

2-1-1 DISASTER PROTOCOLS FOR DATABASE UPDATES AND DEPARTMENTAL EMAILING

DAILY PROCEDURE: All researchers: Make sure your voicemail instructs agencies to dial 2-1-1 with any urgent updates

ACTIVATING THIS 211 IN A DISASTER: Communication from Red Cross in a county or Emergency Management Agencies (EMA's) automatically activates the procedure. Other situational communication/declaration predicting or announcing an event that could conceivably cause systemic change or reduction in the government (public health emergency, or instance), health or human services available in a county. 211 may also activate the protocol upon the release of a severe weather warning (NOT a "watch" or "advisory" from the National Weather Service {NWS}) that is predicted to affect any of the service area 211 covers.

Communication with the Red Cross, Emergency Management, and our 211 contract holders in each county flow both ways during a disaster.

EMAs and the Red Cross may contact us through 2-1-1 by email through 211supervisor@unitedwaycleveland.org or 211updates@unitedwaycleveland.org. When contacting EMA's, remind them they have a specialized number to contact this 211 during emergency situations. This number is NOT for ANY other agency besides EMA's: 855-711-3035. This number gets priority in the queue and bypasses the phone prompts.

DURING DISASTERS:

1. Send initial emails to county and agency contacts using the list in Refer under 2-1-1 Disaster Management Information (CUY13673). Each county will have a site indicated in this agency with the three contacts (County Emergency Management, contact information for the agency that holds the 211 contract, and contact for the Red Cross that serves the county).

Send emails from the 211updates inbox account in Outlook. Use the sample e-mail template in CUY13673, updating the information to reflect the specific situation and county you are contacting.

All intra-departmental bulletins (FCFH emails) in disaster situations will be sent from the 211updates inbox from our United Way Outlook email by Louise, Matt Trahan, or whoever is covering transmittals. If during an emergency any researcher receives information from an agency, website, or TV broadcast – whether a priority agency or not, forward to 211updates@unitedwaycleveland.org. In the event Matt T or Louise is unavailable their respective portion of emergency update counties/agencies falls to the back-up designated below.

2. Monitor links to media websites for local announcements regarding the disaster. Links are located in a service group under the agency 2-1-1 Disaster Management Information (CUY 13673). Staff will confirm that the links are correct and will monitor for closings throughout. If the situation intensifies, activate the media service group and send e-mail to navigators from 211updates.

3. Other information possibly needed during a disaster: log into Red Cross's National Shelter System database:

Site: nss.communityos.org

User: Mtrahan

Pass: 211:UWcle

When communicating with agencies other than EMA's, Red Cross or contract agencies, direct them to dial 2-1-1 with urgent matters that require same-day/immediate updates such as last-minute closings or special emergency services. Direct agencies to email 211updates@unitedwaycleveland.org with their less time-sensitive matters that can be dealt with during the next business day.

WHO HAS WHICH COUNTIES DURING DISASTER:

Matt Trahan owns Allen, Belmont, Cuyahoga, Geauga

Louise Foresman owns Lawrence, Medina, Ross, and Darke Counties

If Louise or Matt are not available due to vacations or not scheduled, whomever is doing transmittals should activate the protocol with help from other staff in the department.

After the disaster: inactivate whatever media website service group(s) were activated.

Maintenance procedure: Matt Trahan has 2-1-1 Disaster Management Information (CUY 13673) and will check Refer for updated EMA, Red Cross, and contract holder contact information for all counties semi-annually. During the annual update, whoever has the Red Cross and EMA for a particular county should confirm with the director or contact for the agency that they have the emergency 211 contact phone numbers and email address for 211supervisor. Once a year, Matt and Louise will send a test email to all contact groups they cover.