

Health & Human Services

DRLN

Disaster
Recovery
Leadership
Network

Communications Plan for Pinellas County



Table of Contents

Introduction	3
Mission Statement	3
Purpose and Organization of the Plan.....	3
Background	3
Acknowledgements.....	4
Communications Flow Diagram.....	6
Communications Flow Diagram Description	7
Concept of Operations.....	9
Section 1: Pre-Disaster Activities	11
The Disaster Recovery Leadership Network	11
Service Matrix	11
COOP Plans.....	11
Service Matrix Operating Guidelines:	
Agency Information	12
DRLN Service Matrix Administrator Information	14
Section 2: Awareness, Notification and Plan Activation	17
DRLN Recovery Managers.....	17
Plan Participating Agencies.....	18
Agency Status Report Guidelines:	
Agency Information	20
Recovery Management Center Information.....	22
Section 3: Recovery Management Center Operations	24
Recovery Management Center Operating Guidelines	25
APPENDICES	
A: Service Matrix Template.....	29
B: Template for DRLN Agency Status Report.....	34
C: Operator Prompt Form	37
Agency Status Report Summary	40
D: Web Resources	42
E: Juvenile Welfare Board Emergency Actions Policy	43
F: United Way of Tampa Bay Emergency Actions Policy.....	44
G: Contact Information and Addresses	45
H: Recovery Management Center Details.....	46
I: Disaster Recovery Leadership Network	47



Introduction

Mission Statement

The mission of the Health and Human Services Disaster Recovery Leadership Network (DRLN) is to ensure that priority human services are made available to the public at the earliest opportunity should a major disaster occur in Pinellas County.

Purpose and Organization of the Communications Plan

This Communications Plan (“Communications Plan” or “Plan”) is designed to guide the Pinellas County DRLN in health and human services response efforts after natural disasters and emergencies including, but not limited to, hurricanes, tornadoes, high winds, and flooding. The Communications Plan is intended to ensure notification of Plan participants when a disaster looms or has occurred, activation of the Plan to achieve the objective of restoring services, and communication between participants to manage service delivery and provide needed short term assistance.

The Communications Plan is organized in a structural format, starting with a brief background, a diagram showing the flow of communications, a review of the concept of operations, and specific pre- and post-disaster operational activities. It provides operational guidelines that specify many of the processes, tasks and activities that must be completed prior to and after a disaster. The Communications Plan is intended to complement the Pinellas County Board of County Commissioners Comprehensive Emergency Management Plan (CEMP).

Background

The Disaster Recovery Task Force, renamed as the Disaster Recovery Leadership Network, was established by the Health and Human Services Coordinating Council (HHSCC) to work with community partners to develop plans for the provision of health and human services after a disaster. It provides direction and guidance for the preparedness and response activities for Plan participants, and serves as the central decision making point to establish health and human service priorities and resource allocation.

The DRLN promotes interagency and intergovernmental collaboration, in concert with County disaster response and recovery efforts. The DRLN provides support to agencies after a disaster has occurred and it is safe to do so, but does not provide emergency shelter. The objectives of the DRLN are to:

1. Help ensure that health and human service organizations in Pinellas County are optimally prepared for any major disaster.
2. Work with community partners to develop and implement plans that will ensure that Pinellas County residents have access to health and human services during long-term recovery from a major disaster.
3. Facilitate coordination and communication amongst Network stakeholders during all phases of a disaster.

Acknowledgements

This Communications Plan represents the work, talents and goodwill of many individuals and organizations.

Each individual who sits on the Disaster Recovery Leadership Network (DRLN) not only brings their skills, knowledge and experience to the table, they also represent organizations kind enough to commit human resources to our work. Without such collaborative dedication to the DRLN mission, nothing would get done.

On behalf of the Health and Human Services Coordinating Council, the Disaster Recovery Leadership Network and the community, I give thanks to all of these individuals and organizations for being here and doing what they can to ensure Pinellas County is as prepared as it can be for a disaster.

As with all effective collaborations, there are individuals and organizations called upon to undertake actions or lead initiatives. In the case of the Communications Plan, this is also true. Please take a moment to acknowledge the following individuals:

Browning Spence (*Juvenile Welfare Board*) and **Emery Ivery** (*United Way of Tampa Bay*) worked together and within their respective organizations to create policy changes that allow each funder to continue supporting human service agencies post-disaster. They have also played important roles in the development of the Recovery Management Center, which is a critical element of this Communications Plan. Thanks to Browning Spence as well for serving as Vice-Chair of the DRLN.

Denise Groesbeck and Joe Baldwin (*Health and Human Services Coordinating Council*) have played critical roles in the development of this Plan, as well as with the overall work of the DRLN. As the Chair of the DRLN, I am particularly grateful for the leadership and consultations provided by Denise. And many thanks to Joe for not only his strong leadership and work during this Plan's development, but for his past work with the DRLN that served as a foundation for numerous aspects of this Plan.

Sally Bishop and David MacNamee (*Pinellas County Emergency Management*) continually bring synergy, expertise, and support to the DRLN table. With Sally's help and guidance, we received grant dollars to develop this Plan. And David has been instrumental in helping to ensure that Emergency Management and the DRLN add value to one another's mandate and work. The DRLN could not be optimally effective without this partnership with Emergency Management.

Micki Thompson and Stephanie Walker (*2-1-1 Tampa Bay Cares*) have our appreciation for not only the passion they bring to their work at their organization, but also for their vision and implementation of strategies at 2-1-1 Tampa Bay Cares that ensure their organization can fulfill its many obligations as the cornerstone of this Communications Plan.

Sheri Taylor (*United Way of Tampa Bay*) hit the ground running when she joined the DRLN in October 2007. Her leadership and hard work concerning the development of the Service Matrix component of this Plan as well as her work on other aspects of this Plan have been invaluable.

Gayle Guidash (*Pinellas County Health Department*) has worked with our consultants to help explore post-disaster alternate sites for 2-1-1 Tampa Bay Cares and has played a strong role throughout our work to ensure the DRLN is cognizant of the pre- and post-disaster mandates of the Health Department.

Will Michaels deserves our thanks for his recognition of the need for the mission and work that the DRLN is now delivering. Will served as the chair of the Disaster Recovery Task Force which evolved into the DRLN. His vision and leadership set a course that others embraced.

Ed Smolik served as the lead consultant in the development of this Communications Plan. His background in disaster planning, his considerable ability to multi-task and “manage” the many styles, opinions, and passions of our collaborative deserve high praise. Because of his leadership, facilitative skills and team approach, the DRLN has produced a critical plan in a very short period of time.

Also working with Ed, were **Scott Young** and **Kathy Moore** with the Florida Mental Health Institute. They led the development of the Service Matrix and the Agency Status Report, two key components of the Communications Plan. Many thanks to them for not only their excellent products, but for going the extra mile on numerous occasions for us.

Karen Harris (*Health and Human Services Coordinating Council*) provided considerable administrative support services to the work of the DRLN and the consultants during the development of this Plan. Many thanks for her stellar administrative skills and the spirit in which she shares them.

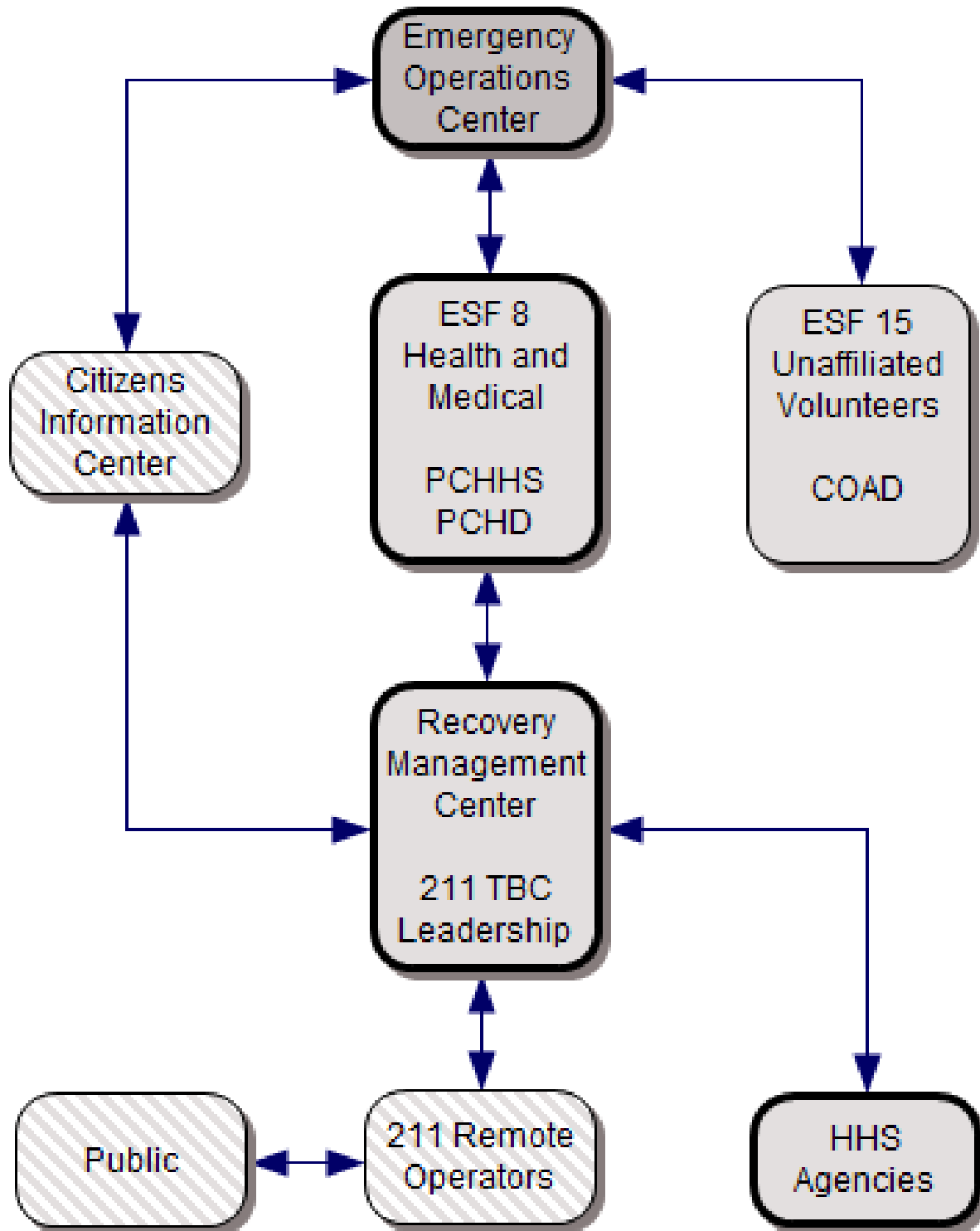
Collaboration is about shared leadership; the convergence of skills, experience, and passion; and the willingness of people and organizations to move forward on a common vision. Ultimately, collaboration is about people doing more than they can do on their own. The DRLN is a testimony to that.

What an honor it has been for me to serve the DRLN as its Chair during this important stage of its mission.

Mark Holmgren
United Way of Tampa Bay



Communication Flow Diagram



Communication Flow Diagram Description

The Communication Flow Diagram on the preceding page illustrates the predicted flow of information between the Communications Plan participants, based on the realities of disasters and the duties and roles assigned to participants in the Communications Plan. The flow of communications provides a framework for many agencies and individuals to communicate and work together. To the extent possible, the defined flow of communications should be observed to maximize coordination and efficiency. Starting at the bottom of the diagram:

Public/2-1-1 Operators: The public is expected to attempt to contact 2-1-1 Tampa Bay Cares (2-1-1 TBC) as soon after a disaster as they are able to use a computer or telephone. 2-1-1 TBC is a major source of information regarding human services resources on a daily basis, and certainly will remain so after a disaster. It is anticipated that not only will the public continue to contact 2-1-1 TBC to access these services, but that the volume of these requests will rise dramatically after a disaster. A key component of the Communications Plan is to maintain the accessibility of 2-1-1 TBC Operators by the public.

HHS Agencies: Health and human service agencies that are DRLN Communications Plan participants will be asked to provide information about their status as soon as possible after a disaster. The Agency Status Report form will be used to collect this agency information. The information will flow through 2-1-1 TBC, and will be shared with the DRLN Recovery Managers and Emergency Management. Information on the Agency Status Report is included in Section 2 of the Communications Plan.

Recovery Management Center/2-1-1 Leadership: The DRLN has appointed key staff members to staff a Recovery Management Center. The Recovery Managers will work closely with 2-1-1 TBC Leadership to: receive information on agency status; coordinate the management of the agency resources to maximize service availability; and coordinate with Emergency Management ESF 8 desk about services being provided, assistance needed, and other critical issues.

ESF 8: Emergency Support Function (ESF) 8 is the team in the Emergency Operations Center (EOC) that coordinates all health and medical issues, including health and human services. The ESF 8 desk is staffed by representatives from Pinellas County Health and Human Services and the Pinellas County Health Department.

CIC: The Citizens Information Center (CIC) at the Emergency Operations Center provides information to the public during times of emergency. The CIC staff will also communicate with the 2-1-1 TBC Operators to assist the public in obtaining needed services.

EOC: The Emergency Operations Center serves as the overall command center for Pinellas County in times of emergency. They staff and coordinate a broad range of Emergency Support Functions (ESF), and provide primary direction to all disaster responders. The EOC also serves as the liaison between local, state and federal disaster assistance agencies and activities.

ESF 15: Emergency Support Function (ESF) 15 is the team in the EOC that coordinates the many valuable volunteers who will be responding to provide assistance after a disaster. Both affiliated volunteers (those that respond with an organization) and unaffiliated volunteers (those that respond independently to offer aid) will provide valuable assistance, and will be coordinated by the ESF 15 desk in the EOC.

Concept of Operations

This is a brief description of the components of the Communications Plan, an explanation of how they each work and how they will interact. It is intended to be a quick overview or “big picture”. Added detail is provided in the sections of the Plan, and additional useful information and forms are included in the Appendix.

Pre-Disaster

Prior to a disaster, the health and human service agencies that are participants in the DRLN Communications Plan should be preparing for what might happen. Agencies should participate in the activities of the Disaster Recovery Leadership Network, which is charged by the Health and Human Services Coordinating Council with disaster planning responsibilities.

A key agency activity is supplying agency information through the Service Matrix, which includes information about agency contacts, services, and an estimate of post disaster capability. Agencies should have well developed Continuity of Operations Plans (COOP) plans, and disaster planning and drills should be routine activities. Agencies should work cooperatively and communicate frequently, establishing agreements to work together for mutual benefit should a disaster occur.

The DRLN has developed a Communications Plan, designed to assist health and human service agencies in a disaster and support the efforts of Emergency Management. The Plan defines specific pre- and post-disaster activities that the DRLN will coordinate to assist agencies in preparing for and responding to disasters.

A notification system has been established to ensure that the DRLN is aware of disasters that are developing, or have occurred. Through Pinellas County Emergency Management, the DRLN is “in the loop” and will communicate with Communications Plan participants.

Declared and Post-Disaster

The DRLN has appointed a group of key leaders to serve as Recovery Managers. In the event of a disaster, the Recovery Managers will work closely with 2-1-1 Tampa Bay Cares (TBC) to ensure that agencies are notified of disasters and are assisted in restoring services in the immediate post disaster period.

The DRLN Recovery Managers and 2-1-1 TBC Leadership will establish a Recovery Management Center (RMC). Based on the specific threat, the RMC will be housed at either (a) the 2-1-1 TBC facility, or (b) at an alternate location. In either case, 2-1-1 TBC will maintain the ability to receive calls from the public and from Communications Plan participating agencies.

Agencies are asked to contact 2-1-1 TBC as soon as possible after a disaster. 2-1-1 TBC will ask specific questions about agency status, including facility condition, staffing, service demand, utilities available, etc. and complete the Agency Status Report. The Recovery Managers will use this information to assist agencies in restoring their ability to provide services, and to bring the assistance of Emergency Management to the aid of the agencies.

The DRLN Recovery Managers will communicate with the Health and Medical Emergency Support Function (ESF) in the Pinellas County Emergency Operations Center (EOC). Referred to as ESF 8, these staff members in the EOC include representatives from Pinellas County Health and Human Services and the Pinellas County Health Department. The DRLN can provide access to local Emergency Management, and assist in the transition from response to short term recovery.

Section 1: Pre-Disaster Activities

The best time to plan for the response to a disaster is before one happens. In the calm, normal environment of the typical business day, rational thought can be given to the possible challenges of a disaster and agreements are easier to negotiate. After a disaster has occurred, everything is harder to do, particularly communications. The following activities are those that all Plan participants should undertake now.

The Disaster Recovery Leadership Network (DRLN)

The DRLN was formed to provide a structured forum for disaster planning involving funders, health and human service provider agencies, and representatives of local governmental agencies. The DRLN meets monthly, and provides support, education and assistance for disaster planning. Plan participants should actively participate in DRLN activities to ensure that they are fully engaged in emergency preparedness. DRLN members represent organizations that are generally county-wide in scope and have either clear emergency management functions or are a major funder of health and human service programs in Pinellas County. To find out how you can support the DRLN activities, contact the Health and Human Services Coordinating Council (Appendix G).

Service Matrix

An important tool that the DRLN has created is the Service Matrix. This on-line document serves as a storehouse of information about funders and agencies, including contact information, services provided, and an estimate of post disaster capability. All members of the DRLN, and all other health and human service agencies who are Communications Plan participants, should complete the Service Matrix, and update it any time a significant change, including contact information, routine services offered, or estimated post-disaster capabilities, is recognized. All agencies should also review the Service Matrix at least annually, preferably in April each year, to ensure that their information is accurate.

A Service Matrix Administrator has been assigned to facilitate the maintenance of the Service Matrix, and will Email the participating agencies at least annually to remind them of the need to update the data to maintain accuracy. Operating Guidelines for the Service Matrix are included at the end of Section 1, and the Service Matrix template is provided in Appendix A.

COOP Plans

All agencies are encouraged to have a current Continuity of Operations Plan, also referred to as a COOP Plan. A COOP Plan is a list of preparatory measures taken prior to a disaster, as well as post-disaster procedures designed to maximize the operational capability of the agency. The DRLN provides training and assistance in COOP planning.

For more information on COOP planning, contact the Health and Human Services Coordinating Council (Appendix G). You can also download the document, *The Scoop On Coop: A Workbook For Human Services Continuity of Operations Planning and Disaster Recovery* at: www.hhsc-pinellas.org or www.unitedwaytampabay.com/resourcecenter.asp or www.iwbpinellas.org.

Service Matrix Operating Guidelines

Agency Information

1.0 Mission

The mission of the Disaster Recovery Leadership Network (DRLN) is to ensure that priority human services are made available to the public at the earliest opportunity should a disaster occur in Pinellas County.

2.0 Purpose and Benefits

The purpose of this document is to establish a process for submitting information for the Service Matrix. The Service Matrix is a key source of information concerning health and human service agencies for use by the DRLN for disaster planning and estimation of post-disaster capability. Benefits of participating with the DRLN in providing Service Matrix information include:

- Improved communication between the DRLN and member agencies.
- Increased understanding of the state of disaster preparedness of the community and the need for training and assistance in developing Continuity of Operations Plans (COOP).
- Greater likelihood of human service agencies being able to provide services in a post-disaster environment.
- Providing a communication conduit between the human service agencies and Pinellas County Emergency Management after a disaster to facilitate cooperation and the provision of aid and assistance to agencies.

3.0 Scope

This operating guideline is applicable to all health and human service agencies who are participants in the DRLN Communications Plan.

4.0 DRLN Service Matrix Administrator

The DRLN has appointed a Service Matrix Administrator to work with agencies on the Service Matrix activities, providing assistance and notifying agencies of the need for periodic updates.

5.0 Responsibilities of Agencies

Human service agencies that are participants in the DRLN Communications Plan are responsible for the following activities:

1. Completing the Service Matrix submissions as requested.
2. Updating information when changes occur in agency status.
3. Participating in Service Matrix training offered by the DRLN.

6.0 Procedure

1. When notified by the DRLN Service Matrix Administrator, log on to the SurveyMonkey site http://www.SurveyMonkey.com/s.aspx?sm=ktc17m66rpcllkd_2bi8craq_3d_3d and complete the survey per the instructions. Complete the survey within the allotted time frame.
2. Any time agencies have significant changes in their service provision, they should notify the DRLN Service Matrix Administrator. Changes requiring notice include:
 - Agency contact information
 - Types of services provided
 - Additions or deletions to physical locations where services are provided
 - Priority of service provision as defined in the Service Matrix
 - Predicted capacity to provide post-disaster services

7.0 Schedule of Activities

The DRLN Service Matrix Administrator will contact agencies in early April concerning updates, which should be completed before the end of April.

8.0 Service Matrix Document

A description of the data to be submitted can be found in Appendix A.

Service Matrix Operating Guidelines

DRLN Service Matrix Administrator Information

1.0 Mission

The mission of the Disaster Recovery Leadership Network (DRLN) is to ensure that priority human services are made available to the public at the earliest opportunity should a disaster occur in Pinellas County.

2.0 Purpose

The purpose of this document is to establish a process for managing information submitted by health and human service agencies for the Service Matrix. The Service Matrix is a key source of information concerning health and human service agencies for use by the DRLN for disaster planning and estimation of post-disaster capability, and potential benefits include:

- Improved communication between the DRLN and member agencies.
- Increased understanding of the state of disaster preparedness of the community and the need for training and assistance in developing Continuity of Operations Plans (COOP).
- Greater likelihood of human service agencies being able to provide services in a post-disaster environment.
- Providing a communication conduit between the human service agencies and Pinellas County Emergency Management after a disaster to facilitate cooperation and the provision of aid and assistance to agencies.

3.0 Scope

This operating guideline is applicable to the DRLN Service Matrix Administrator.

4.0 Responsibilities of the DRLN Service Matrix Administrator

The DRLN will appoint a Service Matrix Administrator to be responsible for working with agencies on the Service Matrix, providing assistance and notifying agencies of the need for periodic updates. Key duties include:

1. Working with the DRLN to maintain current licensing for the use of the SurveyMonkey tool, and current listing of Recovery Manager contact information with Emergency Management.
2. Informing agencies of the purpose and benefits of the Service Matrix.
3. Notifying agencies of the need to complete the Service Matrix submission, including the schedule for completion.

4. Providing agencies with the necessary information and assistance to complete the Service Matrix submission.
5. Ensuring that the data from the on-line survey tool is properly downloaded into an Excel spreadsheet for review by the DRLN.
6. Supplying updated Excel spreadsheets to 2-1-1 TBC to serve as a resource document.
7. Analyzing the information contained in the Service Matrix to determine the need for additional support to member agencies, and reporting the results to the DRLN.

5.0 Procedure

1. At the February DRLN meeting, discuss the upcoming schedule of activities related to the Service Matrix.
2. Confirm current Recovery Manager appointments, and confirm contact information is accurate with Emergency Management and in the ReadyAlert notification system.
3. At the March DRLN meeting each year, review the Service Matrix process to identify any revisions or changes needed to improve the usefulness of the tool, present a proposed list of agencies to be contacted concerning the Service Matrix and solicit DRLN input.
4. Contact any agencies that are new to the list of Service Matrix participants to familiarize them with the Service Matrix, survey process, schedule and benefits.
5. During the first week of April, send an Email to each of the agencies that are expected to complete the survey for the Service Matrix. The Email should be sent on behalf of the DRLN leadership to enhance participation and should briefly explain the nature and importance of the survey. The Email should include the link to SurveyMonkey http://www.SurveyMonkey.com/s.aspx?sm=kTc17m66RpCILkD_2bl8CRAQ_3d_3d and reassure participants of the confidentiality of information they provide.

In cases where agencies have a small number of information changes, and who would prefer not to complete an entire new SurveyMonkey submission, a copy of the Service Matrix template (located in Appendix A of the Communications Plan) can be sent. The agency can identify the changes, and contact the Service Matrix Administrator to update the Excel spreadsheet. The Email should request completion of the survey by the end of April, to allow for presentation of the results at the May DRLN meeting. Contact information should be provided in case the agencies require additional information or assistance.

6. Each week during the survey period, review the rate of participation and make necessary contact to ensure agencies are participating appropriately.

7. At the completion of the survey time period, download the information into the Excel spreadsheet. Review the data for accuracy and completeness, and prepare it for presentation at the May DRLN meeting.
8. Present the populated spreadsheet to the DRLN for review in May. After DRLN confirmation, transmit the populated spreadsheet to 2-1-1 TBC for their files.
9. 2-1-1 TBC will maintain the most current information in the Service Matrix on their desktop and laptop computers, as well as printed copies. 2-1-1 TBC staff will use information as a database regarding agencies, in addition to their proprietary files, for disaster purposes.

6.0 Schedule of DRLN Service Matrix Administrator Activities

January	Review current licensing for the SurveyMonkey tool, including necessary funding and maintenance activities.
February DRLN Meeting	Review of upcoming Service Matrix activities; confirm Recovery Manager contact information accuracy.
March DRLN Meeting	Review of Service Matrix process for edits, review proposed list of participating agencies; contact new participating agencies
First week of April	Email sent to participating agencies by Service Matrix Administrator providing details of Service Matrix participation.
April (each week)	Make follow-up contact with agencies to encourage participation.
May	Download Service Matrix data from SurveyMonkey into the Excel spreadsheet; make final edits for presentation to the DRLN.
May DRLN Meeting	Review of Service Matrix participation and results, discuss need for additional DRLN training and support to agencies.

7.0 Service Matrix Document

A form detailing the data to be submitted for the Service Matrix can be found in Appendix A.

Section 2: Awareness, Notification and Plan Activation

The DRLN has identified individuals who will receive early notification of a disaster and who will staff the Recovery Management Center. These individuals are included on a notification system managed by Pinellas County Emergency Management (PCEM). When a disaster threatens or has occurred, they will be notified through the Ready Alert notification system, housed in the Pinellas County Emergency Operations Center. 2-1-1 TBC will ensure that they are made aware of the situation, and provided with Situation Reports (referred to as SitReps), giving detailed information about the emergency.

The DRLN also has communications, through Emergency Management, with the Disaster Advisory Committee (DAC). The DAC includes members from municipalities, fire, police and EMS agencies, and other organizations involved in disaster response. The DAC meets at the request of the Director of Emergency Management and provides input regarding further actions needed in the county such as evacuations, road closings and other emergency responses. These two mechanisms ensure that the DRLN and the Recovery Managers are quickly notified of any community disasters, and kept “in the loop”.

DRLN Recovery Managers

When notified by Emergency Management, the Recovery Managers will confer with the DRLN Chair and Vice-Chair and 2-1-1 TBC to review the available information, including the Emergency Management SitReps. The DRLN Chair or Vice-Chair will authorize further actions, including:

1. Ensuring that participants of the DRLN Communications Plan participants are notified of the situation and sharing available information through 2-1-1 TBC as a precautionary measure. Notification will be by best available means (based on the situation, day and time, and available communications). No other immediate actions will be taken, but a schedule and method of providing periodic updates will be established.
2. If DAC meetings are scheduled, the DRLN Recovery Managers will be provided with updates of DAC activities and plans by PCEM. Based on information from the DAC meetings, additional actions may be initiated.
3. Authorizing the initiation of the DRLN Communications Plan. This action will include ensuring notification of the Communications Plan participants through 2-1-1 TBC by the best available means, and directing the agencies to begin implementation of their agency Continuity of Operations Plans (COOP) or disaster plans.
4. Directing the Recovery Managers and 2-1-1 TBC to report to the Recovery Management Center. Based on the situation, the RMC will be either at the current 2-1-1 facility or at an alternate location.

Plan Participating Agencies

When agencies that are Communications Plan participants are notified by the DRLN concerning an emerging situation as a precautionary measure, agencies should immediately:

1. Notify appropriate agency personnel. Obtain updated information from staff, including contact information and availability of staff to fulfill Continuity of Operations Plan (COOP) or disaster plan responsibilities.
2. Assignments should be made to ensure participation in further DRLN meetings or communications where situation updates will be provided.
3. Agencies should review their Continuity of Operations Plan (COOP) or disaster plans and make any final preparations needed in the event these plans need to be implemented.
4. Review the information that the agency provided when completing the most recent update to the Service Matrix. If any information needs updating or correcting, contact 2-1-1 TBC to provide the information (see information on the Service Matrix at the end of Section 1 and Appendix A).
5. Ensure that staff members are familiar with the mechanism to provide the Agency Status Report updates to 2-1-1 TBC if this becomes necessary at a later time (see information on the Agency Status Report at the end of Section 2, and in Appendix B).

When agencies that are Communications Plan participants are notified by the DRLN of an emergency requiring activation of the Communications Plan, agencies should immediately:

1. Notify appropriate agency personnel of the need to activate the agency COOP or disaster plans.
2. Based on the agency plans, immediate actions will likely include:
 - Prepare to suspend normal activities if necessitated by the emergency. Confirm staff contact information and method and time of likely post-disaster contact. Encourage staff to attempt to contact the agency when they have communications capability, or to report to an agreed to location when it is safe to do so.
 - Ensure staff members are familiar with their role in the agency COOP or disaster plan, and are prepared to carry out those duties. Staff who cannot return to the agency service location to resume services may be asked to consider reporting to an alternate location, potentially performing alternate duties, when contacted by the agency.
 - Direct staff to go to pre-assigned safe shelter locations while it is safe to do so.

- Once the immediate emergency has passed, assigned agency staff should call 2-1-1 TBC to provide an update of their status and needs. The Agency Status Report (ASR) details the information needed and 2-1-1 TBC will take the information and update the ASR.
- Agencies should attempt to restore service, based on the realities of the post disaster environment. Information and questions should be directed to 2-1-1 TBC. 2-1-1 TBC will have immediate access to the DRLN Recovery Managers to provide additional guidance, information and direction on the restoration of services.

Agency Status Report Operating Guidelines

Agency Information

1.0 Mission

The mission of the Disaster Recovery Leadership Network (DRLN) is to ensure that priority human services are made available to the public at the earliest opportunity should a disaster occur in Pinellas County.

2.0 Purpose

The purpose of this document is to establish a process for completing the Agency Status Report. The Agency Status Report is an update to the DRLN Recovery Management Center, by telephone to 2-1-1 TBC, to provide information on health and human service agency capability to provide services post-disaster and to identify any support the agencies require.

3.0 Scope

This operating guideline is applicable to all health and human service agencies who are participants in the DRLN Communications Plan.

4.0 Agency Responsibilities

Agencies that are participants in the DRLN Communications Plan are responsible for the following activities:

- Contacting 2-1-1 TBC as soon as possible post-disaster, even if you do not have complete information.
- Providing the requested information.
- Cooperating with the Recovery Managers representing the DRLN in altering normal service provision practices to maximize service availability.

5.0 Procedure

1. As soon as possible post-disaster, contact 2-1-1 TBC by phone (Appendix G). Listen for the menu prompt for agencies calling in with an Agency Status Report update. 2-1-1 TBC staff will request information for the Agency Status Report update. If no telephone or cell service is available, go to the nearest police, fire or EMS station and request their assistance. They will have communications capability.
2. Provide the requested information, plus any additional information that the agency believes would be helpful for the Recovery Managers to have.

6.0 Agency Status Report Documents

An Agency Status Report template was created to provide guidance to the Plan participating agencies about the information they will be requested to provide. This form can be found in Appendix B.

Agency Status Report Operating Guidelines

Recovery Management Center Information

1.0 Mission

The mission of the Disaster Recovery Leadership Network (DRLN) is to ensure that priority human services are made available to the public at the earliest opportunity should a disaster occur in Pinellas County.

2.0 Purpose

The purpose of this document is to describe the process the Recovery Management Center, on behalf of the Disaster Recovery Leadership Network, will use to obtain information about the status of agency facilities and staff. This information will allow the Recovery Managers to assist agencies with the reallocation of staff and resources to maximize service provision.

3.0 Scope

This operating guideline is applicable to the staff in the DRLN Recovery Management Center, which includes DRLN appointed Recovery Managers and 2-1-1 TBC Leadership.

4.0 Recovery Manager Responsibilities

The DRLN-appointed Recovery Managers are responsible for the following activities:

1. Staffing the operational Recovery Management Center, in conjunction with 2-1-1 TBC Leadership, to receive information from Communications Plan participating agencies.
2. Analyzing data in the Agency Status Report to determine the best means for utilizing available staff and resources.
3. Coordinating with provider agencies to maximize the provision of service through the reassignment of resources to meet demand.

5.0 Procedure

1. As soon as the Recovery Management Center is established, confirm 2-1-1 TBC Leadership are operationally capable of receiving calls from Communications Plan participating agencies. Provide any assistance needed to achieve operational status.
2. At the Recovery Management Center, confer with 2-1-1 TBC Leadership to determine whether the laptop computer or manual versions of the ASR will be used.
3. If the manual versions are to be used, create a work area where the report information can be both entered and reviewed. 2-1-1 TBC leadership will receive the data from agencies, and enter it into the pre-printed spreadsheets. If laptop versions are used, one laptop will be

provided by 2-1-1 TBC for use by the Recovery Managers to review the agency data, and will contain the latest Agency Status Report updates.

4. Using the data from DRLN agencies provided in the Agency Status Reports, analyze the ability of the agencies to provide service and how the RMC can assist them. With the goal to optimize service capability, strategies may include suggestions to:
 - Identify assistance needed by agencies and communicate these needs to the ESF 8 desk to speed assistance.
 - Maximize the use of facilities that are undamaged or otherwise maximally functional.
 - Combine staff from facilities that are closed or minimally functional with staff at locations that are operational.
 - Shift staff and other resources from low demand areas to high demand areas.
 - Open service sites in alternate locations where demand is high and accessibility is good.
 - Utilize staff in non-traditional roles to meet service demand.
 - Coordinating service provision activities with the ESF 8 desk at the Emergency Operations Center to maximize use of all community resources.
5. Provide a summary of the information from the Agency Status Report to the ESF 8 desk at the Emergency Operations Center. If computers are used, and Email service is available, transmit the data to the ESF 8 desk by Email. If Email service is not available, contact the ESF 8 desk by phone to determine if Fax or phone transmission is preferred.

6.0 Agency Status Report Documents

An Agency Status Report template was created to assist in the collection of data for use by the Recovery Management Center, and to provide guidance to the participating agencies about the information they will be requested to provide. This form can be found in Appendix B.

Section 3: Recovery Management Center Operations

The Recovery Managers are the DRLN-designated operational decision makers. They represent the DRLN Chair and Vice-Chair and work closely with Pinellas County Emergency Management. Prior to mobilization, communication with Emergency Management occurs as a function of DRLN meetings and activities.

In order to have a clear chain of command, the DRLN Chair (or, in the Chair's absence, the Vice-Chair) is responsible for establishing a hierarchy within the Recovery Management Center. The Chair (or Vice-Chair) shall appoint a "person in charge" prior to June 1 of each year as well as a back-up. That person and the back-up shall be considered the designated "person in charge" for a period of 12 months, unless otherwise changed by the Chair or Vice-Chair. The "person in charge" will provide a single point of contact for efficient communications between the Recovery Management Center team and agencies.

Upon activation of the Communications Plan, the Recovery Managers will staff the Recovery Management Center to coordinate activities. Communication with Pinellas County Emergency Management will be through the ESF-8 Desk, staffed by Pinellas County Health and Human Services and the Pinellas County Health Department.

The purpose of the Recovery Management Center is to provide a safe and secure location to allow communication with, and support for the agencies that are Communications Plan participants. The Operating Guideline for the Recovery Management Center can be found at the end of Section 3.

Recovery Management Center Operating Guidelines

1.0 Mission

The mission of the Disaster Recovery Leadership Network (DRLN) is to ensure that priority human services are made available to the public at the earliest opportunity should a disaster occur in Pinellas County.

2.0 Purpose

The purpose of this document is to define the details of the activation, location, staffing and functioning of the Recovery Management Center. The Recovery Management Center will serve as the central decision making location for the DRLN appointed Recovery Managers in a post disaster environment.

3.0 Scope

This operating procedure is applicable to all DRLN appointed Recovery Managers and to the representatives of 2-1-1 TBC Leadership who will also be serving in the RMC.

4.0 Joint Responsibilities of Recovery Managers and 2-1-1 TBC Leadership

1. DRLN representatives and 2-1-1 TBC Leadership are included in the ReadyAlert notification process utilized by Pinellas County Emergency Management. The first responsibility they share is to ensure that all notices and alerts from Emergency Management are evaluated and responded to appropriately. Pinellas County Emergency Management will confirm that notifications concerning disasters and activation of the Emergency Operations Center have been received by the Recovery Managers and 2-1-1 TBC Leadership.
2. Once notification from Emergency Management has been received, the Recovery Managers and 2-1-1 TBC Leadership should confer by phone or on-site meeting to evaluate the situation. As needed, Emergency Management and the DRLN Chair and Vice-Chair should be consulted about the need for further action, including initiation of the DRLN Communications Plan.
3. If initiation of the DRLN Communications Plan is determined to be necessary, the DRLN should request that 2-1-1 TBC immediately begin notification of the Communications Plan participants and inform them of the activation of the Communications Plan. The Service Matrix Excel spreadsheet and the 2-1-1 TBC data base provide all necessary contact information listings to ensure all agencies are notified.
4. Once the Communications Plan is activated, activation of the Recovery Management Center should be initiated. In most disasters, this means that the Recovery Managers will be assuming the authority of the DRLN Chair and Vice-Chair, as they are likely to be temporarily unavailable. The following decisions need to be made as part of the RMC activation:

- **Location.** Based on the nature of the disaster, the Recovery Management Center will be located either at the 2-1-1 TBC facility (Appendix H), or the alternate location (Appendix H). The Recovery Managers and 2-1-1 TBC Leadership should jointly decide on the location. If the decision is made to locate at the alternate facility, 2-1-1 TBC should contact them immediately to coordinate details of arrival.
- **Staffing.** Confirm the personnel who will be staffing the Recovery Management Center, based on any RMC staff that may be unavailable at the time.
- **Reporting to the Center.** Based on the nature of the disaster, a decision will need to be made about the timing of staff reporting to the Recovery Management Center. The RMC should be staffed as early as possible.

5.0 Recovery Manager Responsibilities

1. Confer with DRLN Chair and Vice-Chair to confirm the initiation of the Communications Plan and activation of Recovery Management Center.
2. Coordinate with 2-1-1 TBC to notify agencies who are Plan participants.
3. Confer with 2-1-1 TBC Leadership concerning the Recovery Management Center activation details of location, staffing and time of reporting to the Center.
4. Based on decisions above, report to the Recovery Management Center and begin activation.

6.0 2-1-1 TBC Leadership Responsibilities

1. Notify the DRLN Chair and Vice-Chair and the Recovery Managers of the conference call details to discuss the initiation of the Communications Plan and activation of the Recovery Management Center.
2. Notify agencies who are Communication Plan participants of Plan activation.
3. Confer with the Recovery Managers concerning the Recovery Management Center activation details of location, staffing and reporting to the Center. Notify the alternate location if that facility is to be used.
4. Based on the decisions above, report to the Recovery Management Center and begin activation.
5. Initiate the 2-1-1 TBC Disaster Plan to ensure continued public and agency access to 2-1-1 Operators, or with the Citizens Information Center (CIC) at Pinellas County Emergency Management.
6. Using the cell phones and laptop computers, prepare to receive Agency Status Reports from the Communications Plan participating agencies. Populate the Agency Status Report forms

with current agency information. Refer to the Agency Status Report Operating Guideline for details, and Appendix B and C for forms.

7.0 Procedure

1. Both RMC and 2-1-1 TBC staff should bring necessary personal supplies including clothing, food, water, sleeping materials and personal hygiene supplies for a minimum of 3 days to the Recovery Management Center.
2. Both business and personal cell phones and chargers should be brought to maximize communication capability.
3. As defined in the 2-1-1 TBC Disaster Plan, 2-1-1 TBC will either continue operations at the 2-1-1 Clearwater facility utilizing existing equipment, or public calls to 2-1-1 TBC will be transferred to the CIC.
4. Using either the electronic or printed versions of the Agency Status Reports, 2-1-1 TBC leadership will receive calls from agencies to provide updates concerning agency physical service location status. The Agency Status Report Operating Guideline in Appendix B should be followed.
5. 2-1-1 TBC leadership will obtain the information, populate the electronic or manual versions of the forms, and provide the information to the Recovery Managers.
6. RMC staff will track and analyze the information to determine the best method of providing services, and prioritizing needs. Strategies may include:
 - Relocating agency staff from damaged service locations to functional locations.
 - Closing service locations where demand is low or access is difficult.
 - Expanding or opening service locations where demand is high and/or access is good.
 - Consolidating service provision to sites capable of handling higher volume demand.
 - Using staff in non-traditional roles as necessary to meet service demand.
 - Coordinating service provision with the ESF 8 desk at the Emergency Operations Center to maximize the use of all community resources.
7. As the RMC works with agencies to maximize service provision, changes in where services are available will need to be communicated by 2-1-1 TBC Leadership to the 2-1-1 TBC Operators or the CIC by available means. The Operators or CIC staff will update their database with the most current information to allow for accurate referrals for service to be made.

8. The ESF 8 desk will coordinate with the RMC concerning timing of information sharing, based on the operational periods established by the EOC. Operational periods are the time frames used by Emergency Management to drive meeting schedules and tasks, and may vary from a few hours to a full day. The Agency Status Report Summary form (see Appendix C of the Communications Plan) will be communicated by Email, fax or phone (based on availability of these communication means) to the ESF 8 desk. The form contains information on the status of agencies in providing service, assistance required by agencies and assistance the agencies are able to offer to the EOC. Pinellas County Emergency Management will prioritize the many requests for assistance, balancing the needs of the community and available resources.

9. A log of activities within the Recovery Management Center should be started as soon as the RMC is staffed. The log should reflect all significant activities and contacts that occur, including:
 - The date and time of the activity.
 - The name and contact information of those outside the RMC involved with the activity.
 - The name of the RMC staff completing the log entry.
 - Adequate details of the activity to allow follow-up.

10. The Recovery Management Center is expected to operate for a period of days, with staff rotating to provide needed relief. The log of activities should be used to review activities and the status of issues with the person assuming duties.

8.0 Recovery Management Center Documents

Two forms, in addition to the Service Matrix already mentioned, have been created to support the operation of the Recovery Management Center. An Agency Status Report Prompt form was designed to assist the 2-1-1 TBC Leadership in assuring that all necessary information is obtained from agencies as they call in with their Agency Status Report. The information can be downloaded to an excel spreadsheet to facilitate analysis of the information to aid the Recovery Managers in providing assistance to the agencies. A summary form was created to allow concise information from the Recovery management Center to be shared with the ESF 8 desk.

Both the Agency Status Report Prompt form and the Summary form are included in Appendix C of the DRLN Communications Plan.

9.0 Deactivation

Pinellas County Emergency Management, through the ESF 8 desk, will coordinate with the Recovery Management Center concerning deactivation of the RMC.

Appendix A

Service Matrix Template

Section 1: Contact Information

1. Agency / Organization Name: _____
2. Facility: _____

List the name of the facility for which this survey is being completed. Some agencies / organizations have multiple facilities, and responses to this survey are intended to capture facility-level data. Thus each agency / organization should provide information for each of its facilities separately, with each facility being defined by its unique physical address.

3. Facility Physical Address: _____
4. Facility City: _____
5. Facility ZIP Code: _____
6. Agency / Organization Website Address: _____
7. Facility Evacuation Zone: _____

Determining which agencies are in which hurricane evacuation zones is a critical issue in disaster preparedness. Pinellas County Zones A and B denote low-lying, flood-prone areas and are therefore the first zones to be evacuated. If not known, please determine your facility's evacuation zone by entering its physical address information into this website:

<http://gis.pinellascounty.org/hurricane%5Ftxt/>

Alternatively, Pinellas County's automated telephone system can also be used to determine evacuation level by calling (727) 453-3150 and keying in your phone number. Response options to this item include Zones A, B, C, D, E, or Non-Evacuation Zone).

8. Agency / organization disaster preparedness contact: _____

This is the individual who is responsible for disaster preparedness. This is the person who will serve as the agency's primary contact in times of disaster, and this individual should be familiar with the agency's facilities, services, and resources. Agencies who do not have a staff member serving in that role should list the Human Resource Director in this field and that person should be completing this survey for each of their agency's facilities.

9. Landline phone for disaster preparedness contact: _____
10. Cell phone for disaster preparedness contact: _____

- 11. Satellite phone for disaster preparedness
Contact: _____
- 12. List other forms of communicating with the
disaster preparedness contact: _____
- 13. Office e-mail address for disaster
preparedness contact: _____
- 14. Web-based e-mail address for disaster
preparedness contact: _____
- 15. Agency / organization disaster preparedness
backup contact: _____
- 16. Landline phone for disaster preparedness
backup contact: _____
- 17. Cell phone for disaster preparedness backup
contact: _____
- 18. Satellite phone for disaster preparedness
backup contact: _____
- 19. List other forms of communication for disaster
preparedness backup contact: _____
- 20. Office e-mail address for disaster preparedness
backup contact: _____
- 21. Web-based e-mail address for disaster
preparedness backup contact: _____

Section 2: Priority Areas Post-Disaster

INSTRUCTIONS: Please review each of the 19 categories below (8 human service areas; 11 financial and material resource areas). For each area, **please provide your best estimate of the extent to which your facility will prioritize provision of these services 72 hours post-disaster.** If you estimate that your facility will be able to provide the services / resources, please indicate a 1 or 2 in the corresponding box. Use “1” if you estimate this to be a *high priority or primary area* and “2” for *low priority area but able to provide*. If you do not think that your facility will be able to provide the service / resource 72 hours post-disaster, please indicate using a “0”.

Human Service Areas

- | | |
|--|--|
| 1. Behavioral Health Services: | |
| 2. Family Services: | |
| 3. Child Care Services: | |
| 4. Shelter / Specialized Residential Services: | |

Examples of shelter or specialized residential services include but are not limited to domestic violence shelters, residential substance abuse and/or mental health treatment facilities. These do not include ALFs.

- | | |
|--|--|
| 5. Temporary Housing: | |
| 6. Information and Referral: | |
| 7. Legal Assistance: | |
| 8. Multilingual / Sign / Translation Services: | |

Financial and Material Resource Areas

- | | |
|---|--|
| 9. Donations (in-kind, financial, donation management): | |
| 10. Financial Assistance: | |
| 11. Food Vouchers / Stamps / Pantry: | |
| 12. Food Donations / Mobile Feeding: | |
| 13. Transportation / Bus Vouchers: | |
| 14. Wheelchair Accessible Transportation: | |
| 15. Building Repairs: | |
| 16. Personal Hygiene Products: | |
| 17. Furniture / Clothing: | |
| 18. Infant Products: | |
| 19. Prescription Medication: | |

Section 3: Human Service Area Details

INSTRUCTIONS: **Please estimate to the best of your ability** the following details concerning your facility's capacity to deliver services 72 hours post-disaster. Enter a "0" if you do not anticipate being able to provide the particular resource 72 hours post-disaster.

Behavioral Health Services

1. # Psychiatrists at facility: _____
2. # Nurses (i.e., LPN, RN) at facility: _____
3. # Case Managers at facility: _____
4. # Clinicians (i.e., counselors, social workers, behavioral specialists) at facility: _____
5. # Other staff available to provide crisis counseling at facility: _____

Family Services

6. # Case Managers at facility: _____
7. # Family Support Specialists at facility: _____

Child Care Services

8. Licensed capacity at facility: _____
9. # Staff at facility: _____
10. Legal status of facility
(Licensed, Exempt, Temporary, or Provisional): _____

Shelter / Specialized Residential Services

11. List type of service provided at the facility: _____
12. # Male beds at facility: _____
13. # Female beds at facility: _____
14. # Family beds at facility: _____
15. # Staff at facility: _____

Temporary Housing

- 16. # Male beds at facility: _____
- 17. # Female beds at facility: _____
- 18. # Family beds at facility: _____

Information and Referral

- 19. # Case Managers at facility: _____
- 20. # Other staff at facility: _____

Legal Assistance

- 21. # Staff at facility: _____

Multilingual / Sign / Translation Services

- 22. # Spanish speaking staff at facility: _____
- 23. # Sign language staff at facility: _____
- 24. # Staff speaking language other than English and Spanish at facility: _____
- 25. List other languages services offered at facility (excluding English, Spanish, and sign language):

Appendix B

Template for DRLN Agency Status Report

- **Important: Contact 2-1-1 as soon as possible, even if you do not have all information the form requires! Call 2-1-1 from within Pinellas County, from out of county call 727-210-42-1-1.**

Section 1: Contact Information

1.	Agency / Organization Name:	_____
2.	Facility:	_____
3.	Contact Information Updates	_____

Section 2: Human Service Area Details

(Enter a "0" if you are unable to provide the resource).

Behavioral Health Services		
4.	# Psychiatrists:	_____
5.	# Nurses:	_____
6.	# Case Managers:	_____
7.	# Clinicians:	_____
8.	# Other Staff Available to Provide Crisis Counseling:	_____

Family Services		
9.	# Case Managers:	_____
10.	# Family Support Specialists:	_____

Child Care Services

- 11. Licensed Capacity: _____
- 12. # Staff: _____

Shelter / Specialized Residential Services

- 13. # Male Beds: _____
- 14. # Female Beds: _____
- 15. # Family Beds: _____
- 16. # Staff: _____

Temporary Housing

- 17. # Male Beds: _____
- 18. # Female Beds: _____
- 19. # Family Beds: _____

Information and Referral

- 20. # Case Managers: _____
- 21. # Other Staff: _____

Legal Assistance

- 22. # Staff: _____

Multilingual / Sign / Translation Services

- 23. # Spanish Speaking Staff: _____
- 24. # Sign Language Staff: _____
- 25. # Staff Speaking Languages Other than English and Spanish: _____
- 26. List Other Languages (excluding English and Spanish) _____

Section 3: Facility and Staff Status Details

- 27. Facility Damage Status: _____
- 28. Facility Utility Status – Water: _____
- 29. Facility Utility Status – Electric: _____
- 30. Facility Utility Status – Phone No.: _____
- 31. Facility Utility Status – Is location reachable: _____
- 32. Staff Status: _____
- 33. Assistance Needed: _____
- 34. Assistance that can be Provided: _____
- 35. Notes:

Appendix C

Agency Status Report Prompt Form and Agency Status Report Summary Form

PROMPT FORM
2-1-1 Tampa Bay Cares, Inc.
Agency Status Report

PERSON COMPLETING THIS FORM: _____ DATE: _____

AGENCY NAME: _____

NAME OF CALLER: _____ TITLE: _____

CONTACT INFORMATION:

Has your primary contact information changed? If so, please list new contact information.

Name: _____ Phone(s): _____

Email: _____

BUILDING STATUS:

Location: Existing Location Relocated If so, relocation address: _____

Electricity: Yes No

Water Yes No

Phones: Yes No

Internet: Yes No

Is your building accessible via roadway? Yes No

Do you need building repair? Yes No

If yes, state building repairs needed to resume operations: _____

STAFFING CAPACITIES: Please indicate #'s of staff in the chart below.

	Multi-lingual Spanish	Multi-lingual Other	Sign Language	Regular Staff	Need #	Have #	Can share #
Direct Service Staff							
Receptionist/Clerical							
Family Support Specialists							
Child Care Staff							
Crisis Intervention							
Clinicians							
Case Managers							
Nurses							
Psychiatrists							

AGENCY SERVICE CAPACITY:

Full Operation
 Partial Operation
 No Operation
 Are you serving clients now: Yes No If yes, # of clients currently serving: _____

CHILD CARE FACILITIES:

What is your current licensed capacity (#'s):
 Licensed: _____ Exempt: _____

 Temporary: _____ Provisional: _____

SHELTER FACILITIES:

Please indicate bed availability (#'s).

	Domestic Violence	Youth	Regular Adult/Family
Male Beds			
Female Beds			
Family Units			

Other notes: _____

UPDATES: List any updates to the information above.

Date: _____

Date: _____

Date: _____

Date: _____

Date: _____

AGENCY STATUS REPORT SUMMARY
 2-1-1 Tampa Bay Cares, Inc.
Agency Status Report Summary

AGENCY BUILDING STATUS: # of agencies

	Yes	No	Partial
Electricity			
Water			
Phone Service			
Internet Service			
Accessible via roadway			
Damaged			

CLIENT SERVICES

CHILD CARE:

# of Clients Being Served	# in Full Operation	# in Partial Operation	# in No Operation

RESIDENTIAL SHELTER:

# of Clients Being Served	# in Full Operation	# in Partial Operation	# in No Operation

MENTAL HEALTH:

# of Clients Being Served	# in Full Operation	# in Partial Operation	# in No Operation

FAMILY SERVICES:

# of Clients Being Served	# in Full Operation	# in Partial Operation	# in No Operation

AVAILABLE STAFF

(Staff not being utilized in agencies that may be relocated where needed)

	Multi-lingual Spanish	Multi-lingual Other	Sign Language	Regular Staff
Direct Service Staff				
Receptionist/Clerical				
Family Support Specialists				
Child Care Staff				
Crisis Intervention				
Clinicians				
Case Managers				
Nurses				
Psychiatrists				

SPECIAL AGENCY FACILITY NEEDS:

	Agency Name	Address	# needed
Electricity			
Water			
Phones			
Internet			
Accessibility/road clearing			
Generator			
Tarps			

Appendix D

Web Resources

Links are active. In MS Word, hold down control key and click on underlined text (CTRL + Click) to go to the website.

Source	Link
2-1-1 Tampa Bay Cares (2-1-1 TBC)	http://www.2-1-1tampabay.org/ez/
American Red Cross	http://www.redcross.org/
Department of Homeland Security	http://www.dhs.gov/dhspublic/
National Disaster Medical System	http://www.oep-ndms.dhhs.gov/dmat.html
Federal Emergency Management Agency (FEMA)	http://www.fema.gov/index.shtm
Florida Division of Emergency Management	http://www.floridadisaster.org/
Florida State Emergency Response Team (SERT): Bureau of Recovery and Mitigation	http://floridadisaster.org/brm/
International Critical Incident Stress Foundation	http://www.icisf.org/
National Disaster Medical Assistance Team (DMAT), FL-3, Tampa Bay, FL.	http://fl3dmat.org/
National Oceanic and Atmospheric Administration	http://www.noaa.gov/
National Organization for Victims Assistance	http://www.trynova.org/
National Weather Service: Tampa Bay	http://www.srh.noaa.gov/tbw/html/tbw/
Pinellas County Emergency Management	http://www.pinellascounty.org/emergency/default.htm
Salvation Army	http://www.salvationarmyusa.org/usn/www_usn.nsf
Small Business Administration: Disaster Recovery	http://www.sba.gov/localresources/disasteroffices/disaster_recov/index.html
Volunteer Florida: Emergency Management	http://www.volunteerflorida.org/secondgui/emergencymgmt.html
My Safe Florida Home	http://www.mysafefloridahome.com/FreeHomeInspections.htm

Appendix E

Juvenile Welfare Board Emergency Actions Policy

Purpose: The purpose of this policy is to determine funding procedures in the event of a major community disaster affecting the welfare of the county's children and families.

Definition of Disaster: Any situation causing great harm to large numbers of people. This would include harm caused by such conditions as tropical storms, hurricanes, flooding, tornadoes, and health pandemics.

Assumptions:

- In the event of a major disaster it will be necessary to quickly provide special relief and assistance to the county's children and families.
- It will not be possible for the Board to meet and make timely decisions on a routine basis.
- Funded programs will not be able to provide contracted services for some period of time after the occurrence of a disaster.
- Funded programs will not be able to request previously approved funding on a normal reimbursement basis.
- The Board can best provide relief on a coordinated basis with other health and human service agencies. Funds are available to support the recommended policies.

Policy

1. *JWB Payroll.* JWB staff displaced by a disaster that are not able to perform routine or special duties during the period of the disaster and disaster recovery would continue to receive their normal compensation for a period of at least 60 days, provided the Executive Director concurs in the employee's inability to work due to disaster conditions. This period may be extended at the discretion of the Board upon recommendation of the Executive Director.
2. *JWB Support of Funded Programs.* JWB would continue to support previously approved funded programs unable to provide normal services for a period of at least 60 days after a disaster has been declared, provided the program agrees to comply with requests of JWB and the Human Services Disaster Recovery Task Force. This period may be extended at the discretion of the Board upon recommendation of the Executive Director.
3. *Fixed Rate Payments.* During the duration of a disaster and disaster recovery, the Executive Director shall be the delegated authority to allocate funding at his discretion to funded programs on a fixed rate basis (up to one-twelfth of the program's approved annual JWB allocation, adjusted for any cost that will not be incurred during the disaster recovery period).
4. *Coordination with Other Health and Human Service Agencies.* JWB will participate in the proposed Human Services Disaster Recovery Task Force. Participation in this Task Force may include the support of agencies and programs not currently funded coming within the Board's mandate. The Executive Director is delegated authority to approve emergency contracts for the funding of new agencies, programs, and services to meet needs caused by the disaster, utilizing the Board's designated emergency reserve. The Executive Director shall report to the Board regarding the use of Emergency Reserve Funds.
5. *Emergency Capital Expenditures.* During the period of a disaster-related emergency, the Executive Director, is authorized to utilize Building Funds to provide for emergency capital needs in JWB properties. The Executive Director shall report to the Board regarding the use of building funds for emergency capital needs.
6. *Supersedes Prior Policies.* This policy supersedes any prior conflicting policies.

Appendix F

United Way of Tampa Bay Emergency Actions Policy

Purpose: The purpose of this policy is to determine funding procedures in the event of a major community disaster affecting the welfare of children and families in Hillsborough and Pinellas counties.

Definition of Disaster: Any situation causing great harm to a large number of people. This would include harm caused by such conditions as tropical storms, hurricanes, flooding, tornadoes, terrorism and health pandemics.

Assumptions:

- In the event of a major disaster it will be necessary to quickly provide special relief and assistance to the county's children and families.
- It will not be possible for the Board to meet and make timely decisions on a routine basis.
- Funded programs may not be able to provide contracted services for some period of time after the occurrence of a disaster.
- UWTB can best provide relief on a coordinated basis with other health and human service agencies.
- Funds are available to support the recommended policies.

Draft Policy

1. *UWTB Support of Funded Programs:* UWTB would continue to support previously approved funded programs unable to provide normal services for a period of up to 60 days after a disaster has been declared. However, agencies must agree to comply with requests of UWTB to assist in disaster recovery efforts by providing staff and other available resources as needed. The President/CEO may continue funding agencies in thirty day increments if the board cannot meet after sixty days.

2. *Coordinate with Other Health and Human Service Agencies:* United Way of Tampa Bay will participate in disaster planning task forces in Hillsborough and Pinellas counties. Participation in these task forces may include the support of agencies and programs not currently funded by UWTB. The President/CEO is delegated authority to approve emergency contracts for the funding of new agencies, programs and services to meet needs caused by the disaster, utilizing the Board's emergency reserve. Up to \$1 million may be used from this reserve fund to support disaster related services for Hillsborough and Pinellas counties only. The President/CEO shall report to the Board regarding the use of emergency reserve funds on a monthly basis.

3. *Supersedes Prior Policies:* This policy supersedes any prior conflicting policies.

Date approved: 7/26/06

Appendix G

Contact Information and Addresses

Health and Human Services Coordinating Council
501 First Avenue North
Suite 500
St. Petersburg, FL 33701-3715
Phone: (727) 582-7951

Pinellas County Health Department
St. Petersburg Center
205 Dr. Martin Luther King Street
Room 183
St. Petersburg, FL 33701
Phone: (727) 824-6900

Appendix H

Recovery Management Center Information

Primary Recovery Management Center:

2-1-1 Tampa Bay Cares, Inc.
50 South Belcher Road
Suite 116
Clearwater, FL 33765
Phone: (727) 210-42-1-1

Alternate Recovery Management Center Location:

Pinellas County Health Department
St. Petersburg Center
205 Dr. Martin Luther King Street
Room 183
St. Petersburg, FL 33701
Phone: (727) 824-6900

Recovery Management Center Staff:

- **Recovery Managers**
 - Emery Ivery (United Way of Tampa Bay)*
 - Lisa Sahulka (Juvenile Welfare Board)*
 - Rod Cyr (Juvenile Welfare Board)*
 - Paula Kay (United Way of Tampa Bay)*

- **2-1-1 TBC Leadership**
 - Micki Thompson*
 - Stephanie Walker*
 - Edward Perry*

Appendix I

Disaster Recovery Leadership Network

Mark Holmgren, Chair
Executive Vice President
United Way of Tampa Bay

Browning Spence, Vice-Chair
Deputy Director
Juvenile Welfare Board

Rhonda Abbott
Manager of Social Services Planning
City of St. Petersburg

Joseph Baldwin
Senior Planner
Health & Human Services Coordinating Council

Doug Douglass
Manager of Planning
American Red Cross (Tampa Bay Chapter)

Denise Groesbeck
Executive Director
Health & Human Services Coordinating Council

Gayle Guidash
Environmental Health and Preparedness
Division Director
Pinellas County Health Department

Emery Ivery
Vice President of Community Relations
United Way of Tampa Bay

Donna Lytwyn
Operations Program Administrator
Florida Department of Children and Families

David MacNamee
Emergency Management Coordinator
Pinellas County Emergency Management

Carol Madura
Emergency Response Coordinator
Pinellas County Schools

Jason Martino
Emergency Coordinating Officer
Area Agency on Aging of Pasco-Pinellas, Inc.

Janet McGuire
Community Relations Coordinator
The Salvation Army, St. Petersburg
Area Command

Lisa Sahulka
Director of Contract Management, Finance
and Research
Juvenile Welfare Board

Cliff Smith
Assistant Director
Pinellas County Health and Human Services

Sheri Taylor
Director of Disaster Services
United Way of Tampa Bay

Micki Thompson
Executive Director
2-1-1 Tampa Bay Cares, Inc.

Cheri Wright-Jones
Executive Director
Tampa Bay Healthcare Collaborative



Health & Human
Services Coordinating
Council for Pinellas County

www.hhscc-pinellas.org