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