



## MEMORANDUM

**TO:** All Executive Directors and Program Managers  
**FROM:** Stephanie Walker, Training, Outreach & Disaster Manager  
**DATE:** April 6, 2010  
**SUBJECT:** Disaster Recovery Check-In For Non-Profit Agencies

Once again Hurricane Season is upon us and I'm sure you are as busy as we are preparing those disaster plans for your organization. At 2-1-1 Tampa Bay Cares, Inc., we feel it is important to be prepared and to help coordinate service delivery during recovery from a disaster in order to more efficiently assist our clients and individuals in the community.

As you know, we list over 5,500 social service programs in Pinellas, Hernando and Citrus Counties. However, in the event of a natural disaster some of the agencies that are currently listed on our 2-1-1 database may not be prepared or may not intend to provide service during the recovery phase of a disaster.

For this hurricane season and future seasons, we are asking that each agency/program in the 2-1-1 database, add the following statements in their pre and post disaster plans. This will enable 2-1-1 to easily track the status of each agency both before and immediately following a disaster. 2-1-1 will then share all status reports with important disaster recovery organizations.

### **In your pre-disaster plans, please add the following:**

"Call 2-1-1 or 727-210-4211 and report any agency closure/relocation or change in services."

*For example, in 2004 several agencies called 2-1-1 and reported that they were relocating to another location with clients and several called when they were no longer taking new clients until after the storm had passed.*

### **In your post-disaster plans, please add the following:**

"Call 2-1-1 or 727-210-4211 to provide an Agency Status Report (agency re-opening/relocation, change in hours of operation, status of building, status of services, etc.) to the Disaster Recovery Leadership Network's Recovery Management Center."

- This Information will be used to coordinate human services post-disaster.
- 2-1-1 will have access to Agency Status Report information and use it to update our information and referral system.

**ADDITIONALLY**, we are asking that you add the following e-mail to your press release/media list so that 2-1-1 Tampa Bay Cares, Inc. will receive all your press releases on a regular basis. This will aid our 2-1-1 call center and resource department in tracking what services you are providing to the community on a regular basis in addition to times of disaster.

**PLEASE ADD [enews@211tampabay.org](mailto:enews@211tampabay.org) to your press release/media list.**

**NOTE:** If your plan includes evacuating out of the county, please list the 10-digit access number for 2-1-1 to be sure to reach our agency. That number is 727-210-4211.

We believe that these are very important tasks since there may be some communication problems following a disaster. Keeping in mind that people will be suffering the emotional effects in the aftermath of the disaster, being able to provide this information as soon as possible during disaster recovery will be of tremendous assistance to our community. We can reduce the frustration of trying to locate and access services for those in need. Thank you very much for your efforts and continued support! If you have any questions, please feel free to call Stephanie Walker at (727) 210-4237 or e-mail at [stephaniew@211tampabay.org](mailto:stephaniew@211tampabay.org).