



January 10, 2019

Dear Sir or Madam:

This is the standard operating procedure for activating the 211 Disaster Client Intake Program:

ACTIVATING THE 211 DISASTER CLIENT INTAKE PROGRAM

ACTIVATION REQUEST MAY BE SUBMITTED BY

- IDHS Recovery
- County EMs by contacting IDHS Recovery staff (listed below)
- President INVOAD by contacting IDHS Recovery staff (listed below)

The program can be activated by the following individuals:

- IDHS Director of Emergency Management
- IDHS Recovery Branch Director
- IDHS Individual Assistance Program Manager
- IDHS Individual Assistance Program Coordinator

ACTIVATION REQUIREMENTS

- Once the program is activated, the online reporting link must be posted on the county's website.
- Once the program is activated, the online reporting link will be posted on the IDHS website.
- IDHS PIO staff shall issue appropriate press releases.
- County EMs shall issue appropriate press releases (IDHS PIO staff can provide assistance).

ACCESSING THE REPORTED INFORMATION AND RECEIVING 211 REPORTS

The following individuals and groups are permitted access to reported information and reports:

- IDHS Recovery staff (listed above)
- IDHS SDRF Program Manager Manuela Johnson (if it appears SDRF Program may be activated)
- President INVOAD
- County EMs whose counties have been designated

Sincerely,

Larry Cassagne

Individual Assistance Program, IDHS Recovery