

RESILIENTVILLE



Building Stronger Neighborhoods, One Decision at a Time.

resilientville.org

RESILIENTVILLE

Developed By:

Daniel Homsey, Program Manager, Neighborhood Empowerment Network,
General Services Agency, City and County of San Francisco

Dr. Gerald Eisman, Director, Institute for Civic and Community Engagement,
San Francisco State University

Cody Wright & Katie Towt, Program Associates, Neighborhood Empowerment Network,
General Services Agency, City and County of San Francisco

Organizational Program Partners Include



Production Services Provided By:





WELCOME TO RESILIENTVILLE!

ResilientVille is a role-playing exercise which advances participant awareness of the short and long term benefits of problem solving at the neighborhood level. By working together as a community on issues that present themselves on a daily basis, residents develop crucial decision making skills and relationships that over time strengthen their ability to respond to a wide variety of unforeseen challenges and opportunities.

Over the last decade, and especially since Hurricane Katrina, there has been growing awareness of the critical role that neighborhood stakeholders play in both the response and recovery phases of a disaster. Within the field of emergency management, there is a deep appreciation of the vital services and expertise that organizations in the faith based, non profit, and private sector offer to their community in these times of crisis. This vision has been encapsulated in FEMA's "Whole Community Approach" program.

ResilientVille advances this awareness by immersing participants in a "real-world" scenario that allows them to assume the identity of familiar neighborhood stakeholders as they design solutions for a common challenge that their neighborhood faces.

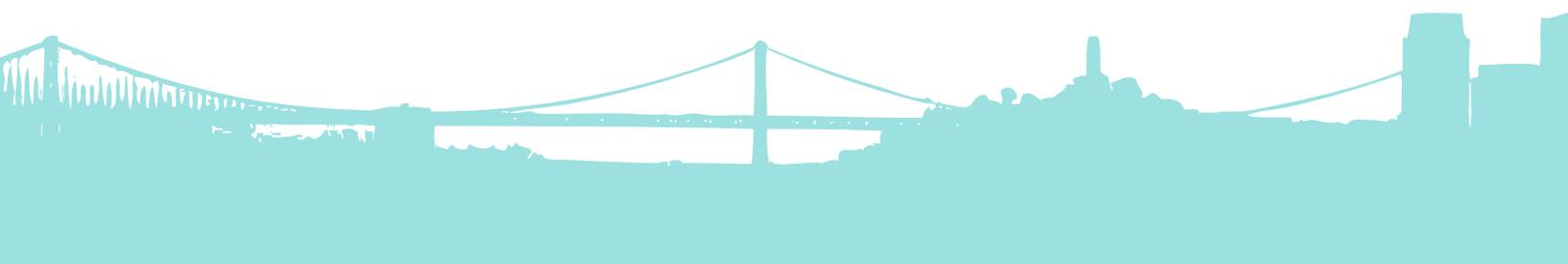
During the initial phase of the exercise, participants learn valuable information about each other and develop trust and awareness as a team. As conditions change during the exercise, the participants discover that collaborating around issues in the first scenario provides them with a higher level of interoperability as they work towards meeting the needs of their community in the second scenario.

We hope you enjoy ResilientVille. Please be sure to take the time and complete the survey at the end of your exercise and fax it to 415-554-4849 or visit our website, www.resilientville.org and share your thoughts on how the exercise can be improved to better meet your community's needs to become a stronger, more resilient, place to live and work.



TABLE OF CONTENTS

Welcome1
Exercise Overview3
Exercise Design4
Moderator & Facilitator Responsibilities6
Process7
Scenario 1.8
Facilitator Guide (Scenario 1)9
Scenario 2.11
Facilitator Guide (Scenario 2)13
Report Out17
Facilitator Feedback.18
Appendix A22
Scenario 1 Character Profiles and Maps	
Appendix B43
Scenario 2 Character Profiles and Maps	
Appendix C65
Participant Feedback	





EXERCISE OVERVIEW

In the field of emergency management, communities play a vital role in all phases of a disaster—mitigation, preparedness, response, and recovery. As recent high profile events have shown, government agencies can easily be overwhelmed by the needs of residents within days, if not hours, after an incident

Time and time again one hears stories of how neighborhood residents, small businesses, local non profits and faith based organizations stepped up and provided each other with essential services and support during times of crisis.

This almost instinctual desire to help each other get through difficult times is universal, however it doesn't always materialize in the most timely and efficient manner in every community in their time of need which can hamper response and recovery efforts.

Leveling out this organic mobilization of assets and support at the neighborhood level so that it is reliable and can ultimately become a predictable element of a city's emergency management plan has become a goal at the national level.

This exercise offers organizations an opportunity to see the benefit of engaging stakeholders on a sustained basis about day to day challenges in order to generate higher problem solving performance levels in the future.

Exercise Objectives:

1. Participants will engage in a dialogue around pre and post-disaster problem solving
2. In scenario 1, participants will assume community roles and address an important community issue
3. In scenario 2, participants will leverage the information that they captured in scenario 1 to facilitate community-led disaster response

Exercise Outcomes:

1. Participants will understand the role of community in disaster response
2. Participants will understand the importance of leveraging challenges and opportunities that arise on a daily basis to improve the quality of the working relationships amongst neighborhood stakeholders
3. Participants will understand the importance of reaching out to stakeholders from all sectors within a community to participate in local problem solving, thus ensuring a comprehensive social fabric to leverage in times of need

Exercise Outline: total time, 1 hour

- Introduction, Moderator (5 min.)
- Scenario 1 Discussion, facilitator and participants (20 min.)
- Scenario 2 Discussion, facilitator and participants (20 min.)
- Report-out on Lessons Learned, moderator and participants (10 min.)



EXERCISE DESIGN

Resilientville is designed to be configurable to your group's needs. Here are a few configurations you may want to consider;

Pre-Exercise Recommended Tasks

1. Identify Potential Facilitators (consider securing one or two extra in order to accommodate any no-shows)
2. Host a Facilitator Orientation (ideally you should run the exercise with the Facilitators as part of the orientation)
3. Be sure to select a facility that has enough room to allow enough space between tables
4. Determine participant group size(s) - see "Designing Your Resilientville Participant Group Size" on page 5

Materials Required:

Tables (ideally round) and chairs

1 Large Envelope Containing:

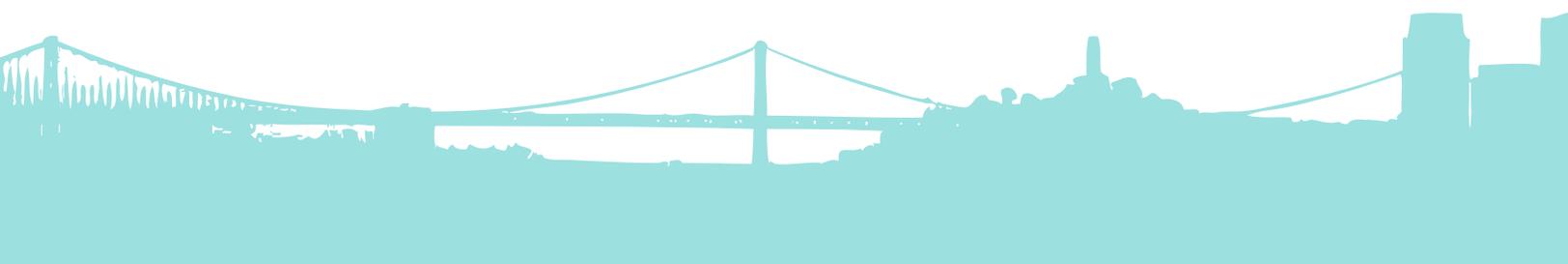
- Instructions
- Solution Design Form
- Post Exercise Guide
- Facilitator Exercise Feedback Forms
- Markers

1 Envelope with Scenario 1 Character Profile per Participant

1 Envelope with Scenario 2 Character Profile per Participant

* TIPS

- Envelopes are optional, but be sure to keep Scenario 2 Character Profiles hidden.
- Write the name of the character in large letters in the lower half of the front of the envelope. The participant can fold the envelope in half and use it as a name tent during the exercise.





Designing Your Resilientville Participant Group Size

While Resilientville can be run with groups of up to 10 participants, it will take longer to run through scenario 1 portion of the exercise. An alternative strategy would be to run smaller groups with as few as 5 participants.

Given the profiles you have to choose from, a solid baseline group would be;

1. Public School Principal
2. Church Pastor
3. Supermarket Manager
4. Restaurant Owner
5. Public Library Director

Additional profiles to consider adding are listed in order below. These profiles could also be removed if participant groups are smaller than 10.

1. Neighborhood Association President
2. Theater Director
3. Alliance for Health, Program Manager
4. Recreation and Parks Department, Project Manager
5. Police Captain



MODERATOR & FACILITATOR Responsibilities

Moderator

Pre-Exercise

- Brief facilitators before they take their seats by. At the briefing moderator will
 - Present the facilitator(s) with materials including pens, instructions, and Character Profiles. All necessary materials are listed on page 4
 - Providing any last minute information about the timing of the exercise and the audience (i.e. number of participants and groups)

During Exercise

- Monitor and guide the exercise and the timing, as well as lead the report-out discussion

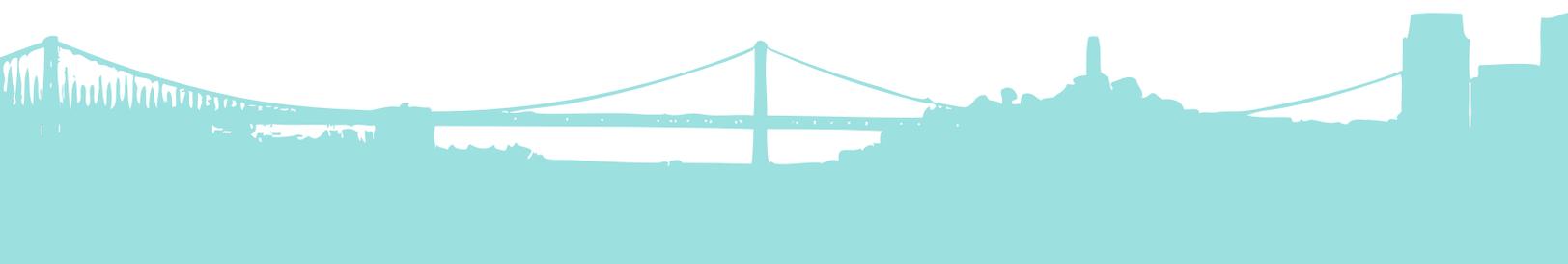
Facilitator

Pre-Exercise

- Prepare by gathering necessary information about the timing of the exercise and audience, as well as remove unnecessary profiles if groups are smaller than 10. (A list of profiles to consider removing are on page 5)

During Exercise

- Role play as an elected official who is convening the community meeting
- The facilitator's role is to lead two discussions with community stakeholders
 - The first discussion will be about choosing suitable homeless shelter locations within the community.
 - The second discussion will be about responding to an earthquake and facilitating solutions to five community problems





THE PROCESS

Process Overview

Part I

1. Moderator welcomes the participants and provides opening remarks (5 min.)
2. Moderator asks participants to review their character profiles, and emphasizes it is a role playing exercise (3 min.)
3. Moderator will read introduction remarks to participants (2 min.)
4. Facilitator reads introduction to Scenario 1 to table (2 min.)
5. Facilitator leads table discussion, asking each participant to introduce: (15 min.)
 - a. Their character
 - b. Their organization
 - c. Their organization's facility's abilities
 - d. Their relationship to and perspective on the homelessness issue
6. Moderator must give facilitators a discreet countdown to wrap up the introductions

Part II

1. Moderator announces beginning of Scenario 2 (Interjection) (1 min.)
2. Facilitator hands out second set Character Profiles, reminding participants to take the same community stakeholder character they had in the first half of the exercise (2 min.)
3. Facilitator reads introduction remarks to Scenario 2 to participants (3 min.)
4. Facilitator presents participants with the five problems and asks how they can work together to address each of them (15 min.)
5. Facilitator offers closing remarks (see page 12) after the group has designed all five solutions (1 min.)
6. Facilitator will manage post Report Out conversation (see page 17) regarding lessons learned (3 min.)
7. Moderator will ask participants for highlights from Report-Out conversation (8 min.)

Notes

- In smaller discussions the moderator may assume the role of facilitator as well
- In order to achieve the desired outcomes – it's crucial the participants think there will only be one issue discussed today
- It's crucial that all groups end at the same time so that the earthquake scenario will be a surprise
- Facilitators may need to begin to generate a "site location" dialogue at their table if they finish early and need to give other groups a chance to catch up



SCENARIO 1: Homeless Shelter Development

Introductory Remarks (Moderator):

"BEFORE READING THE SCENARIO BELOW REMIND EVERYONE THIS IS A ROLE PLAYING EXERCISE – PLEASE READ THE PROFILE CAREFULLY AND REVIEW THE MAP ON THE BACK"

Welcome to ResilientVille! You are a resident of ResilientVille, a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn and has a high unemployment rate.

Your neighborhood is located within District 6, and is primarily composed of single family homes and several large apartments buildings.

Because of the bad economy and increasing unemployment, homelessness has been a growing problem in ResilientVille. The homeless population is diverse and includes many families, but the most visible element of the homeless population includes many individuals who are mentally ill and abuse drugs.

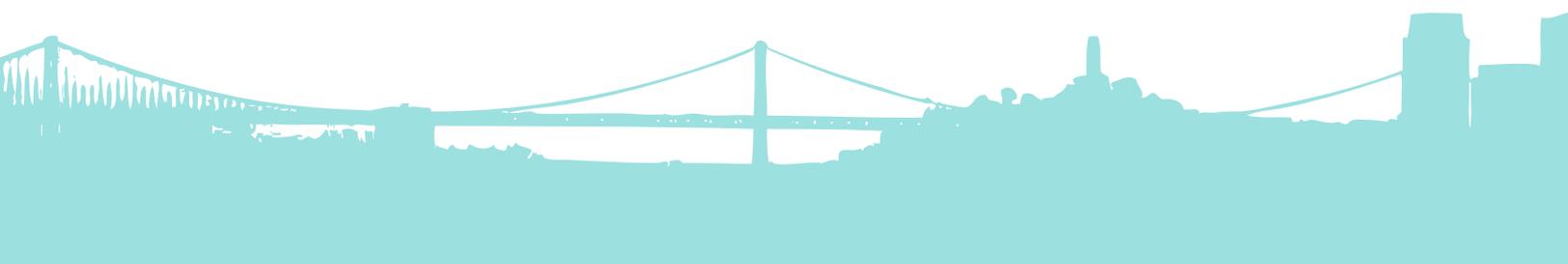
There has been a lot of tension surrounding the homelessness issue and the city has been struggling with an adequate response to this challenge. Currently, there is one large shelter for the homeless population of ResilientVille, located in District 2. However, the city has decided that each district, including District 6, must have at least one shelter. The Department of Human Services is exploring potential sites for the shelter, and would like community input.

Introduction to Scenario 1 (Facilitator):

Welcome everyone, and thank you for attending today's meeting. This meeting was called by Council member Brown to capture the community's input in selecting potential locations for the shelter. Although Council member Brown is unable to attend, he has full faith that this group can work together to achieve this goal.

Today's meeting is the first step in selecting a site for the new shelter. The goal is to develop a recommendation that will be used by the Department of Human Services.

I would like to begin this meeting by having everyone introduce themselves, their organization, and their relationship or opinion on the homelessness issue and then we will move onto our discussion of the potential site for the shelter.





FACILITATOR GUIDE (Scenario 1)

Scenario 1 - The Homeless Shelter

Your goal in the first scenario is to:

1. Raise awareness of all of the positive contributions the stakeholders make to the community and each other. Example: "Thank you for donating all of your additional produce to the shelter"
2. "Reflect" back to them the qualities that they may fail to mention when they introduce themselves. Example : "Your congregation does such great work in the community and the dinners you host have become a tradition in our neighborhood."

Resilientville Stakeholder Summaries

Below are the key points that participants should share about their Community Profile Character:

Public School Principal

- The middle school in District 6 is responsible for 800 students daily.
- Its cafeteria serves lunch to 200 students at a time, and there is an on-site gymnasium.
- In addition to your school, District 6 has an elementary school serving 600 students and a high school serving 1000 students.
- They have working relationships with the principals of those schools.

Faith Based Organizational Leader

- Your church hosts family dinners every Sunday night for members of the congregation, with an average of 100 attendees each week.
- Your church runs a volunteer program for parishioner at the homeless shelter in District 2.

Supermarket Manager

- Your store carries 30,000 items, and is the main source of goods for the community.
- Your store is part of a national chain and relies on national suppliers.

Restaurant Owner

- Your restaurant holds ResilientVille's annual tomato sauce competition in which over 150 individuals compete.
- It serves approximately 500 customers a week. It has the capacity to serve 50 individuals in one seating



Theater Director

- Your theater is composed entirely of volunteers, and puts on 4 shows each year.
- In addition, it manages a volunteer program to bring theater classes to elementary school.
- The theater's auditorium seats 500, and has a large recreation room attached.

Alliance for Health, Program Manager

- Your nonprofit provides preventative care and basic primary care to in-need populations, free of charge.
- Annually, you serve approximately 2,000 individuals.
- Your facility employs 2 nurses and 1 doctor, and has 6 patient rooms.

Public Library Director

- The Library provides book lending and research services to the community.
- It also hosts community activities in its 6 room facility.

Recreation and Parks Department, Project Manager

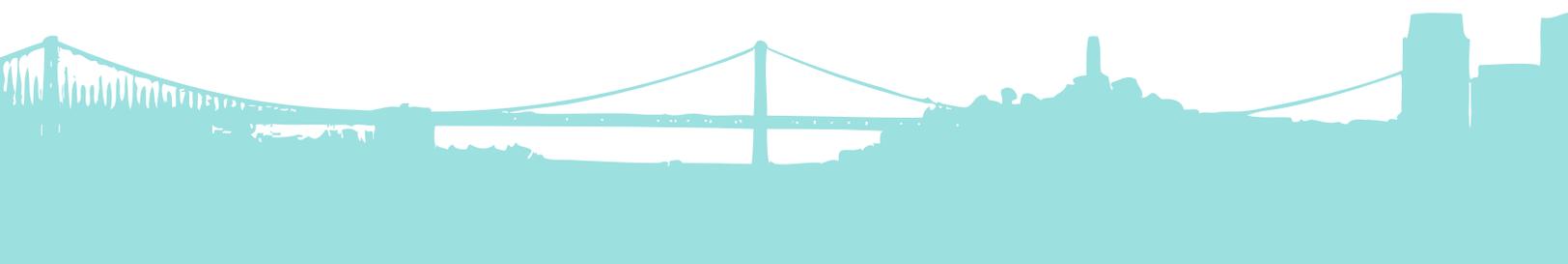
- One of the city's biggest parks is located in District 6.
- This is an 8 acre park, with a playground, 2 large gazebos, and playing fields.
- It is the main outdoor recreation facility for families in District 6.

Police Captain

- You are charged with maintaining public safety.
- You have access to the city-wide communication system, and working relationships with city agencies involved in public safety.

Neighborhood Association President

- Represents the residents of District 6.
- Your association is composed of a core group of 12 board
- Your monthly neighborhood meetings attract an average of 100 people





SCENARIO 2: Earthquake Response

Inject (Moderator):

Can I have everyone's attention please? As you already know, 48 hours ago ResilientVille experienced a powerful magnitude 6.9 earthquake. The earthquake has damaged several critical pieces of the city's infrastructure, including; vital transportation routes, the water and sewer systems, the power grid, and many of the cities buildings and roads. We are expecting that several powerful aftershocks will follow the initial earthquake in the coming days. Parts of the City, such as District 6, have been cut off from emergency services due to the fact that every bridge has been closed until engineering inspectors can make sure they are safe to cross. Residents are being asked to attend meetings being held in every community to identify ways they can support each other in this trying time.

Introduction to Scenario 2 (Facilitator):

As you all are well aware, 48 hours ago our City was struck by a massive earthquake. I realize that this has been an incredibly difficult two days for all of you and I appreciate you taking the time to meet.

Council Member Brown has asked me to reconvene this community group because of its great work in selecting a homeless shelter site. Per the news reports, we are in some way "cut off" from the rest of the City. The bridges across the river are closed until they can be inspected and most of the organizations who are committed to helping us are on the other side. It will be at least 72 hours before response services will be here in District 6.

We have always been a resilient community and I am convinced that if we work together – we can figure out how to address the immediate challenges before us now and meet the needs of our residents.

- 1. Provide shelter and care for 200 families with children and seniors for an indefinite period of time.*
- 2. Provide hot meals for 1,000 people for a period of 72 hours.*
- 3. Provide mental health and spiritual services as needed for communities.*
- 4. Develop an information center for the community to serve as a central hub for volunteering and finding people.*
- 5. Identify a new location where the health clinic can operate.*

**Note* - Scenario 2 Closing Remarks on Following Page*



Summary Remarks to Close Out Scenario 2 (Facilitator)

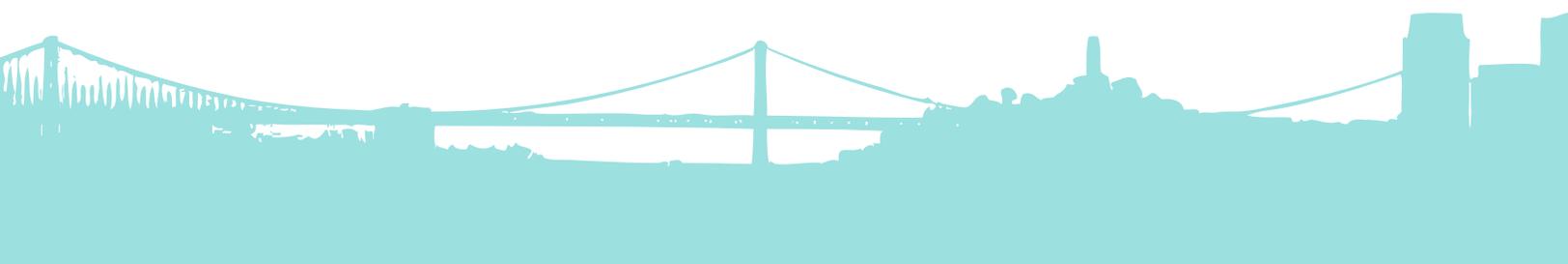
Thank you all once again for taking the time to meet during this trying time. We did a great job coming up with solutions to these big challenges and I am confident that we will all do an amazing job working together to implement them.

Can we all agree to re-group in 72 hrs and check in on our progress and discuss any possible new challenges? (pause for reaction)

Great. On behalf of Council Member Brown, thank you once again for your commitment to our community.

Managing the Post Exercise Conversation with Participants

After the exercise, the Facilitator should manage a conversation with participants that allows them a chance to share with each other ideas and take-aways that Resilientville generated for them. The following are a series of proposed questions you may want to use to guide the conversation. During the exercise, were there any people or organizations who came to mind that you'll want to connect with when you return to your community about working more together. Will you do anything differently when you return to your community





FACILITATOR GUIDE (Scenario 2)

Scenario 2 – The Earthquake

During the solutions design phase of the earthquake scenario, keep people on track and don't let them drill down on things not connected to the scenario

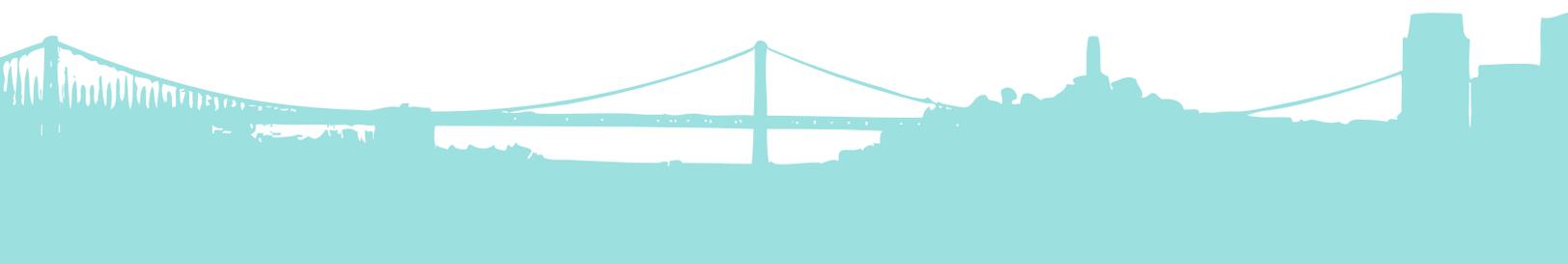
- b) "I know it is frustrating that FEMA is not here yet – but they will be here soon and we want to be ready to engage them about recovery – not response"

Potential Solutions for the five problems generated by the earthquake

1. Provide shelter and care for 200 families with children and seniors for an indefinite period of time.
 - a. "Perhaps the elementary school could provide shelter to the families and the seniors – many of the kids already attend the school and you have the ability to prepare up to 200 meals a day. Perhaps the supermarket could send over the food goods for preparation?"
2. Provide hot meals for 1,000 people for a period of 72 hours.
 - a. "Your restaurant hosts the annual pasta sauce contest that easily feeds close to that. Perhaps you could bring out your outdoor cooking stations from the festival and we could feed folks in the supermarket parking lot?"
3. Provide mental health and spiritual services as needed for communities.
 - a. "The neighborhood clinic could become a drop in center for folks needing mental health support and perhaps members of our Faith Community could be available to offer support to those who may ask for it?"
4. Develop an information center for the community to serve as a central hub for volunteering and finding people.
 - a. "The library is already the place in our community where people get the best information possible, maybe we could setup a bulletin board in the lobby where people can post and share information?"
5. Identify a new location where the health clinic can operate.
 - a. "Our community has lost its health clinic, isn't there a large room adjacent to the theatre that we could use temporarily until the health clinic's building is deemed safe enough to occupy?"



This page intentionally left blank





The Resilientville Community Solutions Tracking Doc

Problem 1 - Provide shelter and care for 200 families with children and seniors for an indefinite period of time.

Solution

Owner(s):

Projected Completion Time / Day:

Problem 2 - Provide hot meals for 1,000 people for a period of 24 hours.

Solution

Owner(s):

Projected Completion Time / Day:

Problem 3 - Provide mental health and spiritual services as needed for communities.

Solution

Owner(s):

Projected Completion Time / Day:

Problem 4 - Develop an information center for the community to serve as a central hub for volunteering and finding people.

Solution

Owner(s):

Projected Completion Time / Day:

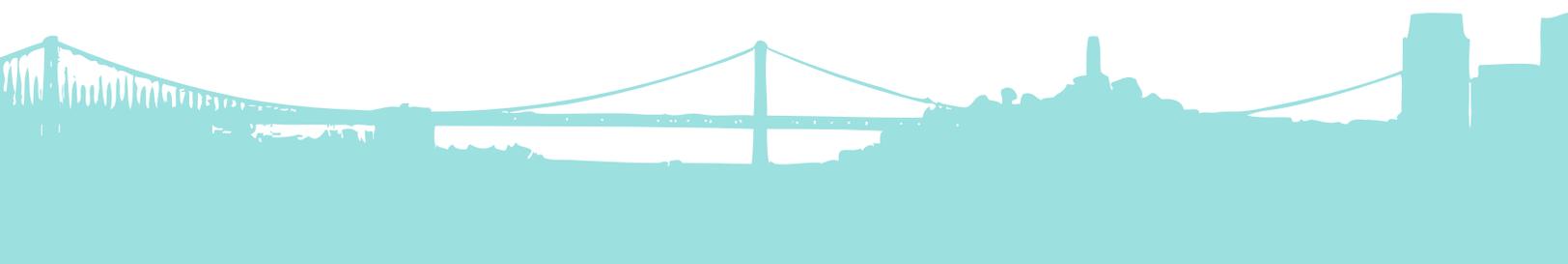
Problem 5 - Identify a new location where the health clinic can operate.

Solution

Owner(s):

Projected Completion Time / Day:

This page intentionally left blank





RESILIENTVILLE

REPORT OUT

Moderator: Please lead the report out discussions based on the questions below. These questions are only meant as a guide and the discussion may take any form that you see fit.

1. *What did you get out of this exercise? (Look for answers like “knowing people beforehand helps you out when disaster strikes” or “I was more willing to give after a disaster.” Be prepared for a response such as “I learned that I need to know how to get reimbursed after a disaster. Have answers ready.)*
2. *What did you learn about the possible roles of community members during and after a disaster?*
3. *What did you learn about government limitations?*
4. *Is your community well-placed and well-resourced to provide relief after a disaster? If not, how could the members of your community be better prepared to respond to community-wide emergencies such as disasters?*
5. *How can governments and disaster response groups work with community members before disaster strikes so everyone can be more prepared to respond and recover? (A resource sheet should be attached that lists details about CERT/NERT, Citizen Corps, the local OES/DEM, ARC, and other ways the community can get involved)*
6. *Does this prompt you to take any action after today? What sort of action?*



FACILITATOR FEEDBACK

Thank you for serving as a facilitator in the ResilientVille exercise. The survey below will help us improve the exercise. All responses are anonymous. We appreciate your honest feedback and thank you for your time.

As a reminder, the exercise objectives and outcomes can be found below:

Exercise Objectives:

1. Participants will engage in a dialogue around pre and post-event community engagement.
2. In scenario 1, participants will assume community roles and address an important community issue.
3. In scenario 2, participants will leverage their roles within the community to facilitate community-led disaster response.

Desired Outcomes:

1. Participants will understand the role of community in disaster response.
2. Participants will achieve an understanding of the importance of building social capital pre-disaster.
3. Participants will understand the connection between community building and effective disaster response.
4. Participants will understand the importance of engaging community members on current issues with broad community interest.

Scenario 1 –Homeless Shelter Development

In scenario 1, participants introduced their characters and discussed the ResilientVille homelessness shelter.

1) The goals for the convening of the group in scenario 1 were clear to facilitator and participants. (Please circle your answer)

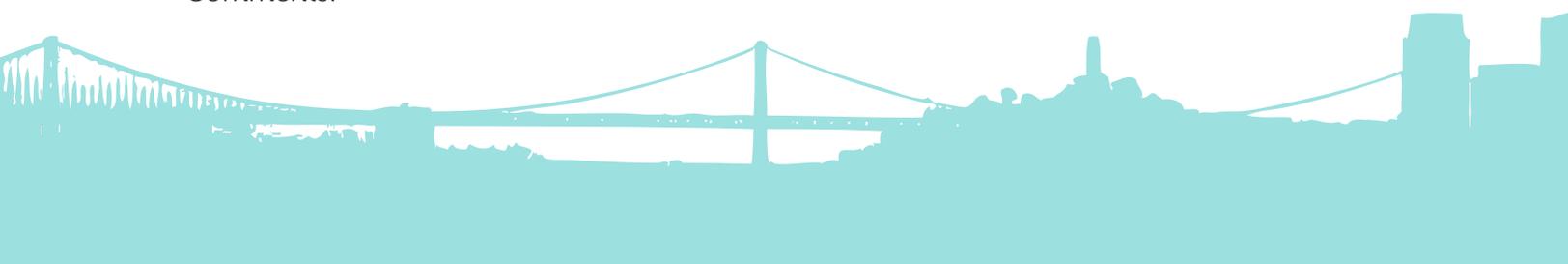
Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2) The facilitator instructions for scenario 1 were clear.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:





3) Scenario 1 was effective overall for participants.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

4) Scenario 1 sufficiently allowed participants to become familiar with communities.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

5) Please provide us with any addition comments you might have:

Scenario 2 – Earthquake Response

In scenario 2, participants responded to the ResilientVille earthquake.

1) The task for scenario 2 was clear to facilitator and participants.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2) The facilitator instructions for scenario 2 were clear.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

3) Scenario 2 was effective overall for participants.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:





4) Scenario 2 sufficiently allowed participants to address challenges as a community.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

5) Scenario 2 sufficiently allowed participants to understand the value of community relations and understanding pre-disaster.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

6) Please provide us with any addition comments you might have:

Exercise Overall

1) Participants achieved an understanding of the importance of building social capital through the exercise.

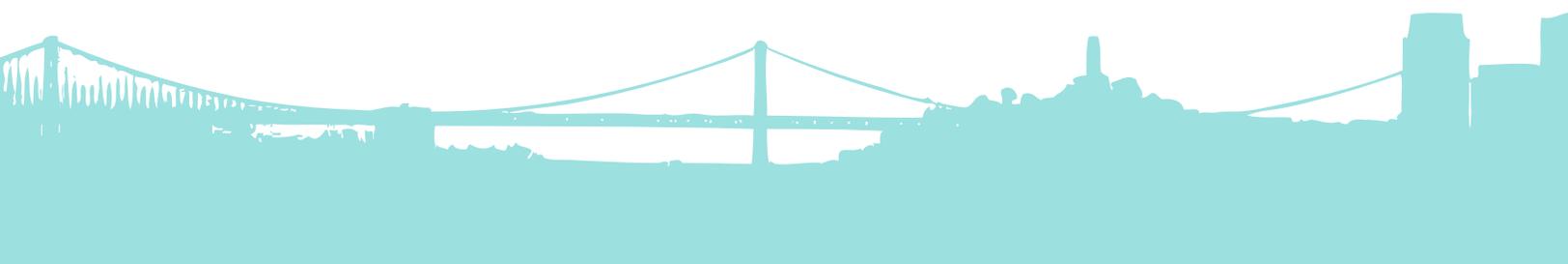
Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2) Participants understood the connection between community building and effective disaster response through the exercise.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:





3) The exercise was effective for participants.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Comments:

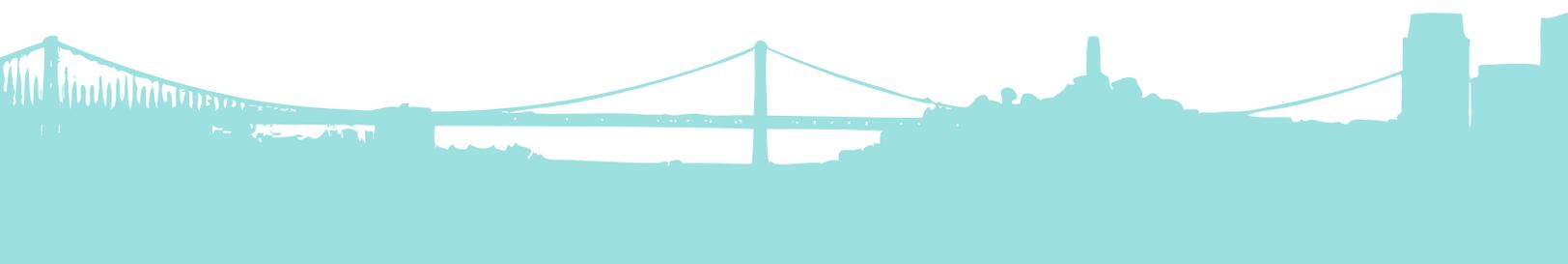
4) Please provide us with any additional comments you might have:



APPENDIX A:

Scenario 1 Character Profiles

This page intentionally left blank





Homeless Shelter Development: Education Based Participant

Title	Public School Principal
Directions	<ul style="list-style-type: none"> • Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> • 47 years old. • Principal of the local middle school for 5 years; you have taught at the school for 20. • You have lived in District 6 of ResilientVille for 25 years.
<i>School Information</i>	<ul style="list-style-type: none"> • The middle school in District 6 is responsible for 800 students daily. • Its cafeteria serves lunch to 200 students at a time, and there is an on-site gymnasium. • In addition to your school, District 6 has an elementary school serving 600 students and a high school serving 1000 students. You have working relationships with the principals of those schools.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> • Your primary concern is the safety of your students. • You want the homeless population off the streets and away from your school.
Community Profile	<ul style="list-style-type: none"> • ResilientVille is a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. • Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

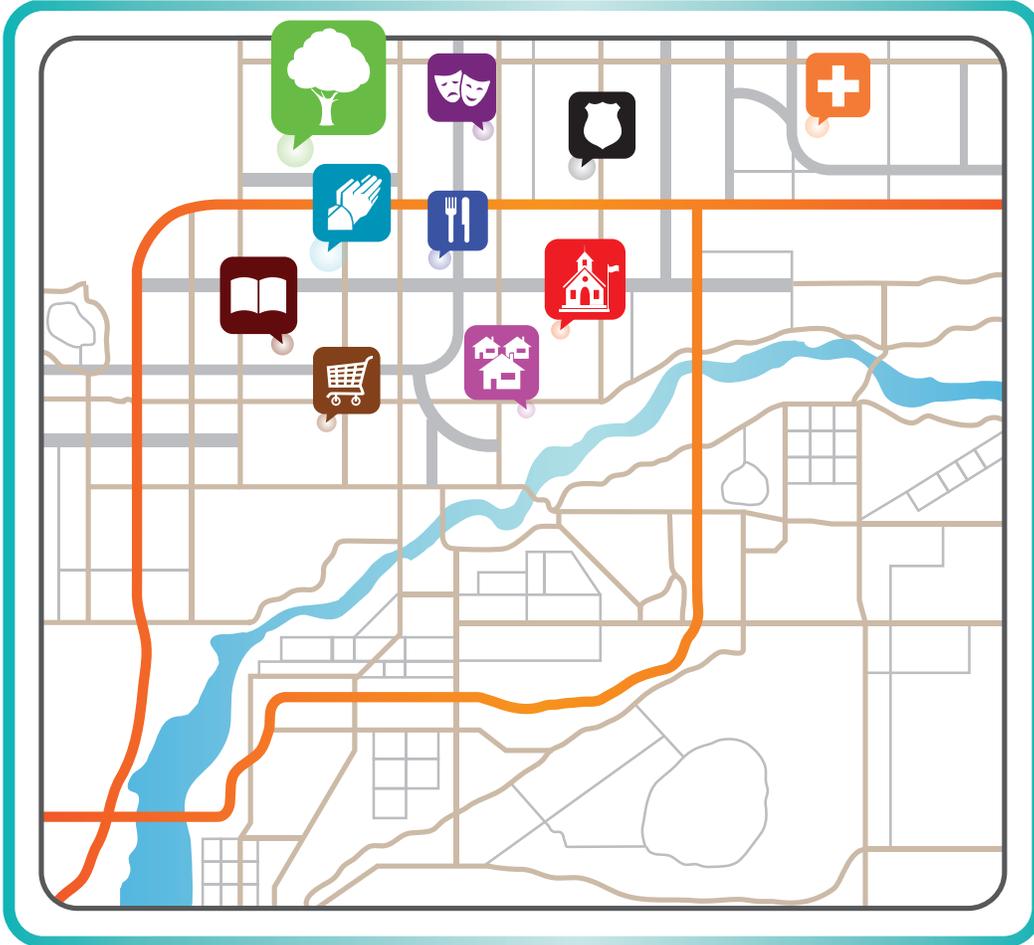
 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location



Homeless Shelter Development: Faith Based Participant

Title	Faith Based Organizational Leader
Directions	<ul style="list-style-type: none"> Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> 65 years old. Pastor of the Protestant Church in District 6 for 2 years.
<i>Church Information</i>	<ul style="list-style-type: none"> 1,000 parishioners, 800 of whom live in District 6. Your church hosts family dinners every Sunday night for members of the congregation, with an average of 100 attendees each week.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> Your church runs a volunteer program for parishioners to volunteer at the homeless shelter in District 2. You believe that everyone deserves a helping hand, and the homeless population must be cared for.
Community Profile	<ul style="list-style-type: none"> ResilientVille is a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



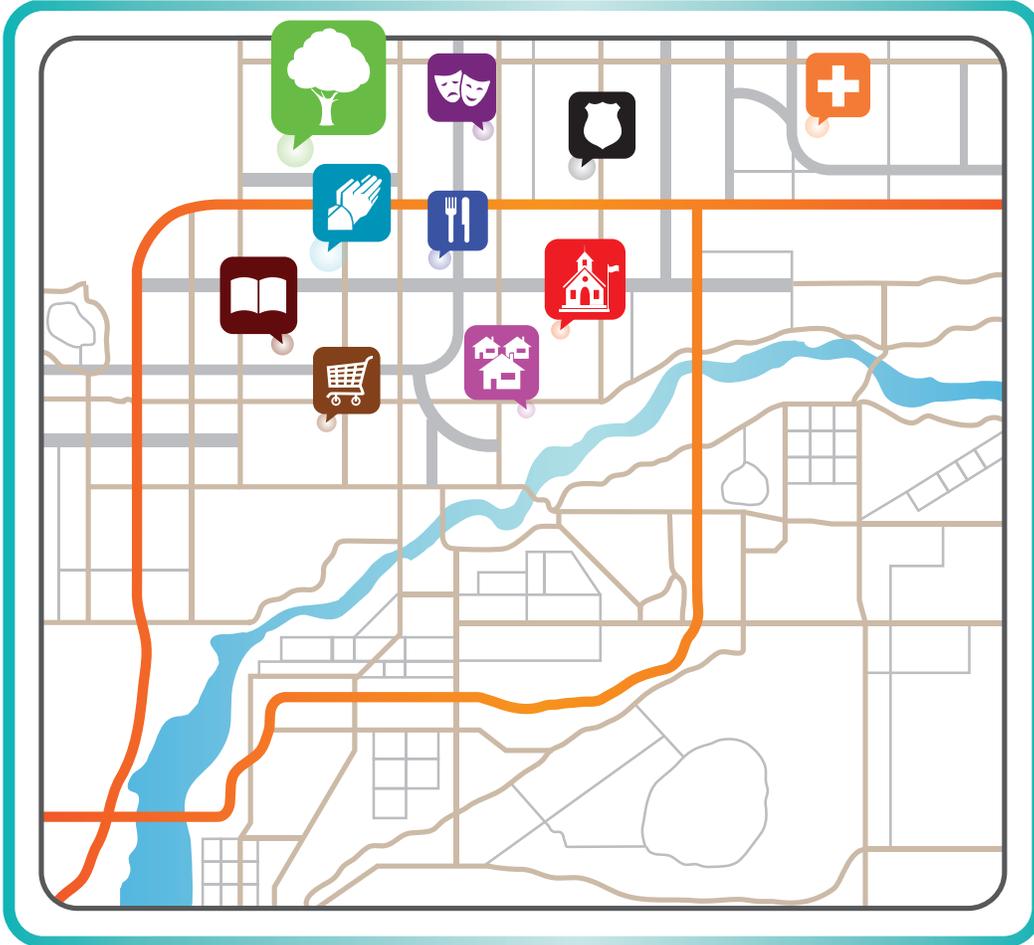
LEGEND

 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location

Homeless Shelter Development: Retail Based Participant

Title	Supermarket Manager
Directions	<ul style="list-style-type: none"> Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> 32 years old. You have worked at the supermarket in District 6 for 10 years.
<i>Store Information</i>	<ul style="list-style-type: none"> Your store carries 30,000 items, and is the main source of goods for the community. Your store is part of a national chain and relies on national suppliers.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> You are concerned with homeless individuals loitering on your property and picking through your dumpsters. The national office has talked about donating its thousands of pounds of out of code food to homeless populations, but nothing has materialized.
Community Profile	<ul style="list-style-type: none"> ResilientVille ia a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

- | | |
|---|---|
|  Middle School |  Small Health Clinic |
|  Faith Based Org |  Local Library |
|  Supermarket |  Large Park |
|  Restaurant |  Police Station |
|  Theater |  Neighborhood Meeting Location |



Homeless Shelter Development: Food Services Participant

Title	Restaurant Owner
Directions	<ul style="list-style-type: none"> • Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> • 38 years old. • You have owned an Italian restaurant in the heart of District 6 for 8 years.
<i>Restaurant Information</i>	<ul style="list-style-type: none"> • Your restaurant holds ResilientVille’s annual tomato sauce competition in which over 150 individuals compete. • It serves approximately 500 customers a week. It has the capacity to serve 50 individuals in one seating
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> • Before this meeting you have not thought of the homeless population as a problem. • You are worried that a shelter in the community might decrease your restaurant’s real estate value, and might lead to general economic decline in the neighborhood.
Community Profile	<ul style="list-style-type: none"> • ResilientVille ia a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. • Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location

Homeless Shelter Development: Volunteer Management Participant

Title	Theater Director
Directions	<ul style="list-style-type: none"> • Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> • 28 years old. • You have lived in ResilientVille for 10 years
<i>Theater Information</i>	<ul style="list-style-type: none"> • Your theater is composed entirely of volunteers, and puts on 4 shows each year. • In addition, it manages a volunteer program to bring theater classes to elementary school. • The theater's auditorium seats 500, and has a large recreation room attached.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> • You have had very little interaction with homelessness in the community. • You do not think it is a priority issue the community should address, and have few opinions on the topic. • Your only Concern is that any new initiative does not impede on theater operations or support.
Community Profile	<ul style="list-style-type: none"> • ResilientVille ia a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. • Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

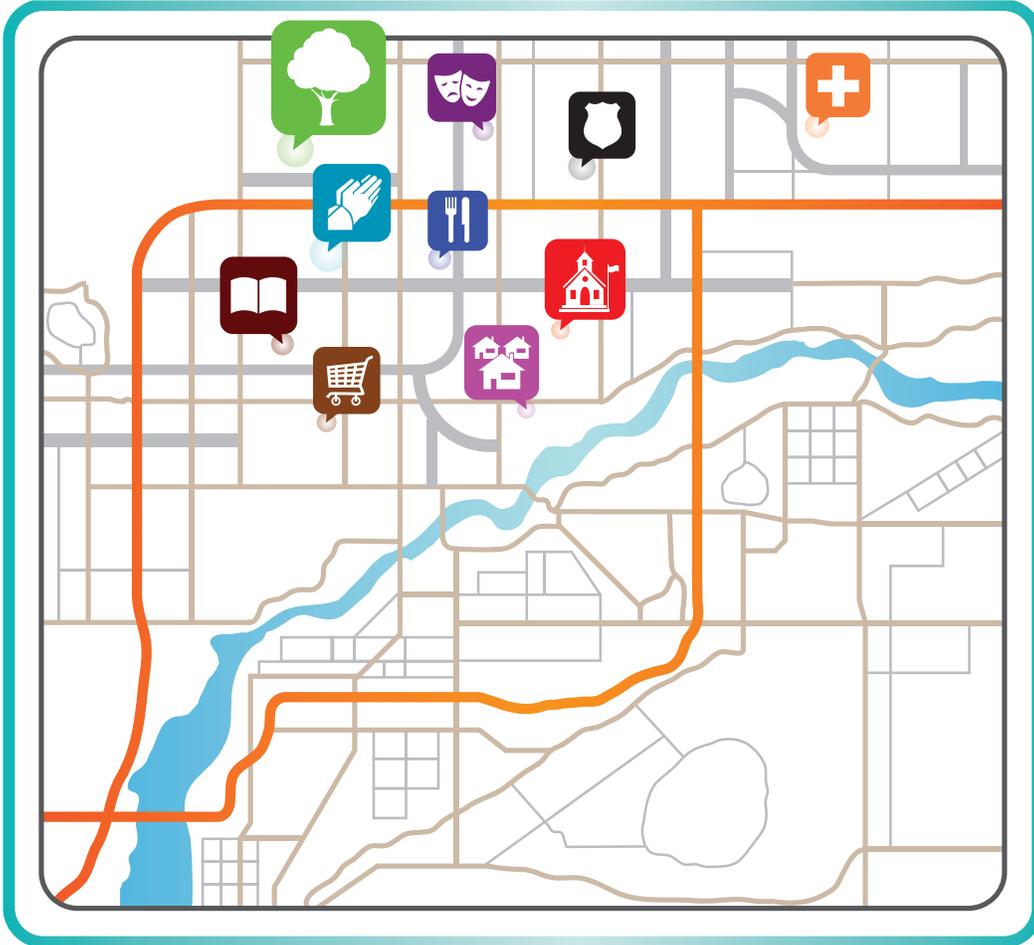
 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location



Homeless Shelter Development: Medical Professional Participant

Title	Alliance for Health, Program Manager (nonprofit)
Directions	<ul style="list-style-type: none"> • Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> • 55 years old. • You have lived in the community for 4 years.
<i>Alliance for Health Information</i>	<ul style="list-style-type: none"> • Your nonprofit provides preventative care and basic primary care to in-need populations, free of charge. • Annually, you serve approximately 2,000 individuals. • Your facility employs 2 nurses and 1 doctor, and has 6 patient rooms.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> • The homeless community relies on your services, but your capacity is already very limited. • You support increased city services to the homeless population.
Community Profile	<ul style="list-style-type: none"> • ResilientVille ia a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. • Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

- | | |
|---|---|
|  Middle School |  Small Health Clinic |
|  Faith Based Org |  Local Library |
|  Supermarket |  Large Park |
|  Restaurant |  Police Station |
|  Theater |  Neighborhood Meeting Location |

Homeless Shelter Development: Library Based Participant

Title	Public Library Director
Directions	<ul style="list-style-type: none"> Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> 60 years old. You manage the District 6 branch of your local library. You are a life-long resident of District 6.
<i>Library Information</i>	<ul style="list-style-type: none"> The Library provides book lending and research services to the community. It also hosts community activities in its 6 room facility.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> The library has an increasing number of homeless seeking refuge in its facilities, generating an increasing number of complaints and requiring library staff to monitor the situation. You are most concerned that the homeless population has a location to congregate other than the library and surrounding areas.
Community Profile	<ul style="list-style-type: none"> ResilientVille is a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

- | | |
|---|---|
|  Middle School |  Small Health Clinic |
|  Faith Based Org |  Local Library |
|  Supermarket |  Large Park |
|  Restaurant |  Police Station |
|  Theater |  Neighborhood Meeting Location |



Homeless Shelter Development: Recreation and Parks Employee Participant

Title	Recreation and Parks Department, Project Manager
Directions	<ul style="list-style-type: none"> Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> 30 years old. You are in charge of monitoring the situation of ResilientVille's parks. You have been a resident of the city for 12 years.
<i>Rec and Parks Information</i>	<ul style="list-style-type: none"> One of the city's biggest parks is located in District 6. This is an 8 acre park, with a playground, 2 large gazebos, and playing fields. It is the main outdoor recreation facility for families in District 6.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> Your main concern is to keep the homeless population out of the park
Community Profile	<ul style="list-style-type: none"> ResilientVille is a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location



Homeless Shelter Development: Public Safety Based Participant

Title	Police Captain
Directions	<ul style="list-style-type: none"> Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> 44 years old. In charge of the police activity in District 6. 30 year resident
<i>Police Information</i>	<ul style="list-style-type: none"> You are charged with maintaining public safety. You have access to the city-wide communication system, and working relationships with city agencies involved in public safety.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> Your main concern is maintaining public safety; you have identified homelessness as a threat. As a US Army veteran, you support homeless services, knowing that a large percentage of the homeless population are veterans.
Community Profile	<ul style="list-style-type: none"> ResilientVille ia a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location

Homeless Shelter Development: Community Based Participant

Title	Neighborhood Association, President
Directions	<ul style="list-style-type: none"> • Please assume the role provided, and stay in character throughout the exercise. Alternatively, you may choose to assume the character of someone you know who plays a similar role in your own community.
<i>Individual Information</i>	<ul style="list-style-type: none"> • 50 years old. • You are the elected president of the Neighborhood Association. • You have been a resident for 20 years.
<i>Neighborhood Association Information</i>	<ul style="list-style-type: none"> • Represents the residents of District 6. • Your association is composed of a core group of 12 board members. • Your monthly neighborhood meetings attract an average of 100 people.
<i>History of relationship with homeless population</i>	<ul style="list-style-type: none"> • Your membership is asking the city to take a more prominent role in addressing the homelessness problem. • Your members have opposed a shelter in your neighborhood because they are concerned with real estate values.
Community Profile	<ul style="list-style-type: none"> • ResilientVille is a city of 400,000 people. The city is organized into 6 districts, of approximately 70,000 residents each. The city is facing a large budget deficit as a result of the economic downturn, with a high unemployment rate. • Your neighborhood is located within District 6. The neighborhood is primarily composed of single family homes and several large apartment buildings.

Homeless Shelter Development: ResilientVille Map



LEGEND

 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location



RESILIENTVILLE
APPENDIX B:

Scenario 2 Character Profiles



This page intentionally left blank





Earthquake Response: Education Based Participant

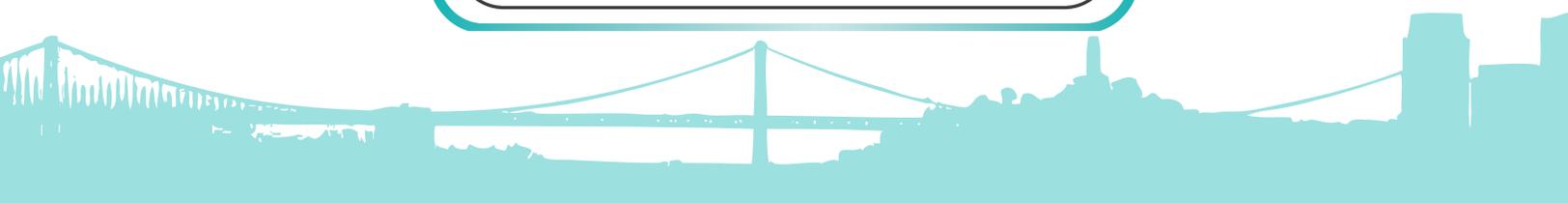
Title	Public School Principal
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>School Information</i>	<ul style="list-style-type: none"> • The middle school in District 6 is responsible for 800 students daily. • Its cafeteria serves lunch to 200 students at a time, and there is an on-site gymnasium. • In addition to your school, District 6 has an elementary school serving 600 students and a high school serving 1000 students. You have working relationships with the principals of those schools. • Both of the other school buildings are without power
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • You are worried about the amount of time it will take to get the students back in school. • You are one of the only buildings with power; however, your primary concern is how the school and the district will be reimbursed if your facilities are used.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Faith Based Participant

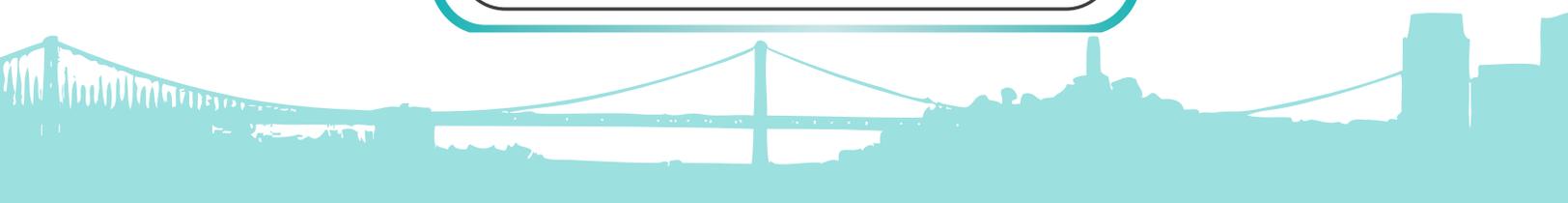
Title	Faith Based Organizational Leader
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Church Information</i>	<ul style="list-style-type: none"> • The church has sustained moderate damage but it is still safe to occupy. • The church has been without power since the earthquake but you still have water and wastewater services.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • Your primary concern is that the church's resources will be quickly depleted assisting the needy. • Despite this you believe that no one should be left to fend for themselves. • You would also like to continue to hold regular church services.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Retail Based Participant

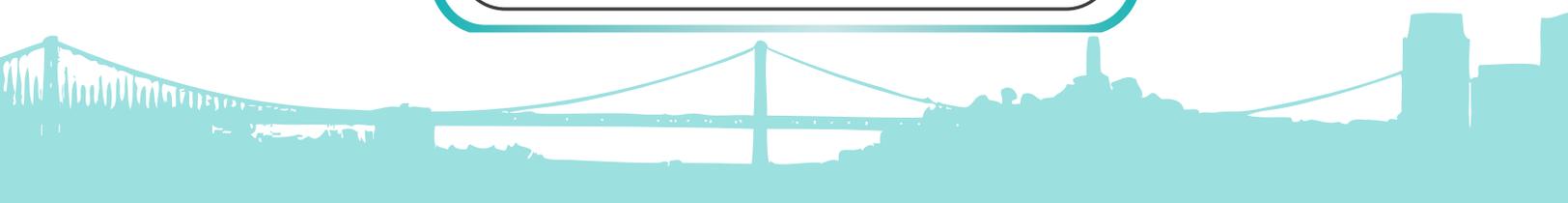
Title	Supermarket Manager
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Store Information</i>	<ul style="list-style-type: none"> • Your store carries 30,000 items, and is the main source of goods for the community. • Your store has very little damage but does not currently have water or power.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • You are willing to help and donate as much as you can but you are very worried that if you donate items your store will not be reimbursed. • You are worried that many of your products will spoil due to lack of power. • You are also worried that limited police enforcement might lead to increased theft and looting.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Food Services Participant

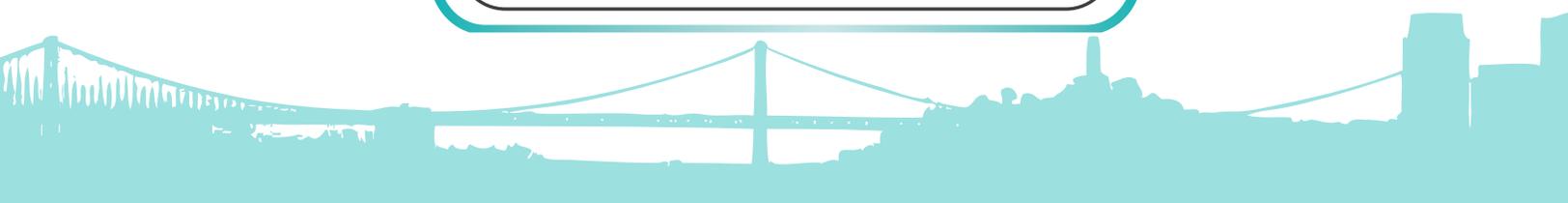
Title	Restaurant Owner
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Restaurant Information</i>	<ul style="list-style-type: none"> • Your restaurant is relatively undamaged. • You have electricity but you had to shut your gas off for safety measures. • You only have room for 50 people to eat in the facility at once.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • You are prepared to cook meals but you are worried that you will not be reimbursed for your staff time or the resources you will use cooking. • Your capacity is limited because you do not have access to gas.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Volunteer Management Participant

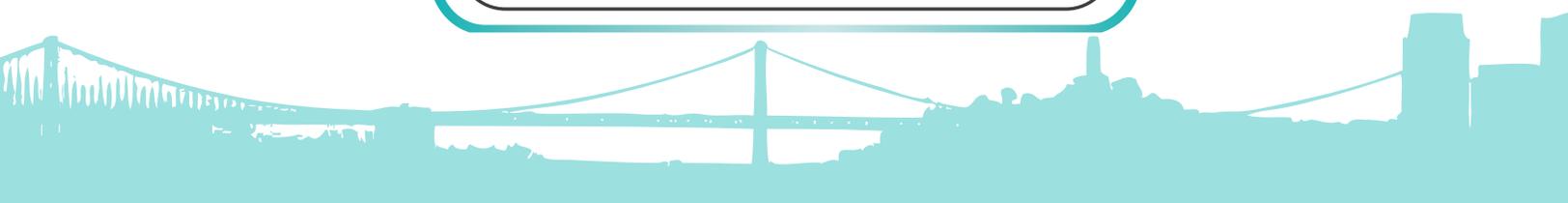
Title	Theater Director
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Theater Information</i>	<ul style="list-style-type: none"> • The theater's auditorium seats 500, and has a large recreation room attached. • You have no electricity and your wastewater services are not working.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • You are willing to let people use the theater as part of a shelter or meeting room but are worried that having random people on the building could be detrimental to the building and supplies. • You are also worried about your diminished capacity due to having no working toilets.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Medical Professional Participant

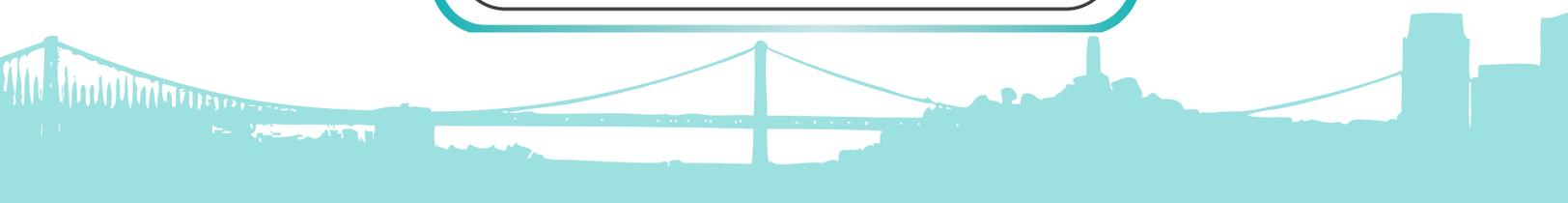
Title	Alliance for Health, Program Manager (nonprofit)
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Alliance for Health Information</i>	<ul style="list-style-type: none"> • Your facility has been severely damaged and has been evacuated.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • Your primary concern is finding a new location to operate the clinic at, at least temporarily. • The homeless community relies on your services and was a capacity challenge before the earthquake so now you are worried that the evacuation of the building will leave some people with no options or help.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Library Based Participant

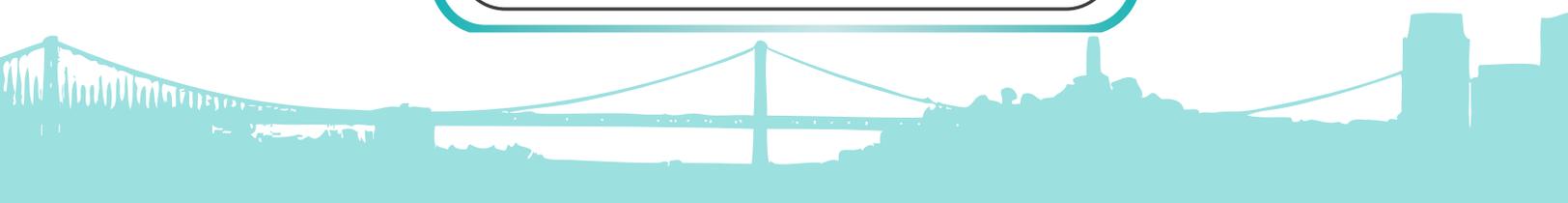
Title	Public Library Director
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Library Information</i>	<ul style="list-style-type: none"> • The library sustained little damage. • You do not have power.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • Your primary concern is the welfare of the books and supplies in the library. • You are also concerned that your limited capacity will be quickly over run by people needing assistance.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

 Middle School	 Small Health Clinic
 Faith Based Org	 Local Library
 Supermarket	 Large Park
 Restaurant	 Police Station
 Theater	 Neighborhood Meeting Location
 Damaged Buildings	 Unsafe Roads & Bridges



Earthquake Response: Recreation and Parks Employee Participant

Title	Recreation and Parks Department, Project Manager
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Rec and Parks Information</i>	<ul style="list-style-type: none"> • The park has sustained virtually no damage.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • You are willing to utilize the park property to help create temporary housing and congregation points. • You are worried about the weather as there is little permanent shelter in the park.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: Public Safety Based Participant

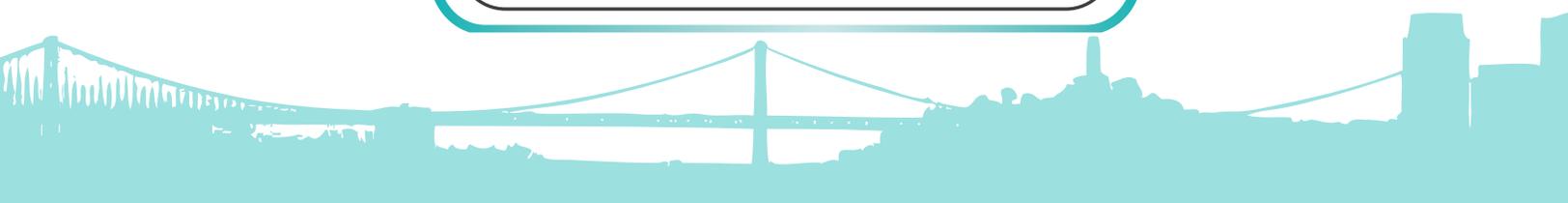
Title	Police Captain
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Police Information</i>	<ul style="list-style-type: none"> • The police station has sustained no damage as it is built to extensive building codes. • Your power is out but the station has its own back up generators.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • Your primary concern is maintaining and opening communication with city leadership and emergency management. • You are very concerned with public safety and immediate search and rescue operations. • You are worried that you do not have enough resources to operate at full capacity as many of your officers live outside of the immediate vicinity and are cut off for the time being.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges



Earthquake Response: Community Based Participant

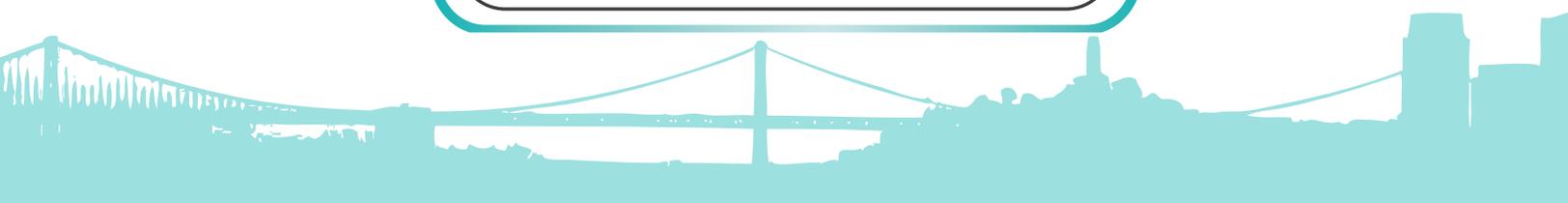
Title	Neighborhood Association, President
Earthquake Impact	<ul style="list-style-type: none"> • District 6 has light to moderate damage from the earthquake. The power is out, and it is unknown when it will be restored. • There is sporadic potable water available throughout the neighborhood, and there is no landline phone service. Mobile phones can be used sporadically for texting services. • Several of the large apartment buildings are red tagged as structurally unsound, leaving many families without shelter. 10% of the single family homes have been yellow tagged. • The bridges over the nearby river, which are primary access points, have been closed pending inspection due to large cracks along the roadways.
<i>Neighborhood Association Information</i>	<ul style="list-style-type: none"> • Your meeting building is relatively undamaged. • You are out of contact with many of the other board members.
<i>Individual Concerns</i>	<ul style="list-style-type: none"> • You are concerned that some of the short term decisions being made by the government and emergency personal do not have the best interests of the Neighborhood Association in mind.
<i>Community Challenges</i>	<ul style="list-style-type: none"> • Provide shelter and care for 200 families with children and seniors for an indefinite period of time. • Provide hot meals for 1,000 people for a period of 72 hours. • Provide mental health and spiritual services as needed for communities. • Develop an information center for the community to serve as a central hub for volunteering and finding people. • Identify a new location where the health clinic can operate.

Earthquake Response: ResilientVille Damage Map



LEGEND

Middle School	Small Health Clinic
Faith Based Org	Local Library
Supermarket	Large Park
Restaurant	Police Station
Theater	Neighborhood Meeting Location
Damaged Buildings	Unsafe Roads & Bridges





APPENDIX C:

Participant Feedback

This page intentionally left blank





Scenario 1 – Homeless Shelter Development

In scenario 1, participants introduced their characters and discussed the ResilientVille homelessness shelter and site selection.

1) The goals for the convening of the group in scenario 1 were clear and easy to understand.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2) Scenario 1 sufficiently allowed you to become familiar with the exercise community.

Strongly Agree Agree Neutral Disagree Strongly Disagree

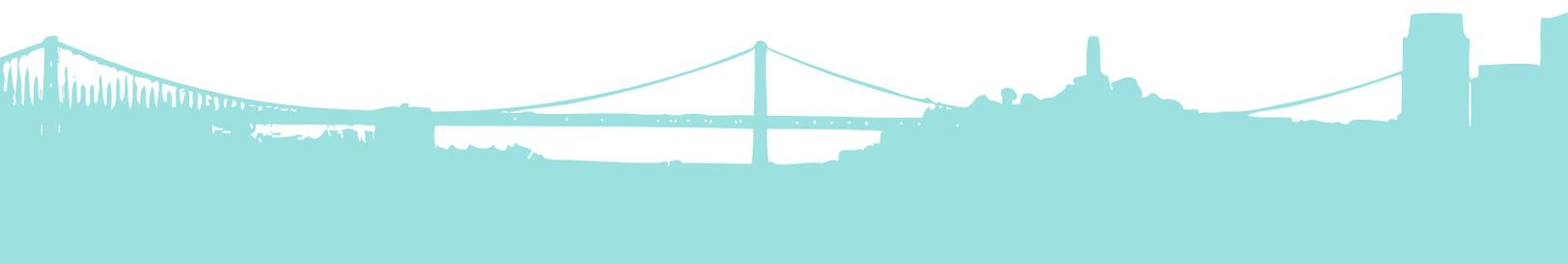
Comments:

3) Scenario 1 helped you better understand the role of communities in decision making.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

4) Please provide us with any additional comments you might have.





Scenario 2 – Earthquake Response

In scenario 2, participants responded to the challenges caused by the ResilientVille earthquake.

1) Your task in scenario 2 was clear.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2) Scenario 2 was an effective representation of potential community challenges.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

3) Scenario 2 sufficiently allowed you to address challenges as a community.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

4) Scenario 2 sufficiently allowed participants to understand the value of community relationships and in a post-disaster environment.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

5) Please provide us with any additional comments you might have.





Exercise Overall

1) Participants achieved an understanding of the importance of building social capital through the exercise.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2) Participants understood the connection between community building and effective disaster response through the exercise.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

3) The exercise was effective for participants.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

4) Please provide us with any additional comments you might have:

