



How to use HEART

1. Be Informed: Strategies for Inclusive Planning



Build Relationships

Identify and connect with leaders in emergency planning and response agencies and homelessness response system.



Gain an Understanding of Emergency Management

Participate in trainings on the Incident Command System, basic Incident Command System for Initial Response, and self-paced trainings for a foundation in emergency management.



Gain an Understanding of Homelessness

Learn more about where people live, the services utilized, and the distinct needs and barriers of people experiencing homelessness during disasters or emergencies.



Read Local Emergency Plans

Review the county Emergency Operations Plan and relevant annexes regarding supporting people experiencing homelessness. Identify any opportunities or areas that can be enhanced or updated.



Identify Communication Strategies

Identify the best ways to reach and connect with people experiencing homelessness.



Explore Shelter Options

Learn about existing shelters and potential expansion opportunities.



Determine Transportation Options

Understand transportation support available for people experiencing homelessness during disasters.



Safeguard Basic Needs and Safety

Consider how critical services such as food and water, medical care, sanitation, and hygiene will be accessed or provided, especially for those who don't seek shelter during an emergency.



Develop Recovery Plans

Review emergency shelter exit standards if they exist, understand resources available for housing post-disaster, and identify how to lessen the impact of service disruptions.