



# HOMELESS EMERGENCY AND ACTIVE READINESS TOOLKIT

The Homeless Emergency and Active Readiness Toolkit (HEART) provides a framework to assist local emergency managers, city and county homelessness and housing department leadership, and Continuums of Care in California improve coordination between emergency planning and response agencies and homelessness response systems. Its goal is to ensure that local emergency planning and response efforts effectively address the needs of people experiencing homelessness, particularly people experiencing unsheltered homelessness.

The toolkit presents a three-part approach to addressing the needs of people experiencing homelessness during disasters or emergencies: Be Informed, Get Connected, and Take Action.



## 1. Be Informed

Emphasizes the importance of understanding the emergency response and homelessness response systems. It encourages readers to familiarize themselves with their county's emergency plans.



## 2. Get Connected

Stresses the need for collaborative partnerships between emergency and homelessness response systems as well as the inclusion of people experiencing homelessness in emergency planning processes. It promotes a whole community approach that brings together all relevant partners to meet the needs of people experiencing unsheltered homelessness during disasters and emergencies.



## 3. Take Action

Advocates for a proactive and comprehensive approach to address the unique challenges faced by people experiencing homelessness during disasters and emergencies. It provides specific actions to integrate support for people experiencing homelessness during emergencies into emergency operations plans (EOPs), focusing on communication, transportation and evacuation, shelter, essential services and safety, equity, trauma-informed approaches, and transition to recovery.

The toolkit includes contact lists and checklists, features exemplary practices and collaborative opportunities.



### Contacts & Checklists

- Contact Lists for Emergency Response and Homelessness Response Services
- Strategies for Inclusive Planning Checklist
- Trauma-Informed Approaches Checklist
- Transition to Recovery Checklist



### Exemplary Practice

Throughout the toolkit, exemplary practices and examples from different communities are included to provide real-world illustrations of the concepts discussed.



### Collaborative Opportunities

Throughout the toolkit, look for call-out boxes highlighting collaborative opportunities. These highlights provide examples of how different audiences can get involved and engage across systems.