



RAC MPHISE Pilot Project

December 2020

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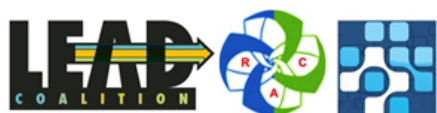
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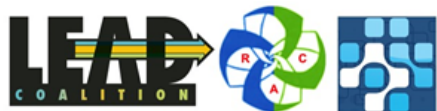
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Executive Summary

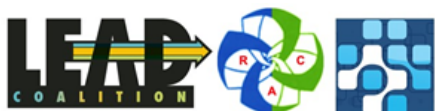
Resilient America Communities Bay County (RAC Bay County) is a multi-sector public-private partnership working to provide situational awareness to residents so they can make informed decisions both individually and collectively to help them flatten the pandemic curve in ways that build community capacity. The Medical and Public Health Information Sharing Environment (MPHISE) is a public/private sector initiative that facilitates the open sharing of medical and public health information across organizational boundaries – both internal and external to Government – with a goal of delivering the consistent guidance, policy, and capabilities required to serve and protect our nation's people and critical infrastructure. The purpose of the RAC-MPHISE pilot project in Bay County Florida was to create a Whole of Society approach to sharing data related to the mitigation of COVID-19 and its associated societal impacts in ways that: increase stakeholder engagement across sectors, promote community cohesion, facilitate data sharing and increase situational awareness. The pilot efforts resulted in:

- Gap and Solution Analysis derived from dialogue at the pilot Kickoff Meeting and at virtual Community Forums,
- Potential solutions to community gaps with action plan frameworks produced at a simulation of the full trajectory of the pandemic, called Simulated Solutions,
- Mission Critical Functions Survey, and
- Identified priority vulnerabilities at the county and zip code levels derived from a Mission Critical Functions Survey that was conducted in partnership with Trust Network members from 6 churches, a dance studio and a civic group.

Outgrowths of the data gathering efforts include a robust communications plan, that has launched a series of Zoom Community Forums streamed on Facebook, the formation of a work group to refine and implement the Mental Health action plan framework advanced by the community at the Simulated Solutions, and a Trust Network that reaches deeply into the zip codes most affected by COVID-19 in Bay County, Florida. This pilot project also broadened stakeholder engagement in the Resilient American Communities Core Leadership Work Group, and increased the voice of the community in core leadership.

Key findings of these efforts are:

- A theme in the gaps and solutions discussions that was substantiated by the Mission Critical Functions surveys was the vulnerable housing sector. There are lingering Hurricane Michael recovery concerns that are overlapping with current COVID-19 pandemic issues. These include lack of affordable housing and housing that has not been repaired since Hurricane Michael that is not a healthy environment for long periods of isolation during the COVID pandemic. There are high rents and many homeless people



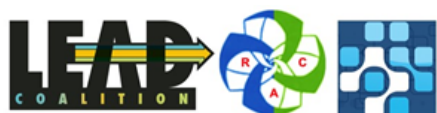
are not only living in public parks, but are also living in their cars with their children and as many possessions as can fit in their vehicle.

- The need to address the digital divide is key to COVID-19 response due to the need for all residents to be informed about the status of COVID in the community, the need for dissemination of information about testing sites and vaccination eligibility, and the need to protect oneself in neighborhoods and communities where there is community spread of the virus. RAC Outreach research determined that the Digital Divide is wide in the targeted neighborhoods of Glenwood, Millville, and St. Andrews. COVID-19 made it necessary to rely on virtual meetings and data gathering using computer technology. Many willing residents simply did not have the computer skills needed to participate without assistance.
- School facilities that sustained extreme hurricane damage are in a school system without the budget to make modifications to accommodate COVID-19 and a student body that is approximately 2 years behind academically due to the repeated disaster-related school interruptions.
- Members of RAC Trust Networks were more likely to be wearing masks and observing social distancing than those in the general population surveyed. In the general survey for which there were 668 valid surveys, response to the question, “Are you wearing a mask and engaging in social distancing?” 28% of those surveyed responded Yes, 14% responded No, and 57% did not respond to the question. In the Zoom polls taken in conjunction with the Serious Games, which included RAC Trust Network participants,

RAC-MPHISE Pilot Organizational Framework

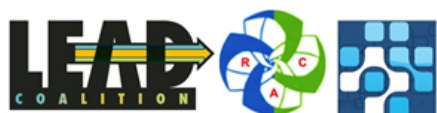
The anchor organization of RAC Bay County, [LEAD Coalition of Bay County](#), is a Community Development Corporation that convenes stakeholders to develop and implement authentic, collaborative solutions to neighborhood challenges. A nonprofit 501(c)(3) tax-exempt charitable organization registered in Florida, the LEAD Coalition’s mission is to work collaboratively to build trust, increase safety and restore neighborhoods. The mission is carried out through LEAD’s diverse, public-private partnership among cross sector community organizations. LEAD is an acronym for Leadership, Empowerment, and Authentic Development. LEAD Coalition builds trust through a Unity of Effort based on a Common Vision that creates safe and resilient neighborhoods benefitting the people who live there. Janice Lucas, Executive Director of LEAD Coalition, will serve as Project Manager of the RAC MPHISE Pilot Project in Bay County.

Technical support for community decision-making and data-gathering aspects of the RAC MPHISE Pilot project is provided by Jan Booher, the Director of Community Resilience Development of [Resilient American Communities Initiative \(RAC\)](#), which is a response to the Coronavirus pandemic, using tools and methods that build community capacity, social cohesion,



long term resilience and regeneration. The Mission of RAC is to organize American communities to provide situational awareness to residents so they can make informed decisions both individually and collectively to flatten the pandemic curve in ways that build community capacity. The Resilient American Communities Initiative is an initiative of [Health Initiatives Foundation Inc.](#) (HIFI), a Washington, D.C.-based 501(c)3 non-profit corporation. HIFI was originally incorporated in Maryland in 1995 by Dr. Michael McDonald (HIFI's current executive director), C. Everett Koop (former U.S. Surgeon General), Lt. General (Ret.) Alexander Sloan (former Surgeon General of the Air Force), and Dave J. Taylor (former COO of the Howard Hughes Foundation). HIFI is used as the 501(c)3 non-profit organization for charitable gifts and donations focused on health, human security, emergency management, and development projects in the United States and internationally. HIFI runs the Race to Resilience public / private consortium and replicates the Resilience Systems in high severity disasters through the Race to Resilience public / private consortium. The Florida Disaster Resilience Initiative, another initiative of HIFI, was active in Bay County during the Hurricane Michael response.

The [Department of Homeland Security COVID Response through CWMD's Chief Medical Officer](#) has hired [Efia](#) to engage, inform, coordinate, and support the national response to the COVID-19 pandemic for medical and healthcare partners across the Federal State Local Tribal Territorial & Private (FSLTT) space, including international partners to Efia Consulting LLC.” “The requirement is for subject matter experts (SMEs) to support a Medical Public Health Information Sharing Environment (MPHISE) for use by external medical and public health (MPH) professionals to securely collaborate with designated Federal government representatives tasked with providing the national and international response to containing and mitigating the COVID-19 virus which is currently growing at an exponential rate. CWMD further requires support for the configuration, governance, and strategy to build the intended [MPHISE](#) Medical and Public Health Information Sharing Environment to improve community with adoption and system usage rates necessary for preparing for a nationally coordinated response effort.”



RAC Bay County Work Group Leadership Team

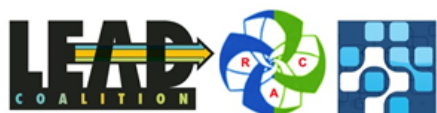
Janice L. Lucas, Executive Director of the LEAD Coalition of Bay County, a 501(c)3 Community Development Corporation. This position of Executive Director allows Lucas to use her vast skill set from teaching (6th grade through college), communications (newspaper 47)reporting and broadcast production), consulting, and community service. Her professional experience includes having been a college professor, newspaper reporter, television show host and producer, deliberative dialogue moderator, communications consultant, and grant writer. Lucas holds a Bachelor of Science in Broadcast Journalism

Donna Pilson, Executive Director Rebuild Bay County, Inc., the Long-Term Disaster Recovery Organization for Bay County. She is a 25-year veteran of the United States Air Force where she retired at the rank of Colonel. She is a career Program Manager and Engineer, experienced in managing technical acquisition programs. Since returning to Panama City, she has volunteered with the Girls Scouts of the Florida Panhandle, the Panama City Marine Institute, J.U.D.O.S., the FSU-PC STEM Institute, and the Bay Education Foundation. Pilson holds a Bachelor of Science in Aerospace Engineering from Tuskegee University, a Masters in Aeronautical Sciences from Embry-Riddle Aeronautical University, and a Masters in Military Sciences from the Marine Corps University.

J. Dia Green-Jones, a Summer 2020 Doctor of Philosophy in Educational Leadership graduate from the Florida Agricultural & Mechanical University, is CEO of J D. Green Educational Services, Inc. Green-Jones, Graduation Coach at Arnold High School, is a certificated teacher in the State of Florida in the areas of Mathematics, Reading, Exceptional Student Education, Reading, Gifted Education, English for Speakers of Other Languages, and English. Ms. Green has experience in both the private and public sector and has served as a public-school teacher for the last thirteen years.

Cindy Wilker, President of the LGBTQ Center of Bay County, has an extensive background in private banking, focusing on mergers and acquisitions with expertise in planning and managing business operations and technology projects. Her passion for business and commitment to justice help her connect a diverse LGBTQ community to opportunities, resources and each other to achieve a shared vision of a stronger, healthier, and more equitable world for LGBTQ people and their allies.

Anthony D. Bostick, Vice President of the Northwest Florida Minority Business Chamber of Commerce, Co-Owner and Chief Trainer at T & T Defense, LLC, founding member and first president of the Jackson E. Jones Baseball League and community activist. A retired veteran, served in the U.S. Marine Corps Reserves – Fleet Marine Force, the U.S. Army – Active Duty,



the Florida Army National Guard and the Florida Air National Guard – Active Duty Component. Skill set includes communications, logistics and community service.

Eula T. Bacon, CEO BTE Professional Services, LLC., holds a Juris Doctorate degree from Western Michigan University Thomas M. Cooley Law School, receiving the Leadership Award. She has written and managed Housing and Urban Development homeless grants. She is a former case manager and program manager for Workforce Development program - Work and Gain Economic Self-Sufficiency. Former member of a local city planning board, regional water board. Her communication experience includes a journalism degree from Florida A & M University, Talk Show host and News Reporter on the local ABC affiliate, facilitator for Homeless continuum of Care Process and obtained the Competent Communicator status in Toastmasters International.



Background

RAC Bay County as Pilot Site

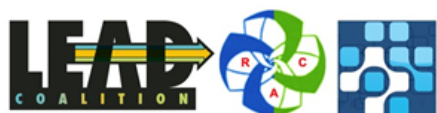
Since March 2020, the LEAD Coalition of Bay County has coordinated the Resilient American Communities (RAC) Bay County initiative that has coalesced the Glenwood, Millville and St. Andrews neighborhoods that have been targeted in an effort to reduce the spread of Covid-19. RAC Bay County meets weekly to review local COVID-19 data and responses in an effort to help people in the neighborhoods that LEAD has targeted. During the summer of 2020, RAC Bay County put Community Health Connectors on the streets going door to door to drop Covid-19 information and take Health Assessment Surveys. From those efforts, RAC Bay County learned that people needed resources to combat the virus, so they created Covid-19 Monitoring Kits that included oximeters and thermometers to give to people who could not afford them. Additionally, a part time person was hired to help with information dissemination and communications assistance to those who are isolated due to health issues. In Addition, with so much taking place online, many seniors are having difficulty navigating the digital world. For example, a retired educator asked if there was someone who could help her with her computer and passwords.

RAC Bay County Covid-19 information resources include a [RAC Bay County dashboard](#). On the RAC Bay County dashboard website you can click on the Weekly Updates tab above the link to the Facebook page and see the data monitored on a weekly basis.

RAC Bay County was selected as the pilot community to work with the Medical and Public Health Information Sharing Environment (MPHISE) with the goal of sharing information with partners from all stakeholder groups to support the prevention and mitigation of adverse outcomes related to COVID-19 in Bay County. Bay County was the site chosen for four specific reasons:

1. Leadership was experienced with relevant Florida Disaster Resilience Initiative Tools and Methods: Janice Lucas, Executive Director of LEAD Coalition of Bay County, attended Florida Disaster Resilience Initiative calls during Hurricane Michael Response that coordinated FAC Teams¹ in the Hurricane Michael Recovery Zone where she lived. At

¹ Focus Agility and Convergence (FAC) Teams are rapidly-enabled teams composed of pre-vetted individuals with expertise, who collectively act through Hastily Formed Networks to meet the immediate health, communications, infrastructure, ecosystem, and humanitarian needs of an area in crisis. Members of FAC Teams may already be working or living in the impacted area. FAC team members collaborate and contribute from far or near through web 3.0 intelligent social networks. Typically they will respond quickly in alignment with, but before large organized metropolitan, state, or federal response organizations and large NGOS are able to organize themselves to effectively respond in the early stages of a disaster. They identify and empower local smart swarms that have more persistence within communities.



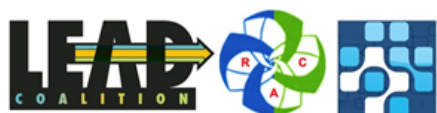
that time, she became familiar with a number of methods used to respond to rapidly evolving circumstances with expertise brought into the dialogue from many quarters that was then coordinated with government and civil society. She was introduced to the North Florida Resilience System and Florida Disaster Resilience Initiative WhatsApp Groups used to coordinate response in a disaster zone with compromised communications. Subsequent recovery work undertaken with Florida Disaster Resilience Initiative to address housing issues post Hurricane Michael also included skills transfer to Janice Lucas, so she was proficient at gathering and mapping household information using the mobile Fulcrum platform and communicating on Zoom. When the pandemic hit, Janice was able to host a [COVID Tele-Town Hall](#) meeting before other local leaders became proficient at hosting such events.

2. Strong Mission Alignment between RAC and LEAD Coalition of Bay County.
3. Existing Grant Support: Janice Lucas had obtained Global Giving grant funding, and with Jan Booher's technical support had also obtained an [EPA Region 4 Environmental Justice Grant](#). These funds were originally meant to be used to establish a FaithBuilders Network and a Whole of Society Work Group to address the remaining public health effects of Hurricane Michael, with a focus on Indoor Air Quality where people live, learn and work. The grantees for both grantors were allowed to rewrite their proposals to support COVID response. Therefore, a COVID Needs Assessment was completed in early June with some additional support from United Way that allowed for COVID literature drops and PPE. UU Service Committee and Global Giving support had also funded work on the psychosocial aspects of recovery in Bay County in the form of a [Photo Voice project](#) at Rosenwald High School, an alternative school in Panama City.
4. Social Structure: Countywide multi-sector partnerships formed as a result of recovering from CAT 5 Hurricane Michael: Both a government and a civil society Long Term Recovery Organization were established, with liaisons between the two.

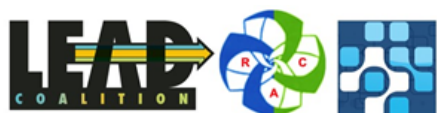


RAC Bay County Accomplishments

Item or Activity	Quantity	Partners Engaged
Public Health Flyers	7,000 (2 Literature Drops directly to households, and 8 food Giveaways)	• LEAD Coalition of Bay County • Rebuild Bay County, Inc. • Bay County Department of Health • LGBTQ Center of Bay County • Northwest Florida Minority Business Chamber of Commerce • JD Green Educational Services
Mask/Hand Sanitizer Kits	1,800	• Rebuild Bay County, Inc. • LGBTQ Center of Bay County • LEAD Coalition of Bay County
COVID Home Management Kits	650	• LGBTQ Center of Bay County • LEAD Coalition of Bay County • Rebuild Bay County, Inc. • Northwest Florida Minority Business Chamber of Commerce
	200	• LGBTQ Center of Bay County • LEAD Coalition of Bay County
Food Giveaway	3,800 Households	• Rebuild Bay County, Inc. • LGBTQ Center of Bay County • LEAD Coalition of Bay County • Bay County Emergency Management Services • Bay County Department of Health • Northwest Florida Minority Business Chamber of Commerce • JD Green Educational Services
	800 Households	• LGBTQ Center of Bay County



Public Forums	3	• Bay County Branch of NAACP • Northwest Florida Minority Business Chamber of Commerce • JD Green Educational Services
Community Forums	2	• LGBTQ Center of Bay County • LEAD Coalition of Bay County
Simulated Solutions	1	• LEAD Coalition of Bay County • Bay County Emergency Management Services • Bay County Department of Health • Rebuild Bay County, Inc. • LGBTQ Center of Bay County • Northwest Florida Minority Business Chamber of Commerce • JD Green Educational Services • RAC Trust Networks
News Stories	3	• <u>Local doctors explain why the COVID-19 vaccine is safe</u> • <u>“Simulated Solutions” virtual event prepares community members for possible outcomes of the pandemic</u> • <u>LEAD Coalition of Bay County invites doctor to weigh in on rise of cases in the area</u>
Financial Workshops (Applying for COVID-related Financial Programs, credit counseling and CDC Small Business Guidance,	3	• JD Green Educational Services • Rebuild Bay County, Inc. • LGBTQ Center of Bay County • LEAD Coalition of Bay County • Northwest Florida Minority Business Chamber of Commerce



Applying for CARES Act Funding)		● JD Green Educational Services ● Trust Networks
Mission Critical Function Survey Events	5	● Winn Memorial Chapel Fish Fry ● House of Hope Ministry Anniversary ● Pancare Covid-19 Testing Site ● Allen Chapel AME Church ● Greater Bethel AME Fish Fry
Weekly Data Situation Reports	31	● LEAD Coalition of Bay County ● Rebuild Bay County, Inc. ● LGBTQ Center of Bay County ● Northwest Florida Minority ● Business Chamber of Commerce ● JD Green Educational Services ● Bay County Emergency Management Services ● Bay County Department of Health
Weekly Multi-Sector Partnership Meetings	31+	● LEAD Coalition of Bay County ● Rebuild Bay County, Inc. ● LGBTQ Center of Bay County ● Northwest Florida Minority ● Business Chamber of Commerce ● JD Green Educational Services ● Bay County Emergency Management Services ● Bay County Department of Health ● Panama City Wastewater Treatment Department ● City of Springfield ● City of Lynn Haven Wastewater



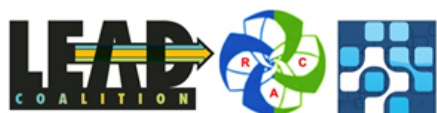
Community Capacity Benchmarks

Resilient American Communities co-designs projects with local leaders with deep knowledge of their community. The co-design process results in processes within the design that increase community capacity.

The need to address the digital divide is key to COVID-19 response due to the need for all residents to be informed about the status of COVID in the community, the need for dissemination of information about testing sites and vaccination eligibility, and the need to protect oneself in neighborhoods and communities where there is community spread of the virus. In addition, the introduction of early notification apps on cell phones creates equity issues with immediate implications for safety and health. Elements of community co-design were tracked in the impact on use of technology, raising the voice of the community, and expression of the vision of the community in forward-looking plans.

Technology

Skill	Approx Number of Residents
Transitioned from landline to cell phone	1
Learned to use Zoom by calling in on a phone	20
Learned to use Zoom by using a tablet, laptop or desktop computer	60
Churches that facilitated Zoom meetings for a group	2
Onboarding to/Use of MPHISE dashboard	25
Used technology to create new amplification channels about COVID	2

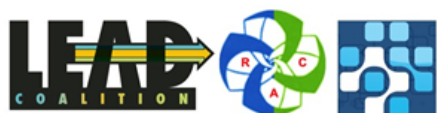


Voice

Observable Metric	Number of Residents
Understands & can explain accurate public health COVID messages	110
Amplifies accurate public health information to peers	72
Provides organizational leadership to crush COVID	18
Has articulated solutions to primary COVID issues to peers	40
Has articulated solutions to primary COVID issues to decision-makers	13

Vision

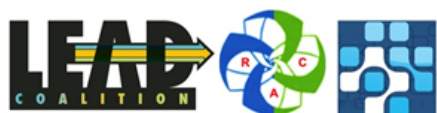
Observable Metric	Number of Residents
Has articulated a plan related to stopping the spread of COVID	18
Has signed up to learn how to facilitate community dialogue on Zoom	10



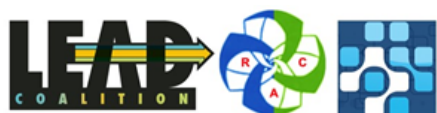
Multi-Sector Stakeholders

Stakeholders engaged with RAC Bay County were expanded during the RAC MPHISE pilot. The introduction of the MPHISE Decision Support Dashboards, the Safe2 early exposure app, and the Medical and Public Health portal allowed RAC Bay County to bridge MPHISE to local government entities to explore the value of top down and bottom up data sharing. The project co-design that engaged Trust Networks in data gathering brought in churches, businesses and civic groups. Although participating stakeholders continue to expand, the December 2020 summary appears below.

Sector	Organization
Academia	Florida State University - PC
Business	NWFL Minority Chamber of Commerce
	Zilo Dance Studio
CBOs	LEAD Coalition of Bay County
	LGBTQ Center of Bay County
	Minority PC
Education	JD Greene Educational Services
Faith	Allen Chapel AME Church
	Beacon Light Community Church
	Greater Bethel AME Church
	House of Hope Ministry



	Macedonia Missionary Baptist Church
Federal Government	HHS DASH/OASH
	DHS CISA
	DHS CWMD
Local Government	Bay County
	FDOH
	EMD
	Sheriff's Office
	Department of Business Development
	City of Panama City
	Quality of Life Department
	Wastewater Superintendent
	Callaway
	City Manager
	Lynn Haven
	City Manager
	Springfield
	Mayor
	Police Department



Medical and Health	Callaway Clinic
	Emerald Coast Medical Association
	PanCare of Florida
Social Services	Doorways of NWFL
	Rebuild Bay County, Inc.
State Government	Florida Department of Health
	Florida State University - PC (Appears under Academia as well)



LEAD Coalition Pilot Project Administration Lessons Learned

LEAD Coalition of Bay County administered the pilot program. The need to implement the project with virtual instruction on new technology in a low media literacy environment created many challenges. Civic engagement methods such as community forums, serious games and surveying normally are designed to maximize face to face contact to build relationships and build social cohesion. Methods of conducting the activities virtually had to be developed and administered. LEAD Coalition of Bay County's staff summarized their key lessons learned.

Phones

Given the quantity to be purchased for the pilot (150), cost was a primary factor in this LG model selection. The refurbished phone, however, proved to be difficult to program and required more than 20 hours consultation with the LG support and sales team to get about half of them programmed. 15 phones could not be activated. Lesson learned: Buy a sampling of phones and program before making a bulk purchase.

Length of Pilot Program

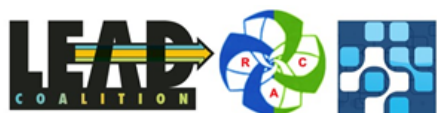
The original date for implementing the Trust Network was delayed until funding was in place, which ultimately resulted in a two-week extension of the Trust Network contracts. The Trust Networks did not get started at the same time and some that started determined that the pace of the project was too fast for them. The pace of the project combined with the length of the survey and the limited digital skills of the Trust Network liaisons and leads proved to be challenging throughout the project. The three networks that were not church based, were led by younger, computer-savvy business leaders. The older Trust Network members were church-based and were willing to learn the skills needed to complete the project. This, however, required extra time to bring them along. Lesson learned: LEAD staff would have benefited from having a signed MOU in place at least 30 to 60 days prior to the Kick-Off date.

Training

The training for the project must be approached in a step-by-step tutorial manner in order to be most effective. Procedures had to be repeated for Trust Network members who attended the virtual training sessions, even for some who attended the same session twice. Lesson learned: have participants turn on their cameras, include checkpoint polling, and read all documents out loud. Additionally, send the training materials in an email and make hard copies available, too. LEAD also suggests providing training on how to persuade people to take surveys.

Digital Divide

RAC Outreach research determined that the Digital Divide is wide in the targeted neighborhoods of Glenwood, Millive, and St. Andrews. COVID-19 made it necessary to rely on virtual meetings



and data gathering using computer technology. Many willing residents simply did not have the computer skills. Solutions include making some of the forms, spreadsheets and information more simplified, including some basic computer training and adding a staff member to provide tech support to Trust Liaisons, and Leaders.

Stakeholder Management

RAC Work Group Leadership members had been meeting and working together weekly since March. When tapped to be the MPHISE project Pilot site, more community stakeholders were invited to the table. LEAD Coalition and Rebuild Bay, Inc. brought Bay County Emergency Services and FDOH Bay County to the RAC Leadership Work Group and introduced them to or expanded their knowledge of MPHISE Safe2, Dashboard, and WhatsApp. Intermittently, representatives from the City of Panama City, Florida State University Panama City Campus, and the Emerald Coast Medical Association would join the Weekly Briefing. The stakeholders list included non-profits, government, faith, and education.

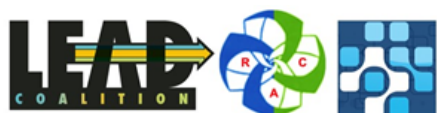
Trust Network Management and Compensation

Trust Network Management and Compensation was more challenging than expected. Tracking attendance at meetings and completion of deliverables proved challenging as the many of the network participants were not regular computer and/or email users. Often the online forms were filled out incorrectly or by the same person multiple times. Most Trust Members were not familiar with google documents.

The pilot end date was extended, and the Community exercise was extended. As a result, the standard MOU had to be modified.

Incentives Management

LEAD used incentives in a variety of ways. The members of one trust group gave \$5 gift cards directly to community members who completed the survey. LEAD Coalition collaborated with the Wynn Chapel Church and gave \$8 vouchers to those who completed surveys at three Saturday Fish Fry events. Incentives in the form of gift cards were given at several events to motivate community members to complete the Multi-Function Critical Survey. Lastly, 30 randomly selected survey completers who did not get an individual incentive (one of the gift cards or vouchers) were mailed \$50 gift cards. The total of people who received incentives to complete the surveys were 273, some 40 percent of the total.



Trust Network Structure

Project co-design focused on identifying existing trust networks within the community to partner on the Safe2 early exposure notification pilot and surveying. Churches, a dance studio and a civic group were existing trust networks in the community.

Participating Organizations



Each trust network had a Liaison to the RAC Leadership Work Group. This Liaison reported on trust network activity, organized attendance at community forums, checked up on entry of symptoms in the Safe2 app and oversaw surveying done by the trust group members. Each Liaison chooses 3 trusted Leads. The Leads supervised the surveying outreach and Safe2 app use of the 5 members they chose to be on their team. Communications from the trust networks provided information about Safe2 use, symptoms reported and the number of surveys completed. Liaisons attending weekly RAC Bay County meetings reported on people in their network including levels of fear and support provided by the network to members with symptoms or who were isolating or quarantined.

Trust Network Structure Within Participating Organizations

Your Network			
Liaison			
	Lead 1	Lead 2	Lead 3
Members	1. 2. 3. 4. 5.	1. 2. 3. 4. 5.	1. 2. 3. 4. 5.



Goals of Trust Networks

Trust network Liaisons, Leads and Members had MOUs with the LEAD Coalition of Bay County. All were required to attend a Community Forum, to use the Safe2 app on a phone they were given and each team member was responsible for surveying 10 people in the community.

Goals: Community Forums



- Trust Networks receive information and support to enable neighbors to work together to keep each other safe during the pandemic.



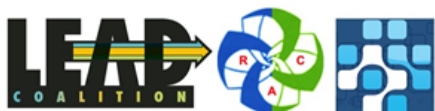
- Give Members of Trust Networks phones with an app that can notify them if they have been exposed to someone with COVID symptoms.

Your
Opinion
matters

- Take a survey and survey your friends and neighbors about conditions in your community.

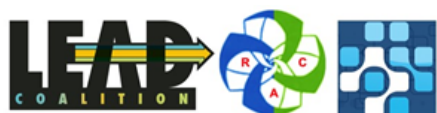
Activities included:

- A Kickoff Virtual Meeting with Gap and Solution discussion
- Community Forums with Gap and Solution discussion
- Trust Network Building
- Surveying
- Simulated Solutions: A Countywide Whole of Society Virtual Pandemic Tabletop Exercise to provide a simulation of the progress of the pandemic and an opportunity to identify gaps and potential solutions for challenges expected to arise as the pandemic progresses. [This involved adapting [past brick and mortar Serious Games events](#) to a COVID friendly virtual experience.]

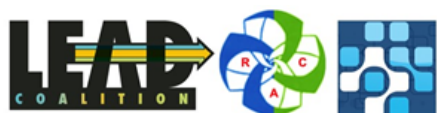


RAC-MPHISE Bay County Community Benchmarks Timeline

Date	Benchmark	Participants
Mon Sep 28,2020 4-6pm	<u>Kickoff Meeting</u> <u>Zoom Video</u> • RAC Bay Co • MPHISE • Safe2 • Gap and Solution Breakout Groups (Health, Infrastructure, Economy, Social Services)/Assets and Liabilities • Breakout Reports • Project Benchmarks • MCF Survey	<u>RAC Bay Co Team:</u> Janice Lucas J Dia Green, Ph.D. Tony Bostick Col (Ret.)Donna Pilson Cindy Wilker Eula Bacon <u>RAC Team</u> Jan Booher Dr Michael McDonald <u>MPHISE-Efia Team</u> Will Gaskin Jamison Day Christina E <u>Development Liaisons</u> <u>Decision-makers</u>
Fri Oct 2, 2020	Liaisons Deadline Personal Surveys Completed	<u>Development Liaisons</u> <u>Janice Lucas or LEAD Staff</u>
Sat Wed, Oct 7, 2020 5:30-7:30pm	<u>Training for Trust Network Development Leads</u> • RAC Bay Co Project Benchmarks • MPHISE - Safe2 Training • Gap and Solution Discussion/Assets and Liabilities • MCF Survey	<u>Development Leads</u> <u>Work Group Leadership Team Member(s)</u>
Fri Oct 9, 2020	Leads Deadline Personal Surveys Completed	<u>Development Leads</u> <u>Janice Lucas or LEAD Staff</u>



Tue Oct 13, 2020 6pm - 8pm Sat Oct 24, 2020 4pm - 6pm	<u>Spanish Community Forum</u> Oct 13 <u>Community Forum</u> Oct 24 • RAC Bay Co w Project Benchmarks • MPHISE • Safe2 Training • Community Gap and Solution Discussion/Assets and Liabilities • MCF Survey	<u>Development Leads</u> <u>Work Group Leadership Team Member(s)</u> <u>Trust Network Members</u>
Sat Nov 21, 2020	Simulated Solutions Community Gaps Reports after Simulation Video: Begin 2:02 Solution Work Group Reports Video: Begin 5:20	<u>RAC Bay Co Team:</u> Janice Lucas J Dia Green, Ph.D. Tony Bostick Col (Ret.) Donna Pilson Cindy Wilker Eula Bacon <u>RAC Team</u> Jan Booher Dr Michael McDonald <u>Development Liasons</u> <u>Decision-makers</u> <u>Development Leads</u> <u>Trust Network Members</u>



Results

Trust Network Report

Gap and Solution Discourse

Bay County Aggregated Mission Critical Functions Surveys

Zip Code Level Mission Critical Functions Surveys

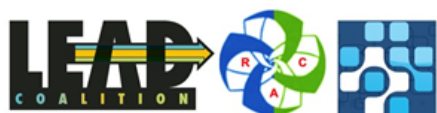
Simulated Solutions



Trust Network Reports

Trust Network Leads were asked to report weekly on their network of 5 members. There were 9 trust networks, however only 5 of the 9 had Leads who regularly reported. The reports that were submitted detail risk for negative health outcomes from COVID-19 within the Trust Networks, the experiences with COVID-19 symptoms within the networks, and care given through the Trust Network to its members and their families.

COVID-19 High Risk categories present in the Trust Networks During the Pilot:	Obese, African American, Diabetes, Immunocompromised, Age 65+, COPD and Hypertension
COVID-19-like symptoms reported by the Trust Networks During the Pilot:	Cough, headache, bluish lips or face, fatigue and muscle or body aches
Number of Trust Network Members Informed they have been in close contact with someone who has tested positive for COVID-19	Allen Chapel (2), Zilo Dance Studio 1 (2), Zilo Dance Studio 2 (1)
Number of Trust Network Members Receiving support while self-isolating	Allen Chapel (2), Zilo Dance Team 2 (1)
Number of Trust Network Members Receiving support while self-isolating	Allen Chapel (3)
Number of Trust Network Members that have tested COVID-19 positive	1
Number of Trust Network Member's neighbors COVID-19 positive	0
Types of Support being provided by the Trust Network to Trust Network Members and their families (Check all that apply)	Communications assistance, Small Business Support Navigation, Social Service Navigation, Food delivery, Food pantry assistance, Care for Family Members, Dance Studio



Gaps and Solutions - Leadership Kick-off (Detail p. 150)

Gap and Potential Solutions were recorded at the MPHISE RAC Kickoff Meeting with community leader participation on 9.29.2020. Community Forums that took place on 10.17.2020 and 11.3.2020 provided insight from the community. Gap and Solution Charts from these meetings appear in APPENDIX A.

A theme in the gaps and solutions discussions was the lingering Hurricane Michael recovery concerns that are overlapping with current COVID-19 pandemic issues. These include lack of affordable housing, housing that has not been repaired since Hurricane Michael that is not a healthy environment for long periods of isolation, and school facilities that sustained extreme hurricane damage that have a school system without the budget to make modifications to accommodate COVID-19 and a student body that is approximately 2 years behind academically due to the repeated disaster-related school interruptions. The leadership assembled on the 9.29.2020 virtual Kickoff Meeting identified emergency communications, particularly in small municipalities with limited budgets, rising unemployment and income uncertainty, and faculty and staff vacancies at local schools as challenges.

Environmental health issues identified include stormwater and sewage backing up, air pollution from the paper mill and rats. The emergency food distribution system has limited storage space, particularly cold storage. There are limited mental health resources, and doctors are declining to accept Medicare in favor of insurance plans with higher co-pays. Some medical specialties are not available in Bay County. Many people can not afford insurance, and therefore do not seek medical care.

Solutions included use of federal COVID relief funds to alleviate financial burdens resulting from COVID-related unemployment, and retrofitting lift stations and manhole covers. Another solution to address COVID that was advanced was to install wastewater surveillance monitors in manholes.

Lack of a hygiene and prevention plan with consistent government policies and consistent hygiene practices by the public were cited. Getting the government to speak with one voice was one proposed solution. The Safe2 early exposure app was cited as a possible solution to lack of consistent hygiene practices by the public.

Water distribution gaps included terra cotta pipes installed in the 1930s and 1940s resulting in complaints of sewage in the lines during flood events, and pressure falling frequently, resulting in many repeated boil water orders. Because some of these pipes are bursting, the solution that the city is considering is digging up and replacing the pipes.



Temporary shelter for COVID positive patients was a gap discussed at the Kick-off meeting that was uniquely related to the COVID pandemic. The gap was described as a lack of emergency shelter and sheltering for the homeless population and COVID positive populations. Hotels do not want to shelter COVID positive patients, faith-based space is limited, and management is not open to man camp types of solutions. A discussion of possible creative solutions included a faith-based model, a working group to brainstorm approximately 15 solutions, with the most promising being pursued. One detailed solution involved purchase of man-campsites with communal eating areas and individual living space. In other geographies approx 500 people can be accommodated in such a camp. A rapid mobile home model and a military surplus model that could house as many as approx 800 people were discussed. Other possible solutions for this type of housing included: buying up abandoned property and housing liberated by COVID adversity, use of CONEX pop-up fire department facilities with hardened common areas, and locating such facilities in a rural area on undeveloped land such as Rt 231 near hwy 77 and hwy 79 that belongs to the county.



Gaps and Solutions - Trust Network Community Forums (Detail on p. 154)

The Gap and solutions discussions that took place at Community Forums on 10.17.2020 and 11.3.2020 identified health service gaps related to trying to provide services by phone. Not only is it difficult to assess a person you can not see, but it is also difficult to explain the changes in Medicare related to prescription medications. Navigators were one solution discussed to help patients understand the current prescription medication system. Senior citizens are “being bombarded with so much information, and can not understand it all. Since the COVID pandemic began, the VA clinics are closed. They are being referred elsewhere, and their prescriptions arrive 30-40 days late.

The Community Forum discussions also focused on problems students face. Many live in overcrowded homes, and some live in unsafe homes where there is domestic violence. There are inadequate school supplies, internet service, computers and academic supervision, leaving students 2 years behind academically. Gaps in recreation for youth and youth supervision leave few places for young people. A solution discussed was construction of a recreation center, since facilities damaged by Hurricane Michael are still not operational (MLK Rec Center and possibly the Lynn Haven Rec Center.

Lack of adequate housing, and rent rates that are “out of this world” were also cited as causes of crowded living conditions. At the extreme, the gap in care for the homeless. There are chronic homeless in the parks. The police often put them in jail, but when they are released they return to the parks. This population is not wearing masks and the government does not have the capacity to deal with the problem. In addition to this chronically homeless population there are people living with family or living in their cars. The solution discussed is NGOs teaming up to address these issues using a strategy of building resilience from the community level.

On 11.3.2020 the gaps discussed were the loss of income caused by less income as hours are cut and people are laid off, and rents that have been high since so much housing was damaged or destroyed during Hurricane Michael



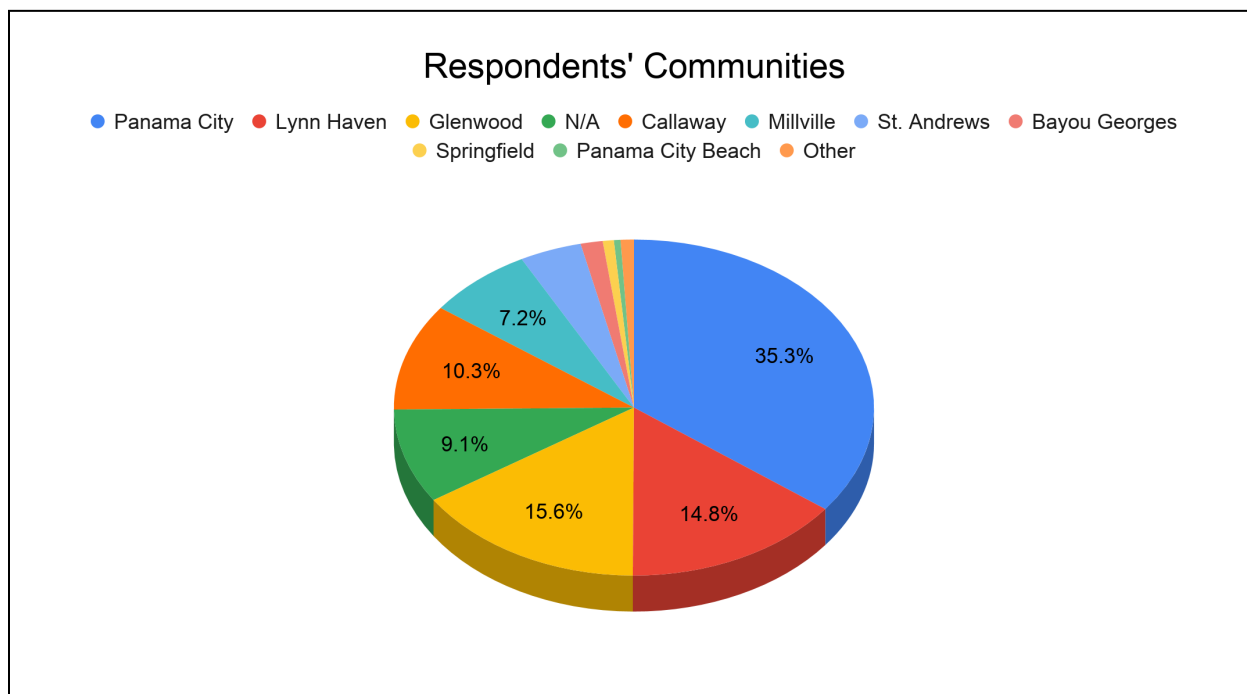
Bay County Aggregated Mission Critical Functions Survey

Analysis was completed on 668 Mission Critical Functions Surveys (APPENDIX B).

There were 720 surveys collected, of which 7.2% (52 surveys) were either duplicate data entry or from outside Bay County.

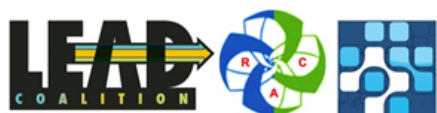
Respondent Characteristics

Communities

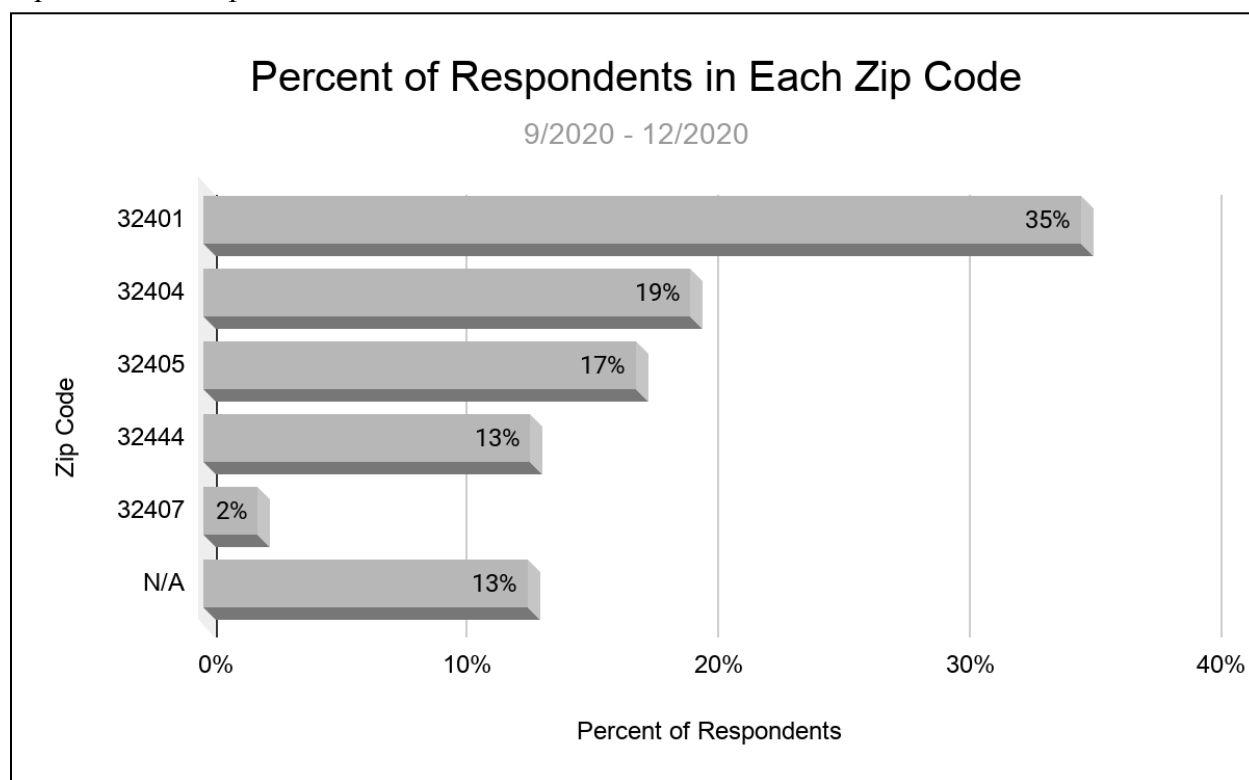


Millville, Glenwood and “The Hill” of St. Andrews are communities within Panama City. This question shows the extent to which people identify with their community. Bayou Georges is an unincorporated community in Bay County. Panama City, Lynn Haven, Callaway, Springfield and Panama City Beach are municipalities in Bay County. Panama City respondents include, therefore, 35.3% who identified their “community” as Panama City in addition to 15.6% from Glenwood, 7.2% from Millville, and 4.2% from St. Andrews for a combined 2.3% from Panama City communities.

The other municipalities respondents reported as their communities were Lynn Haven (14.8%), Callaway (10.3%), Springfield (0.7%), and Panama City Beach (0.4%). An additional 1.5% of respondents were from Bayou George. Only 9.1% of respondents did not indicate their community or were from “Other” communities (0.89%)

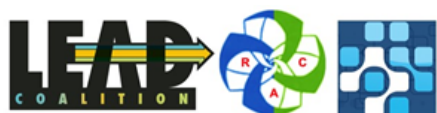


Zip Codes of Respondents



The zip codes with the greatest number of cumulative COVID-19 cases in Bay County on 12.27.2020 were 32404 (2,494 cases), 32405 (1,926 cases), 32444 (1,520 cases), 32401 (1,219 cases), 32408 (955 cases) and 32407 (762 cases).² Although 13% of respondents did not divulge their zip codes, it is clear that at least 84% of respondents reside in the 4 zip codes with the greatest number of COVID-19 cases.

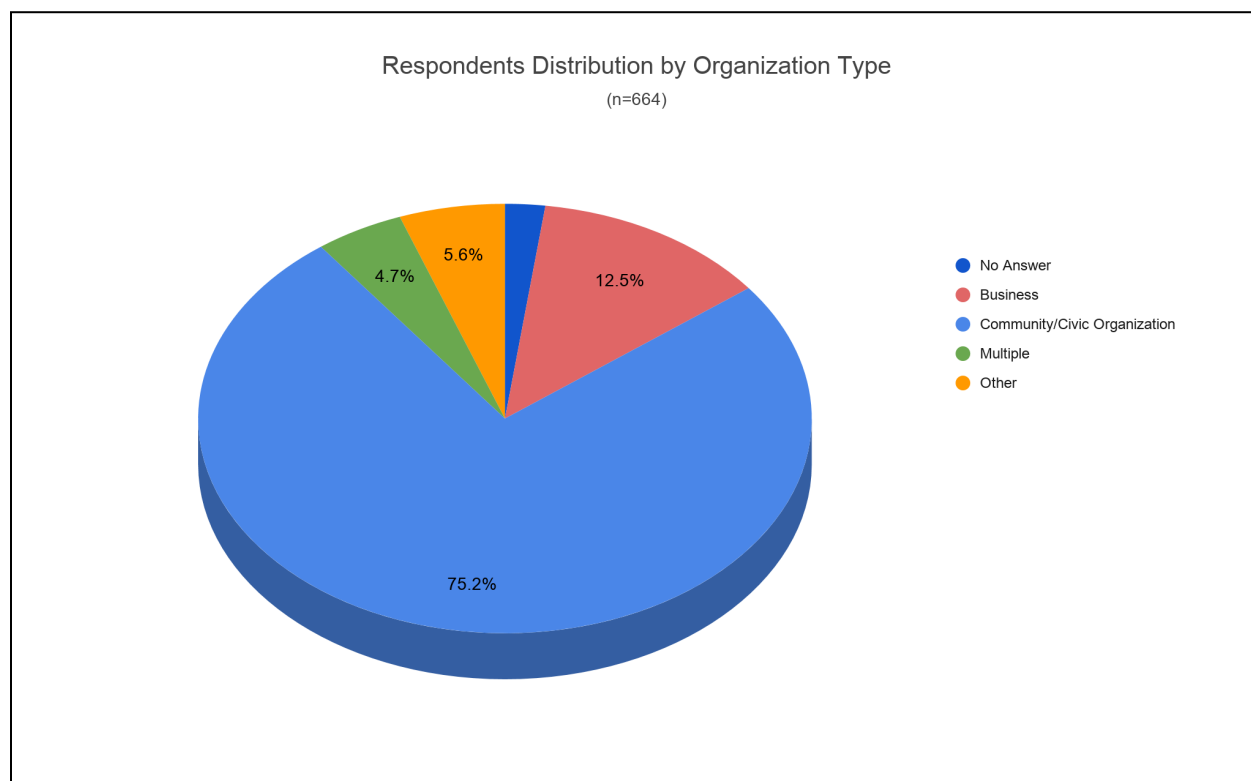
² FDOH data accessed through MPHISE County Decision Support Dashboard (12.27.2020)



The four sectors with which most respondents identified were: Faith (23.9%), Education (20.8%), Community/Civic Organization (19.3%) and Health (18.6%). The Business sector (5.7%) and First Responders (2.9%) were also represented. One respondent was from the Department of Juvenile Justice and another was from the Department of Defense.

When the sectors are grouped, and those who listed specific jobs or professions are grouped into the business category, 13% of respondents were associated with the Business sector. The Health sector, which 9% of respondents identified and First Responders, which comprise 3% of respondents, were grouped with Community/Civic organizations in this analysis, although some of the health functions may be associated with government health services.

Sector you identify with or work in	Count	Percent
No Answer	14	2%
Business	83	13%
Community/Civic Organization	499	75%
Multiple	31	5%
Other	37	6%
Total	664	100%



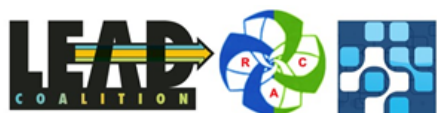
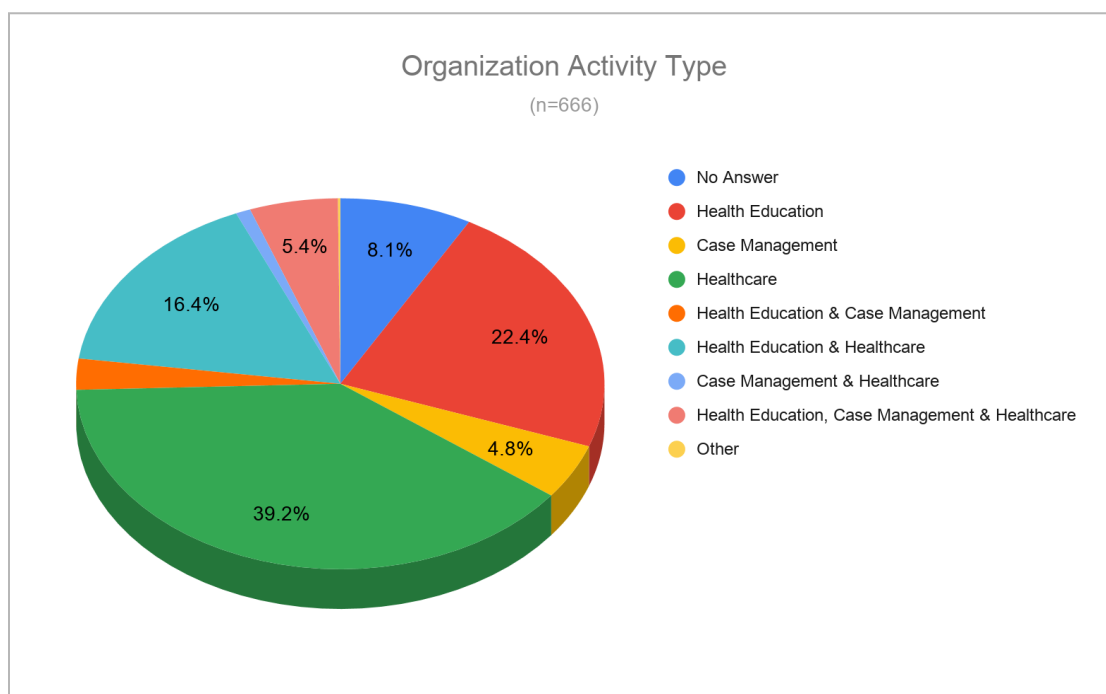
Answers were categorized into 5 groups:

- Business → those reporting being in the Business sector or working as a cashier, engineer, contractor
- Community/Civic Organization → those reporting being in the Community/Civic Organization (19%), Education (21%), Faith (24%), Social Services (9%), First Responder (3%), Health sectors
- Multiple → those reporting being in sectors from both Business and Community/Civic Organization
- Other: those reporting answers -- retired -- not clearly under any of the sectors mentioned above
- No Answer



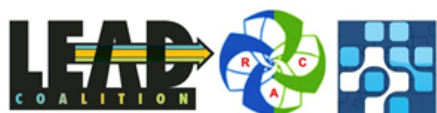
The question regarding the activities that have been implemented to mitigate COVID-19 allowed respondents to indicate all that applied, and many respondents selected multiple activities. The combinations of activities that were largest were **Healthcare** (Healthcare → Medical Care + Pastoral Care + PPE Distribution + Testing + Surveying) (39.2%) and **Health Education** → Amplifying public health messaging + education about covid-19 + Education about the Secondary Effects of COVID-19 + Providing Public Health Messaging. Combinations of these categories accounted for an additional 5.4%.

Activities you or your organization has implemented or has planned to add	Count	Percent
No Answer	54	8%
Health Education	149	22%
Case Management	32	5%
Healthcare	261	39%
Health Education & Case Management	18	3%
Health Education & Healthcare	109	16%
Case Management & Healthcare	6	1%
Health Education, Case Management & Healthcare	36	5%
Other	1	0%
Total	666	100%



Answers were categorized into 8 groups:

- **Category 1: Health Education** → Amplifying public health messaging + education about covid-19 + Education about the Secondary Effects of COVID-19 + Providing Public Health Messaging
- **Category 2: Case Management** → Case Management + Case Notification or Contact Tracing + Reporting on Cases in a Facility You Manage
- **Category 3: Healthcare** → Medical Care + Pastoral Care + PPE Distribution + Testing + Surveying
- **Category 4:** Category 1 + Category 2
- **Category 5:** Category 1 + Category 3
- **Category 6:** Category 2 + Category 3
- **Category 7:** Category 1 + Category 2 + Category 3
- **Category 8:** Other
- **Category 9:** No Answer



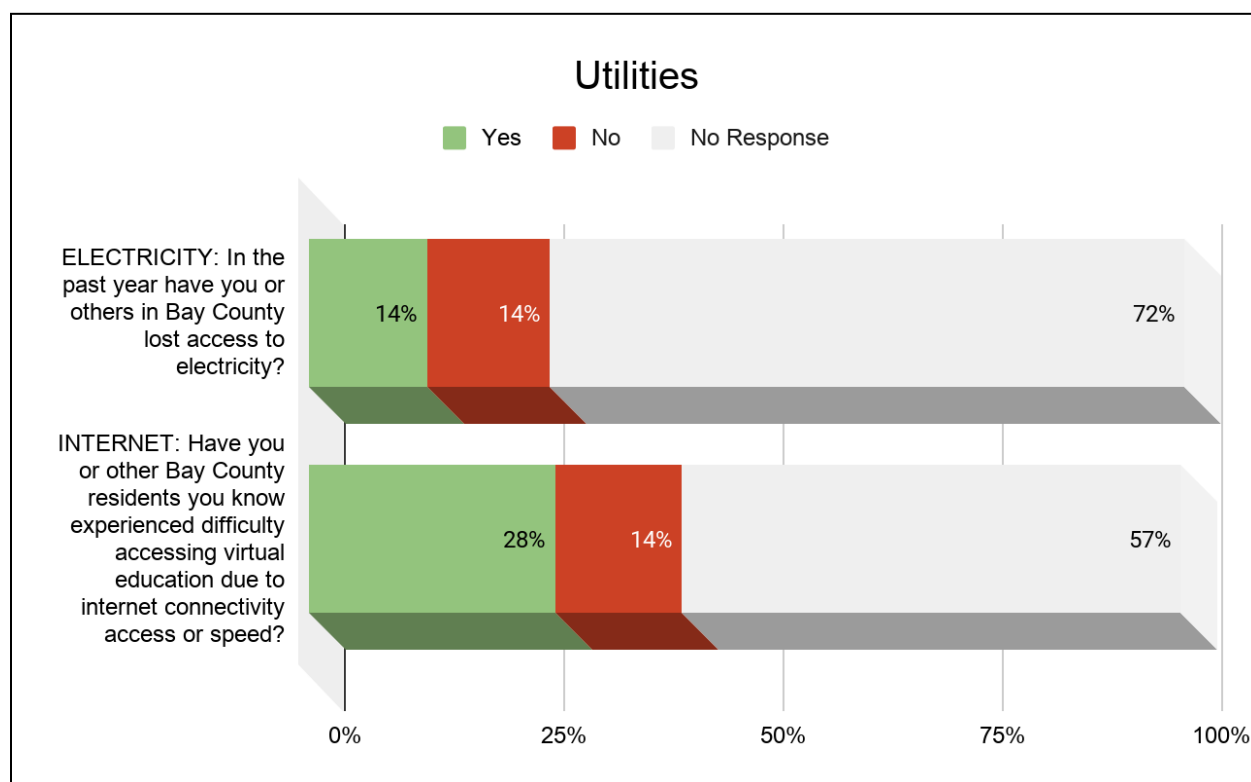
Bay County
Mission Critical Functions Surveys
Aggregate Analysis



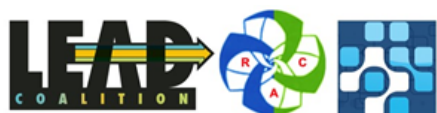
Responses to COVID-19 Pandemic Primary and Secondary Impacts

To gather information about the specific disaster, which in this case is the COVID-19 pandemic with its many associated secondary and tertiary effects, a number of questions specific to the current situation were included in the survey.

Utilities: Due to the presence of community spread COVID-19 in Bay County, Bay County Public Schools has several arrangements by which students can attend school. Physical attendance in brick and mortar schools is one option. Another option is Bay Link, which allows students to participate with live and recorded lessons with the brick and mortar classes online at times and to work independently on lessons uploaded by the teacher to the Canvas portal. A third option is enrollment in virtual school. Electrical service and internet connectivity are necessary for the second two options, which provide a measure of reduced exposure to COVID by allowing students to remain at home.



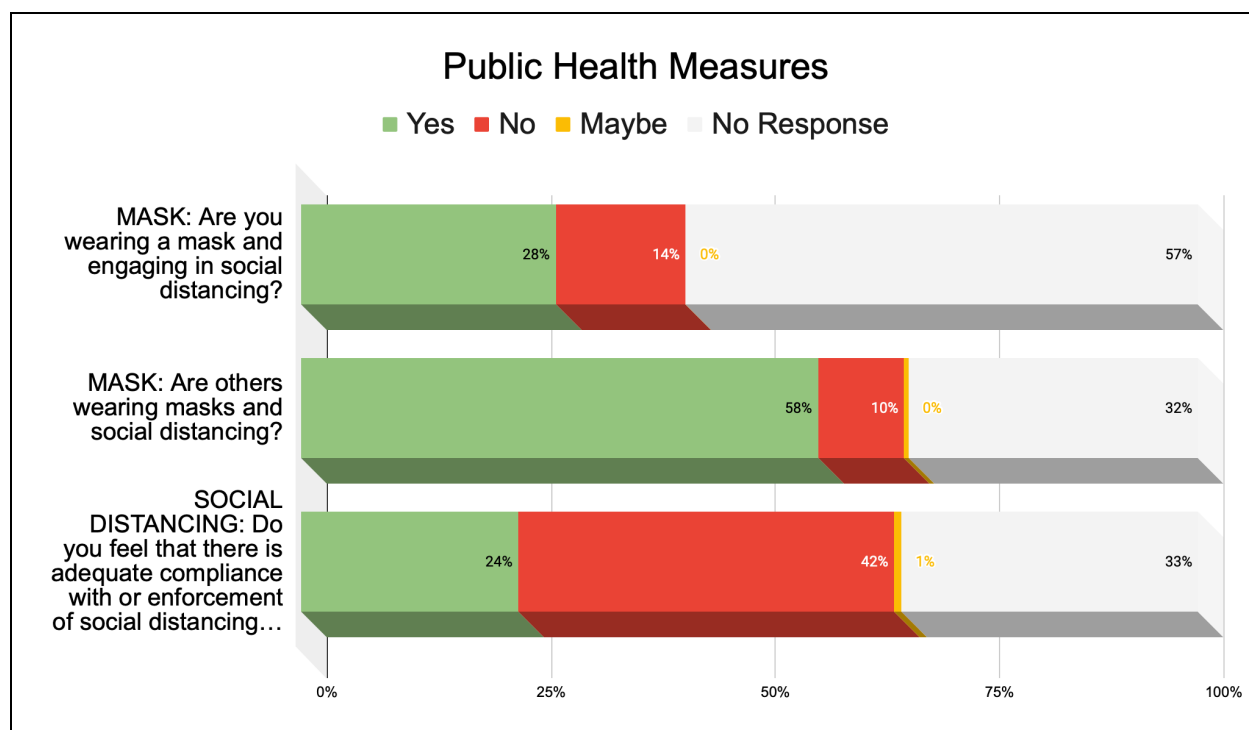
72% of respondents chose not to respond to the question: In the past year have you or others in Bay County lost access to electricity? Of those who responded, half responded that they or others have lost access to electricity in the past year in Bay County. This represented 14% of all surveys.



Internet issues appear to be twice as widespread as electricity access interruptions. In response to the question, “Have you or other Bay County residents you know experienced difficulty accessing virtual education due to internet connectivity access or speed?” 28% responded in the affirmative.

Public Health Measures: The most effective public health measures to reduce the spread of the virus in the absence of a vaccine are mask wearing and social distancing coupled with frequent handwashing. A series of three questions was asked regarding these behavioral public health measures that have become highly politicized.

In response to the question, “Are you wearing a mask and engaging in social distancing?” 28% of those surveyed responded Yes, 14% responded No, and 57% did not respond to the question. However, when asked if others are wearing masks and social distancing the responses indicated that 58% believe that others are both wearing masks and social distancing, with only 10% that are not. Fully 42% of respondents do not feel that there is adequate compliance with or enforcement of social distancing, whereas 24% feel that there is adequate compliance and enforcement.



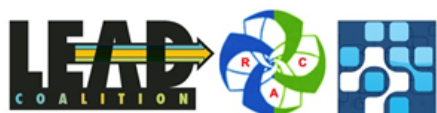
Safety and Quality of Life: The COVID pandemic has intruded into areas of our communities that touch on our Safety and our Quality of Life. A series of 5 questions addressed these concerns.



One of these areas is convenient transportation that keeps us safe from exposure to COVID-19. Almost half (46%) of respondents said that they had convenient and safe transportation, many of whom commented that the safe transportation was their personal car.

Half of the respondents (50%) indicated that they have good access to open space, exercise, fresh air and cultural events. Some commented that they feared going outside due to the pandemic.

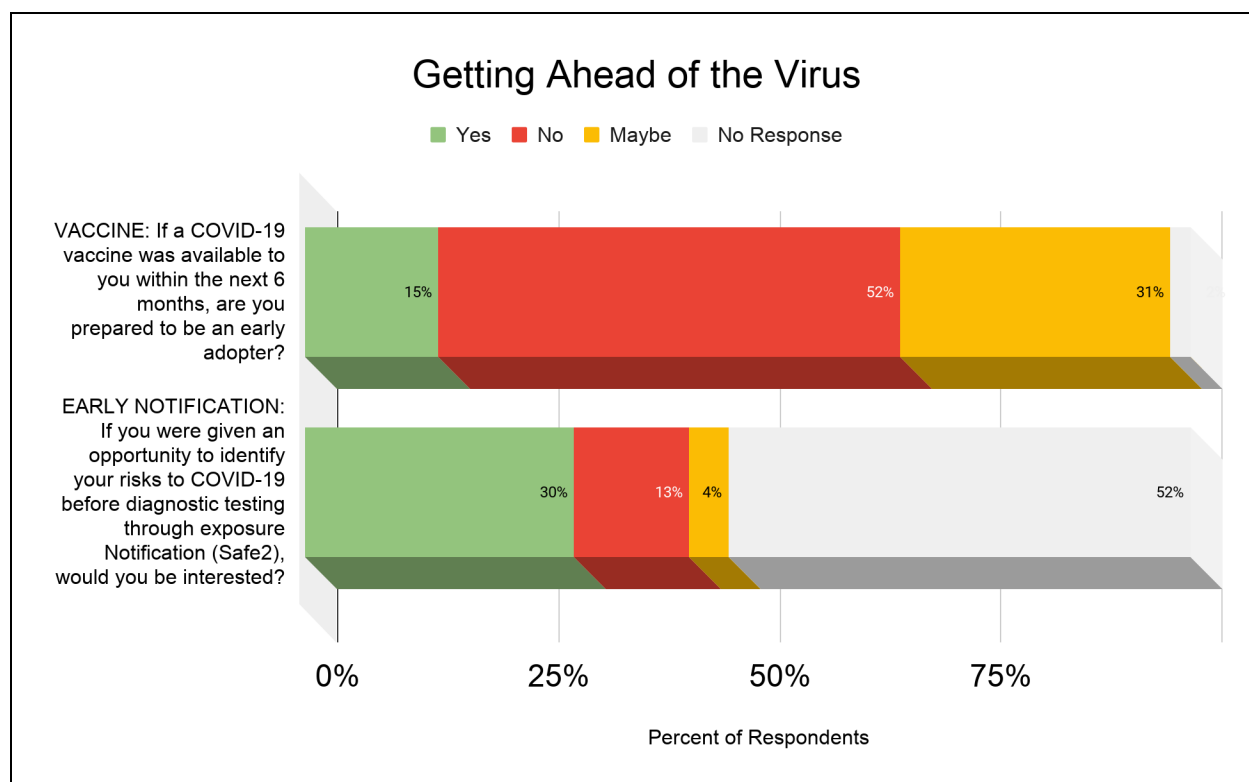
More than half (66%) of respondents indicated that they are experiencing loss of businesses, jobs and other social infrastructure. More than half (58%) do not feel that there are effective and amiable relations among police and residents. Only 8% feel that the community, county and state are doing enough to reduce greenhouse gases.



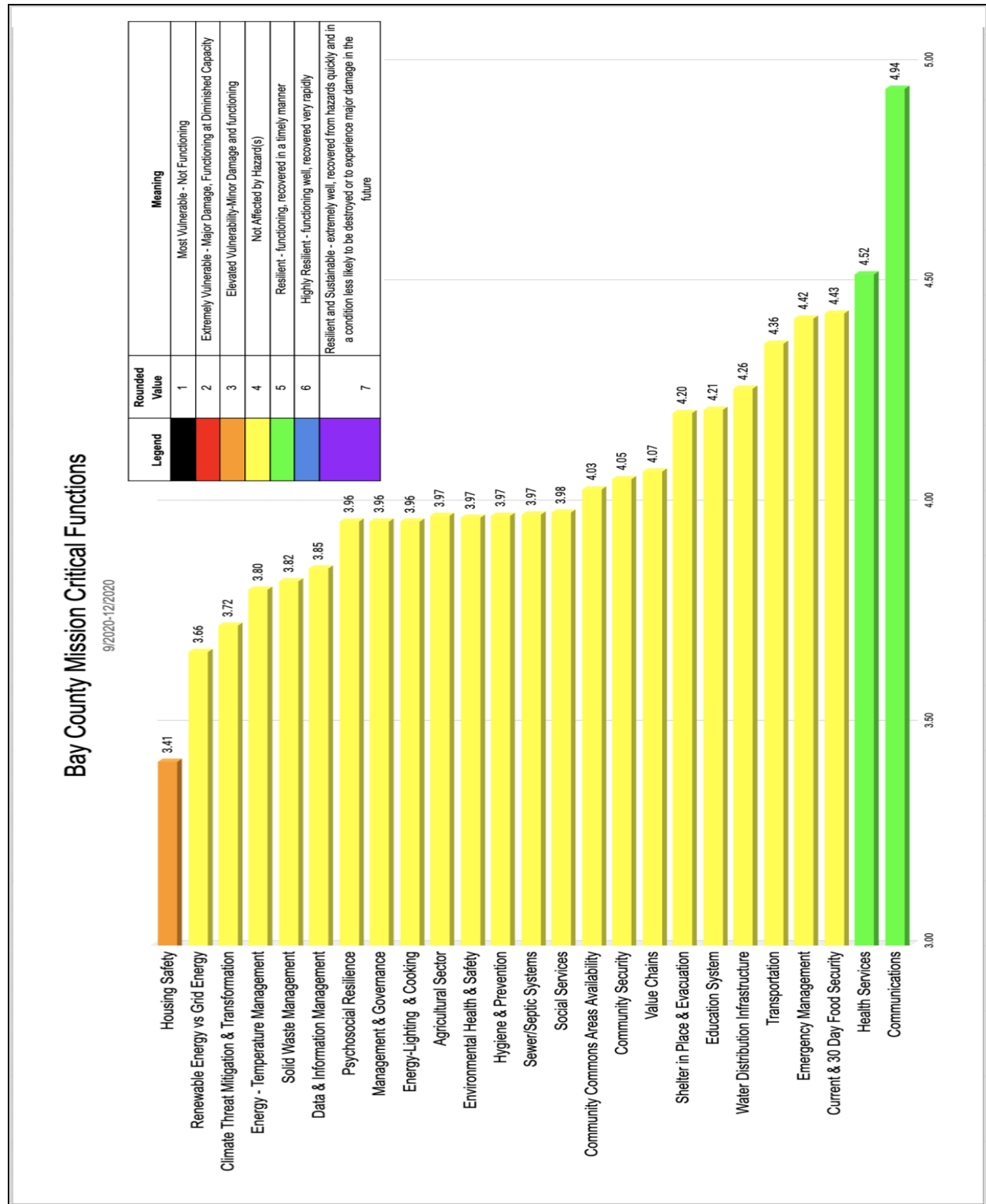
Getting Ahead of the Virus

In order to defeat the virus, herd immunity must be achieved. The vaccination of possibly as much as 60% of our population is necessary for that to occur. Between September 2020 and December 2020 only 15% of the 668 respondents to the Mission Critical Functions Survey in the 4 zip codes of Bay County with the most cumulative COVID-19 cases said they were prepared to be early adopters of the COVID-19 vaccine. More than half of respondents said they would not be among those to receive vaccinations early. Almost a third (31%) of respondents had not yet decided if they would receive a vaccination early if given the opportunity.

One way to assist people to make decisions that protect their health and safety in an environment with community spread of COVID-19 is the use of an early notification app on their phones. These apps allow people to be notified that they have been exposed to COVID so they can quarantine and thereby protect others from being exposed in the event that their exposure results in a positive COVID case. More respondents (30%) responded that they would be interested in using an early exposure app than were willing to take the vaccine early on. This means that among our respondents there was twice the rate of acceptance of early exposure apps than there was for a vaccine.



Bay County Mission Critical Functions Aggregate Rankings



Bay County Overall Mission Critical Function Priority Vulnerabilities

Mission Critical Functions Surveys allow respondents to rank 26 different functions essential to a functioning society on a scale from 1 (Extremely Vulnerable) to 7 (Resilient and Regenerative). These rankings provide a snap shot of the vulnerable and resilient components in the community. Aggregation of data can obscure vulnerabilities that may be acute at greater levels of resolution. Therefore the results of the survey were analyzed in the aggregate, by zip code and by census tract.

The survey also posed questions specific to the COVID pandemic, and solicited comments from respondents on the mission critical functions themselves. Comments were examined at the zip code and census tract level as well. Correlations among responses to related questions were also examined to obtain a better assessment of the factors contributing to respondent determinations of rank.

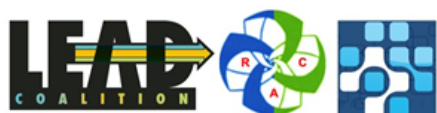
The bar chart of Mission Critical Functions on the following page is the Bay County aggregation. Average critical functions ratings fell between 3.41 and 4.94 on a 1 to 7 scale. The colors in the legend are based on rounding to an integer value. By doing so, it is clear that in the aggregate, residents of Bay County experience elevated vulnerability in **Housing Safety** (3.41), and that both **Health Services** (4.52) and **Communications** (4.94) are regarded to be resilient. The balance of the aggregated Mission Critical Functions rounded to a 4, which indicates categories that are not affected by hazards, or recover quickly.

Housing Safety and affordability as well as issues of homelessness were voiced by community leaders at the project Kick off event (p. 28) and by residents at Community Forums (p. 29) during Gap and Solutions discussions (see APPENDIX A). and the Community Forum Gap and Solutions discussions are consistent with this finding, however other gaps identified, such as Environmental Health and Safety and Education of students that is 2 years behind were not picked up in this aggregated data.

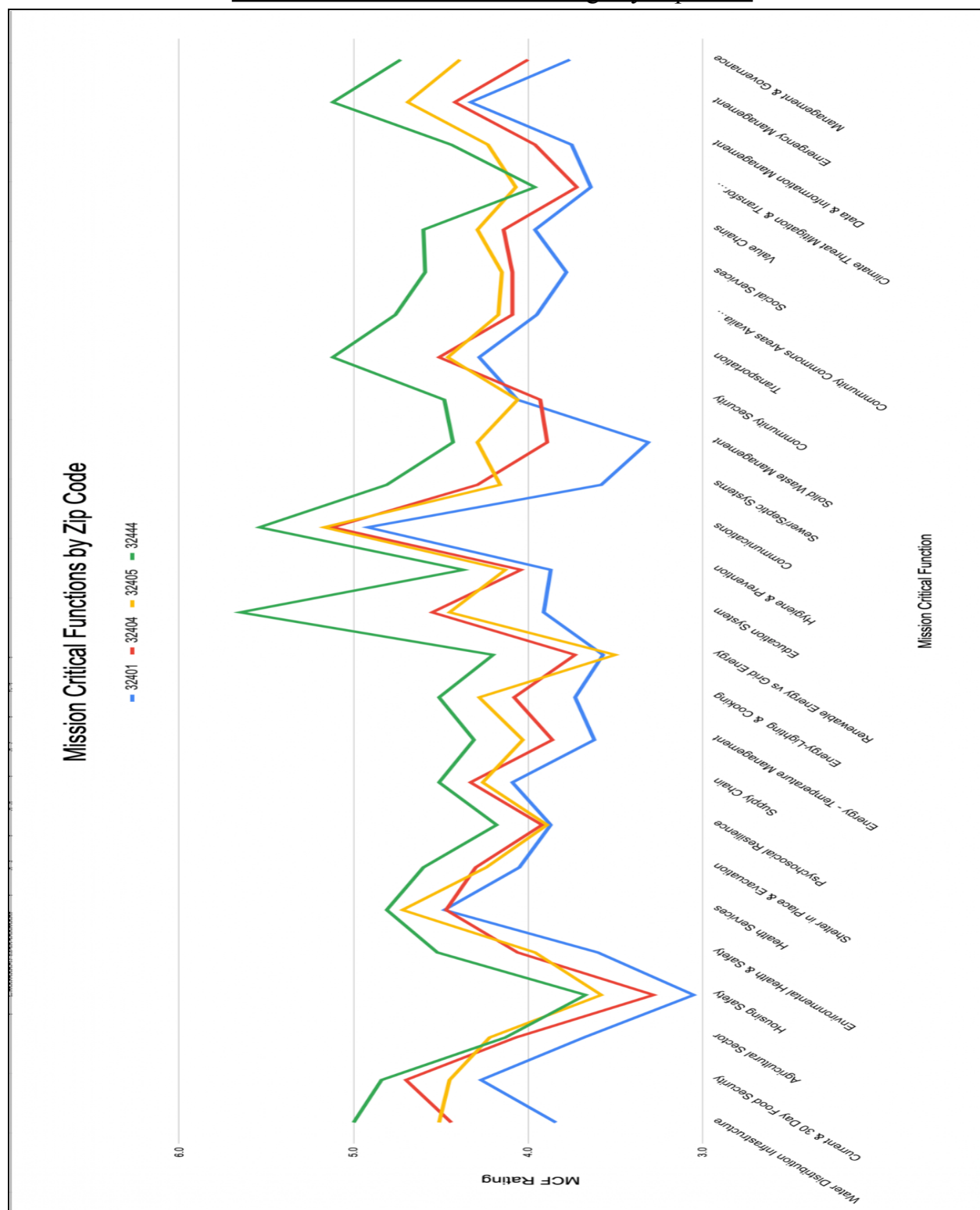
It is therefore necessary to disaggregate the quantitative Mission Critical Functions data into zip codes and to include residents' comments to identify Mission Critical Functions Vulnerabilities.



Mission Critical Functions Zip Code Analysis



Mission Critical Functions Ratings by Zip Code



The zip code specific graph of Mission Critical Functions enables the identification of vulnerabilities specific to zip code. In general, 32401 has the lowest rankings, indicating greater vulnerability, and 32444 has higher rankings, indicating greater resilience, with 32404 and 32405 between the extremes.

Notable deviations from trend are:

- The greatest Water Distribution, Sewer and Septic and Solid Waste vulnerability is in 32401 and 32404, followed by 32405. Resident comments explain the low ratings due to sewage back-up, overfull landfills and the closing of the incinerator. In **32401** there were 18 comments. There were 3 complaints about taste, 5 about smell, 3 about color and 2 about hardness. One person complained of “too many water boils from sewage.” A specific mention of Watson Bayou cited discoloration and oiliness. There were 4 comments expressing water safety concerns including the need for more testing. One comment was about flooding. Of the 18 comments, 2 were that they had no problem with their water.
- There are markedly lower rankings for Solid Waste in 32401
- Housing Safety receives low ratings in all 4 zip codes, and is the only Mission Critical Function for which all zip codes have ratings less than 4 on a 1 to 7 scale.
- The lowest ranking for Renewable Energy v Grid Energy is in 32405.
- 32404 dips below 32405 for Solid Waste and below all other zip codes for Community Security.

32401 Priority Vulnerabilities (See Comments, p. 72)

The fourth largest number of cumulative COVID cases (1,219 cases on 12.27.2020) in Bay County is in zip code 32401. Thirty five percent of survey respondents were from 32401.

No Mission Critical Functions received a 5 or higher ranking in 32401. The highest ranking, and therefore most resilient critical functions were Communications and Health Services (Communications: 4.9 and Health Services: 4.5). The two issue areas identified in 34201 with the lowest rankings were Housing and Solid Waste (Housing Average Rank: 3.1 and Solid Waste Average Rank: 3.3).

Priority vulnerabilities identified in 34201 were **Housing** and **Solid Waste Management**. Concerns related to housing included:

- Older homes that are not hurricane safe
- Homes with Hurricane Michael Damage that are still not repaired
- Need for mandatory home and flood insurance
- Low income residents losing family homes



- City taking possession of land
- Contractors “ripping people off”
- Flooding and the need for more drainage
-

Concerns related to Solid Waste included:

- Overfull landfills
- Incinerator closing
- Pollution from the landfill causing “sour water and soil.”
- The smell
- Two comments were positive, one of which was they did a good job after Hurricane Michael



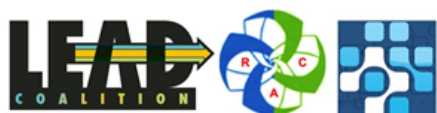
32404 Priority Vulnerabilities (See Comments p. 97)

The zip code with the greatest number of cumulative COVID cases (2,494 cumulative cases on 12.27.2020) in Bay County is 32404, which includes Parker, Callaway and portions of Panama City. Nineteen percent of survey respondents lived in 32404.

The Mission Critical Functions average rankings in 32404 were between 3.3 and 5.1. The highest rankings, and therefore the most resilient critical functions were Communications and the Current and 30 day Food Security (Communications Average Rank = 5.1 and Food Security Average Rank = 4.7). Priority Issues identified in 32404 were **Housing Safety, Renewable Energy v Grid Energy and Climate Threat Mitigation and Transformation** (Housing Safety Average Rank=3.3, Renewable Energy v Grid Energy= 3.7 and Climate Threat Mitigation and Transformation = 3.7)

Concerns related to Housing Safety Included:

- Lack of enough housing
- Lack of affordable housing
- Lack of hurricane proof housing
- Remaining housing damage from Hurricane Michael
- Heavy rain causing flooded ditches and toilets stopping up in Parker
- Too many trailers
- Homeless people



32405 Priority Vulnerabilities (See Comments p. 114)

Zip code 32405 has the second largest number of cumulative COVID cases (1,926 cases on 12.27.2020) in Bay County. This is a Panama City Zip Code. Seventeen percent of survey respondents lived in 32405.

Communications (5.2), Health Services (4.7) and Emergency Management (4.7) were the highest ranked Mission Critical Functions. Priority issues identified were **Renewable Energy v Grid Energy** (3.5) and **Housing Safety** (3.6).

Concerns related to housing included:

- Flooding
- Homes in need of repair
- Vacant homes since Hurricane Michael that have not been repaired or demolished
- Mobile home parks nearby
- Displaced families
- Poor construction quality, especially in government housing
- People living in unlivable homes
- St. Andrews area Hurricane Sally damage on top of remaining Hurricane Michael damage
- ‘City and those in charge do not care about us [the have nots]’



32444 Priority Vulnerabilities (See Comments p. 133)

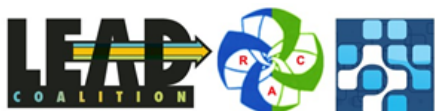
Zip code 32444 has the third largest number of cumulative COVID cases (1,520 cases on 12.27.2020) in Bay County. Lynn Haven is within this zip code. Thirteen percent of survey respondents resided in 32444.

The Mission Critical Functions that received the highest rankings in 32444 were Education (5.7), Transportation (5.1) and Emergency Management (5.1).

Priority vulnerabilities identified include **Housing Safety** (3.7) and **Climate Threat Mitigation and Transformation** (4.0).

Concerns related to Housing Safety included:

- Lack of affordable housing
- High rents
- Hurricane Michael damage
- Fire alarm



Simulated Solutions

Opening Poll
Community Gaps
Community Proposed Solutions
Closing Poll
Comments from Simulated Solutions Participants
Evaluation

Janice T. Booher, MS
RAC Director of Civic Engagement and Training

Janice Lucas, MS
Executive Director LEAD Coalition of Bay County, Inc.

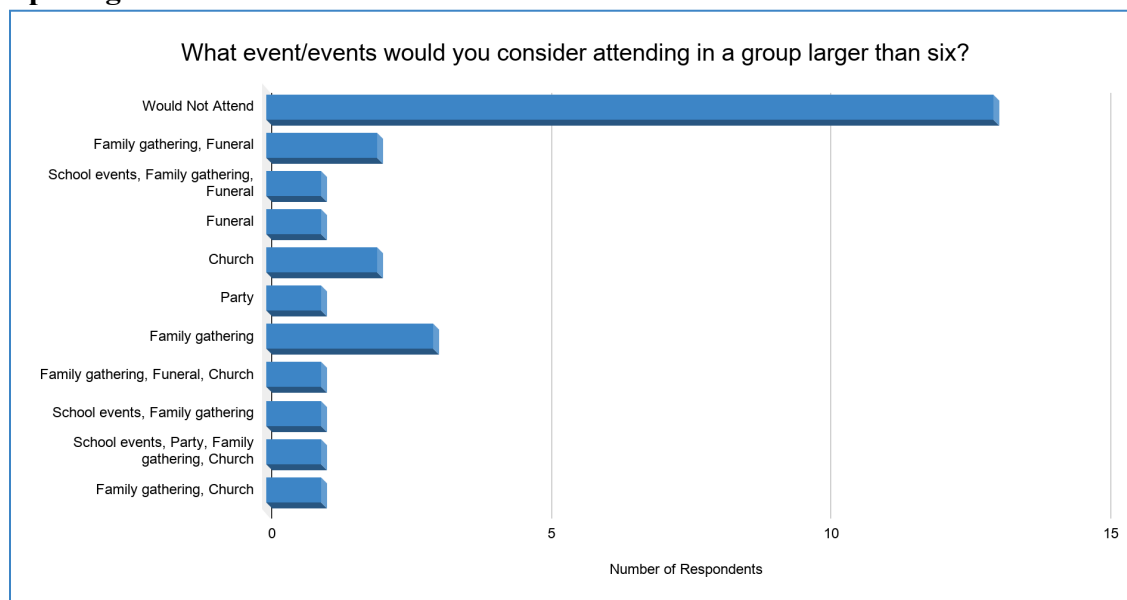
Eric Jones
Emergency Management Consultant HSEEP Certified

Kathleen



Zoom Poll Results Simulated Solutions November 21, 2020

Opening Poll



The poll taken at the opening of the Simulate Solutions event indicated that 48% of respondents would not consider attending a gathering that includes more than 6 people. Others would attend gatherings of more than 6 if it was a family gathering (11%), if it was either a family gathering or a funeral (7%) or if it was a church function (7%). Eight individuals selected single or group exceptions that would make them attend a gather of more than 6 individuals. The pattern of responses indicate that family functions, church, funerals and school events are likely events that people make exceptions to attend.

Person 1: School events, family gathering, funeral

Person 2: Funeral

Person 3: Church

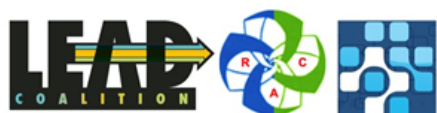
Person 4: Party

Person 5: Family gathering, funeral, church

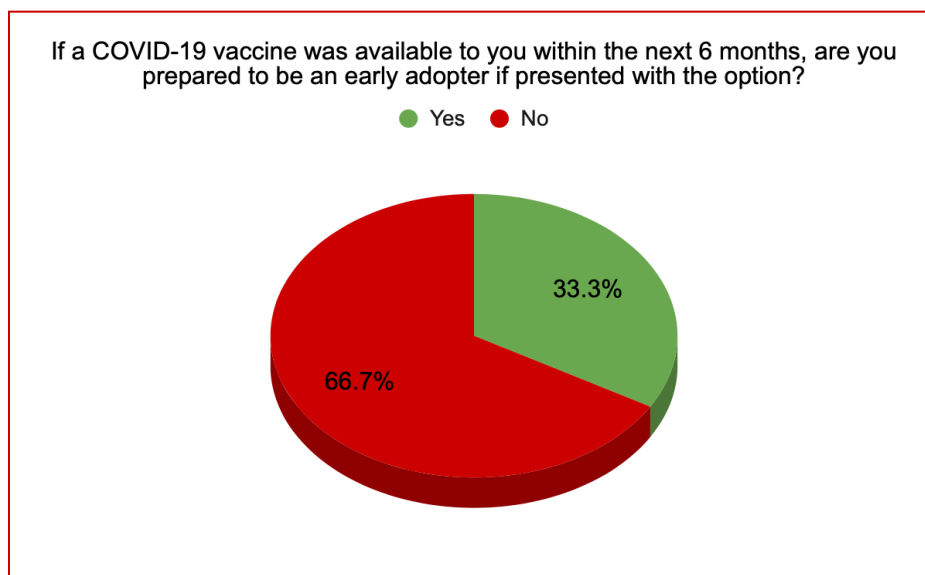
Person 6: School events, family gathering

Person 7: School events, party, family gathering, church

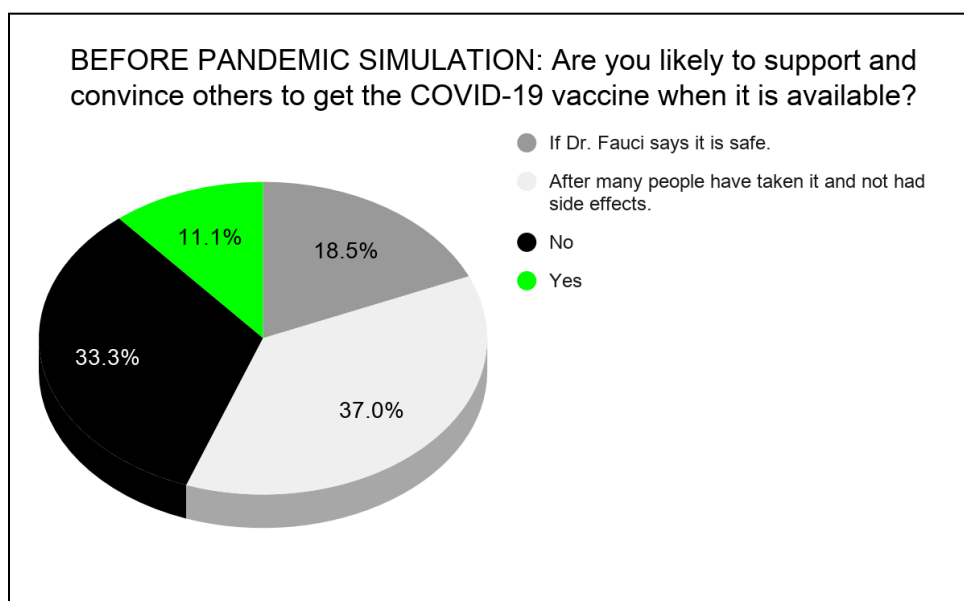
Person 8: Family gathering, church



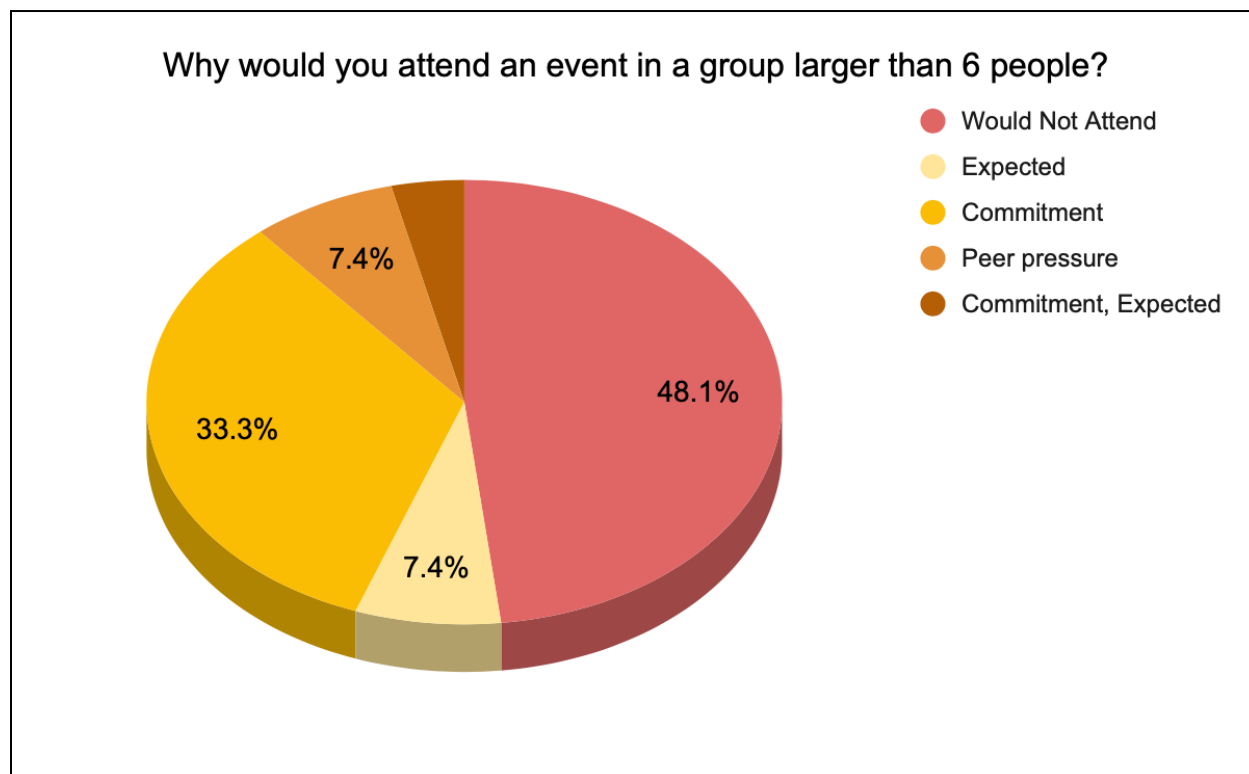
In this small November poll (n=27) with participants with ties to RAC Bay County, a third of the respondents indicated that they would accept vaccination early.



In response to the question: Are you likely to support and convince others to get the COVID-19 vaccine when it is available?, 11% said yes, 33% said no, 37% said only after many people had taken it and not had side effects, and 19% said if Dr. Fauci says it is safe. This indicates that trusted authoritative figures are trusted exponents for the vaccine and that the 11% early accepters of the vaccine may be more individuals than the numbers of vaccination doses available.



The reasoning behind attending groups larger than 6 indicated that a sense of commitment was the strongest motivator to attend, with an additional 4% who would attend out of both a sense of commitment and the fact that their attendance was expected.



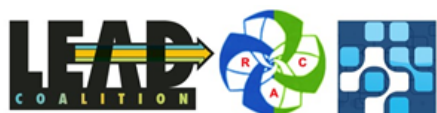
Community Gaps Identified Simulated Solutions November 21, 2020

The morning session of Simulated Solutions placed residents together in Zoom breakout rooms, where they discussed the pandemic cycle as it might play out. The initial scenario was a real time set of conditions in November 2020. The additional scenarios moved the participants through the developing pandemic, including the vaccine rollout with its likely complications. The slide presentation that was the basis of the pandemic scenario as it unfolded is available [here](#).

Notes were taken by Recorders during the morning discussions, which resulted in the GAP chart below. These gaps that were identified by each of the three community groups were presented to the assembled participants, and afternoon solutions groups were created for the afternoon.

RANK	GAP
#1	Education
#1	Lack of Trust in the Vaccine
#1	Spread of COVID and community spread (wearing masks, how to cope as a community for testing and resources, and schools as spreading centers)
#1	Still recovering from Michael. Getting money to wheres its needed. CARES Act. Not working from *everyone*
#2	Have a voice/say
#2	Mental Health of community and children
#2	Vaccine (who gets what when? should the government mandate the vaccine? Concerns on first round)
#2	Mental Health
#3	Loss of Income and safety, loss of businesses in the community, financial security
#3	Trust Gap
#3	Lack of resources
#3	Need more hospital resources

Community Proposed Solutions Identified



Simulated Solutions

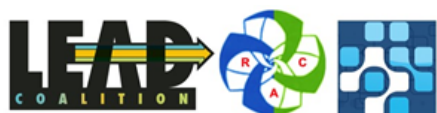
November 21, 2020

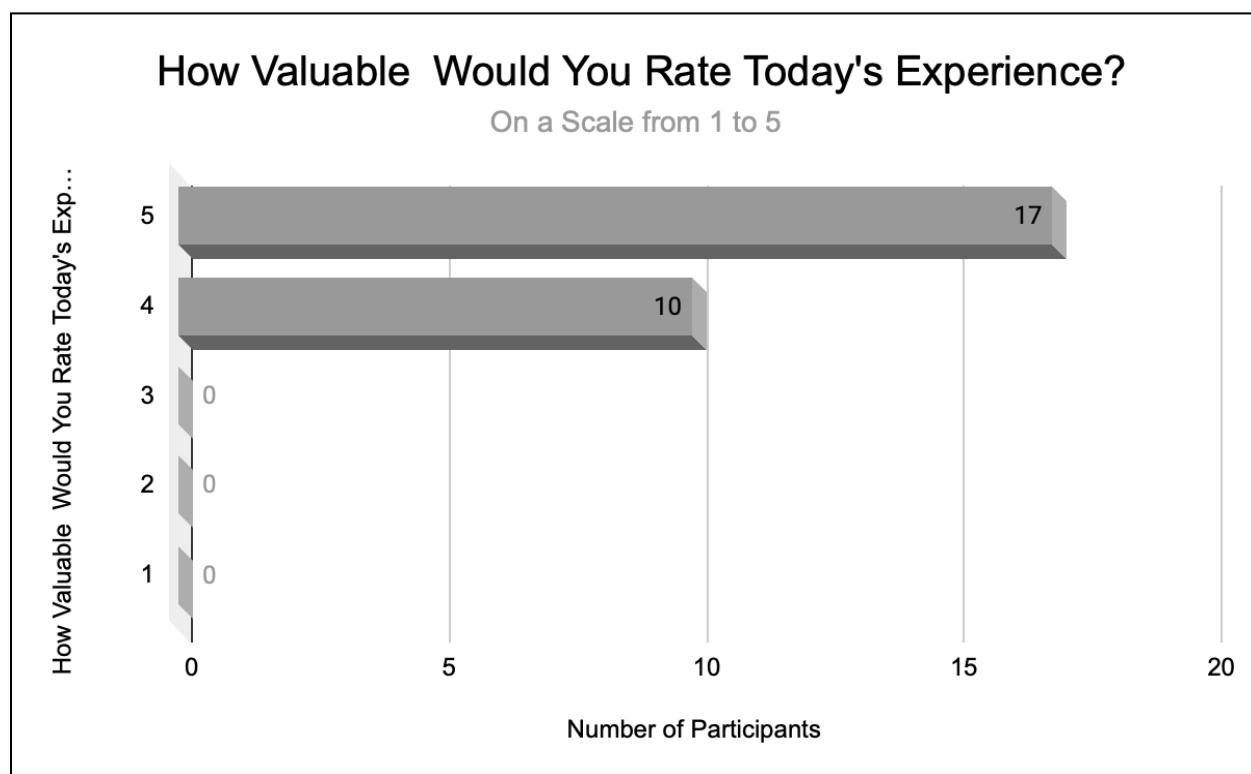
The afternoon Solutions Work Groups reported their proposed solutions in the late afternoon. Those proposed solutions, which appear in the chart below, inform the current work of RAC Bay County.

	Solutions Work Group Reports
	Health Literacy (Information Literacy, Trust)
Solution #1	Work with local community leaders and local celebrities that are respected to change messaging from political to a health and protection discussion. Potentially working with universities to address students.
Solution #2	Information (in many languages) centered around protection of our friends, neighbors, and grandmas/grandpas disseminated via radios (held highly in community, popular DJs Big Boy or leaders), Public service announcements on TVs and Facebooks about free testing locations, tik tok, and Memes.
Solution #3	Providing physical flyers (potentially different languages) and resources that have information about resources that are available. Food Giveaways in the provided food (so when they open it at home they can read it), community centers (culture specific if applicable), local centers, libraries (local posterboard), billboards (high visibility), and schools. Have people from the community when possible: Multi-cultural and multi-racial staff and volunteers (multiple ages) so anyone feels comfortable approaching when possible.
	Mental Health (Psychosocial Life)
Solution #1	The services are being offered in the schools and we want to be utilizing this service as much as we can. Have a teledoc with a possible video chat that could be private. Having multiple locations set up. If there is a food drive or something similar, we should have these service providers come to these events and seek the people who need help. There are a lot of families who are struggling too and are unable to pay for these services.
Solution #2	How to mitigate the stigma associated with mental health treatment. For many in the community finding a therapist is not easy getting the word out about mental health and mental health issues that people might be experiencing will allow people to realize that there is a way to get help with their problems. There are people that have true mental challenges, but when a human comes upon multiple crises' that in itself is immense stress on the mind. We need to educate people on the value of mental health and seeing a therapist. Create grassroots counseling groups where the RAC could come in and train people on how to identify people that may be under immense stress. Just to identify people who are under stress and speak with them to funnel them into receiving service.

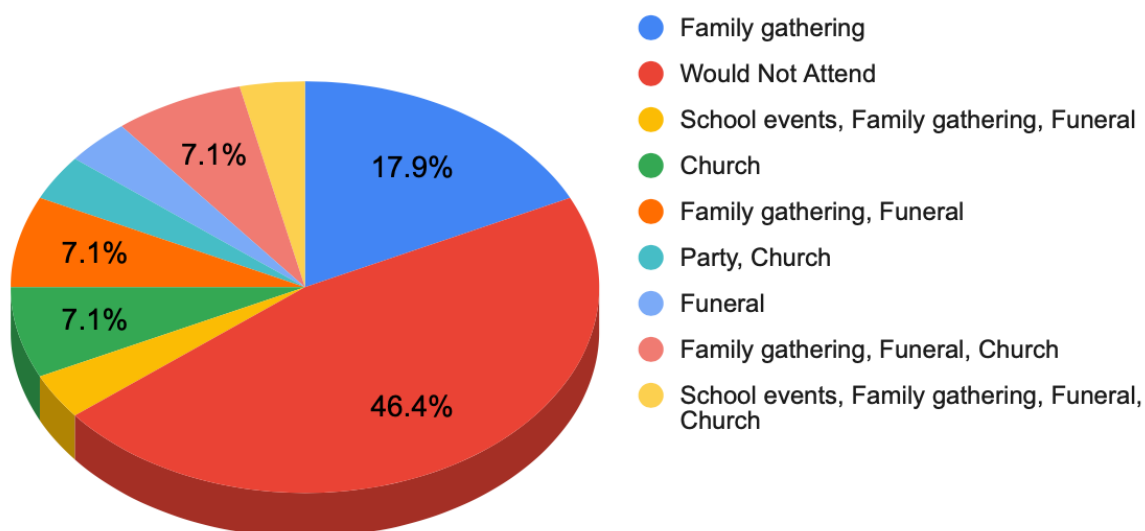


Solution #3	People are dealing with a crisis in states of emergency x 3. Florida is having a political crisis and we need to get around that in unity. (the solution does not begin with FEMA or the government because the people feel that they have already been failed by them). We need to get people to realize that everybody in the community needs help dealing with these kinds of situations. Its so very important that people get help in these times because its so necessary. Dont use the word 'mental health care', what we want to do is spready to people that we want to help people with grief help or therapy to deal with financial issues.* Insurance will pay for therapy quicker than they will for counseling*. Can even be messaged as mental advice.
	Civic Life (Voice, Community Unity, Grassroots, Disenfranchisement, Social Equity)
Solution #1	Robust Communication Plan, Use Local Media vs. government officials (Radio, TV, DJ) for sharing information, Increase our network to include as many organizations as possible including businesses and educational education
Solution #2	Expand our trust networks (businesses, edu, etc.)
Solution #3	Funding initiative/Address government integrity
	Resources
Solution #1	Grant Proposal for Comcast/Xfinity/some internet provider to partner with Bay County K-12 School. Offer them username and password to use their wifi for school work. Wifi more urgent than hardware.
Solution #2	CARES Act. Distribute funds to everyone that needs it not just people who are behind on bills. Change distribution guidelines for our county. Speak up against county officials. Who makes the decision? Service denied to people who live in someone else's house that's not under their name. Proof of residency does not qualify you for funds.
Solution #3	Informing people of a vaccine and community resources. Television (Local news outlets?). Educating people through groups like LEAD (people we trust).

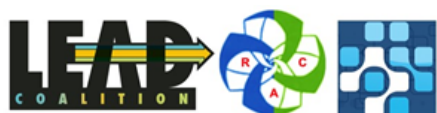
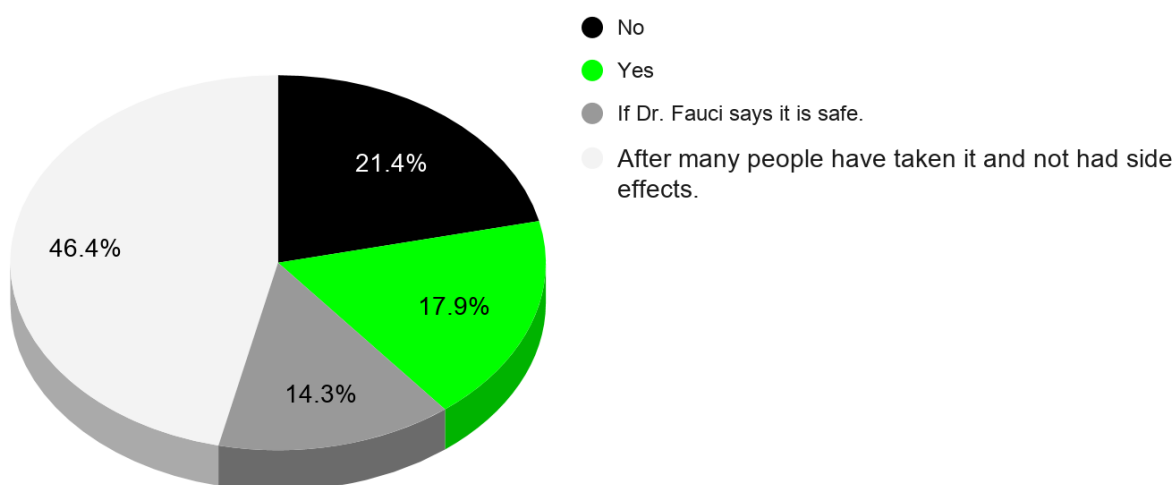


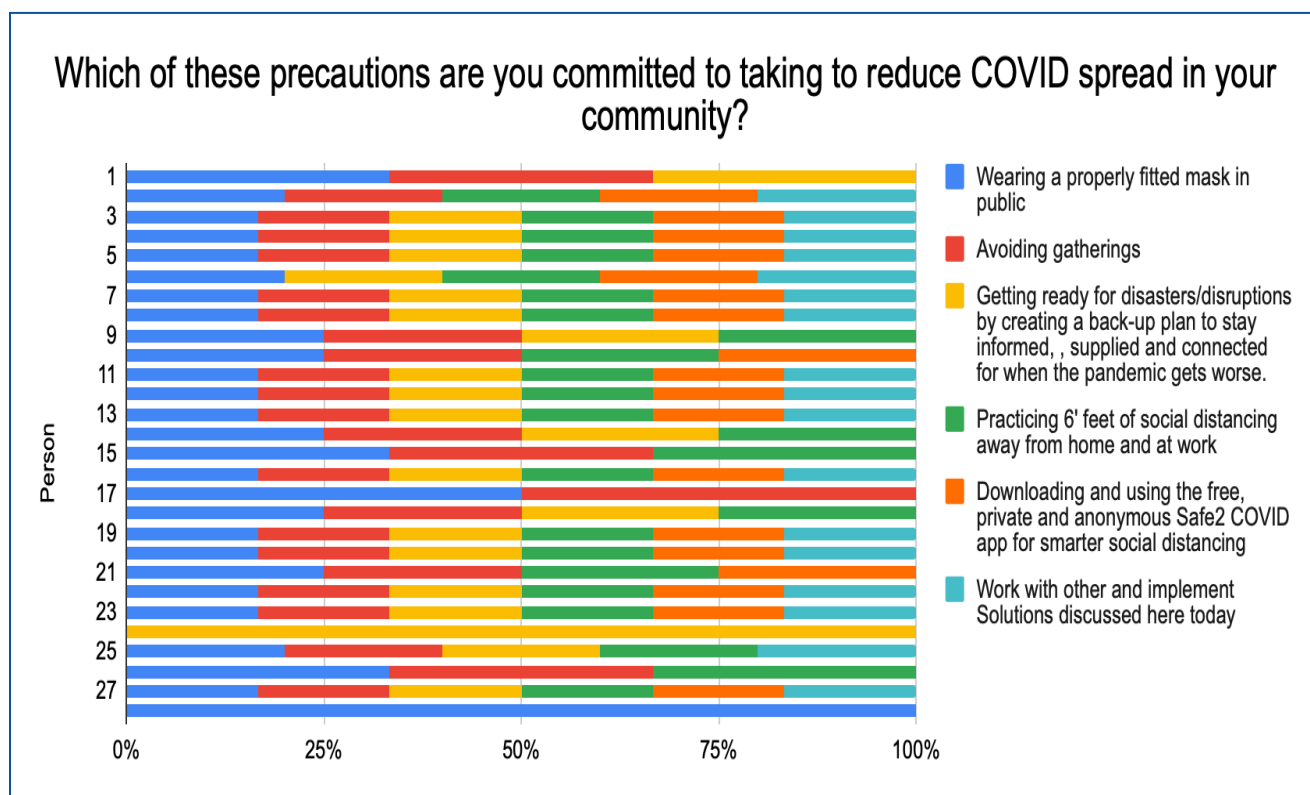
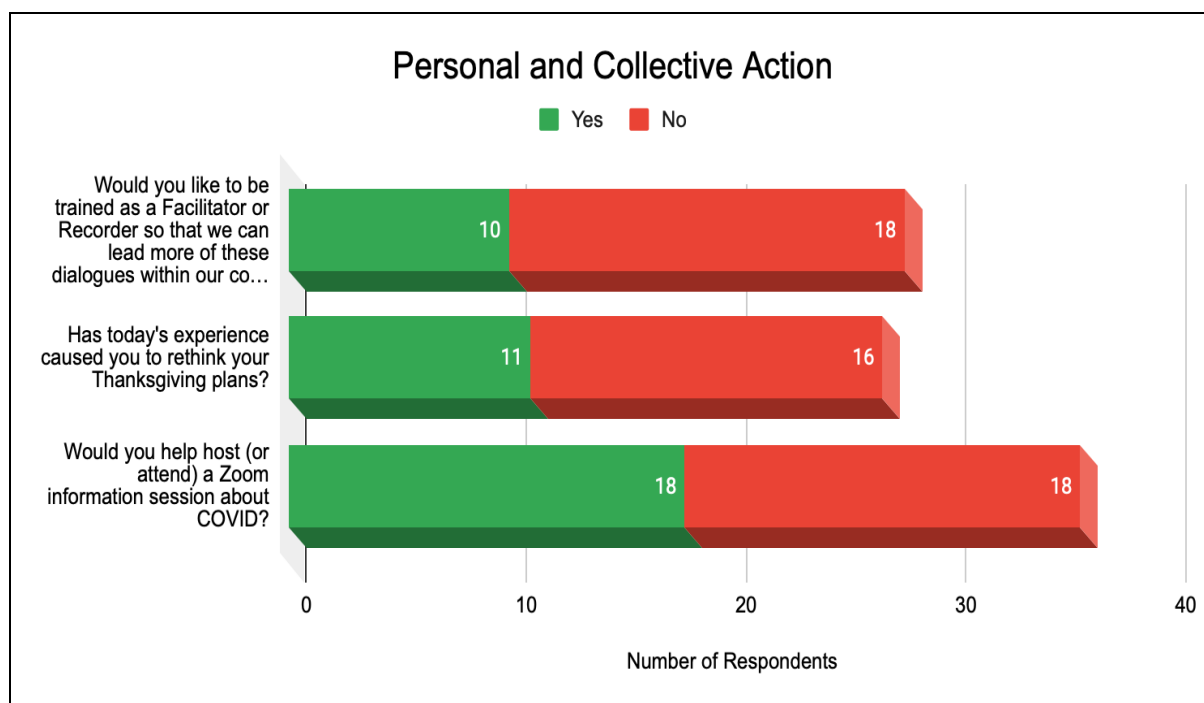
Exit Poll

Now that you've gone through this exercise, what event/events would you consider attending in a group larger than six?

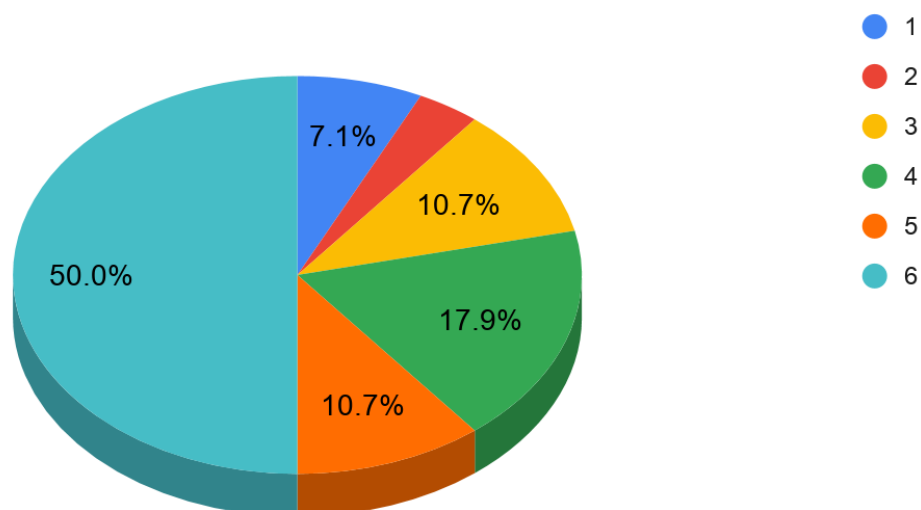


AFTER PANDEMIC SIMULATION: Are you likely to support and convince others to get the COVID-19 vaccine when it is available?

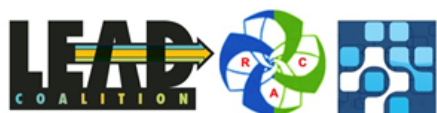




Number of Public Health Precautions to Which Each Participant is Committed



Half of the Simulated Solutions participants reported being committed to 6 public health precautions, which included

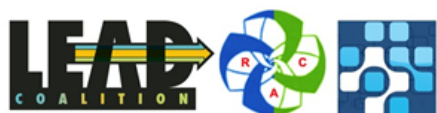


Comments from Simulated Solutions

What was the biggest take-away you left with today?
Our community needs better resources
That the rest of the world hasn't forgot about us like they did in Hurricane Michael
How to be sage during this virus and how too prepare for the things ahead!!
There are lots of people in our community on board with proactive work.
Talking about the resources in my area.
Trust Networks within the local community is important. Connecting with our elected officials a must. Pushing facts to my personal network such as friends, and close family members is very important
The community awareness is growing and its willingness to get engaged is ramping up. We have proven that technology can indeed become a "combat multiplier" if used.
The participation of the group was terrific
This collaborative format worked well over zoom
It's important to come together and get involved in community efforts to help each other.
Keep researching and wearing PPE
Common sense, concern for others are needed
How many solutions were talked about to help our community.
Vaccine intake
They are actions being took trying to make a change
knowledge and services are available to people if they just ask for help.
Talk about what's going
how many solutions that were talked about to help our communities
That the agency heard the voice of the community and hope that we can be effective in the efforts of informing our community and providing resources in our community.
Community support
Valuable information and points of view.
Folks do not trust the government :)
How to think outside the box to create a plan of action to address this pandemic



Points of covid.
Community effort to combat COVID - 19
That people are concerned
Very informative and helpful
stay connect with reliable sources



Evaluation of Simulated Solutions

Simulated Solutions: Getting Ahead of Covid-19

Tabletop Exercise for Disaster Planning at the Community Level



Register in advance for this meeting:
<https://bit.ly/32bDvPw>
 After registering, you will receive a confirmation email containing information about joining the meeting.
 Please plan to be seen on camera during the interactive games.

November 21, 2020
9:30 a.m. to 5 p.m.

9:45 am – 10:00 am
Introduction and Overview
 10:00 am – 12:00pm
Simulated Solutions Tabletop Exercises
 12:00-12:30 Assessment & Reporting
 12:30pm – 1:30 pm
Lunch and Working Group Discussions
 1:30 pm - 3:00pm
Issue Work Groups
 3:00-3:15pm Break
 3:30-4:30 Reports to Response Panel
 4:30-4:50 Response Panel Comments/Q&A
 5:30pm Closing Remarks












Community Preparedness and Participation

Exercise Evaluation Guide: [Simulated Solutions, Getting Ahead of COVID-19](#)

High Level Capability Description:

Resilient American Communities (RAC) participating members in Bay County are fully aware, trained, and practiced on how to prevent, protect/mitigate, prepare for, and respond to multiple threats and hazards. This requires a role for citizens in personal preparedness, exercises, ongoing volunteer programs, and surge capacity response.

Note: The Simulated Solutions Exercise used known facts about the present, and on-going trends, to create possible real-world simulations of what may happen during the COVID-19 pandemic. During the game, participants role-played community reactions and responses to real-world pandemic scenarios. There were two scenarios in inter-linked parallel play: the professional EOC Scenario and the Community Scenario. Each participant was placed in a virtual breakout room where the exercise teams including: Facilitator Controllers, Observer Reporters, Trust Network Members; including Liaisons and Leads, together managed and processed injects and electronically received digital surveys to share feed-back in real-time.

Capability Outcomes:

Having a structure and a process for ongoing collaboration between government and nongovernmental resources at all levels; volunteers and nongovernmental resources are incorporated in plans and exercises; the public is educated and trained in the four mission areas of preparedness:

- Citizens through Community Stakeholder Groups participate in leading and explore ways to support community volunteer-led programs at the hyper-local level and provide surge capacity support.
- Nongovernmental resources are managed and supported effectively in disasters; and
- there is a process to evaluate public information and service delivery progress.

Exercise Facilitator/Controllers and Observer/Reporters used known facts about the present and on-going trends to create simulations of pandemic scenarios that could arise. During the game, 40 participants role-played community reactions and responses to real-world COVID-19 and vaccination scenarios.

Jurisdiction or Organization: Bay County Florida, Resilient American Communities (RAC) Initiative	Name of Exercise: <i>Simulated Solutions, Getting Ahead of COVID19</i>
Location: Via a Zoom platform, virtually across Bay County with virtual technical support from out of state	Date: November 21, 2020
–Evaluator: Eric Jones, Emergency Management Consultant, HSEEP Certified	Evaluator Contact Info: eric.jones@safe2.org
<i>Note to Exercise Evaluators: Only review those activities listed below to which you have been assigned.</i>	

Activity 1: Prevent-Educate Citizens to be Aware

Activity Description: Develop plans, processes, and organizations, including leadership support, which are necessary to provide the foundation for programs that enhance community preparedness and participation in all mission areas.



Tasks Observed (check those that were observed and provide comments)

Note: Asterisks (*) denote Performance Measures and Performance Indicators associated with a task.

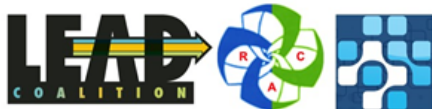
*The RAC Simulated Solutions Exercise achieved the objectives of introducing RAC members to the public health threats of COVID-19 and provided insights to new and existing members of how pandemic unmet needs should be expressed and allowed exercise participants to brainstorm around ideas for fulfilling needs without overly relying on a taxed government system for full-scale recovery. Members were introduced to local Emergency Management and Public Health leaders and better understand the mechanisms for sharing critical unmet community needs and explored additional community partners and resources that could help communities sustain short-term recovery efforts until unmet needs could be met through government and community resources. A "Whole of Community" approach was explored indirectly by working group facilitators and community empowerment initiatives were discussed regularly during break-out sessions observed. By the end of the exercise and daylong conversations, RAC members were surveyed to understand actions and protective measures members will take before upcoming holidays when increased infections are to be expected. 16 of 20 respondents suggested they would "Not Attend" gatherings larger than six in the days and months ahead.

*Educational materials were introduced through creative injects and media simulations where RAC members were introduced to concepts, threats, risks and solutions sets. Community Emergency Response Team (CERT) preparedness training was not a part of this exercise, but CERT preparedness resources and program materials could be considered as a part of future outreach to expand the public-health focused knowledge of members.

*The RAC initiative includes community members and community leaders, specifically from faith-based and diverse community outreach partners. Community leaders in conversations suggested a heightened understanding of risk/threats related to the pandemic, as well as opportunities for increasing dialogue with public leadership for seeking community support, especially for higher-risk, socially vulnerable groups. Leaders shared perspectives for better managing other hazardous events, beyond the pandemic, especially given the risk for hurricanes and inland flooding events.

*The future and vaccinations were introduced through injects and discussions. Through the exercise RAC further validated the lack of interest from many Bay County RAC members in receiving a vaccination. There is a history of mistrust of the government and health related vaccinations. While the information and education around vaccines was shared, a willingness to receive injections was not apparent. Bay County and RAC should continue to educate community members around the benefits of herd immunity and community wellness through future outreach and educational outlets.

Task /Observation Keys		Time of Observation/ Task Completion	
1.1	Train the public to be aware of public health threats presented by the pandemic and how to express community unmet needs.	Time: 10 – 12 pm (First Round Exercise) Task Completed? Fully [☐] Partially [☒] Not [☐] N/A [☐]	
	Percentage increase of RAC Exercise members within Bay County that are introduced to a public health simulation and understand actions for expressing unmet needs	TARGET 100%	ACTUAL 100%
	Percentage increase of RAC members within a jurisdiction that are able to express Mission Critical Gaps	TARGET 100%	ACTUAL 75%
	Percentage annual increase of exercise participants aware of heightened public health threat levels as determined by exercise surveys.	TARGET 100%	ACTUAL 100%



1.2	Develop education programs to prepare volunteers for all-hazards incident support, beyond Citizens Emergency Response Team (CERT) public preparedness.	Time: Throughout the day Task Completed? Fully [☒] Partially [☐] Not [☐] N/A [☐]
1.3	Provide education programs to prepare community leaders and volunteers for a public health incident and all-hazards support.	Time: Throughout the day Task Completed? Fully [☐] Partially [☒] Not [☐] N/A [☐]
1.4	Provide COVID-19, vaccination information, and public education program materials.	Time: Throughout the day Task Completed? Fully [☐] Partially [☒] Not [☐] N/A [☐]

Community Preparedness and Participation

Exercise Evaluation Guide Analysis Sheets

The purpose of this section is to provide a narrative of what was observed by the evaluator/evaluation team for inclusion within the draft After Action Report/Improvement Plan. This section includes a chronological summary of what occurred during the exercise for the observed activities. This section also requests the evaluator provide key observations (strengths or areas for improvement) to provide feedback to the exercise participants to support sharing of lessons learned and best practices as well as identification of corrective actions to improve overall preparedness.

Observations Summary

Write a general chronological narrative of responder actions based on your observations during the exercise. Provide an overview of what you witnessed and, specifically, discuss how this particular Capability was carried out during the exercise, referencing specific Tasks where applicable. The narrative provided will be used in developing the exercise After-Action Report (AAR)/Improvement Plan (IP).

Throughout the scenario-driven exercise, citizen and Trust Network member participants demonstrated coming together in preventative ways of thinking and demonstrated a willingness to increase pandemic-related readiness with an end of session survey. The exercise proved effective in that the majority of participants rated the event with 4 and 5 rating, 5 being the highest.

In addition to finding value, participants surveyed answered the following statement "Which of these precautions are you committed to taking to reduce COVID spread in your community? (exercise participants selected multiple answers) These included:

- Wearing a properly fitted mask in public. 30 of 31 respondents
- Avoiding gatherings. 27 of 31 respondents
- Practicing 6' feet of social distancing away from home and at work. 29 of 31 respondents
- Downloading and using the free, private and anonymous Safe2 COVID app for smarter social distancing. 19 of 31 respondents
- Getting ready for disasters/disruptions by creating a back-up plan to stay informed, supplied and connected for when the pandemic gets worse. 29 of 31 respondents
- Work with other and implement Solutions discussed here today. 20 of 31 respondents

Exercise injects focused on prevention and helping citizens increase awareness throughout the pandemic.

Exercise leaders effectively trained the public to be aware of public health threats presented by the pandemic and how to express community unmet needs.

The development of trust networks and data stewards supported by a set of training materials and formalized RAC methods and allowed Bay County stakeholders to successfully develop a best practices model and training materials while also engaging community stakeholders to gather information that supports decision making.

Based on this and other data provided to the RAC Work Group Leadership Team, the initial deployment of the Safe2 beta to underserved community members in Bay County was proven to be highly effective, even in limited distribution. RAC ESLTP stakeholders engaged in the effort recommended deployment of the Safe2 app on a national scale for broad adoption by the U.S. public.

Email follow-up from Dr. Michael McDonald: "You (RAC Leadership) packed a lot of love and great intelligence into bringing together the Bay County community in this first Bay County Simulated Solutions Exercise. You demonstrated innovation, tenacity, and agility in managing a complex technical environment to deliver a strong finish for the day. This is a great beginning for the Bay County RAC's ability to contribute to substantive changes leading toward saving lives and improving health through Bay County RAC Trust Networks."

Evaluator Observations: Record your key observations using the structure provided below. Please try to provide a minimum of three observations for each section. There is no maximum (three templates are provided for each section; reproduce these as necessary for additional observations). Use these sections to discuss strengths and any areas requiring improvement. Please provide as much detail as possible, including references to specific Activities and/or Tasks. Document your observations with reference to plans, procedures, exercise logs, and other resources. Describe and analyze what you observed and, if applicable, make specific recommendations. Please be thorough, clear, and comprehensive, as these sections will feed directly into the drafting of the After-Action Report (AAR). Complete electronically if possible, or on separate pages if necessary.

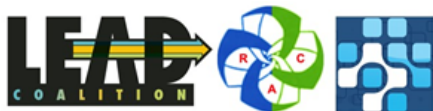
Strengths

Observation Title: Whole of community engagement through RAC systems

Related Activity: Involvement of RAC members and community leaders

Record for Lesson Learned? (Check the box that applies) Yes ☒ No ☐

Analysis: (Include a discussion of what happened. When? Where? How? Who was involved? Also describe the root cause of the observation, including contributing factors and what led to the strength. Finally, if applicable, describe the positive consequences of the actions observed.)



Participating members of the Resilient American Communities (RAC) initiative in Bay County during the exercise were involved actively. The exercise presented opportunities to discuss pandemic risks and hazards and encouraged community members at all levels to understand steps to take to take care of one another in a crisis. The discussions and collaboration with Emergency Management and Public Health allowed virtual exercise to increase COVID-19 related preparedness efforts — in both the short and long term. By engaging and coordinating with emergency management, healthcare organizations (private and community-based), mental/behavioral health providers, RAC community and faith-based partners, state, local, and territorial, public health's role in community preparedness is to support the following:

- The development of public health, medical, and mental/behavioral health systems that support recovery
- Participate in awareness training, like this exercise, with community and faith-based partners on how to prevent, respond to, and recover from this public health incident
- Identify populations that may be at higher risk for adverse health outcomes
- Receive and/or integrate the health needs of populations who have been displaced due to incidents that have occurred in their own or distant Bay County communities (e.g., hurricane season)

References: (Include references to plans, policies, and procedures relevant to the observation) Please see https://www.baycountyfl.gov/DocumentCenter/View/5659/BayCo-DisasterPreparednessGuide_v10_FINAL-web2 and [Bay County's COVID-19 resource page: https://www.baycountyfl.gov/587/COVID-19-INFORMATION](https://www.baycountyfl.gov/587/COVID-19-INFORMATION)

Recommendation: (Even though you have identified this issue as a strength, please identify any recommendations you may have for enhancing performance further, or for how this strength may be institutionalized or shared with others.)

Continue creating community connections and expanding Trust Networks through RAC and other community preparedness efforts that build trust and foster awareness and access to medical and mental health/behavioral health resources to further determine risks to the health of the jurisdiction

Utilize Bay County risk assessments to identify, with emergency management and community and faith-based partners, the public health, medical, and mental/behavioral health services for which the jurisdiction needs to have access to mitigate identified disaster health risks.

Utilize RAC and Bay County risk assessment information to identify, with emergency management and community and faith-based partners, the public health, medical, and mental/behavioral health services within the jurisdiction that currently support the mitigation of identified disaster health risks.

2. Observation Title: [Engagement with RAC community organizations to foster public health, medical, and mental/behavioral health social networks](#)

Related Activity: Continue engaging with RAC community organizations to foster public health, medical, and mental/behavioral health social networks and ensure that RAC community constituency groups understand how to connect to public health to participate in public health and community partner preparedness efforts.

Record for Lesson Learned? (Check the box that applies) Yes ☐ No ☒

Analysis: Engage public and private organizations in preparedness activities that represent the functional needs of at-risk individuals as well as the cultural and socio-economic, demographic components of the community. Though exercise participants expressed a mistrust of government at the time of



especially with the new, incoming Biden Administration taking shape, an Administration that will present stronger support by communities of color.

References: Bay County's Public Information and Warning plan elements can support these ongoing efforts. See *also* <https://www.floridaphoenix.com/2020/04/08/fls-communities-of-color-face-covid-19-disparities/>

Recommendation: Continue creating Bay County RAC networks (e.g., local businesses, community and faith-based organizations, ethnic radio/media, and social networking sites) for public health, medical, and mental/behavioral health information dissemination before, during, and after the incident. Ensure that public health, medical, and mental/behavioral health service agencies that provide essential health services to the community are connected to jurisdictional public health preparedness plans and efforts.

Areas for Improvement

1. Observation Title: [Promote increased awareness of and access to medical and mental/behavioral health resources](#)

Related Activity: During the exercise, RAC community members expressed concern around the health and mental health

Record for Lesson Learned? (Check the box that applies) Yes ☐ No ☐

1) Analysis: (Include a **discussion** of what happened. When? Where? How? Who was involved? Also describe the **root cause** of the observation, including contributing factors and what led to the strength. Finally, if applicable, describe the negative **consequences** of the actions observed.)

"It's important to come together and get involved in community efforts to help each other" summarizes well the opportunity to expand help for those facing health and mental health crisis. This point was raised by a RAC community leader committed to expanding awareness of community resources brought to bear in Bay County. Throughout the exercise observers noted the health and mental health duress experienced by exercise participants and noted the acute needs of those adversely impacted across Bay County, especially vulnerable communities and communities of color.

2) References: (Include references to plans, policies, and procedures relevant to the observation) <https://pancarefl.org/behavioral-health-services>

3) Recommendation: (Write a recommendation to address the root cause. Relate your recommendations to needed changes in plans, procedures, equipment, training, mutual aid support, management and leadership support.)

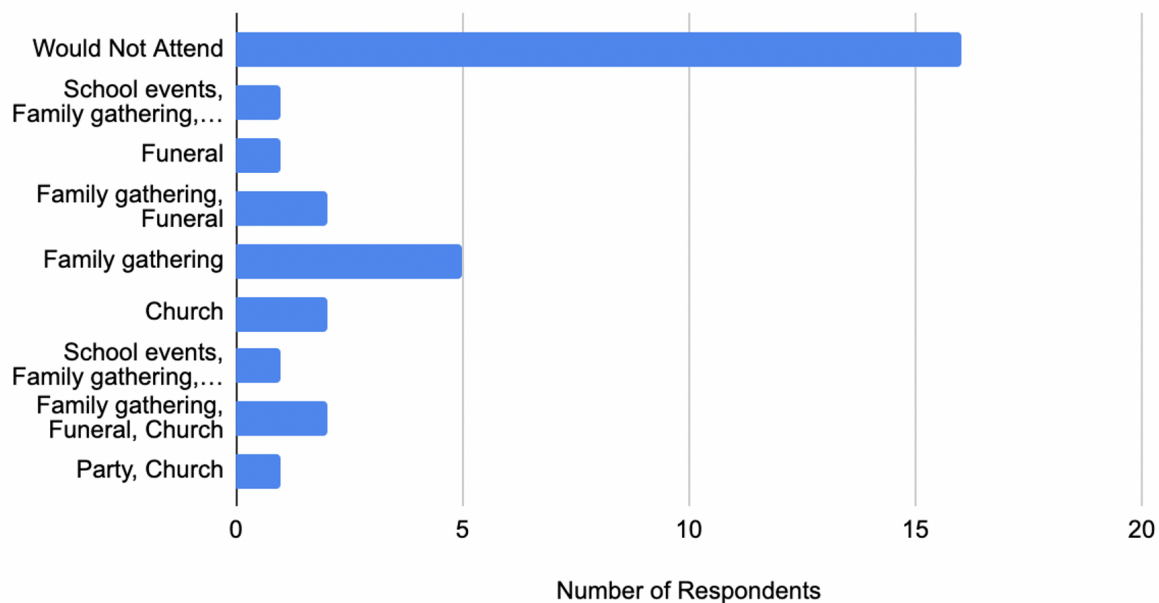
Build community partnerships to support health preparedness and expand PanCare Health awareness along with other resources.

Identify additional Bay County community sector groups to be engaged for partnership based upon the county risk assessment.

Leverage RAC and CARES Act funds to create and implement additional strategies for ongoing engagement with community partners who may be able to provide services to mitigate identified public health threats or incidents and support health, mental health and behavioral health.



Count of Now that you've gone through this exercise, what event/events would you consider attending in a group larger than six?



HSEEP Exercise Evaluation Guide: Community Preparedness and Participation

HSEEP Exercise Evaluation Guide: Community Preparedness and Participation

8



PROFILES OF ZIP CODES WITH THE MOST RESPONDENTS

32401

Comments
MCF Aggregate
and
Breakout Averages



The highest ranking categories were Communications and Health Services.

Communications: 4.92

Health Services : 4.50

Housing Average Rank: 3.04

Solid Waste Average Rank: 3.31

Priority issues identified in 34201 were housing and solid waste management. Concerns related to housing included:

- Older homes that are not hurricane safe
- Homes with Hurricane Michael Damage that are still not repaired
- Need for mandatory home and flood insurance
- Low income residents losing family homes
- City taking possession of land
- Contractors “ripping people off”
- Flooding and the need for more drainage

Concerns related to Solid Waste included:

- Overfull landfills
- Incinerator closing
- Pollution from the landfill causing “sour water and soil.”
- The smell
- Two comments were positive, one of which was they did a good job after Hurricane Michael

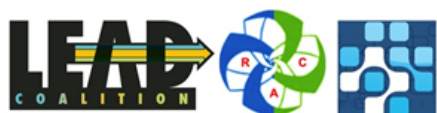
Water Distribution Infrastructure

In **32401** there were 18 comments. There were 3 complaints about taste, 5 about smell, 3 about color and 2 about hardness. One person complained of “too many water boils from sewage.” A specific mention of Watson Bayou cited discoloration and oiliness. There were 4 comments expressing water safety concerns including the need for more testing. One comment was about flooding. Of the 18 comments, 2 were that they had no problem with their water.

32401
Water Distribution Comments
Needs work
A lot of the water provided by city utilities tastes nasty most of the time.
Perhaps include or construct more wells.
Smells
Water smells and is yellow at times.



Watson Bayou water appears discolored & somewhat oily. Drinking water discolored.
Needs to be plentiful for the community.
The smell of the water and the taste isn't good
Flooding
Too many water boils from sewage
My water is ok, unsure about the rest of my area.
Smells sometimes and brown tint
Don't have any
Hard water, need more testing especially after Hurricane Michael.
More testing
Needs Improvement
Don't feel that it's safe
The smell of the water and the taste isn't good.



Current and 30-day Food Security in Bay County

In zip code 32401 there were 6 positive comments about food supply, 6 negative comments about food access, and 3 comments about lack of food quality. Two residents reported living in a food desert, where transportation is needed to access nutritious food, fresh fruits and vegetables and meats.

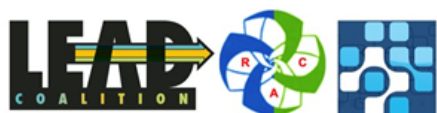
32401
After Hurricane Michael, Bay County have had Mercy Chef, food distribution places in our community readily available.
Not sure for most but seem to ok.
Bay County has multiple food distribution places
Fresh fruits & vegetables, meats - No nearby grocery stores for those with No transportation.
I hope we have eNough in case there in aNother shut down.
We found out at the last minute.
There are people short of food
Sometimes Not as fresh as should be
I live in a food dessert. Without transportation it is more difficult to access nutritious food.
Fair
Doing a great job.
People have needs, and struggle is real.
At first it was the worst. Now I think its slowly getting better
We actually have been ok
My food storage is good
They do good with food banks
Unsure
Many students rely on nearby dollar stores near their homes to use EBT cards and lack healthy, fresh produce options near their homes
There is sometimes a shortage
food supply is low
Food supply bad for Some people still a lot of people
Depends on the household income who is at risk



Agricultural Sector Production Scale for Communities

Of the 13 respondents making comments in zip code 32401, 9 stated that there were no or not enough farms and two respondents expressed concern for the most vulnerable students. Two respondents expressed concern that COVID was causing a decline in agriculture. One respondent asserted that there was only one farmers market.

32401
Don't know of any farms bay County
One farmers market
More activities for youth and young adults
Fresh fruits & vegetables, meats - No nearby grocery stores for thosr with No transportation.
I pray we have the correct leadership
I feel with Covid the size in the agriculture growth is decreasing
I do Not see eNough of this for the most vulnerable students in our area
Need more local farmers
No any in our area
Not any in our area
No any in our area
I do not see enough of this for the most vulnerable students in our area
I feel with Covid the size in the agricultural growth is decreasing.



Housing Safety

Twenty six respondents chose to comment on housing safety. Of those, 7 respondents commented about homes that are still not repaired after Hurricane Michael. Seven respondents commented that homes are older and are not hurricane proof. Mold, flooding, contractors ripping homeowners off and the city taking possession of land of low income residents forced to abandon their family homes.

32401
Homes are Not hurricane proof Many still need repairs
After Hurricane Michael, many homes were damaged. Some people were displaced for over a year in order for home repair. Maybe if homes are storm proof perhaps is there is aNother storm it will Not be as much damage.
Houses are still damanged from Micheal
My home was completely destroyed.entire stair case blew away.No homes were Not safe for the storm
Older homes
Need more assistance and make home and flood insurance mandatory
Mosy homes are very old but have withstood many of tradgey. But most need upgrade.
Locals people of low income are being forced by codes & fines to abandon family homes - & City is taking possession of land.
People are being ripped off by contractors.
Some homes still have blue tarps over them.
Need more help with housing
Older homes
Mold build up
Safe
Every time it rain overflow in front yard.
Better floor in some neighborhoods.
Can do more housing
Can do more with housing
Can do more with housing
We still have many homes and public housing Not fixed and dilapidated from hurricane Michael
Most homes are still needing repairs so it affects market value of homes that have been repaired in that area.
Still have damage to my home



Same homes still have blue tarp over them.
Houses are in poor shape
Still affected from the hurricane
Don't know about most homes



Environmental Health and Safety

Eleven residents of 32401 commented about Environmental Health and Safety. Environmental health threats identified included: air pollution since Hurricane Michael, the paper mill, the sewage station that is in need of an upgrade, homes with leaking roofs, and fear of health impacts from 5G infrastructure.

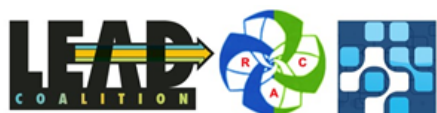
32401
After Michael the air pollution seemed more severe. It seemed difficult to breathe at times.
Depends
Paper mill in the middle of area
The sewage station need to be upgraded.
due to the recent events of weather the environment is unsafe
Yes, Sewer station on 7th Ct is a constant leaking problem - which I believe is a source of problems for Watson Bayou.
No new or more chemicals
Some homes dont have the proper structure to stop the rain from coming in
5G Not good bad for health
Need fixing because it cause health issues.
Same homes don't have the proper structures to stop the roof from caving in.



Health Services (quality, cost or access)

There were 21 comments in 32401 about Health Services. Most of the comments were about inadequacies and high cost of health care. Gulf Coasts's expansion of its ER services was cited as an asset as were Community Health Centers. PanCare was named as a good provider with the caveat that it may take weeks to get an appointment. One resident cited the need for more Health Care workers. In the aggregate, the comments portray local facilities providing quality care, but neither enough capacity nor enough low cost care to meet the local need.

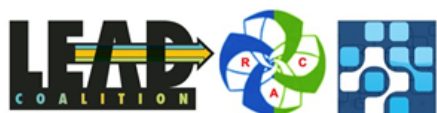
32401
We could use more medical facilities. It is great Gulf coast has expanded their ER services
Pancare is good but can take weeks for an appointment
We have clinics that a person's income will be taken into effect. There are a couple of community health centers.
Depends
Health department
To high for health care
Cost to much.
No affordable clinics
2 hospitals Not giving fast or eNough service
Clinics that are for No/low income households have requirements that most low/No income individuals can't meet.
Need to continue with affordable care ac to assist with people who cant afford insurance.
Cost
I don't kNow of any free besides health dept. for some.
The cost for care
The cost of care for treatment
Still over crowded
Too high
Don't have many options.
Not many options
Not enough Heath Care workers
Adequate



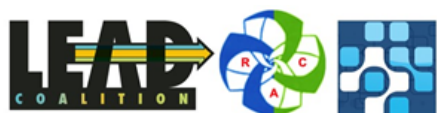
Shelter in Place and Evacuation Systems

Mask wearing appeared in 11 of the 29 comments in response to the question, “What kinds of COVID-19 safeguards are being provided to those that require access to sheltering?” 5 comments mentioned social distancing. Single responses included sanitizer, gloves, soap, cleaning supplies, free testing, face shields and “PPE”. Assets mentioned included the Rescue Mission, and A Harris Learning Center. Warnings and information concerning the virus, minimizing the numbers of people, use of schools and were also mentioned as safeguards in place. Four respondents reported that there are not enough shelters.

32401
Masks wearing & social distancing
Social distancing
No sure if any
PPE & Free testing
Masks
Minimizing numbers to keep safe
Face Mask , Sanitizer , Gloves , Soap ,Cleaning Supplies
Face masks
Not many
Depends on location
Schools
Emergency Services
Mask
Rescue Mission & A D Harris learning Center
Must wear mask, wash hands, social distancing is key
They don't have enough to help the amount of people in town. They have some set up throughout the town but they are busy 24/7
Shelters
Social distancing with masks
Wearing mask & keeping each other safe distance
face shields and warnings, information concerning the virus



mask
use of masks and sanitizing
Masks & social distancing
There are Not shelters No help!
Medium
Free testing
Not any that I kNow of
All for health
They don't have enough to help the amount of people in town. They have same set up throughout the town, but they are busy 24/7.



Psychosocial Resilience

There were 14 respondents who commented beyond “yes” or “no” to the question, “Are you perceiving current and potentially increasing levels of stress and mental health concerns that are not being addressed by readily available psychological and social services?” Two responses were about increasing numbers of homeless people, one of which stated that newly homeless people were struggling to stay above the poverty level and the other of which said that there is an increasing number of homeless people presenting with mental illness.

X respondents stated that psychological and social services are available for children but not for adults. One respondent remarked that the teenage group is experiencing increasing levels of stress and mental health concerns. One respondent stated that their church provides some counseling, and 2 respondents indicated that due to the need to focus on COVID, it is more difficult to find medical services, suggesting capacity issues for both medical and psychosocial services. Stress alone accounted for 3 responses.

32401
Increasing numbers of homeless people at the lowest end and many people struggling above poverty level
Services are currently limited due to Covid and the effects of Hurricane Michael
Yes, especially in the teenage group.
Just stress
Slot of people on the streets that present as mentally ill
Extreme Stress
Not sure what is goin on but personal we seem to mange ok.
Yes, people are having issues adjusting.
Stress
For students I believe there is support and counseling available but do Not kNow about adults, haven't seen a lot advertised or heard of anything.
for a lot of people Yes our church counsels some of the people
There could always be more counseling.
Due to everything going on with Covid-19, it seem as though it is harder to seek doctor care or appointments.
Concerns are growing leading to more decline in mental health. Always a need for more of those services.



Supply Chains and Logistics: What kinds of specific problems are impacting supply chain issues now and in the next 30 days in Bay County?

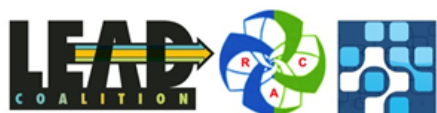
32401
Testing
Masks
No vehicle
Communication between agencies
Don't kNow how to get access to them
The rebuild process with small business and affordable housing in Bay County
Shortage of inventory
Keeping the people that operate the supply chain safe from the Covid virus
Slow deliveries, slow mail, slowed down food and clothing in stores
CORONAVIRUS
Food supply, jobs
Jobs
Food
Cleaning supplies
stocks are low
Mail delivery of Meds & Non medical supplies for Vets & homebound citizens.
homelessness, and hunger
Groceries
hoarding
Not eNough for the next person
people overstocking on necessities and others aren't able to get necessary disinfectants etc
Materials
Not eNough assistance in Bay County.
Just haven't work because of.
Finance
We're Not getting eNough
Water, Just supplies



Not eNough supplies
Not eNough essential supplies available
Not enough essential supplies available
Transportation/Storage
Jobs, money, people.
Not enough jobs.
no routing
Adequate cooperation
Lack of supplies or prices are extremely higher now

Comments Regarding Energy Infrastructure - Temperature Management

32401
I believe Gulf Power wants to convert to solar power.
More investment in solar
Don't get it
Not eNough Solar power/energy efficient
I think solar energy is lest
I believed the may have this for emergency management but after hurricane Michael i don't think we did
Get away from coal
Light bill seem to be getting more expensive.
No, we need more energy companies for solar energy
No, we need more energy companies for solar energy
I believed the may have this for emergency management but after hurricane Michael i don't think we did
is poor
Don't know much about it

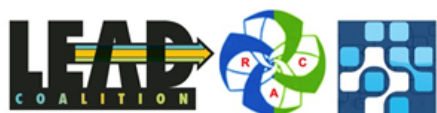


Comments Regarding Energy - Lighting and Cooking Infrastructure

32401
Need more ways to cook in case of break down
We could do more solar
It needs to be made easier to obtain solar energy
It needs to be made easier to obtain solar energy.
need repair
poor
Brighter street lights

Comments Regarding Alternative Energy: What alternative energy would you like to see in the next year.

32401
we have lost power.
Solar
Solar
More solar
Wind power
we had gas (Teco).
Generators
More solar or wind or personal generators
Depends on what they are doing kNow in the world
Solar
Other than prices going down.i don't kNow what to do.its way too expensive for people who can't find work.
change
Solar
Solar



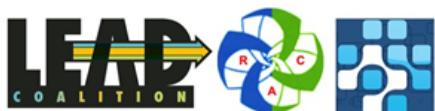
Solar energy or power lines under ground
we would just go to other people homes
Energy saving
Solar probably would be better
We loose power often especially more when there is No storm
Suncor
Solar
Solar
Lower power bills
Only when an accident or weather damage
during the storm
Solar power, generator for everyone
we need more energy
we need more energy companies and power lanes to be underground to stop power outages.
we need more energy companies and power units to be underground to stop power outages.
More solar energy
Solar
Solar
we would just go to other people homes
panels if lost
their panels
More solar in balck communities

Comments Regarding difficulty accessing virtual education due to internet connectivity access or speed?

32401
I am aware that students are having connectivity issues
Yes internet connectivity due to cost
I kNow a lot of kids who had to go back to school because of Not having adequate internet services
Yes, sometimes the internet server fails.
Depends what on location
Affordable internet
Yes can't afford it.
We must do more for our youth in the low income areas.
Not eNough programs
Yes big time
Sometimes
Yes a lot of people
No, many public hot spots are available
Students had a lot of difficulty accessing the internet at their houses during the pandemic. Many did Not have WiFi and had to share with siblings on a parents hot spot, if they were able to use the hot spot. School hot spots were eventually issued but the kids said they had a lot of trouble with lagging which makes live lessons hard
The lag in the connection is bad.
My kids at times

Comments regarding Mask wearing and social distancing.

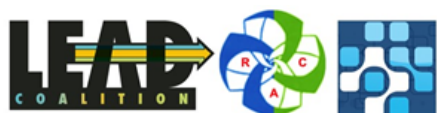
32404
I am but many people have stopped taking these precautions after the state has opened up.
Wearing a mask and distancing. See to many Not wearing masks
No city is wide open
I am somewhat. I've seen the community engage in masks and social distancing as well.
Yes we are and several do but Not eNough.
I wear a mask; however, I do Not feel the majority wears a face mask.



Yes for me & my family; however, about 25% of Bay still don't wear masks.
Yes, me and my family have been. But I believe that the majority of the people does Not because commissioners and leaders are Not leading by example and having large events

Comments Regarding Sewer/Septic Systems

32401
Backs up every time there is a storm
They shut the system down when hurricanes over it lots of rain water. Can't flush your toilet
Most all are located near water ways
Yes but need upgrade to all. My father help build the Lift station in and around the city back in the early 60 's.
it is poor
The oldest Sewer stations are located in the lowest income areas & are in need of repairs.
Need an upgraded system.
The water Not filtered
it's okay sometimes it gets backed up. Needs a little work
No Problem
They can do better
Need a more up to date system
Need a more up to date system
Need a more up to date system
its bad
its not good
Adequate

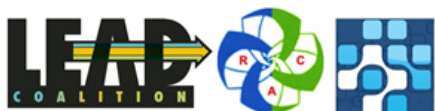


Comments Regarding Solid Waste Management

32401
I believe our landfills are overfilling.
Incinerator closed
Yes but maybe over run from Hurricane Michael, in my opinion they have done a great job removing trash.
Horrible its pollution sour water and soil
Currently, there's a landfill; but the County is making changes.
I think something should be done about the smell.
Not many
Don't have any
The closing of the plant
The closing of the plant
The closing of the plant
it's good

Comments Regarding Transportation: Do you have convenient transportation options in which you feel safe from COVID-19 exposure?

32401
Sometimes
No, we need more bus transportation.
Car
Yes, my vehicles
[None] other than my personal vehicle
No, too close; No social distancing.
Yes, my nephew
Yes, my personal vehicle
Yes my personal vehicle

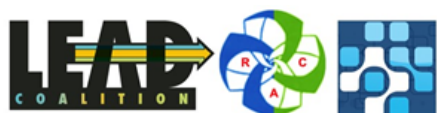


Comments Regarding social distancing

32401
Absolutely Not
Some places, if Not I will avoid that place
I think that it's Not getting to people that need to kNow the most
Not eNough
i guess
Also depends on the location and time of the day
No people are Not following guidelines
No - A Lot of places Not enforcing it
It's ok, but more could be done.
Yes for the most part
Not at all
Yes for the most part
Half not participating

Comments Regarding Social Services

32401
Limited culturally competent services available
Need more for minority groups.
More advertisement if they exist
Not eNough resources for middle class
need more help
Im blind in one of my eYes and sometimes it would be nice for more help
I feel like this is in place for children but Not adults
Not eNough
Not eNough
Not eNough
I feel like this is in place for children but Not adults
Needs availability and expensive.



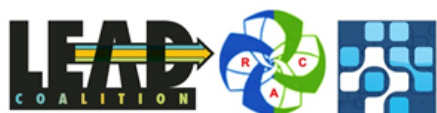
They are at risk.
They don't get involved
need more available

Many communities are beginning to suffer from loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community. Are you experiencing this type of loss in your community?

32401
depends on business type
Not me directly but many in my community are affected due to many people working in the food and tourism industry, I worry about the impact this will have on the economic status of this district, which will eventually affect me directly as a teacher.

If resources were available for improving data information services, what information would help you to make decisions to protect you, your family and community from COVID-19 and its effects.

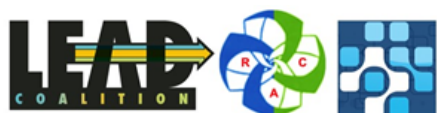
32401
Communication with the public
governor updates
Contact tracing
Monitoring of hot spots Info on what causes Hot spots
Hot spot and data storage devices
Number of cases in community
How can you slow the spread down
The number of cases of the virus in the community and what resources available
Statistics, Prevention, Intervention, Treatment
Not sure
Social distancing
Number of cases and in what area



Social distancing
Social distancing
social distancing
Locations of local libraries
any info
Tracing and Tracking Covid
Mask mandate, social distance and all must be tested.
Availability & transportation to sites for Covid info, testing, & assistance
Made sure the date is accurate.
Better education on how to prepare for Covid
News
Advertisement
Any
Apps on where testing is available without a long wait.
family history
What would I need to kNow?
I would just look into whatever comes up
All of them
Staying inside and wear mask out
to kNow how far they are along in the process of a vaccine
Information
Apps and zoom calls
Make mask wearing mandatory
Make mask wearing mandatory
Better education on how to prepare for Covid.
Help stop the spread of the virus
need better reports
If it was accurate 2 years is not enough data to proceed with injecting people

Do you have any suggestions as to how the community and county leadership could improve their management and governance related to reducing COVID-19 infections and cascading pandemic effects?

32401
Social distancing, proper hygiene
mandatory masks
make people wear mask
Don't be afraid to tell residents to close u need to
Informing the public
Be visible
Creating more opportunities for groups to work together with communities
Keep places closed
At Least do what the Doctors and Scientist asked us to do, That's the least.
inform us of all the facts the truth daily
Stop assuming that Non-white areas are Not concerned about their community despite their ecoNomic level.
Consistent enforcement of ordinances and guidelines related to Covid-19
Wear your PPE and wash hands
Better education for the environment
Not at this time
work together with the community
Wear mask and don't crowd up
Everyone needs to be on the same page
They could visit the community more and help with this pandemic.
Need to do more for the community and the elderly.
Go out in the community
Better education for the environment
Help us
they not being truthful
Have more meeting and get out in all the communities not certain parts of communities



PROFILES OF ZIP CODES WITH THE MOST RESPONDENTS

32404

Comments
MCF Aggregate
and
Breakout Averages



Water Distribution Infrastructure

32404
smells
Water smells and is yellow at times.
My water is fine
The water can be of better quality
Update sewage system



Current and 30-day Food Security in Bay County

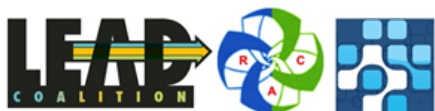
32404
No good qualify of meat Nor fresh vegetables or fruit
Especially in Glenwood area
People still don't have storage
food is sparse
I need food, my neighbor need food, its bad, no money no work no food
It could be better

Agricultural Sector Production Scale for Communities

32404
Need more accession Glenwood
Its poor
Don't see any anywhere

Housing Safety

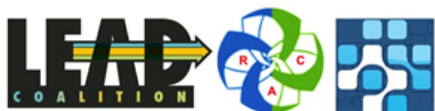
32404
Need more housing
Too many trailers in the area
Where I stay in Parker any heavy rain the ditches flood and toilets get stop up
Built after Michael to withstand hurricanes
Need more affordable housing
Need more housing for the American Communities
Need more housing



There are still some houses that aren't hurricane proof due to cost.
Houses still affected from hurricane a lot
no safety
Since Hurricane Michael houses are in poor condition
Since Hurricane Michael everything still in shamble
There are still people without homes and homes that have not been restored.

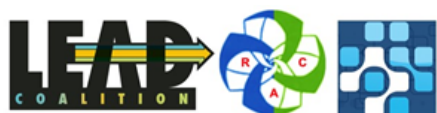
Environmental Health and Safety

32404
Paper Mill and Arizona Chemical
I live by the incinerator
The paper mill
Paper Mill emits fumes 24/7
There is a paper mill in our community
Some houses in my neighborhood are experience leaks and mold
Needs to spray the area more
Need more clean up



Health Services (quality, cost or access)

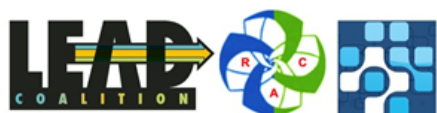
32404
ER just opened
Not enough free clinics or hospitals
Health services should be more accessible and less hectic
The cost should be less and the quality better and easier access
Cost too much
You will always need more medical facilities
Need more referral services available to all.
Cost too much
It's hard if no insurance, co pays high
A lot of people have insurance problems
They need to be readjusted
Pretty good around here
Gulf coast hospital
Though we have adequate health services, there are still many that cannot afford it.



Shelter in Place and Evacuation Systems

Mask wearing appeared in 4 of the 6 comments in response to the question, “What kinds of COVID-19 safeguards are being provided to those that require access to sheltering?”

32404
Shelter took damage during Hurricane Michael. No information given as to whether or repairs been made - No information
ONLY mask & handwashing procedures
Face mask, disinfectant wipes/spray
Only one shelter. Definitely need more updated & clean
Mask, hand sanitizer
masking



Psychosocial Resilience

There were 8 respondents who commented beyond “yes” or “no” to the question, “Are you perceiving current and potentially increasing levels of stress and mental health concerns that are not being addressed by readily available psychological and social services?”

32404
They lack experience and lack diversity
Not really, but the storms have been traumatic.
Stress is high we know with stress is more drug use
some days
Yes due to jobless and financial struggle linked to Covid-19
Absolutely ! This is hard on everyone.
Possibly due to current economical issues
I have been impressed with the increase in mental health services since Hurricane Michael. However, I still believe there is room for improvement.

Supply Chains and Logistics

What kinds of specific problems are impacting supply chain issues now and in the next 30 days in Bay County?

32404
Stores are Not receiving disinfectant sprays and wipes on a consistent basis
Minimal delivery each week
Some stores are still having delays in the restocking items in stores.
don't know
Stores always out of disinfection chemicals for cleaning, alcohol first aid
psychological and social services
The pandemic
Food



There needs to be more resources and it needs to be told to the public
Everyday household supplies and needs
Funding/Assistance getting low in certain areas
Everyone over buying
Cleaning supplies and medical supplies
housing
Coordination. Restock of supplies

Comments Regarding Energy Infrastructure - Temperature Management

32404
Solar is really helping us and the energy
management is ineffective
poor
The Temps are not up to pare
We had poor help after Hurricane Michael

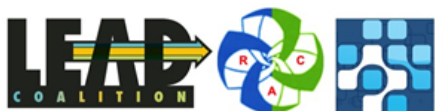


Comments Regarding Energy - Lighting and Cooking Infrastructure

32404
not satisfied
it's not good
I'm afraid the energy is poor
It is not good enough

Comments Regarding Alternative Energy: What alternative energy would you like to see in the next year.

32404
Desire solar panel for outside use and hook up
recovered fast
more solar options
solar energy
more alternative and off grid electricity
Solar
Solar power
Solar
Solar
Solar
Solar
More generators
Generators
Solar Power & Clean Energy Sources
generators
lower rates
Solar
Solar



solar panels
Something better
Something that sensibly keeps lighting during a crisis like hurricanes
I would like to see an increase in solar power.



Comments Regarding difficulty accessing virtual education due to internet connectivity access or speed?

32404
Yes, some are Not able to afford service
You can always enhance education.
I have not, but I know many who have.

Comments regarding Mask wearing and social distancing.

32404
Yes, I have Notice the community, Not so much.
Yes always
I'm wearing a mask but others are Not especially Panama City Beach.
Yes I wear a mask everywhere I go, but many do Not.
Yes its mask and 6 feet social distance required signs at every place where crown Are
I am, it's very slim though in the bay county area. At least from what I have witnessed.
I am but a lot of stores say mask required but don't enforce it
I wear a mask, community doesn't
Yes I am. There are many people that do Not.
Yes I am but Not so to many other people are Now
For the most part
We as a family do but the community does Not.
I am, Not many others
Yes. No others are Not.
I am. Not sure about the general popu. I was in the store this morning and lots of people were Not wearing masks.



Comments Regarding Sewer/Septic Systems

32404
Public sewer system always need repair
The City of Callaway is horrible.
Been getting dirt sucked into plumbing due to negligence
Needs upgrades
I think they got a bad system
Positioning the public
Its bad always has been
Think we got a bad water system



Comments Regarding Solid Waste Management

32404
No recycling
There is always room for improvements
Need more recycling locations
We need a recycling center along with "garbage" pails for recyclables.
It's bad, smell it, pollution from it
Its not up to grade I don't think
Its terrible
Landfills are hazard to our health poorly ran

Comments Regarding Transportation: Do you have convenient transportation options in which you feel safe from COVID-19 exposure?

32404
Private car
Yes I have my own vehicle
I have my own car
My car
Yes. My car.



Comments Regarding Social Distancing

32404
More here than other areas
Somewhat
COVID-19 is. It is going anywhere. Asking people Not to socialize is a tough one
Not eNough
Yes, especially in the stores and shops I visit.
Not always

Comments Regarding Social Services

32404
Few agencies that really serve
More diversity needed
There needs to be more social services in this community, such as housing and mental health counseling
Need more.
These people need more training for this type of devistation
Need more of it
The dire need is important
They been closed

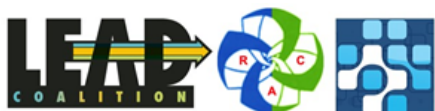


Many communities are beginning to suffer from loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community. Are you experiencing this type of loss in your community?

32404
Most of my community are military

If resources were available for improving data information services, what information would help you to make decisions to protect you, your family and community from COVID-19 and its effects.

32404
More valid test and testing
Cyber security for sure.
ADVERTISEMENT
Tv, internet, and guidelines
More education about covid more protective measurements than what's we have
Social distancing
Safety guidelines
Phone service and computers. Mandate mask wearing and have more testing sites.
Adequate information
Correction data and better communication.
The effects on covid and proper social distancing
any info will help
Prevention any important information that would be helpful
Education is the key ! Keep the community informed.
All information is good
Mask-place
More education in each community
The effects on covid and proper social distancing
Daily updates on the truth, the hotspots, tell us what's going on for real.
People should protect us with the absolute facts



Tell Me the truth about infected places

Do you have any suggestions as to how the community and county leadership could improve their management and governance related to reducing COVID-19 infections and cascading pandemic effects?

32404
Spray disinfectants more
provide masks
Continue public precautions in place.
Start enforcing the COVID-19 safe precautions more.
Making mask mandatory when in public places
Push the guidelines more
Mandate wearing face covering
Safety
Factual education, mask wearing, social distancing everywhere.
mandate mask wearing
The community needs to all come together
Mandating guidelines of the CDC
Mandate the mask wearing and the safety protocol for COVID-19
Provide more communication.
hear the people
Mandatory mask wear.
Social Distancing practicing and following all procedures with facial covering.
They all gotta come together
we need better
get involved
Do not demand children get tested if there is an outbreak at school or if someone tests positive. Let them quarantine!
There needs to be a higher enforcement of mask-wearing and social distancing.



PROFILES OF ZIP CODES WITH THE MOST RESPONDENTS

32405

Comments



Water Distribution Infrastructure

32405
Water poor
Drainage in various parts still clogged or easily flooded with typical/Normal rain showers
Not sure I have a water filter system hooked up.
It smells
Smells
Food seems to be plentiful with organizations giving regularly.
Drainage in various parts still clogged or easily flooded with typical/Normal rain showers
Flooding with No proper drainage
It smells very bad in a lot of areas around here
Smells, turn the tub brown
Continues water boil Notices
Needs change



Current and 30-day Food Security in Bay County

32405
enough food supply just at times im at work when its distribution
Some groceries/foods/produce on the shelves aren't always available. Some products are unavailable periodically
People do Not have transportation to get to food sites
There are multiple stores
Many resources
Freezer
There is Not eNough food or a way for some to receive the food
Plentiful
No store in Glenwood to buy real food
Need more
People who are in a sustain themselves are abusing the system and some of these food banks are selective about how much you get as some get more better selections.

Agricultural Sector Production Scale for Communities

32405
No. Where are these sectors located in Bay County? They are not in areas where people can obtain assistance from these Agencies that will provide for our communities

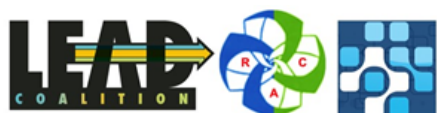


Housing Safety

32405
Yards and streets flood. Some road damage from the water creating potholes. Rain does Not drain well
Streets flood/ poor drainage
Most homes on my road is in need of repair
Several homes uNoccupied since the storm. Mobile home parks nearby
Poor house structure. Many homes are still not repaired or demolished.
Displaced families and some units have Not been restored has caused us to lose lots of people.
Homes are still in need of repair
These homes (especially govt funded housing like the projects) are barely put together.
The home are Not liveable but some people have kNow enhance but to stay in the home
Black lives matter
No . And the homes in our areas are not hurricane proof and still in disrepair and it is 2020 from hurricane Michael and some damage from Sally and Insurance companies are not being helpful to accommodate their customers in repairs of their properties I have observed not only In St. Andrews area, but other communities. It is the haves and the have nots and if you fall in the @HaveNits slits it appears the City and those in charge don't care about us.

Environmental Health and Safety

32405
Appliance and trash dumping
I believe we have lots of air pollution and mold that we are Not aware of. Lots of upper respiratory issues in the area.
Yes it is in a lot of home but people can't move
People who live in these areas are susceptible to pillage and contaminants from chemicals , can cause havoc in homes, etc.health.



Health Services (quality, cost or access)

There were 9 comments in 32405 about Health Services.

32405
New ER recently opened nearby. Have Not personally visited.
No free clinic
Need better hospitals and staff.
Hospital has easy access
Not enough hospitals. If they are over worked/under staffed, which causes less desire to treat and care for patients with care. Our hospitals are horrible!
Healthcare is available but the costs exceed financial budget.
There is know clinics closes in the community
Free Health
Hospitals are overcrowded, even before Covid, and expensive and some of their staff have non caring attitudes as well as the Physicians who seem to be angry too and just picking up a paycheck and researching your insurance carriers to see how much they can charge you before discharging you from their hospitals. It is a shaming and disheartening to be treated that non



Shelter in Place and Evacuation Systems

Mask wearing appeared in 3 of the 13 comments in response to the question, “What kinds of COVID-19 safeguards are being provided to those that require access to sheltering?”

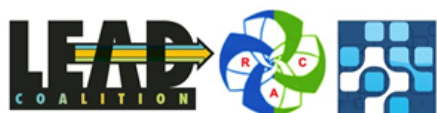
32405
Hospitals take precautions. Sheltering, I'm Not sure. Do Not think there is any available in the area
Do Not kNow
No comment
Quarantining and ppe
Food, jobs, economy shut down
I'm not sure
PPE and Covid testing
I'm aware of outside of mask
Social distancing
Not sure.
Mask and social distances
Test when they come in
Mask and social distances



Psychosocial Resilience

There were 10 respondents who commented beyond “yes” or “no” to the question, “Are you perceiving current and potentially increasing levels of stress and mental health concerns that are not being addressed by readily available psychological and social services?”

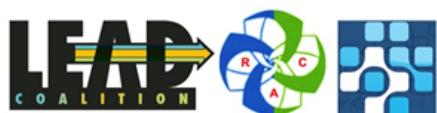
32405
I do Not believe there is eNough trained mental health personnel to deal with the problems in a Normal year much less this year.
Concerned about my community
PTSD
At times I can be.
Possibly due to current ecoNomical issues
The costs of services are quite expensive which limits trips to current facilities.
Not ENough
Existen pero No son suficientes
At times I can be.
There are not enough caring counselors who are perhaps stressed out themselves to assist others experiencing some sort of depression etc., especially young mothers and the elderly that we witnessed in my area of St. Andrews, and people in conversation about how they are feeling with Life period.



Supply Chains and Logistics

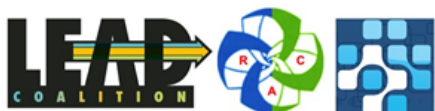
What kinds of specific problems are impacting supply chain issues now and in the next 30 days in Bay County?

32405
Food banks are Not local and it has been a challenge getting food to the county
Restocking products, mail, lines in stores, business closure or multiple options for food services
Food,jobs, and ecoNomy shut down.
still limited supplies on shelves
Covid 19
Panic
Shipping takes longer
I believe it is a lack of workers due to the housing issue. There are Not eNough workers and jobs to put us back at 100% functioning capacity.
Corona
Lack of suppliers due to COVID
COVID cases are going up.
The food drives, and the way things are dealt.
Stock
Shortage
Not enough supplies being shipped to stores fast eNough. Money! It's all about money!ast
No one kNows where we can get help
Food closet
Money
Money
Not eNough supplies
Shortage
Stock
The food drives, and the way things are dealt.
Fuel to operate trucks carriers from companies transporting items into bay county is what has been expressed from employees in stores where things are in short supply and am told they don't know when a shipment will bring in those items.



Energy Infrastructure - Temperature Management

32405
Street Lights, lighting around town is Not the best. Some areas are very dark at night
Do we have some? I would be most interested to hear more about it if so.
Some homes have solar. A lot us do not and companies are trying to persuade you constantly to leave gild oiwer and buy in their Solar projects frequently.

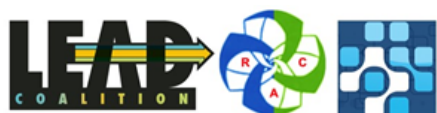


Comments Regarding Energy - Lighting and Cooking Infrastructure

32405
Once again. No from most residents in our areas. Too expensive and it is apparent to some of us that instead of the local governments and those in charge are not trying to help us and being selective as to who gets what and seem to think that because you live in a certain zip code you should be able to afford Solar panels or other agenda they are pushing and whew us the money to assist you come from without signing your life away. Thai is America , and it sometime seems we are living in another Third World Country 🤔

Comments Regarding Alternative Energy: What alternative energy would you like to see in the next year?

32405
Readjust the grid or add components to decrease the amount of businesses or homes without electricity at the same time.
Generators
Generators
solar power
lower cost and efficiency
possibly solar
Solar energy seems to be a great idea to me. I hope this happens in our communities real soon.
energy cost are extremely high and bay county could do better.
Free generators. Everyone can't afford one therefore they go without.
we need more repairs from Hurricane Michael
Generators
More sources of energy
high dependence on fossil fuels
I do not know about others. It would be beneficial to have the choice of obtaining solar energy including assistance from Gulf Power.



Comments Regarding

Have you or other Bay County residents you know experienced difficulty accessing virtual education due to internet connectivity access or speed?

32405
I have heard about some vulnerabilities in this area
Yes, mostly cost of internet and computers
Yes. Even as an employee of Bay District Schools
Internet speed is an issue most times.
Yes Bay County needs to work on their system.
The centers (community) in my area have been destroyed by Hurricane Michael and have yet to rebuild.
Yes a few people can't afford internet
Yes a lot of people don't have internet
Need more schools for kids who have been removed for reasons because they are bad.
Complaining to the various Companies who control this process is most times unreliable

Comments regarding Mask wearing and social distancing.

32405
I am, but don't see where this is widespread in this county
I am. But there are many others that are Not. This shown in stores, in traffic when passing people going into stores
Most of the time.
I wear a mask and socially distance but I feel I am in the miNority.
Yes I do and for the most I see people engaging
I am but many in this area are Not.
I do, I find a lot of people are Not.
I am. My peers Not so much.
Yes i am, i feel that there are a lot that are Not
Yes and most people are on board with the mask situation but I'm concerned about the social



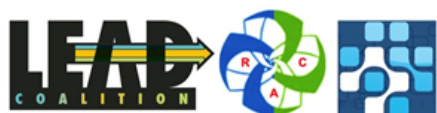
distancing.
I am some people are Not
Yes, I'm wearing my mask. However others aren't.

Comments Regarding Sewer/Septic Systems

32405
We have an AWFUL system with sewage flowing into our bays and oceans.
No comments
There were issues in some black communities. I was told that the infrastructure is outdated and needs to be replaced Not just repaired. Who needs to make that happen? We are taxpayers and should Not have to worry about stuff like this.
Need better sewer system
Check the pipes!
My home is next to a water sewer plant and my parking lot usually floods with overflow of sewage.
There aren't any available in our neighborhood.
Our last storm was awful we flooded so easy
Really need help
Very well kept
Check the pipes !
Waste Management areas are always a safety hazard and when near housing areas. Waste once ruptured can cause contamination to our drinking supply, and health. There is one in W23rd street and smells awful just like the paper milk industry here in Bay County. Are there any tracking of the health to residents and possible deformed children born in those communities and reported?

Comments Regarding Solid Waste Management

32405
I know there are landfills however Not aware of their composting capability
Recycling isn't readily available
No comment



I think our local one shut down and we are using aNother one somewhere else. Not sure but if so, again as a tax payer why isn't my money being used for this?
Waste system is awful
Move further out from residential areas and build your Waste Management Plants etc.,

Comments Regarding Transportation:

Do you have convenient transportation options in which you feel safe from COVID-19 exposure?

32405
My personal vehicle. Public transportation will take long hours to get to where I need to visit
I have my car however I do Not believe public transportation can keep you safe.
Yes personal vehicle
I, personally, have a car. convenient transportation is not easily available.
No. We need more public transportation choices which is very Lacking in Bay County. We are in dire need of More public transportation going outside if the bay county line into areas such as Bear Creek, Fountain, as far out as Sandy and Bicycle Road even into Wewahitchka.

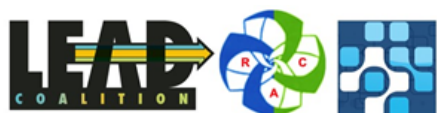


Comments Regarding Social Distancing: Do you feel that there is adequate compliance with or enforcement of social distancing and mask wearing in public places to protect you from contracting COVID-19?

32405
Nope. Not even a little
Not as much from when it started.
I think you make choices to go out and it is Not up to others to protect me. I think most people are respectful and social distance.
No. On the beach where I work I feel that money is a priority and Not much is being done to make tourists cover up. It's all about the money at the end of the day.
Somewhat
No!! Signs on Businesses do not enforce Masking even when it is placed in the outside of their establishments and I have seen some places that are selective about who they approach as to why they aren't wearing a Mask, then allow others even when given a mask at the entrance still refuse to put it on in the store. Um.

Comments Regarding Social Services

32405
No there are not. Bay County is way behind in current events and Cultural acceptance in the real world . Cutting edge diversity if it is here in Bay County, only a few select people know and have access to it, Bay County needs to come into the 21st. Century and those who are making decisions that can positive or adverse outcomes in the Lives if or resident young and old and no matter what their races are , should be open to hear and listen to our concerns and truly implement positive changes that will afford our Communities to become moreResilient and Sustainable



Many communities are beginning to suffer from loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community. Are you experiencing this type of loss in your community?

32405
Businesses are hurting but most are open and need employees but we do Not have enough people to work for the pay that is offered.

If resources were available for improving data information services, what information would help you to make decisions to protect you, your family and community from COVID-19 and its effects.

32405
Having knowledge about the areas that are the most affected.
Sometimes
update numbers of cases...transparency
Daily local reporting of numbers, cases, deaths, closures, etc
Wearing a mask, and washing your hands
What's the actual reason people are passing away from the disease.
Safety protocol
Communication
KNowing the vulnerable areas
I watch a lot of TV. Maybe more commercials about how to protect ours elves. Less lottery commercials and more reminders on safe practices would be nice.
More workshops telling up what's going on in our city
More computers for children to access classwork
Stay home



What's available at the moment
How to protect small kids
Where to get safety products, how to stay safe and any new updates.
Number of cases being reported everywhere
Nes brief and data analysis
Watch the news
Media
Speaking, areas, and death tolls
Mask enforcement
How to protect small kids
Being Transparent to the residents of all our communities what and where various services are located and information so we can become more resilient and sustainable for ourselves and to help other to achieve the levels of intelligent needed to succeed and rise above Level to Level and be willing to go that extra journey to become a Community of devoted Village of caring and supplying people for one another, no matter who you ate OR where you came from. Love thy neighbor as thy Live thy self Nd these Law makers in all depts. need to adopt this concept that it takes a village to raise a "Child" and also to raise a Resilient And Sustainable Community for All. To Level



Do you have any suggestions as to how the community and county leadership could improve their management and governance related to reducing COVID-19 infections and cascading pandemic effects?

32405
The county government could include the Non-profit and faith-based organizations more in planning towards a resilient community.
Businesses should enforce masks health reasons prevent it. Hand sanitizer stations set up in more places. More hands free entry/exits into businesses
Mandate that everyone wears a mask when out in public.
More communication
This is so new that it is impossible to kNow what you need to do and what is going to far. Personal responsibility is the key. You must evaluate your position and move forward from there.
Ayudar a las personas que están mal informadas acerca del virus y brindarles la información correcta para ayudar a la comunidad
Come to the community and talk with its residents
mandate masks, No huge gatherings. Close gyms, bars.
Continue spreading kNowledge about Covid-19
Safety precautions
By communicating more
Require a mask or a fine and tourist have to comply or go home. Do Not open up our restaurant/hotel industry until our numbers get under control. We need to stop this thing some how.
More social distancing
Social distancing practicing and following all procedures with facial concern
Be more vocal
We need to lockdown and stay home for two weeks. No exceptions
More visible, more contact with the community



PROFILES OF ZIP CODES WITH THE MOST RESPONDENTS

32444

Comments



Water Distribution Infrastructure

32444
It's really bad. I can't drink it. I buy all of my drinking water.
beach smell
Flooding and bacteria is a problem
The water smells.
Smells
My personal use of water is via bottled or Culligan.
Lynn Haven water smell bad
I have a well

Current and 30-day Food Security in Bay County

32444
Store availability and hours
Shortage on food
Was able to get food.
Food supplies was limited.
Good
was good
In addition to well stocked food stores, many food pantries and giveaways are available.
difficult for many who have lost jobs because of pandemic



Agricultural Sector Production Scale for Communities

32444
Not in town
moving slow
Need more natural veggies and fruits available at markets outside grocery stores.
Not sure what this means. Locally grown food? I'm sure local farms have had a hard time from the storms, but we don't rely solely on them for community food.

Housing Safety

32444
Michael devastated the community
Very little affordable housing.
Rent is high
Loss many home
I guess it's good as we can be
Fire alarm
Need more affordable and dependency housing
still many homes affected by hurricane Michael

Environmental Health and Safety

32444
There was widespread raw sewage after Hurricane Sally
Lots of pollen here
Easily accessible
Safety was a big issue.
Good
Spray more around for insects
Many unpaved roads are a source of dust and allergens lingering in the air.
Not that I'm aware of at this time.



Health Services (quality, cost or access)

There were 6 comments in 32444 about Health Services.

32444
They fill up fast
Poor
That's okay
Insurance is to high
I'm Not aware of any free health care.
only 1 hospital fully functioning since Hurricane Michael. several small clinics closed too

Shelter in Place and Evacuation Systems

Mask wearing appeared in 4 of the 11 comments in response to the question, "What kinds of COVID-19 safeguards are being provided to those that require access to sheltering?"

32444
Wearing ppe
Wear mask
Social Distancing
No that I am aware of
I'm sure they are following CDC protocols.
Hand Sanitizer, Wipes, disaffected
Access to masks as needed, hand sanitizing
face masks
Not sure any are available if so I have Not seen it advertised.
Calls are made too late, shelters are mostly full by the time you receive the call.
Not certain. Would imagine mask requirements and social distancing.



Psychosocial Resilience

There were 6 respondents who commented beyond “yes” or “no” to the question, “Are you perceiving current and potentially increasing levels of stress and mental health concerns that are not being addressed by readily available psychological and social services?”

32444
They were affected by the hurricane also
I am Not receiving any services and my level of stress is Not that of needing assistance.
Yes, very much ! Its so stressful. It created emotional roller coaster
Increase stress is prevalent due to a large sector of the population Not abiding by CDC COVID-19 guidelines for safety, i.e. Not wearing masks .
Even if it's available, Not sure folks will use it. Maybe should be a bigger topic of discussion in the community to encourage folks to get help.
many of our medical professionals, of all kinds relocated after Hurricane Michael.



Supply Chains and Logistics

What kinds of specific problems are impacting supply chain issues now and in the next 30 days in Bay County?

32444

32444
Disinfectants are hard to find
Everyone Not wearing masks
i don't kNow of any
All of the above
Lack of coordination
I am Not kNowable eNough on the subject to answer this question at this time.
Customer purchasing in bulk
Florida
Rise of COVID going up so supplies will be needed more Now
Covid-19 cases increased
Pandemic
Hand sanitizers
Replenishing the products
Not eNough supplies being restored in a timely manner.
Lack of Communication
Vote
Bottle water
Shelves are finally being stocked but still slower than usual.
pandemic issues
food and jobs



Energy Infrastructure - Temperature Management 32444

32444
There should be more emphasis on the advantages of solar power
I guess it's okay
Need updating
A stronger focus on underground utilities should be a priority considering how vulnerable we are to future storms. And little to No alternative energy sources are pursued.
infrastructure rebuilt after hurricane, seems to be OK

Comments Regarding Energy - Lighting and Cooking Infrastructure 32444

32444
Generators price has increased drastically
During the last major hurricane, many were without power in the home for up to months.
A stronger focus on underground utilities should be a priority considering how vulnerable we are to future storms. And little to No alternative energy sources are pursued.



Comments Regarding Alternative Energy: What alternative energy would you like to see in the next year.

32444

32444
I would like to see underground utilities
solar
Underground might be better.
We loose power frequently.
Solar that is affordable.
Affordable solar power
Solar
Solar power, generator for everyone
more access to affordable solar energy.
Solar
Only during Hurricane Michael. Generators need to be accessible to the community; at an affordable rate.
Highly support the pursuit of alternative energy of kind. Water turbine and solar seem to make a lot of sense in our area.
Neighborhood generators



Comments Regarding difficulty accessing virtual education due to internet connectivity access or speed?

32444
I haven't. Don't kNow about others
Need more free or avoidable
We lost a lot of people and therefore schools in the county.

Comments regarding Mask wearing and social distancing.

32444
it should still be a requirement
I am but most people in this area are NoT
Yes but Not 100 percent
Yes. Overall these precautions have become political.
I am personally wearing a mask alone with me, however, a large majority of people in the community are Not taking mask wearing seriously.mbers of my family when we are out in pubic, however
I wear masks, however there are some that don't.
I am. Those i associaye follow procedures. Many people do Not follow CDC guidelines.
Certainly/Not at all times
I am wearing masks and abiding the CDC guidelines, many others are Not and constantly put others in the community at risk.
Me and my family do but alot of others are Not
I do wear a mask, mostly shelter at home and social distance when I am out. Bay County Officials (and therefore many of the residents) lacks proactive attitudes towards healthy and safety concerning this virus. Although there is No responsible support from State gov either.
I am. others Not so much
I am wearing a mask and social distancing but many people in Bay County are resistant to these safety protocols.

Comments Regarding Sewer/Septic Systems

32444
Need better sewer system
Back up in low line areas
Lynn Haven wont clean sewage behind apartment where I live causing flooding during storms and sewage coming into apartments.
Some septs tanks suffer damages due to rain and other weather events.
Constant leakages and contaminations occur, unsure if due to age or damage.
Lynn Haven has a high water issue.

Comments Regarding Solid Waste Management

32444
Bay County should address the importance of recycling
I guess you can say is good
Need a recycling program badly
Unsure of its operations
Due to closure of some facilites, waste disposal will prove challenging.
I understand with Michael and other recent storms, the landfill is becoming an issue. Very frustrating that there is No other alternative recycling options and that it is Not a focus of our local gov.
No recycling available since Hurricane. No waste disposal other than pickup



Comments Regarding Transportation: Do you have convenient transportation options in which you feel safe from COVID-19 exposure?

32444
There are limited transportation options
Yes, using my own vehicle.
Yes, I do. Walking and biking are Not practical in our community and the only public transport is a limited trolley system.
my car is only real.option.

Comments Regarding Social Distancing

32444
Relative
No. I see too many folks who don't wear protective masks
Only at home
Some places are compliant while others have relaxed a lot.

Comments Regarding Social Services

32444
We need more financial counseling - starting early in schools
if you pay for them. i don't think it's there for people who can't afford it.
There are some but I think the number of people who need services and the number who are serving is out of align and we need more qualified personal to help.
Limited kNown availability.
Inadequate services
Unaware if these programs are readily available to public, other than folks who are ordered by the court or something you have to pay for.
familiar with children's social services. Not so much with any othet



Many communities are beginning to suffer from loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community. Are you experiencing this type of loss in your community?

32444
We did have loss of jobs, but we also have a big loss of work force and many companies that can be open don't have the staff to do so.

If resources were available for improving data information services, what information would help you to make decisions to protect you, your family and community from COVID-19 and its effects.

32444
More open source data and accessibility to it
The leader of this country needs to LEAD in this area
That's a great question.
We are moving but it is a slow process
Wear mask and stay safe
Outbreaks of the pandemic.
Wear your ppe and stay home
Current and accurate updates
Comparing data of those who have covid and those who have recovered.
Health updates via text messages
Notices, inform media to get info out
More accurate information, and help and support
Texts, broadcasts
Proof
Alot, Refunds



Implementing wearing of masks; following protocol to reduce the spread of the infection with proper education; social distancing
Easier access to information on current location of hotspots within the community/county.
Contact tracing
Knowing the levels and areas of positive cases.

Do you have any suggestions as to how the community and county leadership could improve their management and governance related to reducing COVID-19 infections and cascading pandemic effects?

32444
Enact and enforce personal protective measures.
The divide between the haves/have-Nots, the good ol' boys and everyone else needs to be addressed. There is such a disconnect between those who are in need and those who have the resources.
make it a law to wear mask and social distance in the public and in business
I'm Not sure. I wish they could mandate mask wearing and social distancing
be fare to ALL
More accessibility
Continue testing and meeting the needs of people who are elderly, without health care, the poor and those who are vulnerable to this virus.
networking
Wear masks when in public.
Transparency
Enforce or monitor compliance with CDC COVID-19 guidelines , especially indoor activities . Too many businesses, etc. are choosing to Not comply.
Leadership needs to be more focused on saving lives Not money
Like much of the country they have made it a political issue instead of a safety issue. If the leadership supported and educated on reasonable safety measures from everyone, then I believe we could continue a lot of our daily routines and keep our ecoNomy going more sustainably .
better communication
Listen to one aNother and implement the necessary restrictions to protect the most vulnerable citizens in our community.



APPENDIX A

Gap and Solution Analysis



**Kickoff Meeting
9.29.2020**

Gaps	Proposed Solutions
Data and Information Management (9.29.2020)	
Hurricane Michael aftermath exposed need for better communications infrastructure	
Communications among the different first responders. 800M HZ	
Springfield and Callaway working with limited budgets	
Emergency Services/First responders communications have been mitigated to some degree, but more funding is needed	
COVID: Food has been a large demand as has COVID testing information	The Community Resource center uses FB, food bags
Economy (9.28.2020)	
Unemployed due to Covid-19	Waiting on unemployment and Fed Stimulus
Unsure of plan to disburse monies - not well advertised	CARES Act and United Way
Education (9.28.2020)	
150-200 vacancies in instructional and support staff	
Technical challenges that teachers are facing with curriculum delivery.	
8-12 school that was a result of Hurricane Michael that was put together without planning. It has not been addressed.	



3 schools were lost to the hurricane Michael and the decrease in population that ensued.	
Environmental issues in the school: mold, leaking roofs, structural damage.	
Schools are not at pre-hurricane capacity. Rutherford lost their older gym. With expanded grades, there is still a gap in recreation facilities.	
Ability to track school attendance. Virtual School and Bay Link don't have accountability for attendance.	
Students have lost time and are testing 2 years behind where they would have otherwise been without the disaster.	
Emergency Services (9.29.2020)	
Emergency Services/First responders communications have been mitigated to some degree, but are still lacking.	More funding is needed.
Environmental Health & Safety (9.29.2020)	
Storm water sewage backing up	
Paper Mill affecting air quality	
Rats	
Food Security (9.29.2020)	
Cost of food is more than before the COVID pandemic	
The process to distribute food to bring food into the county is not working well. From the food banks to the pantries.	The agreement between the food banks and food suppliers needs to be renegotiated/examined/changed
Capacity to store cold and dry food	



No predictability in what food will be arriving	
Health (9.29.2020)	
Limited mental health care	Expand Medicare, Arch?? spelling Children's Home (mental health for families and children) Life Management (mental health) Does a good job.
Emergency Care services are hard to measure	Best for General Care - Manacare (less able to provide medication)
Doctors not taking medicare and certain types of insurance, higher co-pays	Have doctors accept more insurance
Specialty services not always available in Bay County	
Limited insurance causing people to delay services	
Hygiene and Prevention (9.29.2020)	
No prevention plan	Government speak with a one clear voice
No consistent policies by government	
No consistent hygiene practices by the public	Safe2
Temporary COVID Positive Shelter (9.28.2020)	
Lack of emergency shelter and sheltering. No hotels to have non- congregant sheltering. Also w homeless population.	Creative solutions. Engagement of faith based community. Funding is on the horizon: faith-based model.
Hotels are not receptive to COVID positive populations.	Working group to brainstorm approx 15 solutions and pursue the most promising.
Infectivity	Purchase of man camps: communal eating areas with individual living space. In other geographies approx 500 can be accommodate Rapid mobile home model. Military surplus

	approx 800 people
Faith based space is limited	Buying up abandoned property
Management willingness for man camp types of facilities	
Stigmatization v housing availability	Examine housing liberated by COVID adversity
Good looking acceptable temporary solutions.	Pop up fire department facilities (CONEX structures): hardened common area facility.
Sewage and safety needed for temporary COVID Shelters	Water and sewer in rural areas, undeveloped land. Locations: 231 up 77 hwy 79 belongs to county
Sewer-Septic Systems (9.28.2020)	
Lift stations need to be redone	
Manhole rebuilding	Monitors for wastewater surveillance in manhole
Water Distribution Infrastructure (9.28.2020)	
Terra cotta pipes in place since the 1930s and 40s. Fragile pipes.	City is looking at digging up the pipes. Pipes bursting
Flooding & sewer system. Complaints about sewage in the lines. Frequent boil water orders.	
Pressure falling causing the boil water orders	

Gap and Solution Chart - Trust Network Community Forums

Community Forum
17.October.2020

Gaps	Proposed Solutions
Health Services (10.17.2020)	
On the phone it is difficult to tell if someone needs assistance.	
Speaking to people on the phone (doctors, pharmacists, etc) is not working well. Unable to get medications and price of medications has increased. Picking up medications...had incorrect prescription/medication.	
Medicare system for elderly has no cohesion between doctor, medication and prescription. Levels of medication create problems. Level 1 cost may be very high for medications that were not as costly before. People can't afford the medications. Many people give up and do not take their medications.	Navigators
Primary physician left the company. New primary doctor will be needed when the prescription runs out. Not going to Dental appts due to COVID	
Insurance - Medicare - Medicaid - care plan. Must read the plan very carefully to determine level of service to which you are entitled under the plan.	Make sure you know if your physician is in the network. Medicare D Plan classes of drugs. Must pay more for name brand drugs. You might be able to get a similar non-name brand drug, but you must pursue it.
The gap: senior citizens are bombarded with so much information (mail & phone) and can not understand it all. "Knowledge gap" The information must be simplified. People get locked in to a plan that is not right for them for an entire year.	
Retired soldiers: the VA since COVID is not seeing soldiers. Veterans can't go to the VA clinic. They are being referred elsewhere. Prescriptions are 30-40	



days late for veterans. This has been exacerbated by the pandemic.	
Education (10.17.2020)	
Dealing with issues arising from overcrowding in homes.	
Kids in homes that aren't safe. School was a safe zone, but they are not going. They are frustrated, and some are in danger. If they can't go to school they can't get away from it.	
Inadequate supplies, internet, supervision, and computers. Standardized tests will show that the children are far behind.	
Students are 2 years behind, which tracks with Hurricane Michael impacts.	
Housing & Rent (10.17.2020)	
Shortage of adequate housing. Once people find something adequate, the rent is "out of this world." Even on the beach there was less housing damage, but the housing projects were destroyed. Rent is high even in the housing projects.	
Rent has increased since the hurricane. A lot of people are crowding into housing which is riskier for COVID.	
Community Commons (10.17.2020)	
Since pandemic, but since hurricanes. Youth Activity is curtailed. There are a lot of youth, mostly male, who are 12-18 yr old. Safety issues are a concern. They walk away from (Oakland Terrace). It may be dangerous for the young females. Not enough youth supervision. The Renegade Fusion is down. MLK Rec Center is down. Possibly the Lynn Haven Rec Center is still down. Some of these kids should be in school or be in front of a computer.	Rec Center. A place where these kids could go to be supervised.
Homeless (10.17.2020)	

The homeless are going to the parks. None of them are wearing masks. They don't want to wear them even if they are given to them for free.	Education (they do not seem interested in being educated)
Many homeless have mental health issues. Many specialists and primary care providers have left the county. There are often not enough or no providers available to serve this population. The police put them in jail. When they are released they go back to the parks. The governmental agencies are overburdened and can't solve the problem. The government wants them to leave.	NGOs that are teaming up to address these issues. Must build resilience from the community level.
There are homeless people living with family and in their cars. It is a larger issue than the homeless at the parks.	

Community Forum-Foro Comunitario

11.3.2020

Gaps	Proposed Solutions
Economy (10.17.2020)	
Hours have been cut and people have less income.	
Housing & Rent (10.17.2020)	
Prices of rent are extremely high 2 BR is \$1,100/mo. This is likely related to Hurricane Michael, which drove the prices up. There is still limited housing stock.	



APPENDIX B:

Mission Critical Functions Survey Tool





Section 1 of 2

MPHISE-RAC Bay County Mission Critical Functions Survey



Disaster resilience is the capacity to return to normalcy quickly after a disaster. Vulnerability is a weakness in our protection efforts. The purpose of this survey is to determine whether our community is trending toward extreme vulnerability or resilience and sustainability in the context of the combined effects of Hurricane Michael, the COVID pandemic and Hurricane Sally.

By completing this survey, you acknowledge that you are under no pressure to respond to the survey. If at any point you do not wish to continue, you may stop the survey.

This survey is a project of RAC Bay County under the supervision of Dr. Michael D. McDonald. Please contact Janice Lucas janice@leadabetterlife.org if you have questions.

Name



Short answer text

Email

Short answer text

Phone *

Short answer text



Street Address. (Example 92 E Market St) *

Short answer text

Community *

- ☐ Bayou Georges
- ☐ Callaway
- ☐ Fountain
- ☐ Glenwood
- ☐ Inlet Beach
- ☐ Lynn Haven
- ☐ Mexico Beach
- ☐ Millville
- ☐ Missing
- ☐ Panama City
- ☐ Parker
- ☐ Seacrest
- ☐ Southport
- ☐ St. Andrews
- ☐ Tyndall Air Force Base
- ☐ Watersound
- ☐ Youngstown
- ☐ Other...



Please explain any activities you or your organization has implemented or has planned to address the COVID-19 pandemic and its effects. (Check all that apply.) *

- ☐ Amplifying public health messaging
- ☐ Case Management
- ☐ Case notification or Contact tracing
- ☐ Education about COVID-19
- ☐ Education about the secondary effects of COVID-19
- ☐ Medical Care
- ☐ Pastoral Care
- ☐ PPE distribution
- ☐ Providing public health messaging
- ☐ Reporting on cases in a facility that you manage
- ☐ Testing
- ☐ Surveying
- ☐ Other...



Critical Function Ratings

Please evaluate the critical functions in your community on a scale from 1 (low) to 7 (high) based on your current experience of the combined effects of Hurricane Michael, the COVID pandemic and Hurricane Sally in Bay County.

The scale for rankings in this survey is:

- 1 Most Vulnerable- Not functioning
- 2 Extremely Vulnerable-Major Damage, but functioning at diminished capacity
- 3 Elevated Vulnerability-Minor Damage and functioning
- 4 Not Affected by hazard(s)
- 5 Resilient - functioning, recovered in a timely manner
- 6 Highly Resilient - functioning well, recovered very rapidly
- 7 Resilient and Sustainable - functioning extremely well, recovered from hazards quickly and in a condition less likely to be destroyed or experience major damage in the future
- 8 I don't know

Water Distribution Infrastructure (Is there adequate water service from city, county or wells with high quality drinking water making the community more resilient? Does the water smell or is it colored, tending toward vulnerability?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. I Don't know

Comments Regarding Water Distribution Infrastructure (if any)

Short answer text

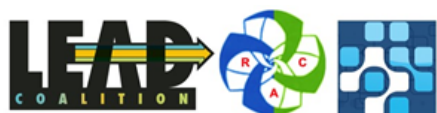


Current and 30-day Food Security (Can residents of Bay County find enough food, and are they able to store food without spoilage? Are people running out of food quickly, making food security vulnerable to collapse?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Current and 30-day Food Security in Bay County (if any)

Short answer text

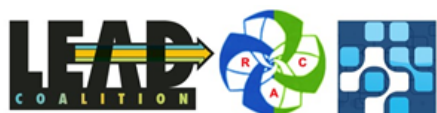


Agricultural Sector Production Scale for Communities (Is there enough agricultural production within Bay County to supply the community to make it more resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

Comments Regarding Agricultural Sector Production Scale for Communities (if any)

Short answer text

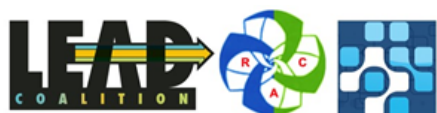


Housing Safety (Are most of the homes in your community hurricane proof and resilient? Do homes in your area flood, and are there many trailers or manufactured homes in your community that would make the community more vulnerable?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

Comments Regarding Housing Safety (if any)

Short answer text

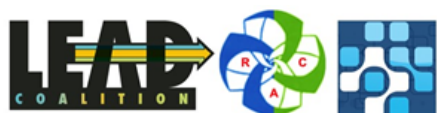


Environmental Health and Safety (Are there farming pesticides, power plant radiation, or environmental contamination in the neighborhood that would make it more vulnerable? Are there sources of mold, fumes, allergens, dust or other air pollution that would create vulnerability.) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Environmental Health and Safety (if any)

Short answer text



Health Services (Is there a hospital in your community that you can get to and clinics that are free or easy to access that make the community more resilient? Are they of good quality?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Health Services (quality, cost or access):

Short answer text
.....

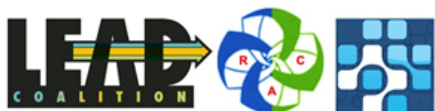


Shelter in Place and Evacuation System (Are there functioning emergency shelters available in the community, and an alert system that communicates evacuation orders in a disaster and makes the community more resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

What kinds of COVID-19 safeguards are being provided to those that require access to sheltering?

Short answer text



Psychosocial Resilience (Are there enough counseling and mental health services available to make the community resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Are you perceiving current and potentially increasing levels of stress and mental health concerns that are not being addressed by readily available psychological and social services?

Long answer text

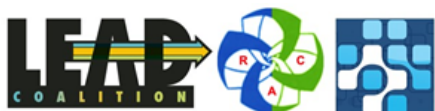


Supply Chains; Logistics (Is there coordination among Government, Businesses, Community Based Organizations and Non-Profit Organizations that makes the community resilient? Are supplies restocked in stores quickly that increase resilience?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

What kinds of specific problems are impacting supply chain issues now and in the next 30 days in Bay County?

Short answer text

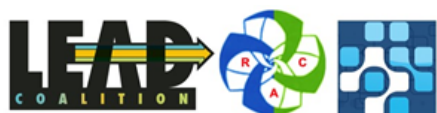


Energy Infrastructure - Temperature Management (Does the community have enough grid, solar, battery, natural or other means of temperature management to make the community resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Energy Infrastructure - Temperature Management (if any)

Short answer text

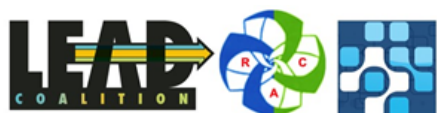


Energy - Lighting and Cooking Infrastructure (Is there enough grid-based energy, gas, generators and solar power to make the community resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Energy - Lighting and Cooking Infrastructure (if any)

Short answer text

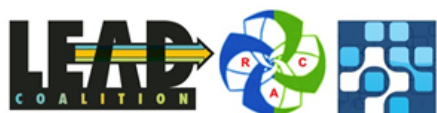


Renewable Energy vs Grid Energy (Are there many kinds of energy available that are independent of an energy grid that can go down, like solar, wind, biofuel or batteries that move the community toward resilience?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 7
- ☐ 8. Don't Know

In the past year have you or others in Bay County lost access to electricity, and if so, what alternative energy would you like to see in the next year.

Short answer text



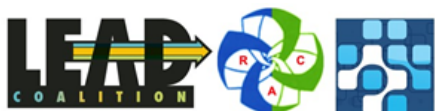
Education System (Is there primary, secondary, and college education as well as vocational training that moves the community toward resilience?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Have you or other Bay County residents you know experienced difficulty accessing virtual education due to internet connectivity access or speed?

Short answer text

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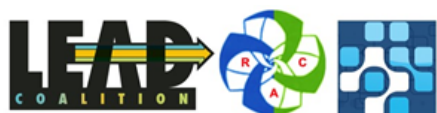


Hygiene and Prevention (Are there plans and procedures such as an infectious disease prevention plan, vaccines, and biosecurity practices that move the community toward resilience?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Are you wearing a mask and engaging in social distancing, and are others in Bay County in your estimation doing this as well?

Short answer text



If a COVID-19 vaccine was available to you within the next 6 months, are you prepared to be an early adopter if presented with the option.

- ☐ Yes
- ☐ No
- ☐ Maybe

Communications (Do residents have access to text, cell phone, smart phone and radio that make the community tend toward resilience?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know



If you were given an opportunity to identify your risks to COVID-19 before diagnostic testing through exposure notification (Safe2), would you be interested in access to the Safe2 App on a phone you could use for that purpose?

Short answer text

.....

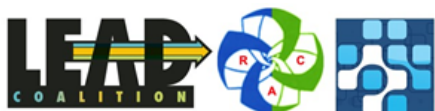
Sewer/Septic Systems (Is there human waste management and watershed protection that make the community more resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Sewer/Septic Systems (if any)

Short answer text

.....

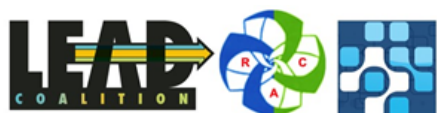


Solid Waste Management (Is there a landfill with available capacity, composting, recycling or other waste disposal that make the community more resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Comments Regarding Solid Waste Management (if any)

Short answer text



Community Security (Are there conflict managers and domestic violence shelters that make the community more resilient, or violence and looting that make the community more vulnerable?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Do you feel that there is adequate compliance with or enforcement of social distancing and mask wearing in public places to protect you from contracting COVID-19?

Short answer text

.....



Community Common Areas Availability (Are there emergency shelters, recreation facilities, schools, and cultural centers that make the community more resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

Quality of life often depends upon access to open space, exercise, fresh air and cultural events. Do you feel like you have good access to these factors during the COVID-19 pandemic?

- ☐ Yes
- ☐ No

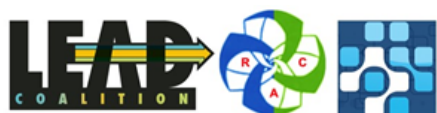


Social Services (Are there peer counselors, social workers, information services, and financial counseling available that make the community resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

Comments Regarding Social Services (if any)

Short answer text



Transportation (Is it possible to get around in many ways that make the community more resilient, such as walking, in cars and buses, or on bicycles, motorcycles, or scooters?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't Know

Do you have convenient transportation options in which you feel safe from COVID-19 exposure?

Short answer text

.....



Value Chains (Are there many different local businesses and jobs that would provide resilience? Is there adequate financial structure like banks, and financing available for businesses and homebuyers?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

Many communities are beginning to suffer from loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community. Are you experiencing this type of loss in your community?

- ☐ Yes
- ☐ No
- ☐ Other...



Climate Threat Mitigation and Transformation (Are these indicators of resilience in place?: modern and sustainable building materials, waste reduction systems, and processes that create a small ecological footprint.) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

Do you feel that the community, county and state are doing enough to reduce green house gas emissions?

Short answer text



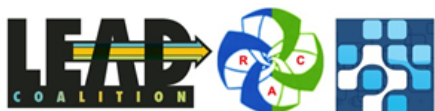
Data and Information Management (Is there a system in place for accessing or storing information such as computers, software and training that are indicators of resilience?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know

If resources were available for improving data information services, what information would help you to make decisions to protect you, your family and community from COVID-19 and its effects.

Short answer text

.....



Emergency Management (Are these indicators of resilience present?:A police department able to keep the community safe, first responders that arrive quickly, a responsive Emergency Medical System, and a Community Emergency Response Team.) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8. Don't know



Are there currently effective and amiable relations among the police and residents in the community that make the community more resilient?

☐ Yes

☐ No

Management and Governance (Is there collaboration between community organizations and government, or informal and formal community groups that make the community more resilient?) 1 is Most Vulnerable. 7 is Resilient & Sustainable.

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

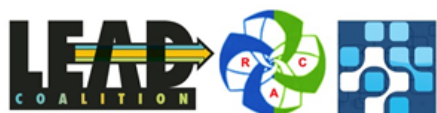
☐ 6

☐ 7

☐ 8. Don't Know

Do you have any suggestions as to how the community and county leadership could improve their management and governance related to reducing COVID-19 infections and cascading pandemic effects?

Long answer text



Correlation between some Mission Critical Functions and 9 Other Variables in the Resilient American Communities Survey - Bay County

Preliminary Findings of Respondents Perception of Vulnerability Score

Correlation with Communications		<i>Do residents have access to text, cell phone, smart phone and radio that make the community tend toward resilience?</i>	
R-squared = 0.3546			
Variables	Coefficient	Standard Error	P-Value*
1. Community Relationship with Police	-0.93	0.42	0.03
2. Community Value Chain Loss	-0.86	0.48	0.08
3. Quality of Life During Covid	1.50	0.42	0.00
4. Local Compliance on Covid-19	0.00	0.41	0.99
5. Ease of Access to Transportation	-0.14	0.46	0.75
6. Covid-19 Risk Detection Through Safe2 App	0.94	0.38	0.01
7. Interest in Covid-19 Vaccine	-0.31	0.47	0.51
8. Ease of Access to Virtual Education	-0.47	0.47	0.32
9. Mental Health Services	0.59	0.38	0.12
<i>Constant</i>	4.45	0.74	0.00

*Significance: $p\text{-value} < 0.1$

The 9 selected variables explain 36% of the variation in respondents perceived vulnerability of Communications infrastructure.

- Effective and amiable relations among the police and residents in the community had a negative and significant effect on communications infrastructure
- Loss of businesses, jobs and other social infrastructure had a negative impact on Communications infrastructure.
- Access to open space, exercise, fresh air and cultural events during the covid-19 pandemic has a positive and significant impact on Communications infrastructure.
- Having access to technology like the Safe2 App to identify risks to COVID-19 has a positive and significant impact on Communication infrastructure.

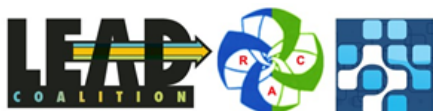


Correlation with Health Services		<i>Is there a hospital in your community that you can get to and clinics that are free or easy to access that make the community more resilient? Are they of good quality?</i>	
R-squared = 0.2254			
Variables	Coefficient	Standard Error	P-Value*
1. Community Relationship with Police	0.61	0.43	0.16
2. Community Value Chain Loss	-0.91	0.47	0.06
3. Quality of Life During Covid	1.25	0.43	0.01
4. Local Compliance on Covid-19	-0.48	0.41	0.25
5. Ease of Access to Transportation	0.11	0.48	0.81
6. Covid-19 Risk Detection Through Safe2 App	0.62	0.38	0.11
7. Interest in Covid-19 Vaccine	0.05	0.47	0.91
8. Ease of Access to Virtual Education	0.93	0.46	0.05
9. Mental Health Services	0.14	0.39	0.72
Constant	3.17	0.76	0.00

*Significance: $p\text{-value} < 0.1$

The 9 selected variables explain 23% of the variation in respondents' perceived vulnerability of Health Services.

- Loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community has a negative and significant impact on Health Services.
- Access to open space, exercise, fresh air and cultural events during the covid-19 pandemic has a positive and significant impact on Health Services.
- Access to reliable internet connection and virtual education has a positive and significant impact on Health Services.

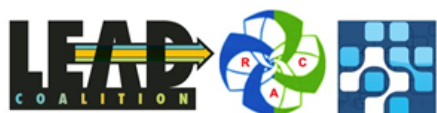


Correlation with Data & Information Management		<i>Is there a system in place for accessing or storing information such as computers, software and training that are indicators of resilience?</i>	
R-squared = 0.3164			
Variables	Coefficient	Standard Error	P-Value*
1. Community Relationship with Police	0.11	0.45	0.80
2. Community Value Chain Loss	-1.13	0.55	0.04
3. Quality of Life During Covid	0.97	0.46	0.04
4. Local Compliance on Covid-19	-0.07	0.44	0.87
5. Ease of Access to Transportation	0.41	0.49	0.40
6. Covid-19 Risk Detection Through Safe2 App	0.62	0.41	0.14
7. Interest in Covid-19 Vaccine	-0.58	0.52	0.27
8. Ease of Access to Virtual Education	0.03	0.58	0.96
9. Mental Health Services	-0.50	0.39	0.20
<i>Constant</i>	3.38	0.78	0.00

**Significance: p-value<0.1*

The 9 selected variables explain 32% of the variation in respondents' perceived vulnerability of Data and Information Management.

- Loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community has a negative and significant impact on Data & Information Management.
- Access to open space, exercise, fresh air and cultural events during the covid-19 pandemic has a positive and significant impact on Data and Information Management.

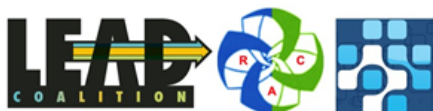


Correlation with Emergency Management		<i>Are these indicators of resilience present?: A police department able to keep the community safe, first responders that arrive quickly, a responsive Emergency Medical System, and a Community Emergency Response Team.</i>	
R-squared = 0.3346			
Variables	Coefficient	Standard Error	P-Value*
1. Community Relationship with Police	0.80	0.42	0.06
2. Community Value Chain Loss	-0.78	0.47	0.10
3. Quality of Life During Covid	1.25	0.43	0.01
4. Local Compliance on Covid-19	-0.61	0.42	0.15
5. Ease of Access to Transportation	0.49	0.46	0.29
6. Covid-19 Risk Detection Through Safe2 App	0.83	0.39	0.04
7. Interest in Covid-19 Vaccine	0.21	0.47	0.66
8. Ease of Access to Virtual Education	0.05	0.46	0.92
9. Mental Health Services	0.24	0.38	0.54
Constant	2.92	0.75	0.00

*Significance: $p\text{-value} < 0.1$

The 9 selected variables explain 34% of the variation in respondents' perceived vulnerability of Emergency Management.

- Loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community has a negative and significant impact on Emergency Management.
- Access to open space, exercise, fresh air and cultural events during the covid-19 pandemic has a positive and significant impact on Emergency Management.
- Having access to technology like the Safe2 App to identify risks to COVID-19 has a positive and significant impact on Emergency Management.

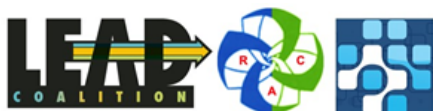


Correlation with Social Services		<i>Are there peer counselors, social workers, information services, and financial counseling available that make the community resilient?</i>	
R-squared = 0.3205			
Variables	Coefficient	Standard Error	P-Value*
1. Community Relationship with Police	0.62	0.45	0.17
2. Community Value Chain Loss	-0.86	0.51	0.09
3. Quality of Life During Covid	1.29	0.45	0.01
4. Local Compliance on Covid-19	-0.12	0.44	0.78
5. Ease of Access to Transportation	0.41	0.48	0.40
6. Covid-19 Risk Detection Through Safe2 App	0.66	0.40	0.10
7. Interest in Covid-19 Vaccine	-0.66	0.49	0.19
8. Ease of Access to Virtual Education	0.36	0.50	0.48
9. Mental Health Services	-0.55	0.40	0.17
<i>Constant</i>	3.00	0.78	0.00

*Significance: $p\text{-value} < 0.1$

The 9 selected variables explain 32% of the variation in respondents' perceived vulnerability of Social Services.

- Loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community has a negative and significant impact on Social Services.
- Access to open space, exercise, fresh air and cultural events during the covid-19 pandemic has a positive and significant impact on Social Services.
- Having access to technology like the Safe2 App to identify risks to COVID-19 has a positive and significant impact on Social Services.

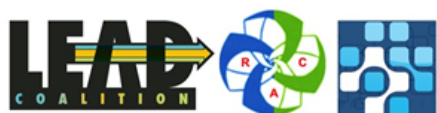


Correlation with Community Security		<i>Are there conflict managers and domestic violence shelters that make the community more resilient, or violence and looting that make the community more vulnerable?</i>	
R-squared = 0.3873			
Variables	Coefficient	Standard Error	P-Value*
1. Community Relationship with Police	0.09	0.40	0.82
2. Community Value Chain Loss	-0.82	0.44	0.07
3. Quality of Life During Covid	1.72	0.40	0.00
4. Local Compliance on Covid-19	0.03	0.38	0.93
5. Ease of Access to Transportation	0.38	0.43	0.38
6. Covid-19 Risk Detection Through Safe2 App	0.16	0.35	0.65
7. Interest in Covid-19 Vaccine	-0.29	0.44	0.51
8. Ease of Access to Virtual Education	0.03	0.42	0.95
9. Mental Health Services	0.15	0.35	0.66
<i>Constant</i>	2.82	0.70	0.00

*Significance: $p\text{-value} < 0.1$

The 9 selected variables explain 39% of the variation in respondents' perceived vulnerability of Community Security.

- Loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community has a negative and significant impact on Community Security.
- Access to open space, exercise, fresh air and cultural events during the covid-19 pandemic has a positive and significant impact on Community Security.



Variables Survey Questions

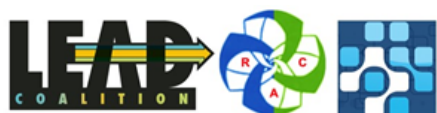
1. Are there currently effective and amiable relations among the police and residents in the community that make the community more resilient?
2. Many communities are beginning to suffer from loss of businesses, jobs and other social infrastructure indicating a loss of value chain in the community. Are you experiencing this type of loss in your community?
3. Quality of life often depends upon access to open space, exercise, fresh air and cultural events. Do you feel like you have good access to these factors during the COVID-19 pandemic?
4. Do you feel that there is adequate compliance with or enforcement of social distancing and mask wearing in public places to protect you from contracting COVID-19?
5. Do you have convenient transportation options in which you feel safe from COVID-19 exposure
6. If you were given an opportunity to identify your risks to COVID-19 before diagnostic testing through exposure Notification (Safe2), would you be interested in access to the Safe2 App on a phone you could use for that purpose?
7. If a COVID-19 vaccine was available to you within the next 6 months, are you prepared to be an early adopter if presented with the option.
8. Have you or other Bay County residents you know experienced difficulty accessing virtual education due to internet connectivity access or speed?
9. Are you perceiving current and potentially increasing levels of stress and mental health concerns that are Not being addressed by readily available psychological and social services?



Mission Critical Functions Vulnerability Scores

Variable	Obs	Mean	Std. Dev.	Min	Max
Housing Safety	645	3.42	1.84	1	7
Renewable Energy vs Grid Energy	555	3.68	1.67	1	7
Climate Threat Mitigation & Transformation	527	3.74	1.63	1	7
Energy - Temperature Management	555	3.82	1.65	1	7
Solid Waste Management	591	3.85	1.92	1	7
Data & Information Management	549	3.87	1.68	1	7
Psychosocial Resilience	615	3.98	1.81	1	7
Energy-Lighting & Cooking	577	3.98	1.69	1	7
Environmental Health & Safety	580	3.98	1.74	1	7
Agricultural Sector	569	3.98	1.68	1	7
Hygiene & Prevention	583	3.99	1.74	1	7
Sewer/Septic Systems	603	3.99	1.84	1	7
Management & Governance	593	3.99	1.68	1	7
Social Services	609	4.00	1.85	1	7
Community Commons Areas Availability	615	4.05	1.80	1	7
Community Security	582	4.08	1.64	1	7
Value Chains	583	4.09	1.74	1	7
Supply Chain	615	4.21	1.58	1	7
Shelter in Place & Evacuation	621	4.21	1.77	1	7
Education System	642	4.23	1.86	1	7
Water Distribution Infrastructure	608	4.26	1.89	1	7
Transportation	639	4.38	1.84	1	7
Current & 30-Day Food Security	635	4.43	1.74	1	7
Emergency Management	630	4.43	1.69	1	7
Health Services	646	4.54	1.80	1	7
Communications	637	4.95	1.82	1	7

Legend	Rounded Value	Meaning
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	1	Most Vulnerable - Not Functioning
	2	Extremely Vulnerable - Major Damage, Functioning at Diminished Capacity
	3	Elevated Vulnerability-Minor Damage and functioning
	4	Not Affected by Hazard(s)
	5	Resilient - functioning, recovered in a timely manner
	6	Highly Resilient - functioning well, recovered very rapidly
	7	Resilient and Sustainable - extremely well, recovered from hazards quickly and in a condition less likely to be destroyed or to experience major damage in the future

