RAC MPHISE Pilot Project
Serious Games Report
(Excerpted from RAC MPHISE Pilot Project Report)

December 2020

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

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

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.
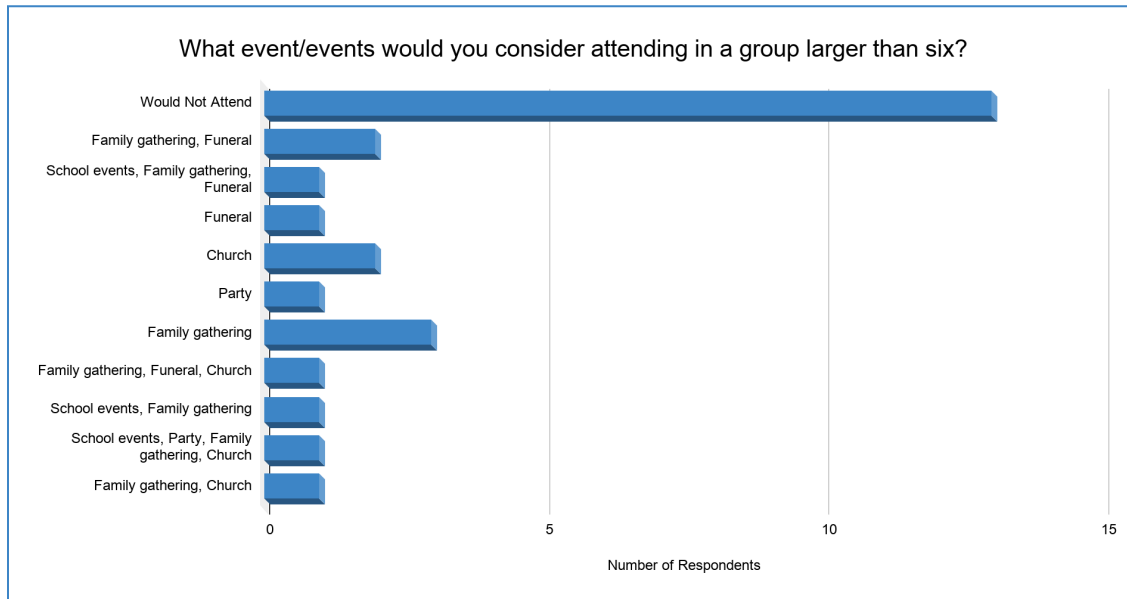
Simulated Solutions

Simulated Solutions Injects and Rumors that provided the framework for the challenges likely to occur when vaccinations became available.

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
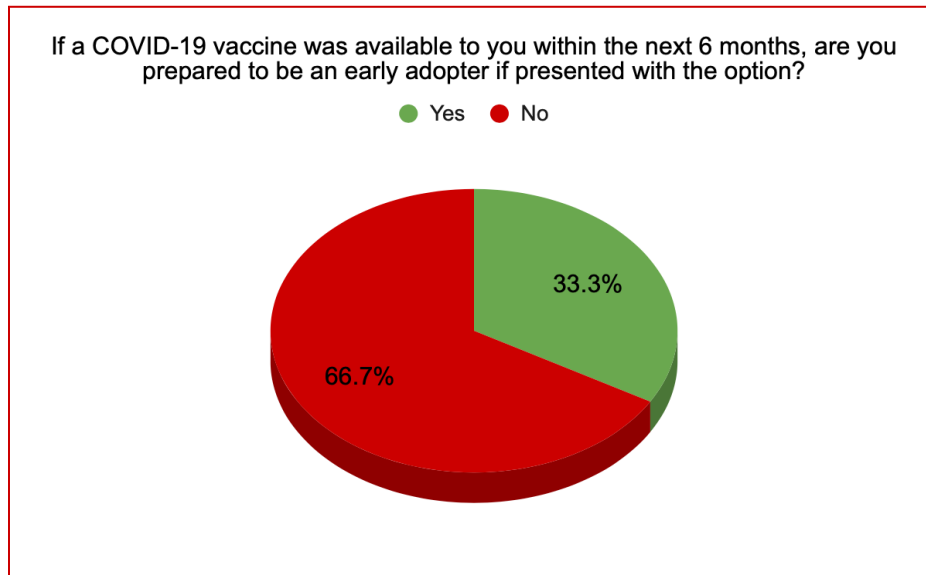
Person 5: Family gathering, funeral, church

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.

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

33.3%

66.7%

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.

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

- If Dr. Fauci says it is safe.
- After many people have taken it and not had side effects.
- No
- Yes

11.1%
18.5%
33.3%
37.0%
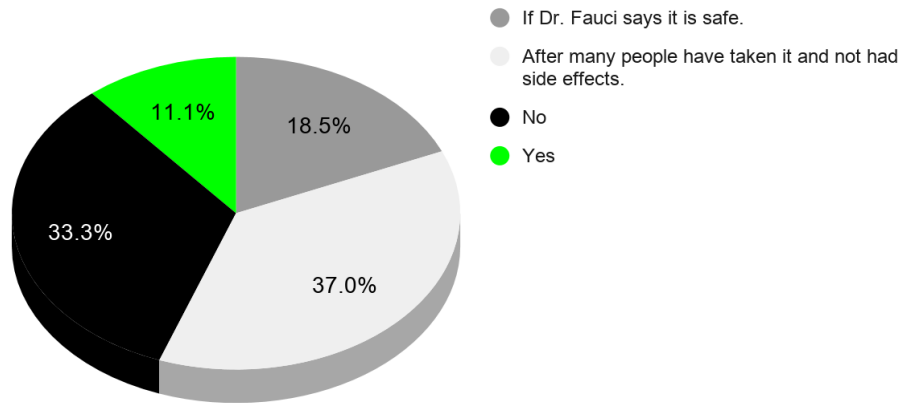
The reasoning behind attending groups larger than 6 indicated that a sense of commitment was the strongest motivator to attend, with an additional 4% who would attend out of both a sense of commitment and the fact that their attendance was expected.

Why would you attend an event in a group larger than 6 people?

- Would Not Attend
- Expected
- Commitment
- Peer pressure
- Commitment, Expected

48.1%
33.3%
7.4%
7.4%
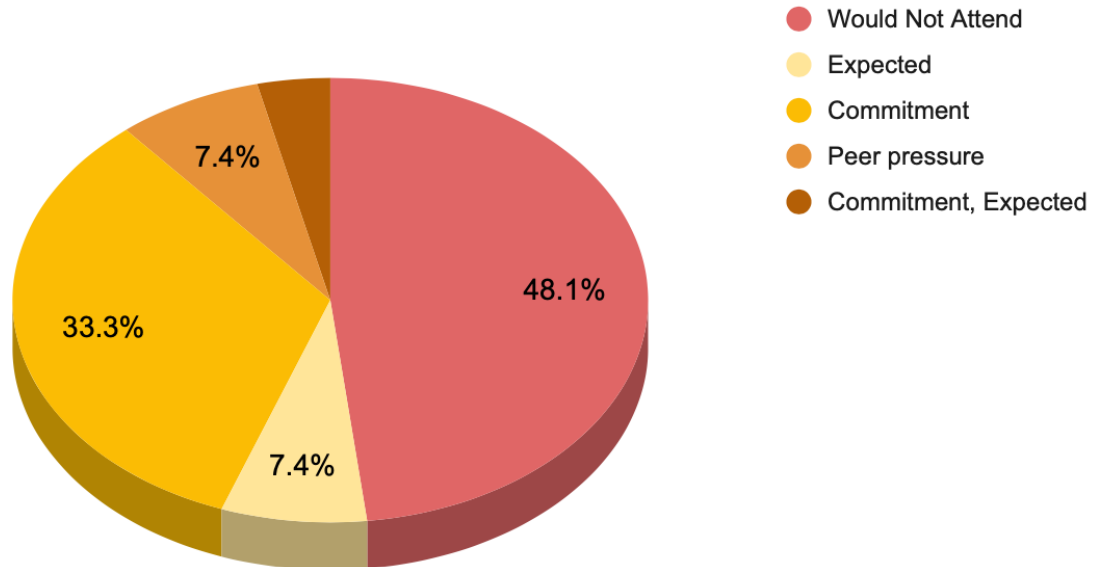
Community Gaps Identified
Simulated Solutions
November 21, 2020

The morning session of Simulated Solutions placed residents together in Zoom breakout rooms, where they discussed the pandemic cycle as if 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.
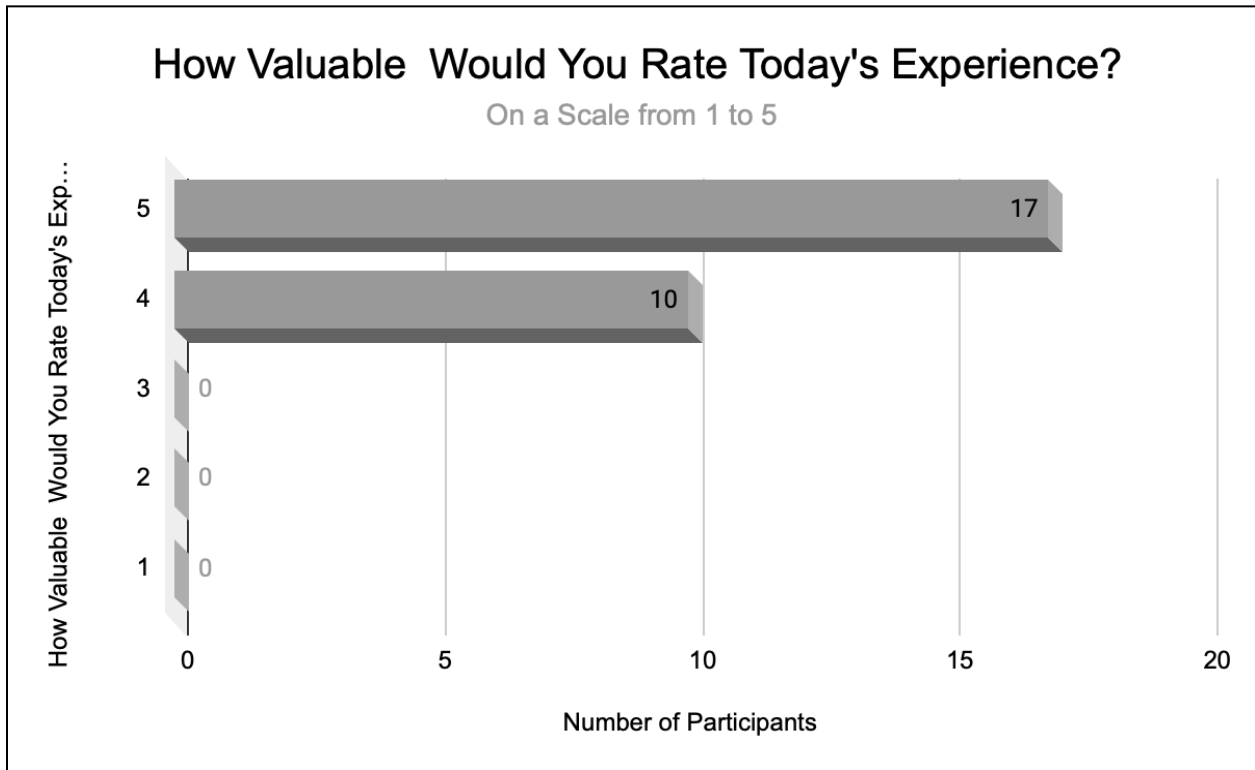
	Solutions Work Group Reports
	Health Literacy (Information Literacy, Trust)
Solution #1	Work with local community leaders and local celebrities that are respected to change messaging from political to a health and protection discussion. Potentially working with universities to address students.
Solution #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.

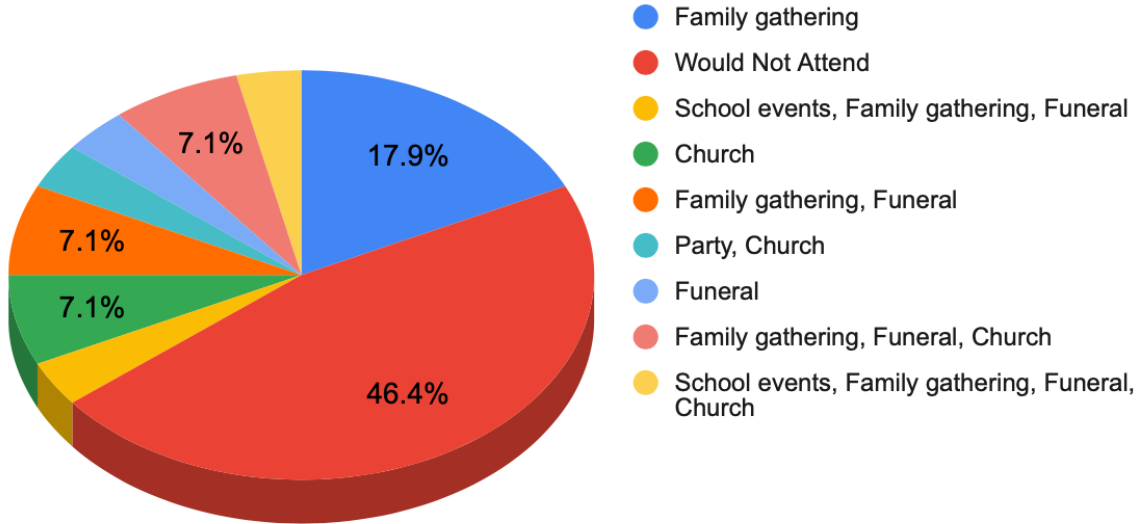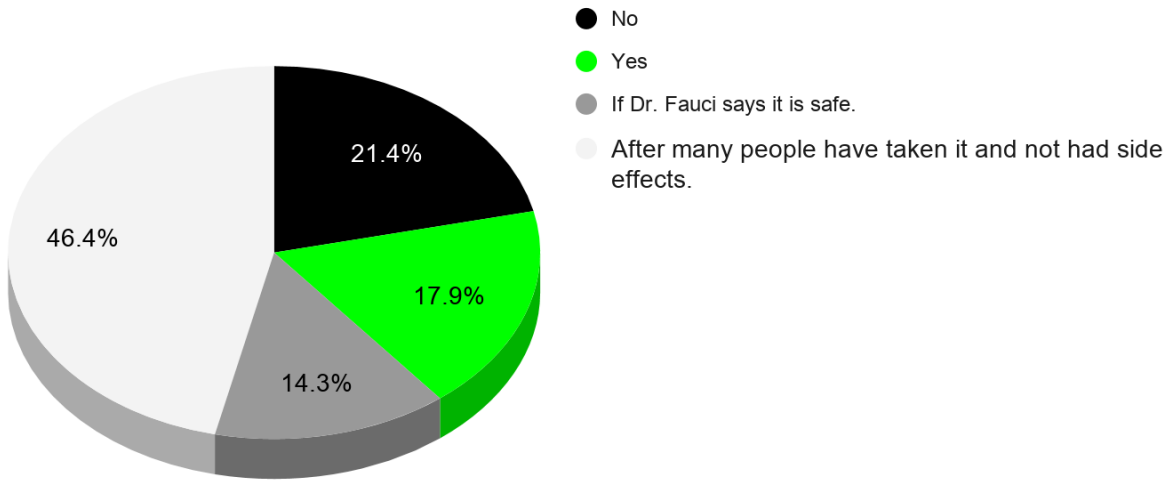|	
Solution #2	How to mitigate the stigma associated with mental health treatment. For many in the community finding a therapist is not easy getting the word out about mental health and mental health issues that people might be experiencing will allow people to realize that there is a way to get help 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. Flordia 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.* Insurence 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

How Valuable Would You Rate Today's Experience?

On a Scale from 1 to 5

Rating	Number of Participants
5	17
4	10
3	0
2	0
1	0

Number of Participants

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

- Family gathering
- Would Not Attend
- School events, Family gathering, Funeral
- Church
- Family gathering, Funeral
- Party, Church
- Funeral
- Family gathering, Funeral, Church
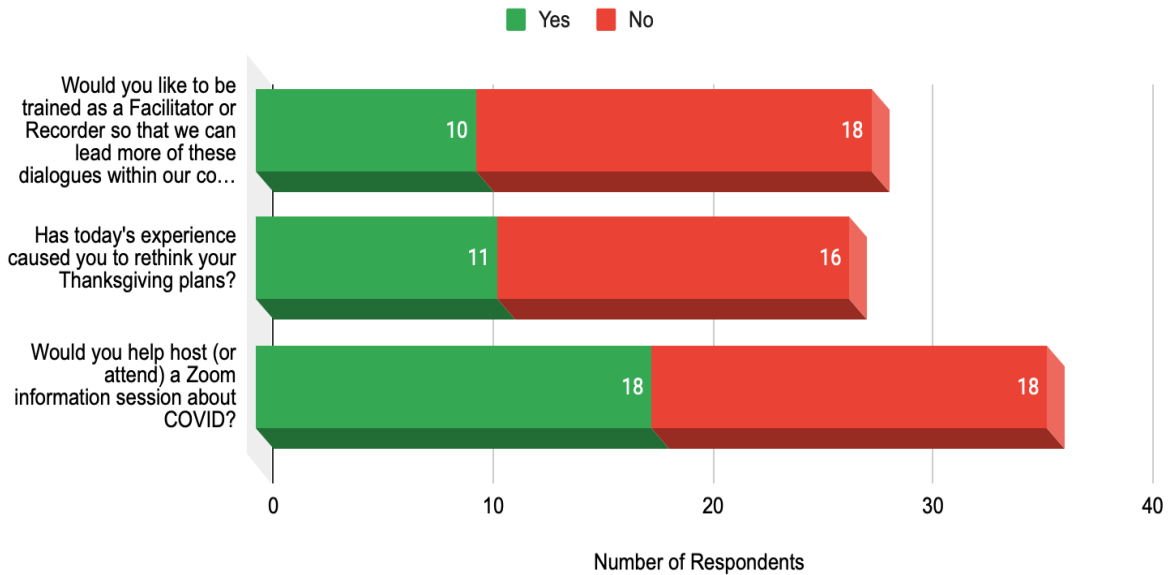- School events, Family gathering, Funeral, Church

17.9%

46.4%

7.1%

7.1%

7.1%

7.1%

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

- No
- Yes
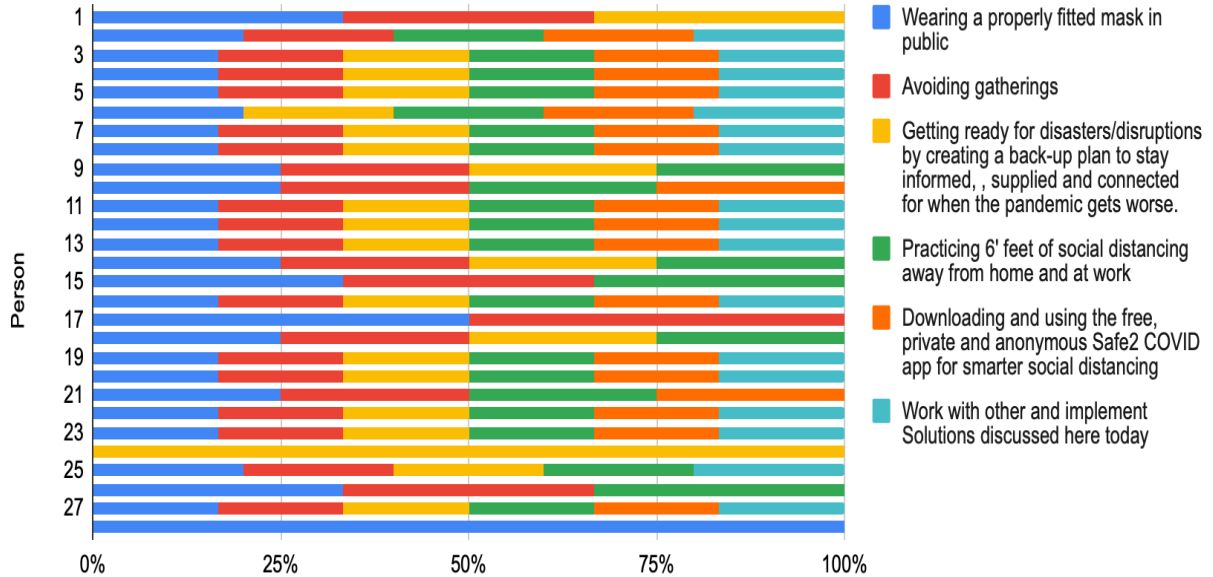- If Dr. Fauci says it is safe.
- After many people have taken it and not had side effects.

21.4%
17.9%
14.3%
46.4%

Personal and Collective Action

Yes   No

Would you like to be trained as a Facilitator or Recorder so that we can lead more of these dialogues within our co… : 10 / 18

Has today's experience caused you to rethink your Thanksgiving plans? : 11 / 16

Would you help host (or attend) a Zoom information session about COVID? : 18 / 18

Number of Respondents

Which of these precautions are you committed to taking to reduce COVID spread in your community?

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

Number of Public Health Precautions to Which Each Participant is Committed

Legend:
- 1
- 2
- 3
- 4
- 5
- 6

7.1%

10.7%

17.9%

10.7%

50.0%
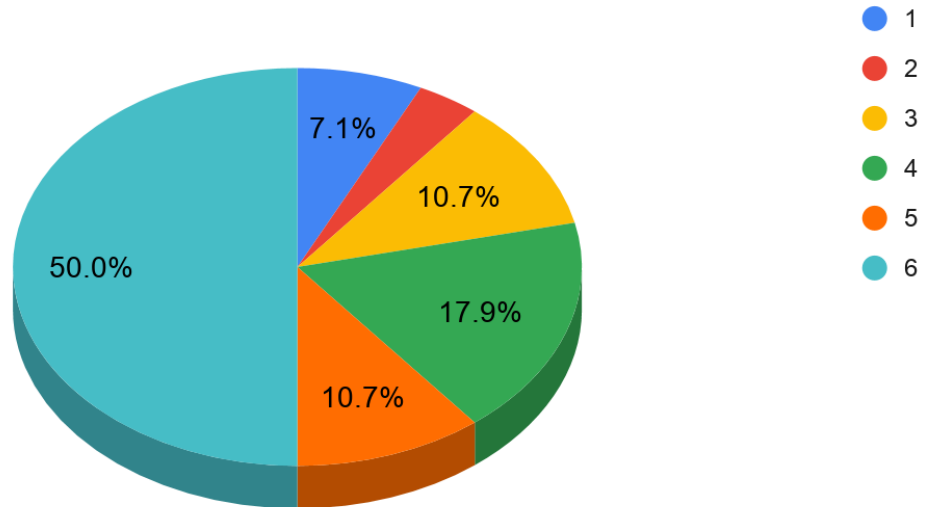
Half of the Simulated Solutions participants reported being committed to 6 public health precautions, which included

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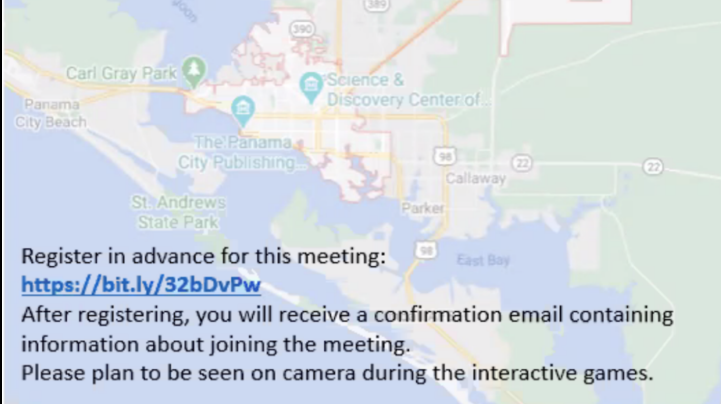
Register in advance for this meeting:
https://bit.ly/32bDvPw
After registering, you will receive a confirmation email containing information about joining the meeting.
Please plan to be seen on camera during the interactive games.

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:** *Simulated Solutions, Getting Ahead of COVID19*
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
Note to Exercise Evaluators: Only review those activities listed below to which you have been assigned.	

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
	Time: 10 – 12 pm (First Round Exercise)
	Task Completed?
	Fully [ ] Partially [X] Not [ ] N/A [ ]
1.1 Train the public to be aware of public health threats presented by the pandemic and how to express community unmet needs.	
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 [X] 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 [X] Not [ ] N/A [ ]
1.4	Provide COVID-19, vaccination information, and public education program materials.	Time: Throughout the day Task Completed? Fully [ ] Partially [X] 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 FSLTTP 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 _X_ 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/r 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

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 _X__ 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 _X_ 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?
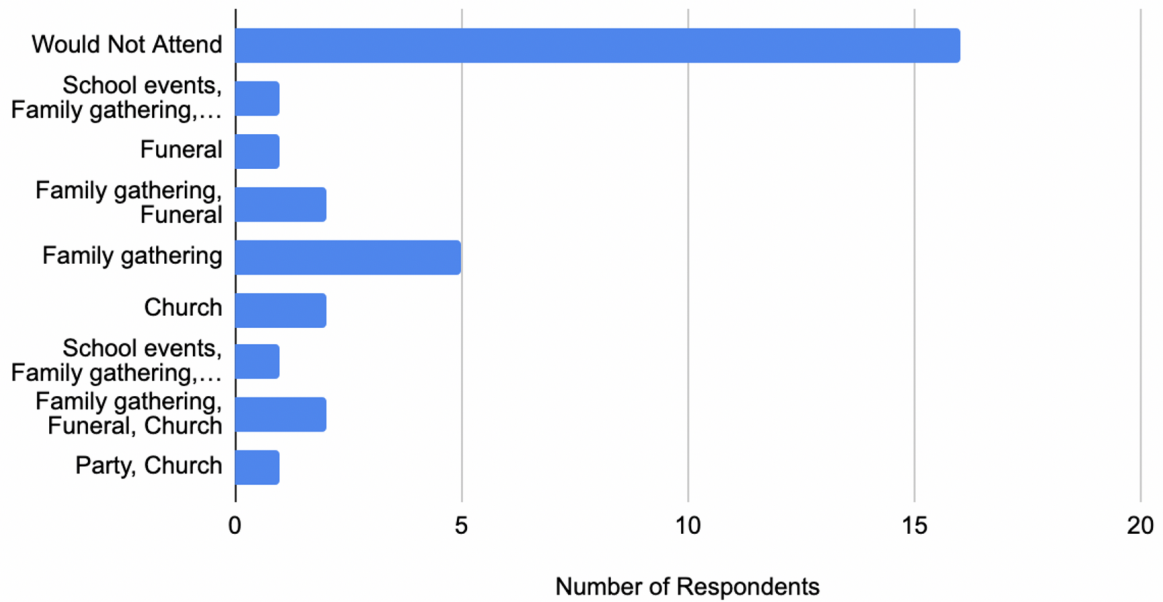
HSEEP Exercise Evaluation Guide: Community Preparedness and Participation