior staff/officials.



The following flow chart illustrates alert and warning processes for emergencies in Mendocino County.



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## V. Organization and Responsibilities

Planning for, preparing, and disseminating alerts and warnings are the responsibility of multiple levels of government. As alert recipients, the public also has a responsibility to educate themselves about emergency alerts (e.g., when they may be issued, the types of information alerts may contain, etc.), to opt-in to the appropriate alerting mechanisms, and to check that the communication devices are able to receive alerts. This section focuses on local, state, and federal alerting responsibilities.<sup>10</sup>

### A. Local Government

Local government includes Mendocino County and all municipalities and agencies with the authority to develop and disseminate public alerts and warnings. It is the responsibility of local government organizations and officials to inform the public of natural, human-caused, and technological disasters in addition to what actions they need to take to protect themselves and their families. Specifically, local entities are responsible for:

- Enactment of ordinances and/or policies identifying local roles and responsibilities to enable the issuance and coordinated dissemination of alerts and warnings to the public by responsible officials within their jurisdictions regarding imminent threats to human life and health and extraordinary threats to property.
- Obtaining authority and tools for accessing federal warning systems as a COG via the FEMA IPAWS.
- Utilizing IPAWS as a component of the county-wide alert and warning plan.
- Participating in revisions of mandated Federal Communications Commission (FCC) local EAS plans, including approval of authorized event codes.
- Developing procedures for proper chain of command for initiating, cancelling, and revoking accidental alerts, and for rapidly correcting and updating alert details as additional information becomes available.
- Coordinating with adjoining jurisdictions, Operational Areas, the State, and the NWS regarding origination of alerts and warnings over NWS Weather Radio related to hazards that have effects across jurisdictional boundaries.
- Developing, maintaining, and submitting to the State EAS Committee a Local Emergency Alert System Plan (Local EAS Plan).
- Coordinating with all Alerting Authorities within an Operational Area and Operational Areas within same Local EAS Plan, as needed to effectively manage an incident and prepare and warn the public.
- Coordinating training, testing, and exercising of county-wide alerting and warning systems.
- Installing, maintaining, and managing user training and exercising/testing of local public alert and warning capabilities within their jurisdiction.
- Understanding the access and functional needs-related considerations associated with public alert and warning systems and messaging.
- Incorporating alert and warning systems into Operational Area standard procedures and protocols.

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<sup>10</sup> Local, state, and federal roles and responsibilities adapted from the State of California Statewide Alert & Warning Guidance (March 2019).

1. **Mendocino County's Local Alert and Warning Program Advisory Committee** is a county-wide organization with representation from:

- Mendocino County Sheriff & Police Chiefs
- Mendocino County Fire Chiefs
- Mendocino County Public Health Officer
- Mendocino County Emergency Medical Services (EMS) Director
- PSAP Managers/Directors
- Mendocino County Office of Emergency Services (OES)
- Local OES Staff
- Mendocino County PIO
- Local PIOs

The committee is maintained and chaired by Mendocino County OES. The committee meets quarterly, or more frequently as established by the committee. The purpose of the committee is to conduct after action reviews of the system usage; update plans and supporting resources; and coordinate ongoing administration, training, public outreach, modifications of policies and guidelines, protocols, or other issues related to the alert and warning program. All recommendations for substantive changes to the alert and warning program shall be submitted to the committee, and the committee makes recommendations for substantive changes to the program to the County's Emergency Services Council.

2. **Mendocino County Emergency Services Council** is responsible for:
  - Reviewing and approving substantive changes to the County's Alert and Warning program, including recommending new or updated policies to the Disaster Council.
3. **Mendocino County OES** is responsible for:
  - Serving as Mendocino County's Alert and Warning Program Administrator.
  - Acquiring and maintaining Alerting Origination Tools capable of disseminating alerts and warnings to the public.
  - Developing and managing the testing, training, and exercising of the County's Alerting Origination Tools.
  - Developing policies, plans, and supporting resources on warning and emergency public information.
  - Assisting in the development of pre-scripted mass notification messages.
  - Approving information to be released to the public about the County's mass notification systems and alert and warning, in coordination with the County PIO.
  - When the EOC is activated, assisting in the development of mass notification messages.
  - Managing the alert and warning after-action reporting processes.
4. **Mendocino County Dispatchers** are responsible for:
  - Receiving, verifying, and actioning requests to alert or warn the public of emergency situations.
  - Gathering information to inform the alert or warning message.
  - Notifying the on call OES staff of a request for a public alert or warning.
  - Providing additional notification support at the request of the EOC Director.
5. **Mendocino County Alerting Authorities** have the authority to and are responsible for:
  - Determining when a public alert or warning is necessary, consistent with the guidance in this plan, the County EOP and related documents and memoranda of understanding.
  - Providing information about the emergency and recommended protective action (if applicable) to inform the alert message.
  - Mendocino County Alerting Authorities include:

- Incident Commander (for example, municipal or county law enforcement, fire, or other authorized agency official who is responsible for managing emergency response activities)
- Sheriff Dispatch Managers
- Sheriff Command Staff
- OES Director
- OES Deputy Director
- OES Coordinator
- County PIO/Deputy CEO
- County Health Officer

6. **Mendocino County EOC Director** is responsible for:

- Determining when a public alert or warning is necessary or receiving a request for an alert.
- Activating and managing the EOC as described in the County EOP.
- Coordinating with the County PIO to develop an alert or warning message.
- Identifying and/or approving the Alert Origination Tools to disseminate alerts.
- Approving the alert message content.
- Notifying state and local officials, and community partners, as appropriate, related to the public alert or warning.

7. **Mendocino County Alert Originators** are authorized to and responsible for disseminating public warnings and alerts (including WEA and EAS messages) in the IPAWS architecture or other Mendocino County Alert Origination Tools. Mendocino County Alerting Originators include:

- Sheriff Dispatch Managers
- Sheriff Command Staff
- OES Director
- OES Deputy Director
- OES Coordinator
- County PIO/Deputy CEO
- County Health Officer

8. The **Public Information Officer (PIO)** is responsible for:

- Developing pre-scripted mass notification messages and recommended protective actions for known hazards.
- Developing alert and warning messages at the request of the EOC Director.
- Developing procedures to facilitate the release of coordinated emergency public information to amplify information provided in warning messages.
- Briefing the media periodically on local mass notification systems and procedures.
- In coordination with OES, developing and disseminating educational materials relating to mass notification to the public.
- Maintaining records of the alert and warning messages and related analysis.

9. **All county and municipal departments and agencies** are responsible for:

- Reporting emergency situations to the Alerting Authority if a situation may necessitate a public alert or warning.
- Notifying Mendocino County OES or EOC (when activated) if a local Alert Origination Tool is used to notify the public of an alert or advisory message.
- When requested, providing personnel and equipment to assist in route alerting or door-to-door warning.
- Supporting public education related to alert and warning.

10. **Media** are expected to:

- Disseminate mass notification messages provided by local government to the public as rapidly as possible.
- Participate in periodic test of the EAS and other mass notification systems.

11. ***Members of the public, and institutions, businesses, and places of public assembly*** in Mendocino County are expected to:

- Monitor radio and television and/or NOAA Weather Radio receivers for notifications and take appropriate actions to protect their patients, students, customers, and employees.
- Educate themselves on Mendocino County's alert and warning program.
- Make arrangements to receive alert messages, including registering for the County's MendoAlert and Nixle service.

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## **B. State Government**

Recognizing that virtually all disasters emerge on a local level, the main public alert and warning responsibility of the State of California is to provide training, consultation, and guidance on alert and warning standards and best practices to local government entities.

1. The State of California will work with Operational Areas, including Mendocino County, to support their mass notification activities, and, when requested, serve as a back-up capability for the Operational Area.
2. The State may need to issue public alerts under its own authority when an incident's severity and breadth of impact threatens multiple operational areas. When the State issues an alert or warning, every effort will be made to coordinate with the impacted Operational Area(s) within the available time frame prior to issuing a public alert and/or warning.
3. The State of California, acting through California Highway Patrol, is responsible for distributing public alerts regarding the well-being of at-risk children (AMBER Alerts), elders (SILVER Alerts), and officer safety (Blue Alerts) to law enforcement, broadcasters, the National Center for Missing and Exploited Children (NCMEC), Lottery, ports of entry, and members of the public.
4. The State of California, acting through Cal OES may relay war emergency and other emergency alerts and notifications from state or federal authorities to appropriate offices and Operational Areas within the state.
5. The State of California, acting through Cal OES helps facilitate coordination with adjoining jurisdictions, Operational Areas, the state, and NWS regarding origination of alerts and warning related to hazards that have effects across jurisdictional boundaries or over NWS Weather Radio.
6. The State of California, acting through Cal OES manages the California State Warning Center (CSWC) and the California Warning System (CALWAS), which is a state-sub circuit of the federal National Alert and Warning System (NAWAS) linking the State Warning Center and State Alternate Warning Center with Operational Area warning points.
7. The State of California, acting through Cal OES ensures that the state laws and regulations facilitate the efficient maintenance, testing, and use of public alert systems at all levels of state and local government.
8. The State of California, acting through Cal OES publicizes standards of practice for effective and consistent statewide public alert and warning maintenance and execution; providing standards, baseline alert and warning training to alerting authorities and originators.
9. The State of California, acting through Cal OES directs and manages the Earthquake Early Warning program within the state.
10. The State of California, acting through Cal OES provides technical and programmatic guidance to cities, special districts, Operational Areas, 9-1-1 centers and other state agencies regarding the implementation and use of public alert and warning.
11. The State of California, acting through Cal OES participates on the California EAS Plan Committee, which includes maintaining copies of local EAS plans.

### **C. Federal Government**

The Federal Emergency Management Agency (FEMA) is the lead federal agency for coordination and implementation of IPAWS. FEMA ensures that this nationwide system is maintained and operational.

**FEMA's stated goals for IPAWS are to:**

1. Operate NAWAS to notify state warning points and other critical operations centers of a wide variety of events including military attacks. NAWAS is controlled from FEMA's Operations Center and the FEMA Alternate Operations Center in the National Capital Region.
2. Build and maintain an effective, reliable, integrated, flexible, and comprehensive alert and warning system
3. Diversify and modernize the broadcast EAS
1. Issue an IPAWS MOU and IPAWS certificate with the Collaborative Operating Group (COG) jurisdictions, acknowledging the approved event codes, and designated alerting authorities, ensuring required certificated training has been completed
2. Create an interoperability framework by establishing or adopting standards, such as the Common Alerting Protocol (CAP)
3. Enable alert and warning to those with disabilities and others with access and functional needs and to those without an understanding of the English language
4. Partner with National Oceanic and Atmospheric Administration (NOAA) for seamless integration of message transmission through NWS national networks
5. Facilitate dissemination of Presidential Alerts during a national emergency;
6. Receive and authenticate alert messages, then simultaneously deliver to all IPAWS-compliant public alerting systems; and
7. Ensure that required Emergency Management Institute (EMI) courses are available and updated periodically.

The National Weather Service (NWS) has responsibility for originating public warnings regarding weather hazards. The NWS operates several public alert and warning dissemination systems, including NOAA Weather Radio All Hazards (NWR), a network of over 1,000 VHF radio transmitters serving the population of the United States, NOAA Weather Wire Service (NWWS), and the Emergency Managers Weather Information Network (EMWIN). In addition, the NWS National Tsunami Warning Center issues Tsunami statements, watches and warnings which are disseminated by the Coastal CA NWS offices. While the NWS has responsibility for weather-related alerting, local government is not precluded from sending notifications and alerts in support of weather events.

The FCC, in conjunction with FEMA and NOAA NWS, implements the EAS at the federal level. The NWS develops emergency weather information to alert the public about imminent dangerous weather conditions.



## VI. Testing, Training, Exercising and Maintenance

Mendocino County recognizes that training and practice will reduce false alarms, improve message clarity, enhance staff's understanding of their roles, and improve the overall implementation of the County's Alert and Warning Program. The Local Alert and Warning Program Advisory Committee establishes the County's training and exercise requirements for staff with roles in the program.

### A. Testing and Exercising

As required by the State of California, Mendocino County will practice its alerting capability in simulated environment or in real time at least twice a year. This may include:

- Receipt and re-transmission of a Required Monthly Test (RMT) based on FCC requirement.
- National Period Test. FEMA will schedule the National Periodic Test yearly.
- Missed Tests. Check for IPAWS OPEN connectivity.
- Test Codes. Time Duration and Jurisdiction Location Codes.
- Test Formats and Scripts. Required weekly test announcements and visual messages.

To retain access to IPAWS services, FEMA requires all alerting authorities – including Mendocino County – to test at a minimum once per month with the IPAWS Lab at Indian Head Maryland. FEMA identifies specific testing requirements in Section 8.0 of its Memorandum of Agreement between Mendocino County and the FEMA IPAWS Program Management Office. If an alerting authority misses three months of testing, FEMA will disable that alerting authority's access to IPAWS, followed by notification to the alerting authority and the State of California.

Mendocino County will maintain a redundant system capability. Mendocino County staff can contact Everbridge (MendoAlert) and Nixle to activate alert messages via reverse 911/Nixle or IPAWS in the event of service interruption. Mendocino County OES can also request support from the California Office of Emergency Services (CalOES).

### B. Training

To ensure effective and efficient use of alert and warning capabilities, county staff regularly train and exercise on alert and warning policies, procedures, and systems.

The Emergency Management Institute (EMI) provides two online IPAWS training programs [Independent Study (IS) 247b and IS 251]. Based on feedback from Alerting Authorities across the United States, and work conducted by the IPAWS Subcommittee to the National Advisory Council, FEMA is in the process of combining these courses to reflect current advances in emergency notification and warning. The material from IS 251 are being updated with emphasis on assisting authorized public safety officials in developing the skills to draft more appropriate, effective, and accessible warning messages; best practices in the effective use of the Common Alerting Protocol (CAP); and developing the ability to geotarget areas in communities. Mendocino County requires all members of its local advisory committee, Alerting Authorities, and Alerting Originators to take these online courses.

Mendocino County staff with roles in the County's Alert and Warning program will refer to their individual staff development training plans and the Mendocino County Multi-year Training and Exercise Plan for additional required trainings<sup>11</sup>.

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<sup>11</sup> Mendocino County OES complies with the Homeland Security Exercise and Evaluation Program (HSEEP) standards, which is the federal government's methodology for the design, development, execution, and evaluation of exercises. There are two categories of exercises within HSEEP: discussion-based and operations-based exercises. Discussion-based exercises include seminars, workshops, tabletop exercises (TTX), and games. Operations-based exercises include drills, Functional Exercises (FE), and Full-Scale Exercises (FSE). HSEEP takes a building block approach to exercise development to effectively test an organization's plans, functions, and capabilities.

Mendocino County OES welcomes public engagement and recommends citizens learn more about IPAWS benefits by going to [www.fema.gov](http://www.fema.gov) in order to learn more about the benefits of IPAWS and the protective actions they can take before and during an emergency.

Mendocino County OES also integrates the following resources into its training program:

G-272: Warning Coordination (Classroom Training): This course is generally coordinated regionally or by CalOES CSTI. Attendance is strongly encouraged. The course is primarily designed for local and state government emergency program managers or officials responsible for coordination and communication.

Testing with IPAWS Lab (Online Resource): The IPAWS PMO provides public safety officials with a controlled IPAWS testing environment where alert and warning technologies can be exercised to assess capabilities and effectiveness. The primary purpose of the IPAWS Lab is for public safety officials to gain confidence using IPAWS in a safe and closed environment. Additional purposes of the IPAWS Lab include alert and warning functional assessment, alert dissemination validation, training, procedural and process evaluation, and the establishment of functional requirements.

FEMA PrepTalks (online Resource): PrepTalks are given by subject matter experts and thought leaders to spread new ideas, spark conversations, and promote innovative leadership for the issues confronting emergency managers over the next 20 years. Current alert & warning recommended PreTalks consist of "Modernizing Public Warning" by Dr. Dennis Mileti and "Visual and Effective Communication for Emergency Information" by Claudine Jaenichen.

### **C. Plan Maintenance**

Mendocino County OES is responsible for maintenance of this plan. The Mendocino County Local Alert and Warning Program Advisory Committee reviews and discusses suggestions for and drafts of the updated plan and supporting tools. The committee reviews the plan at least annually and after each emergency for which a public alert or warning was disseminated to the public.

#### *Record of Changes*

<b>Change #</b>	<b>Description of Change</b>	<b>Date of Change</b>	<b>Date Entered into Plan</b>	<b>Initials of Responsible Individual</b>

## VII. Authorities & References

- Mendocino County Government Policies, including §7.04.060
- Mendocino County EOP, 2016
- California Senate Bill 833
- The Americans with Disabilities Act, 1990
- California Emergency Services Act; California Government Code § 8550, et seq.
- California Assembly Bill 2311
- California Senate Bill 821
- Standardized Emergency Management System; California Code of Regulations, Title 19, Division 2, Chapter 1
- State of California Emergency Plan, October 2017
- California Public Alert and Warning System (CalPAWS) Plan, December 2016
- State of California Alert & Warning Guidelines, March 2019
- State of California Emergency Alert System Plan, October 2017
- Standardized Emergency Management System Guidelines, November 2009
- CFR 47, §11.55-EAS operation during a State or Local Area emergency
- IPAWS Strategic Plan FY14-FY18 FINAL-Signed (06052014)
- National Incident Management System, FEMA, December 2008
- 'Public Alert and Warning System,' Presidential Executive Order 13407, June 26, 2006
- Warning, Alert, and Response Network (WARN) Act, October 13, 2006
- National Response Framework, Second Edition, FEMA, May 2013
- "A Whole Community Approach to Emergency Management: Principles, Themes, and Pathways for Action, FEMA, December 2011
- "National Strategy for Integrated Public Warning", Partnership for Public Warning, February 2003, Washington DC
- "Effective Disaster Warnings", Report of the President's National Science and Technology Council

## VIII. Attachments

The attachments contain the following tools and resources to support the county's implementation of its mass notification program:

- A. Emergency Messaging Request Form
- B. NOAA Weather Radio Non-Radio Emergency Message Coordination
- C. Constructing Emergency Messages
- D. Mendocino County Social Media Accounts
- E. Alert Origination Tools and Capabilities
- F. Alert and Warning Activation and Systems Matrix
- G. Terminology
- H. NOAA Weather Radio Coverage Maps
- I. Mendocino County Message Templates
- J. Mendocino County Guidance for Accessible Alert and Warning Communications

## A. Emergency Messaging Request Form

### Mendocino County Sheriff's Office Emergency Messaging Request Form

Mendocino County Office of Emergency Services recognizes that the initial response to an emergency is a stressful and often hectic situation. The following Notification Request Form has been developed to facilitate timely and efficient voice or digital communication between field personnel and Mendocino County Sheriff's Dispatch. The intent is to standardize requests from field personnel and to assist Alert & Warning system activators. The information below make up the essential elements of information needed to develop a public alert and warning message.

**Step 1:** Completed the fields below (Line 1 through 4 below)

**Step 2:** Take a photo of this page and send it to MCSO Dispatch at [communications@mendocinocounty.org](mailto:communications@mendocinocounty.org)

*Note: Map imagery, photos, or screenshots can also be emailed if available.*

**Step 3:** Radio or Call MCSO Dispatch (707-463-4086). Tell Dispatch your name, title, agency, and that you are requesting an Emergency Alert be sent

**Step 4:** Review the provided information with the Dispatcher and provide any additional information needed

<b>Line 1: Public Notification</b>  (Circle or Communicate One)	A- Evacuation Warning B- Evacuation Order C- Shelter in Place D- All Clear	
<b>Line 2: Description of Notification Area &amp; Message</b>  Exact geographical location to send message. Be exact, providing street names on all four perimeters if possible. If not possible, provide the distance in each direction the message is to be sent.  Exact wording of message to be sent – Dispatchers will not add additional information or content beyond what is provided to them. The header will read "This is a message from (name and title) from the (agency) with an emergency message for (area of activation).		
<b>Line 3: Threat</b>  (Circle or Communicate One)	- Flood - Hazmat - Tsunami - Debris Flow - Terrorism	- Fire - Active Shooter - Earthquake - Dam Failure - Other:
<b>Line 4: Recommended Evacuation Route – (If known)</b>  Examples: <ul style="list-style-type: none"> <li>• Head north on Hwy 101</li> <li>• Use safest route possible</li> </ul>		

## B. NOAA Weather Radio Non-Radio Emergency Message Coordination

Steps	Tasks
1. Develop Message	<ul style="list-style-type: none"> <li>• Basic text format only-no formatting. <ul style="list-style-type: none"> <li>○ Appendix I – Message Templates</li> </ul> </li> <li>• Text narrative was short and concise.</li> <li>• Message understandable and actionable.</li> <li>• Develop text in both English and Spanish.</li> <li>• Proof text before sending to National Weather Service.</li> </ul>
2. Sending Alert	<ul style="list-style-type: none"> <li>• Send message to National Weather Service Eureka via email <ul style="list-style-type: none"> <li>○ <a href="mailto:eka.operations@noaa.gov">eka.operations@noaa.gov</a></li> </ul> </li> <li>• Send both English and Spanish version in one email, but as separate paragraphs.</li> </ul>
3. Alert Follow Up	<ul style="list-style-type: none"> <li>• Follow up with National Weather Service to confirm message receipt. <ul style="list-style-type: none"> <li>○ (707) 442-2171 - NWS Ops desk confirms the message was received, clear, and if NWS had any question.</li> </ul> </li> </ul> <p><i>*Annotate your action on your EOC 214</i></p>
4. Message Monitoring	<ul style="list-style-type: none"> <li>• Monitor weather radio to ensure transmission. <ul style="list-style-type: none"> <li>○ Contact NWS if message is not broadcasted.</li> </ul> </li> </ul> <p><i>*Note: Non-weather message dissemination is secondary to weather related messaging.</i></p>
5. Follow On Notification	<ul style="list-style-type: none"> <li>• Notify the Eureka Area weather forecast office if continuation of NWEM is required beyond the 30-minute cycle window.</li> <li>• Cancel the NWEM prior to the end of the 30-minute cycle window if needed by contacting the NWS.</li> </ul>

## C. Constructing Emergency Messages

The single most important thing to motivate effective public protective action is to construct the best emergency messages possible and disseminate those messages via appropriate methods. The contents of the messages that the public receives in alerts, warning, and other information is the factor that most influences public protective action-taking behavior in an emergency.

### MESSAGE CONTENT

There are five essential components of an emergency alert/warning message. These five topics are listed and defined to the right. Each topic is color-coded to make it easy for the sender to see where these different topics are placed in the message templates contained in this section.

### MESSAGE STYLE

Messages should be constructed with specificity and clarity.

**Specificity** – be precise with the wording selected for each of the five components.

**Clarity** – construct messages free of jargon and in a manner which will clearly be understood by those receiving the message.

### MESSAGE CONTENT & ORDER

Longer messages, for example those that may be part of a press release, work best if the message content is presented in the following order.

Short messages (90 or 140 characters) work best if the content is presented in the following order:

source, guidance and time, threat, location, message expiration time

**SOURCE:** say who the message is from

**THREAT:** describe the event and its impacts

**LOCATION:** state the impact area boundaries in a way that can be easily understood (for example use street names, landmarks, natural features, and political boundaries)

**GUIDANCE/TIME:** tell people what protective action to take, the time when to do it, how to accomplish it, and how doing it reduces impacts

**EXPIRATION TIME:** tell people when the alert/warning expires and/or new information will be received

Longer messages, for example those that may be part of a press release, work best if the message content is presented in the following order.

source, threat, location, guidance and time, message expiration time



## D. Mendocino County Social Media Accounts

Jurisdiction/ Agency	Facebook	Twitter	Instagram	Pinterest	Flicker	YouTube	Vimeo	Nextdoor	Periscope
County of Mendocino									
Mendocino County Sheriff									
Mendocino County Health & Human Services									
Mendocino County Office of Education									
Mendocino County Agriculture / Weights & Measures									
Mendocino County Farm Bureau									
Mendocino County Animal Shelter									
City of Fort Bragg									
City of Point Arena									
City of Ukiah									
City of Ukiah Police Department									
City of Willits									
Mendocino College									
North Coast Opportunities									
Laytonville Fire									
Mendocino VOAD									
American Red Cross									
Disability Services & Legal Center									

## E. Alert Origination Tools and Capabilities

Alert Origination Tool	Description	Targeting Ability	Limitations	Thresholds for Use	Regional Coordination	Dissemination Platform
<b>Emergency Alert System (EAS)</b>	Interrupts broadcast TV & radio, cable, satellite transmissions with alerts.	Broad; entire viewing or listening area of the station (multiple counties).	Only received by those watching or listening to broadcasts.	Imminent threat to most or all of the media market.	Necessary, as multiple counties share media markets.	Authorized county users check EAS alert in Nixle software/IPAWS architecture; or call the designated LP1, authenticate County user, and provide the message.
<b>NOAA Weather Radios</b>	Specialized radio with battery back-up that can be in standby mode until National Weather Service (NWS) sends an alert, at which point the device emits a loud noise followed by the message.	Broad; areas covered by transmitters (often reach multiple counties). Refer to Attachment G for coverage map.	Recipients must have a correctly configured radio. Topography or weather conditions may limit the transmission area.	Imminent threat to a large area; uniquely useful when power is out, since radios are not dependent on cellular receivers.	Necessary, as transmission often reach neighboring counties.	Authorized County EOC contacts the NWS Weather Forecast Office with a request to disseminate an alert with message content and area to alert.
<b>WEA</b>	Short emergency messages broadcast from cell towers to smart phones within tower coverage range (including transient populations); generally, works when power fails.	Broad (ability to more narrowly target recipients. FEMA advertises IPAWS 2.2 as a 1/10 mile accuracy).	360 character max message length for devices capable of supporting IPAWS 2.2. 90 character max message length for many devices. (360 or 90 character Spanish translations can also be developed depending on devices).	Imminent threat to a large area (typically major portion of or entire county).	Necessary, as cell towers near county boundaries may broadcast message to users in neighboring counties.	Authorized county users specify zip codes or draw polygon of area to alert in Nixle software/IPAWS architecture. WEA messages may also be issued by vendor and State/Cal OES.
<b>Nixle</b>	Text and email service used by multiple agencies to send public warnings/alerts, advisories, and non-urgent community or informational messages.	Narrow; by zip code or within a polygon drawn on map within software.	138 character max message length. Self-registration required for wireless users; app users must download software; frequent use may cause recipients to be desensitized or to opt out.	Varies from emergency alerts to lower urgency messages (e.g., major road closures, upcoming storms)	Coordinated within county and neighboring counties, especially when the affected / alerted area is near the county boundary.	Authorized county users specify zip codes or draw polygon of area to alert in Nixle.
<b>MendoAlert</b>	Text, email, voice, mobile app, and TTY accessible to response partners to send life safety warnings and orders.	Broad; entire county segregated by geocoded address	Recipients must self-register and regularly update contact information. Notifications are dependent on communication infrastructure, provider, and personal devices.	Varies life safety emergency notifications only.	Coordinated within county and neighboring counties, especially when the affected / alerted area is near the county boundary.	Authorized county users utilize developed lists or draw polygons of areas to alert.

<b>Sirens</b>	<p>Fixed outdoor system with local audio sound.</p> <p>Mobile Long Range Acoustic Device (LRAD).</p>	<p>Narrow; City of Fort Bragg Noyo Harbor and Point Arena Harbor.</p> <p>LRAD mobile to various locations.</p>	<p>Tsunami Sirens are activated by NWS and tested each Wednesday. Local sirens are operated by the local agency. They cannot be activated by external partners. LRAD can only be activated by MCSO and requires time to transport the device. Topography or weather conditions may limit reach. Protective action may be unclear from siren.</p>	<p>Primarily utilized to warn of a tsunami or coordinate local volunteer firefighters. Can be used to provide a warning to the general public of an impending emergency</p>	<p>Coordination with County necessary, in the event of media/public inquiries.</p>	<p>NWS, City of Fort Bragg, City of Point Arena, and Sheriff Dispatch own, maintain, test, and activate the sirens.</p>
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Alert Origination Tool	Description	Targeting Ability	Limitations	Thresholds for Use	Regional Coordination	Dissemination Platform
<b>Loudspeakers and High-low Patrol Sirens</b>	Mendocino County Sheriff's Office and all other local law enforcement agencies can deploy vehicles with audible sirens. Loudspeakers may also be used to relay information to neighborhoods.	Narrow; approx. one block radius of vehicle	Topography or weather conditions may limit reach. Protective action may be unclear from siren.	Imminent threat to a local area. Used to signal evacuation.	Coordination with County necessary, in the event of media/public inquiries.	Maintained by local agencies. Local government may also request support from Mendocino County Sheriff's Office. EOC coordinates resources with Sheriff's Office.
<b>Door-to-door Alerts</b>	Mendocino County Sheriff's Office and all other local law enforcement agencies can assign officers to knock on doors and provide messages to residents and businesses in person.	Narrow; one address at a time	Process takes time, especially if people have questions. A variety of translators/ interpreters may be needed.	Extremely imminent threat to a very local area (e.g., a single neighborhood). May be used to ensure timely evacuations.	Coordination with County necessary.	Maintained by local agencies. Local government may also request support from Mendocino County Sheriff's Office. EOC coordinates resources with Sheriff's Office.
<b>Resources for Amplifying Alert Origination Tools</b>						
<b>Social Media</b>	Useful to further proliferate alerts. Mendocino County uses Twitter, sometimes Facebook & others including Nextdoor	Broad; depends on following	Requires internet; May be issues with rumors, public trust, inappropriate content, ads, etc. Requires opt-in and/or software download.	Not appropriate as a sole mechanism for disseminating alerts that require immediate action.	Coordinated with neighboring counties through following other agencies' accounts and re-sharing messages, when appropriate.	County and local agencies maintain social media accounts
<b>Variable Message Signs (VMS Road Signs)</b>	An electronic traffic sign often used on roadways to give travelers information about specific events.	Narrow; limited to pedestrians traveling roadways entering or exiting impacted areas.	Signs must be programmed and deployed to impacted areas by road crews. Message content is limited to 3 lines and 8 characters per line.	Limited to specific area when deployed.	Coordinate within Operational Area for resource, deployment, and programming.	Local government requests support from Mendocino County DOT. EOC coordinates resources with Roads Department.
<b>Systems used by Schools</b>						
<b>Mendocino College system</b>	Text and email service used by Mendocino College to send emergency alert notifications.	Narrow; college population (Staff, Faculty, Students) or public self-enrollment	Limited to information provided at time of enrollment at MC or information provided at self-enrollment	Emergency occurring on or affecting Mendocino College Campus	Coordination within Mendocino College departments	Authorized Mendocino College users

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Alert Origination Tool	Description	Targeting Ability	Limitations	Thresholds for Use	Regional Coordination	Dissemination Platform
<b>Bright Arrow and Phone Tree</b>	Text service used by Mendocino County Office of Education (MCOE) to send emergency and general notifications to staff	MCOE staff, and some families with students in MCOE programs	Limited to staff that use MCOE owned cell phones, or staff who opt-in to the system. Also some families that opt-in.	Can be used for general or emergency announcements.	Coordination with superintendent or communications department for use of system.	Authorized MCOE staff

## F. Alert and Warning Activation and Systems Matrix

Agency/Activator	Alert Origination Tools and Resources											
	MendoAlert Everbridge Network/Nixle/Member Portal				Social Media	California Health Alert Network (CAHAN)	Door- to- Door	Loudspeaker (High-low Patrol Sirens, LRAD)	Sirens	NOAA Weather Radio	MCOE / Schools Systems	Mendocino College System
	Alert		Advisory	Community <sup>1</sup>								
	WEA	EAS										
Mendocino County Chief Executive Officer (PIO)												
Mendocino County Sheriff's Office (Dispatch)												
Mendocino County Sheriff's Office (Patrol)												
Mendocino County Office of Emergency Services												
Mendocino County Public Health												
City of Fort Bragg												
City of Point Arena												
City of Willits												
City of Ukiah												
Mendocino County Office of Education (MCOE) & School Districts												
Mendocino College												
Mendocino Hospitals												
National Weather Service (NWS) <sup>2</sup>												
Activation Events	C,E,F,G	C,E,F,G	B,D		A,B,C,D,E,F,G	C,E,F,G	F,G	F,G	F,G	A,B,C	E,F,G	E,F,G
Examples of Threats: Earthquake / Tsunami / Flood / Debris Flow / HAZMAT / Wildfire / Dam Failure / Terrorism / Active Shooter												
Notes						Activation Events						
1: Nixle Community & Advisory messaging is not utilized during emergency events						A: NWS Watch - Be prepared to take action						
2: NWS accesses IPAWS independently of the Mendocino County Operational Area						B: NWS Advisories - Emergency conditions may develop within 12-48 hrs						

	C: NWS Warnings - Take immediate action
	D: Red Flag Warnings - Wildfire conditions may develop within 12-48 hrs
	E: Evacuation Warnings - Residents are advised to leave
	F: Evacuation Orders - Residents are required to leave
	G: Shelter-In-Place - Residents are required to remain indoors

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## G. Terminology

Standardizing terminology before a disaster will enable alerting authorities and the Public Information Officers to socialize the terms. This means that the public will become familiar with the terms, helping them to take action when directed. Mendocino County utilizes the following terminology:<sup>12</sup>

**Protective Action Notice:** A statement which instructs people to take immediate action to protect their life due to a danger or impending danger (e.g. boil water notice).

**Evacuation:** The National Incident Management System defines evacuation as an organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care to safe areas.

- **Evacuation Order:** Movement of community members out of a defined area due to an immediate threat to life and property from an emergency incident. This is a lawful order to leave now. The area is lawfully closed to public access. An Evacuation Order should be used when there is potential or actual threat to civilian life within 1 to 2 hours or when the IC deems it necessary to protect civilians.
- **Evacuation Warning:** Alerting of community members in a defined area of a potential threat to life and property from an emergency incident. An Evacuation Warning may be issued when the potential or actual threat to civilian life is more than 2 hours away or as deemed appropriate by the IC. Those who require additional time to evacuate, and those with pets and livestock should leave immediately.
- **Shelter in Place:** Directing community members to stay secured inside their current location. Used if evacuation will cause higher potential of loss of life.
- **Safe Refuge Area:** A temporary location to hold evacuees until safe evacuation is possible.

**Levels of Closure:** A closure prohibits the usage or occupancy of a defined area such as a park, beach, or road due to a potential or actual threat to public health and/or safety. Media is allowed access under all closure levels unless prohibited under Penal Code 409.5.

- **Level 1 Closure:** Closed to all traffic except local residents; may require escorts.
- **Level 2 Closure:** Closed to all traffic except Fire Department (FD) and Law Enforcement (LE), and critical incident resources (i.e. utility companies, Caltrans, County Roads).
- **Level 3 Closure:** Closed to all traffic except FD and LE.
- **Level 4 Closure:** Closed to all traffic including FD and LE.

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<sup>12</sup> Mendocino County OES will utilize weather terminology as defined by the National Weather Service.

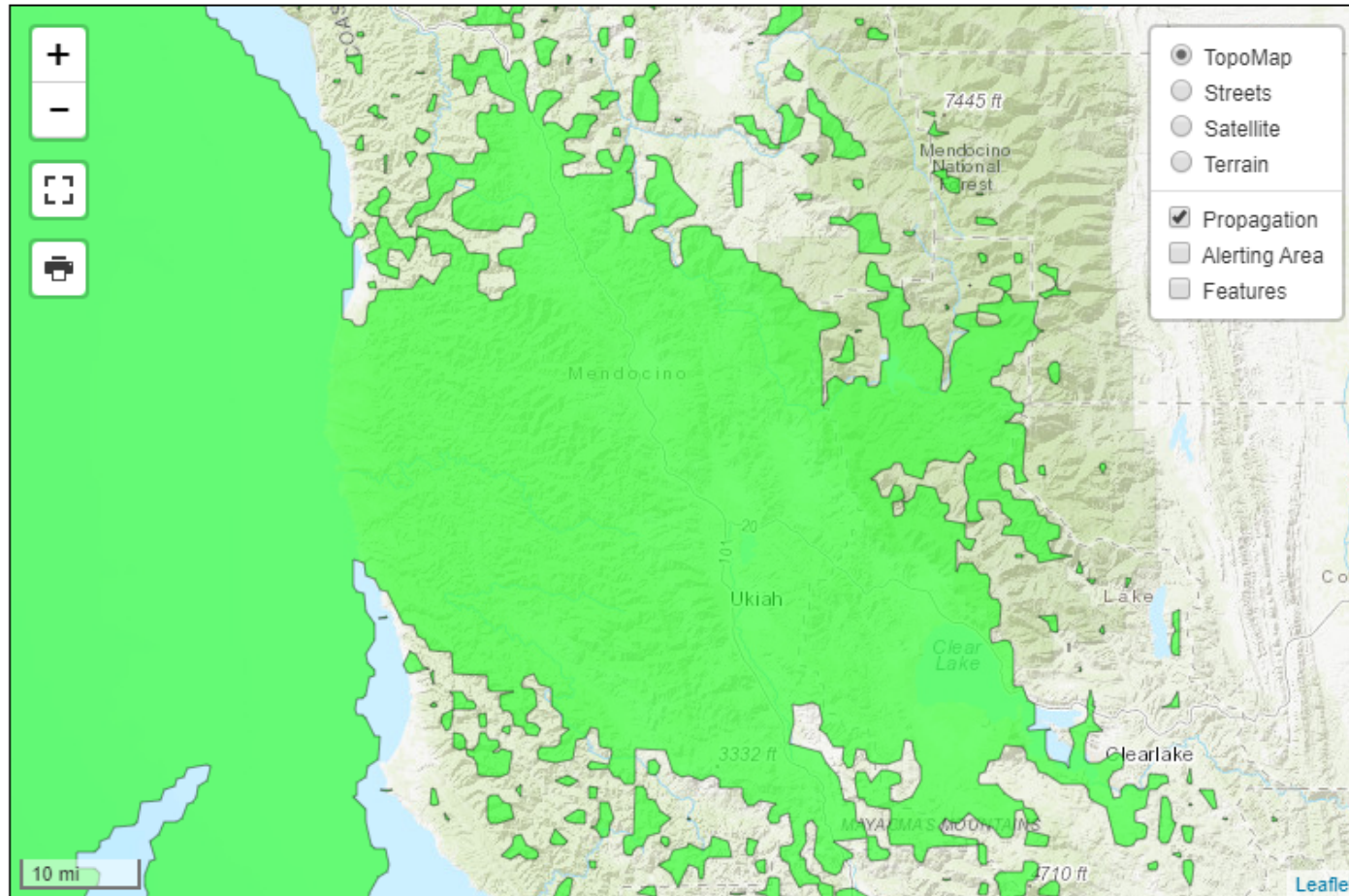
## H. NOAA Weather Radio Coverage

Communities within Mendocino County may receive alerts or warnings via NOAA Weather Radios. The county may receive messages from different NWS transmitters. The maps on the following pages illustrate NWS transmitter coverage.

- County Coverage for KIH30
- County Coverage for WNG720

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## NWR Transmitter WNG720 162.525



**Legend**

**Transmitter Status**


Normal ■

Degraded ■

Out of Service ■

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**Counties Receiving Alert Tones**



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**Coverage Area**

[INFO](#)

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**Operating Status**

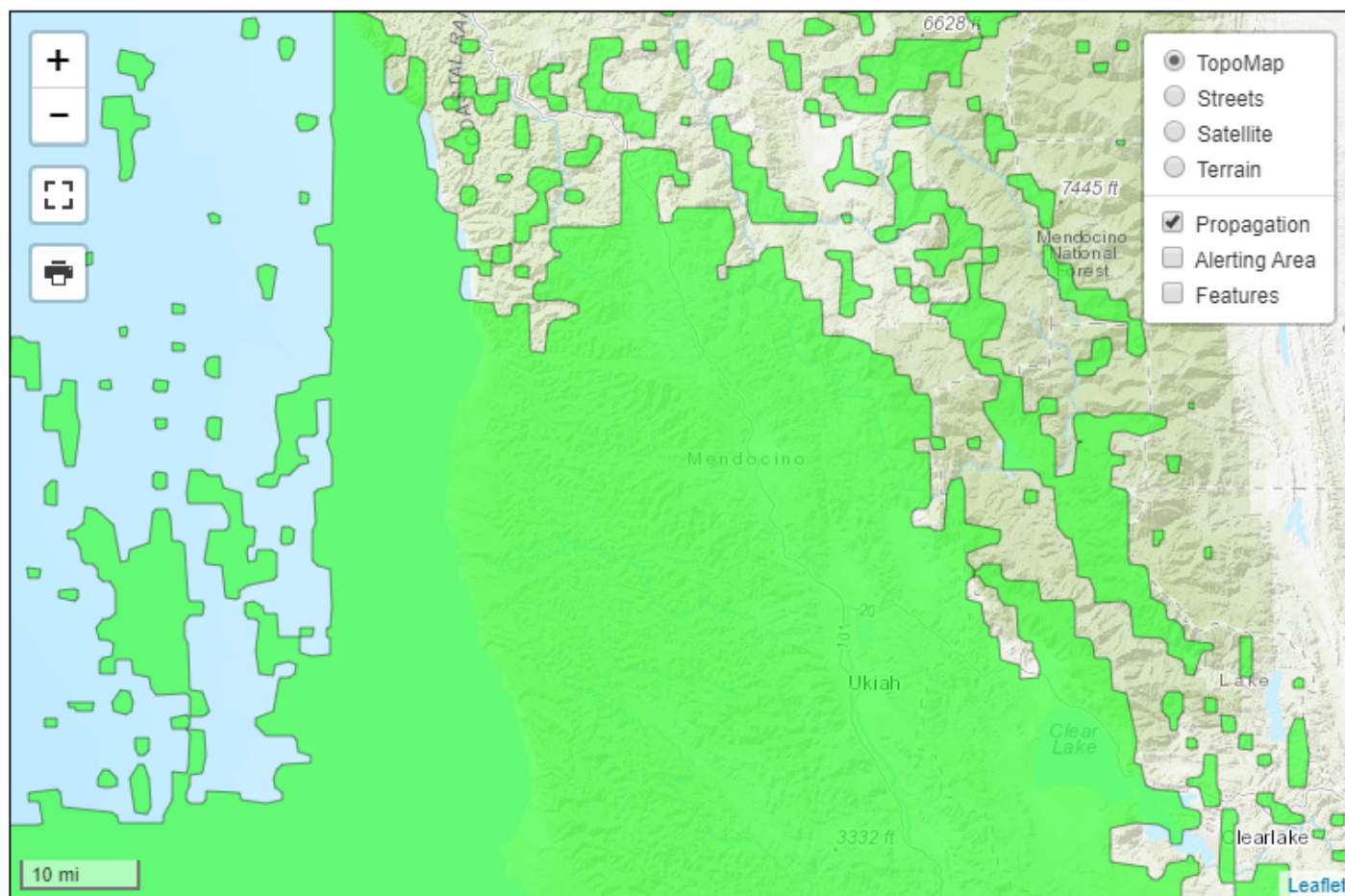
for WNG720

**NORMAL**

Transmitter Details	
Call Sign	WNG720
Transmitter	Ukiah
Frequency	162.525
State	California
Site Location	Laughlin Range, CA
Operating Status	NORMAL
Weather Forecast Office	Eureka CA

WNG720 Counties Receiving Alert Tones			
COUNTY	STATE	SAME	REMARKS
Lake	California	006033	NORTHERN
Mendocino	California	006045	EASTERN

## NWR Transmitter KIH30 162.550



**Legend**

**Transmitter Status**


Normal ■

Degraded ■

Out of Service ■

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**Counties Receiving Alert Tones**



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**Coverage Area**

[INFO](#)

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**Operating Status**

for KIH30  
**NORMAL**

Transmitter Details	
Call Sign	KIH30
Transmitter	Point Arena
Frequency	162.550
State	California
Site Location	Cold Springs Peak, CA
Operating Status	NORMAL
Weather Forecast Office	Eureka CA

KIH30 Counties Receiving Alert Tones			
COUNTY	STATE	SAME	REMARKS
Mendocino	California	006045	W

## I. **Mendocino County Message Templates**

[Templates are stored on local servers and devices]

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## J. Mendocino County Guidance for Accessible and Warning Communications

The Whole Community, including people who have disabilities or access and functional needs (AFN), should be able to receive and use alert and warning messages. Effective, accessible preparedness messaging can be particularly helpful to people with AFN who may require more time to shelter in place or may need assistance if an evacuation is advised. The goal is to ensure that emergency communication is equally accessible and effective for everyone.

Mendocino County OES works closely with the local VOAD, it's AFN subcommittee, local advocacy groups, the CalOES OES Office of Access and Functional Needs (OAFN) coordinates and federal partners to ensure communication needs are identified and addressed during disasters. The CalOES OAFN maintains a comprehensive library of resources, from guidance documents to sample plans<sup>13</sup>. Mendocino County OES encourages people who have disabilities or access and functional needs (AFN) to obtain and maintain adaptive/assistive devices that will enhance their ability to receive alert and warning messaging.

The table that follows includes reminders for communicating effectively with audience with different communication needs. In addition to the practices listed in the table, an important part of communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.

Table 1: Means of Messaging by Audiences

Audiences	Means Of Messaging
<b>People who are deaf or hard of hearing</b>	Television – captioning and sign language; scrolling text and crawl messages that do not reduce the size of images
	Press Conferences, Public Meetings – signage; sign language interpreter in full view.
	Telephone - telephone handset amplifiers, hearing-aid compatible telephones, text Telephones (TTYs), videophones, captioned telephones, other voice, text, and video-based telecommunications products. Scrolling text must include telephone numbers.
<b>People who are blind or have low vision</b>	Flashing television news updates must include voiced reports.
	All scrolling text must be read aloud, including telephone numbers and web addresses.
	Print, Web – Alternative formats (reverse type, such as white text on black background or black type on white background; option to increase type size.)
	Meetings should include a qualified reader; information in large print, Braille, or in digital form for use with a computer screen-reading program; or an audio recording of printed information.
<b>People with limited English proficiency</b>	Broadcast and print language translation services Universal directional symbols Use graphics to illustrate words

<sup>13</sup> <https://www.caloes.ca.gov/cal-oes-divisions/access-functional-needs/afn-library>



## Accessibility Checklist

The following checklist provides considerations, guidance, and tools to communicate with people with AFN, including, but not limited to people with disabilities and people with limited English proficiency<sup>14</sup>.

### Actionable Tasks

Develop culturally capable messages.

- ☐ **Colors** (Colors may convey different meanings for different groups, religions, cultures, and communities.)
- ☐ **Art** (Images should reflect targeted audiences.)
- ☐ **Paper** (Some may have difficulty reading certain colors.)
- ☐ **Access** (Consider physical distribution points and height placement of messages to enable easily accessible materials.)
- ☐ **Buy-In** (Communicate why this matters to them.)
- ☐ **Language** (The message's language should be written for audience appropriateness, i.e., age, culture.)
- ☐ **Evaluation** (Help readers or listeners to understand the impact of changes.)

## Message Delivery Channels

Channels for delivering messages are varied and will depend on availability, accessibility, and how well they reach populations. Delivery channels, when electricity has not been affected or limited, can include:

- ☐ Mass media (television, radio, newspaper)
- ☐ Ethnic media
- ☐ Podcast
- ☐ Internet
- ☐ Radio
- ☐ Satellite radio
- ☐ Community Networks
- ☐ National Oceanic and Atmospheric Administration Weather Radio All Hazards (NWR)
- ☐ Mendocino County 2-1-1 website

Delivery channels during a blackout or when electricity is not available to all areas could include:

- ☐ Cell phone/text messaging
- ☐ Battery-powered radio
- ☐ NOAA Weather Radio
- ☐ Nixle
- ☐ Battery-powered walkie talkies
- ☐ 2-1-1 telephone
- ☐ Ham radio networks

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<sup>14</sup> Appendix I was adapted from the Bay Area UASI Alert and Warning Toolkit, Draft November 2019

- ☐ Telephone calling trees/networks (using landline phones that do not require electricity)
- ☐ Door-to-door information (door hangers and pamphlets)
- ☐ Information distribution to a pre-determined emergency information point (churches, libraries, grocery stores, post offices, schools, restaurants, markets, shelters)
- ☐ Peer ambassadors designated to help neighbors receive information

Emergency management tools to reach diverse populations may include:

- ☐ Picture books
- ☐ Braille and alternative language handouts
- ☐ Closed-captioned videos
- ☐ Audiotapes

## **Accessible Digital Communications**

- ☐ Develop or provide accessible formats to disseminate alerts and information.
  - Use a variety of formats (text, audio, video, image).
  - Use a variety of methods of information dissemination (broadcast, wireless, internet, social media, apps).
  - Consider various devices (cell phones, tablets, computers, TVs, radios).
- ☐ Use software/hardware solutions and interoperable networks.
  - Receive alert feeds from multiple sources.
  - Transition to a next generation 9-1-1 system.

## **Documentation Preparation**

Follow these guidelines to make content accessible to a wider range of people with access and functional needs and all audiences, in general:

- ☐ Use system fonts
- ☐ Make forms electronically fillable
- ☐ Choose an accessible technology platform
- ☐ Present text as text
- ☐ Include alternative text
- ☐ Use styles
- ☐ Include tables of contents
- ☐ Use short titles in headings
- ☐ Use logical heading order
- ☐ Use meaningful hyperlink text
- ☐ Increase visibility for colorblind viewers
- ☐ Use simple tables
- ☐ Avoid repeated blank characters
- ☐ Avoid floating objects
- ☐ Create Closed Captions
- ☐ Print files in large text
- ☐ Battery-powered radio



## Multimedia Guidelines

Multimedia refers to any presentation that contains more than one type of media. Multimedia typically includes both audio and visual information. For accessible multimedia, consider these options:

- ☐ Provide visual representations of audible elements for people who are deaf or hard of hearing.
- ☐ Include text transcripts for posted videos or multimedia presentations.
- ☐ Text equivalent for every non-text element.
- ☐ Audio descriptions of all visual information.
- ☐ YouTube will automatically caption the text on videos

## Social Media

Social media message relies on its accessibility to individuals who receive the messages. Use the following guidelines to effectively share messages on social media:

- ☐ Place #hashtags or @mentions at the end of the tweet.
- ☐ Avoid using unfamiliar acronyms.
- ☐ Use “CamelCase” (upper and lowercase) for multiple words in hashtags.
- ☐ If your post contains photos, video, or audio, use prefixes for people who use screen readers.
- ☐ Make your post serve as a description caption by providing context for video or audio element.
  - Include all photo and video descriptions.
  - Provide a link back to the organization webpage that hosts an accessible version of that photo or video.
  - Rather than uploading videos directly to each platform, upload videos to YouTube and enable closed captions.
  - Post YouTube video links to other platforms as status updates. This will ensure that visitors will be taken to the accessible version on YouTube.

## People Who Have Hearing or Speech Disabilities

- ☐ Telecommunication Relay Service (telephone service that allows people with hearing or speech disabilities to place and receive telephone calls)
- ☐ Text-to-Voice TTY-based TRS
- ☐ Voice Carry Over (VCO)
- ☐ Hearing Carry Over (HCO)
- ☐ Speech-to-Speech (STS)
- ☐ Shared Non-English Language Relay Services
- ☐ Captioned Telephone Service (CTS)

## People Who Are Blind or Have Low Vision

- ☐ Convert written documents to audio conversion.
  - Record materials into an audio file or onto a CD or DVD.
- ☐ Consider document text for screen readers use.
- ☐ Convert paper documents into Braille.

- Compose the information in a Microsoft Word-accessible document.
- Import your document into Braille translation software.
- Use a Braille embosser.

## **Website Considerations<sup>15</sup>**

- ☐ Ensure webpages have appropriate metadata descriptions (i.e., text equivalent to every image).
- ☐ Always provide documents in an alternative text-based format (HTML or RTF [Rich Text Format]).
- ☐ Websites should be designed with the color and font sizes set in users' web browsers and operating systems.

Users with low vision must specify the text and background colors, as well as the font.

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<sup>15</sup> ADA Best Practices Tool Kit for State and Local Governments, Chapter 5: Website Accessibility Under Title II of the ADA (<https://www.ada.gov/pcatoolkit/chap5toolkit.htm>)