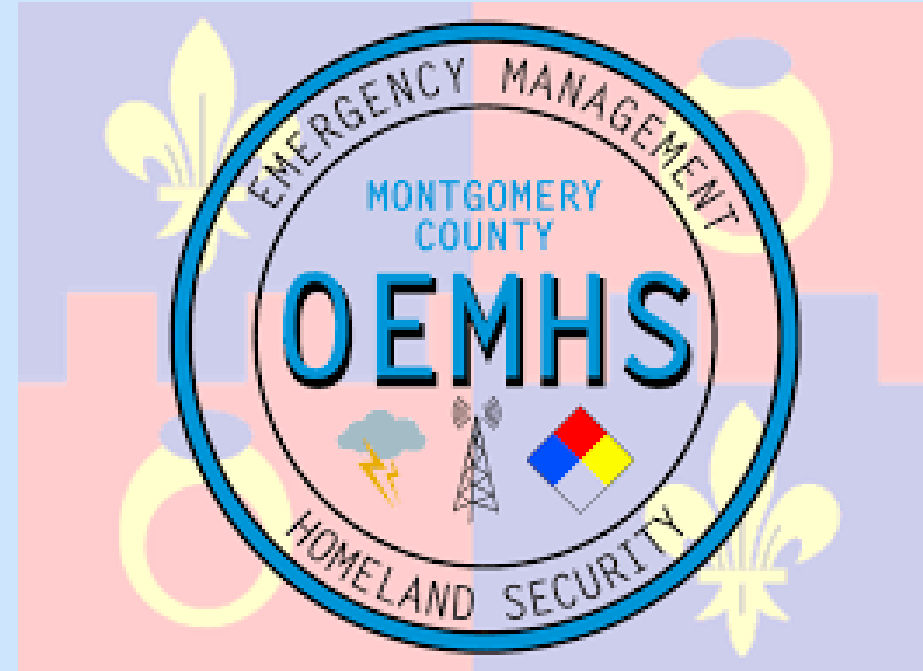


OEMHS Presentation
to Nonprofit
Montgomery
on COVID-19 Response
After Action Report
(AAR)



Wednesday,
January 12, 2022



OEMHS Nonprofit After Action Report (AAR)

Montgomery County's nonprofit organizations were an essential part of the COVID-19 pandemic response.

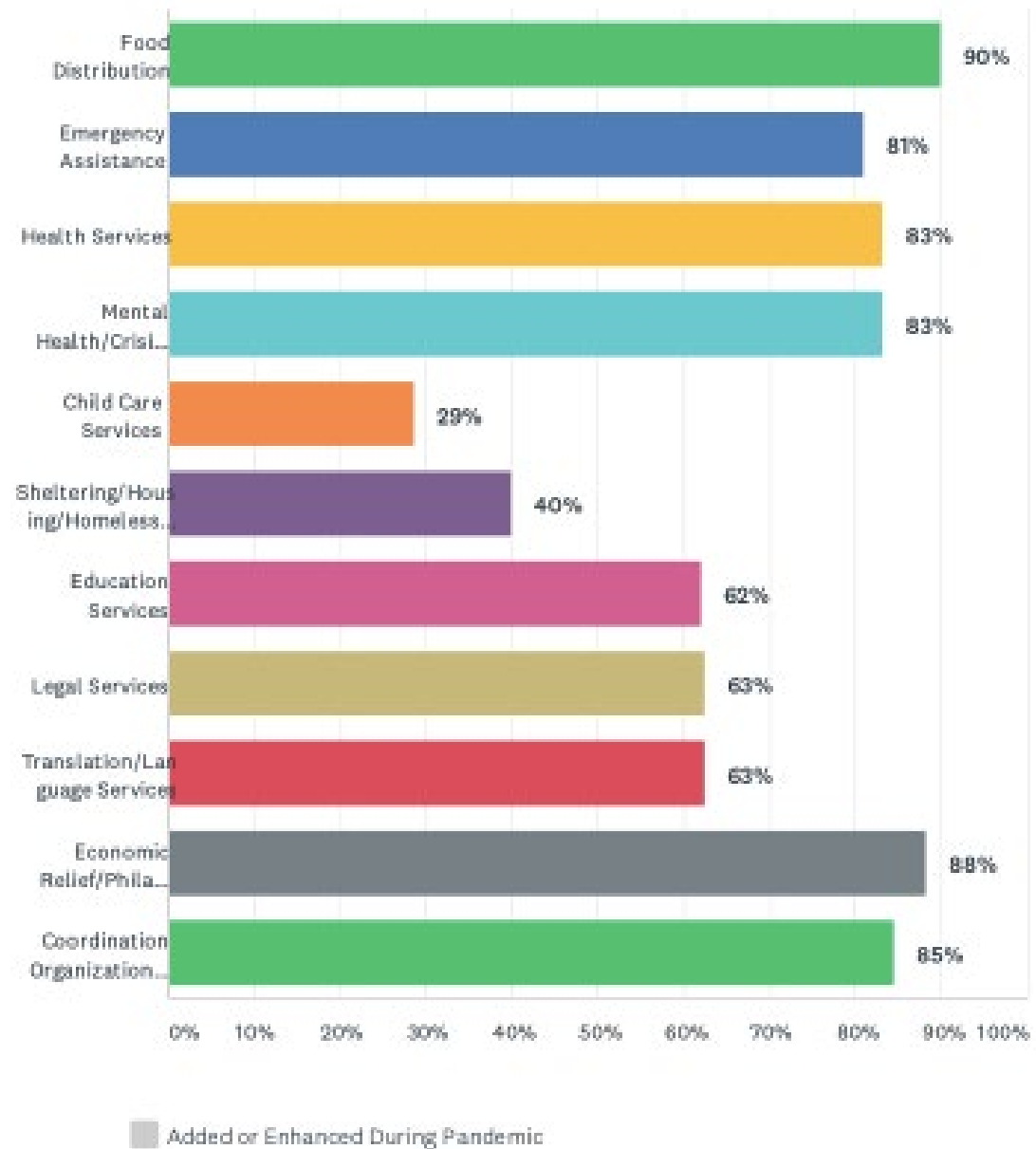
OEMHS drafted an After Action Report (AAR) to capture the efforts of nonprofits during the pandemic response, identify the strengths of the response, and highlight areas for improvement.

The goal of this AAR is to improve future emergency response operations in Montgomery County.

Methodology

- The AAR was created in partnership between Montgomery County's Office of Emergency Management and Homeland Security (OEMHS), the Community Organization Active in Disaster (COAD), and Nonprofit Montgomery.
- The AAR findings are based on the results of a survey provided to the county's nonprofit organizations. The survey received responses from 82 nonprofit organization on issues including:
 - Nonprofit services provided (including challenges and support)
 - Community access to those services
 - Emergency preparedness
 - Communication
 - Coordination

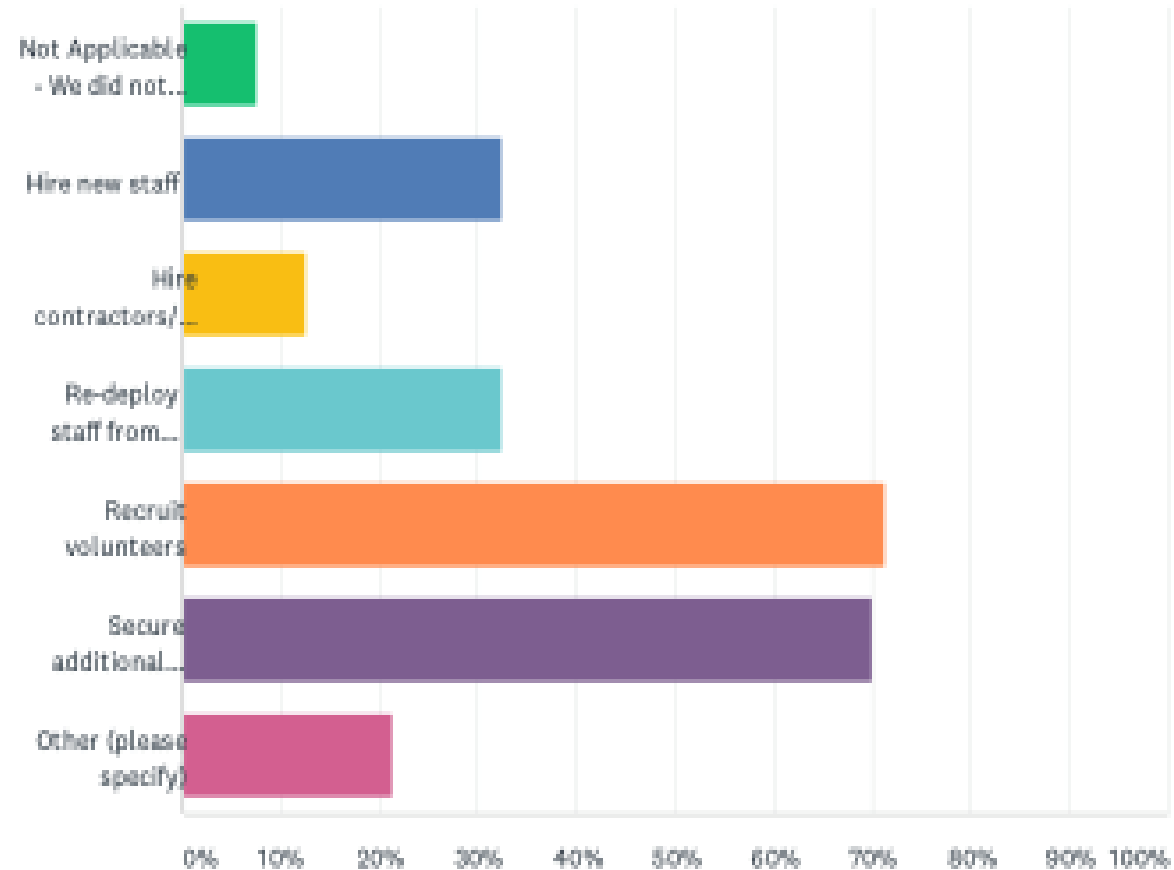
Services Added or Enhanced



Top Results: Food Distribution 90% and Economic Relief 88%

Q4 If your organization added or enhanced services, how did you support those services? [Please check all that apply.]

Answered: 80 Skipped: 2



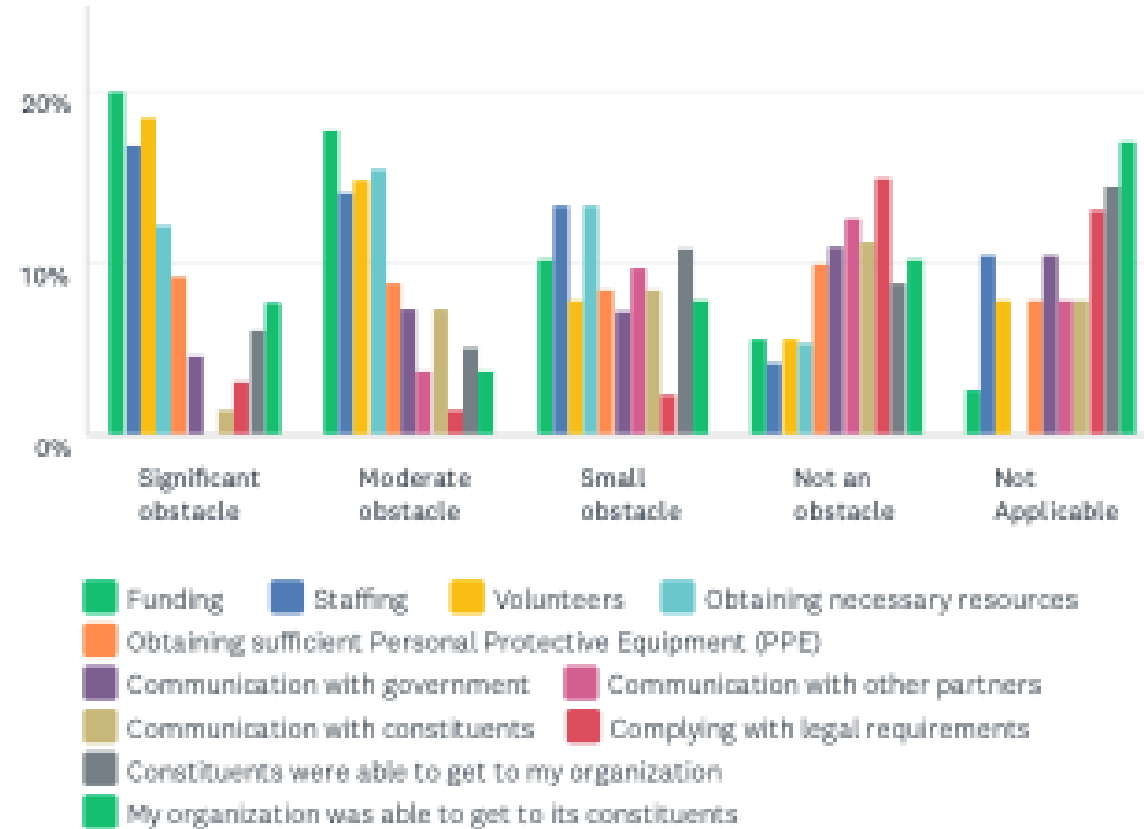
Finding support for services

Top Results: Recruit Volunteers 71% and Secure Additional Funding 70%

Q5 To what extent were any of the following issues obstacles for your organization to carry out its operations during the COVID pandemic?

Answered: 80 Skipped: 2

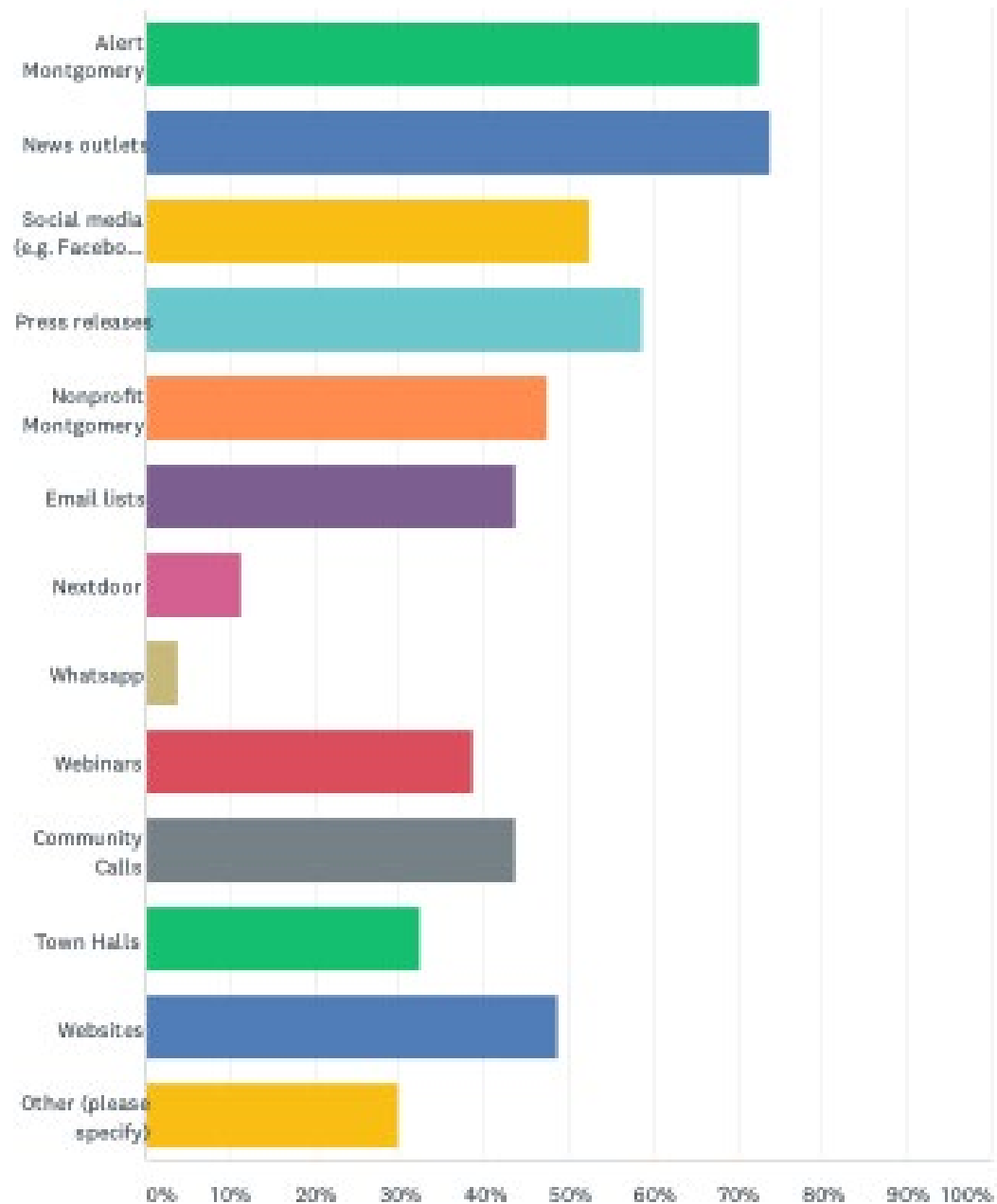
Challenges to providing services



Top Results: Funding 37% and Staffing and Volunteer support (32%) were significant or moderate obstacles

Note: Communication with government, partners, and constituents constituted only a small obstacle or no obstacle for most organizations.

How did organizations get information?



Top Results: Alert Montgomery 71% and Media 72%

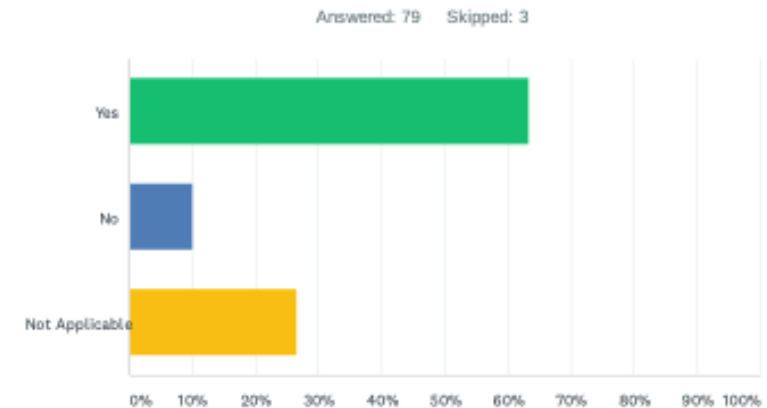
How did community access services?

ANSWER CHOICES	RESPONSES
At our location, in person	65.00% 52
Online, through our website	38.75% 31
Over the phone	58.75% 47
Over Video Calls (e.g Zoom, WebEx, FaceTime, etc.)	41.25% 33
Through direct financial assistance	22.50% 18
Please provide any additional information on how the community accessed your services. Any details you provide will be extremely helpful.	40.00% 32

In Person 65% , Video Calls 41%

Will remote program options be maintained after the pandemic?

Q13 Once social distancing is no longer required, will your organization maintain any remote program options? [Please explain your answer]



Emergency Preparedness of Individual Organizations

- emergency plans
- ways of securing emergency resources
- personal protective equipment
- telework policy
- emergency communications planning

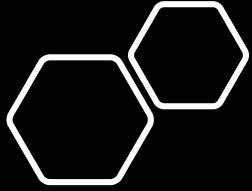
About 25-30% of organizations had partially developed emergency plans

44% of organizations had no emergency plan at all

before the pandemic, 44% did not know how to secure emergency resources or emergency staff

Over 60% of organizations had no PPE

25% had no emergency communications plan

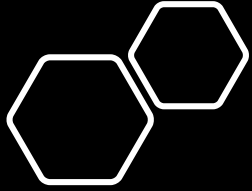


Lessons
Learned

Strengths

Communication and Coordination

- Nonprofit organizations used a variety of communication methods
- Over 77% of organizations used both their own websites and social media to communicate with stakeholders
- Over 90% of organizations shared information with the County or other partners about the services they offered
- Organizations communicated well with the community, partner organizations, county officials and other important stakeholders like coordinating organizations
- 60% of nonprofit organizations relied on the Montgomery County Food Council for support; 40% relied on Nonprofit Montgomery
- 92% of nonprofit organizations said they would maintain a heightened level of collaboration with other nonprofits even after the pandemic response has ended.



Lessons Learned

Areas for Improvement

Funding

- Provide more information on where emergency funding is available and how to apply for it.
- Provide additional flexibility with respect to procurement rules and make contract modifications easier, including quick funding mechanisms for emergency needs, such as PPE.
- Budget for compensating volunteers for things like gas, lunch, and PPE.
- Provide more opportunities for group purchasing.

Training

- Provide more training and exercise opportunities for nonprofit organizations.
- Incorporate more volunteers in training and exercise opportunities.
- Training on specific operations such as sourcing food donations would be helpful.

Emergency Response Operations and Planning

- Greater inclusion of nonprofit organizations during the emergency planning process.
- Clarify roles and responsibilities in emergency response for government agencies and nonprofits



Comments?

Questions?