



State of Nevada

Department of Health and Human Services

Helping people. It's who we are and what we do.



Nevada

Nevada 211 Disaster Response Plan (DRP) 4/2024

CONTENTS

Section 1: Introduction.....	3
A. What is 211?.....	3
B. Purpose and Objectives.....	4
C. Plan Overview.....	4
Section 2: 211 Disaster Activation	5
A. Activation Triggers, Process, and Levels	5
Table 1. Concept of Operations	7
B. Information Flow	7
Figure 1. Summary of Activation and Information Flow	8
Figure 2. Summary of Process for Financial Guidance Center	8
Figure 3. Summary of Ramping Up the 211 Call Center	9
C. Implementation/Execution Process.....	9
Table 2. Operational Framework	10
Section 3: Roles and Responsibilities.....	13
Table 3. Recommended Tasks to Perform	13
Section 4: Conclusion	14
Appendix A: Definitions and Acronyms	15
Appendix B: Grab & Go Summary Sheet	18

Section 1: Introduction

Nevada Revised Statute (NRS) 232.359 created 211 to provide non-emergency information and referral (I&R) to the public concerning health and human services. Because Nevada 211 provides I&R services, Nevada 211 can offer similar services during an emergency. The purpose of the 211 Disaster Response Plan (DRP) is to guide the Nevada 211 contracted vendor, Money Management International (MMI), in developing the capability and capacity to provide information, assistance, and referrals to the public during man-made emergencies or natural disasters.

Nevada 211 can serve as the single point of contact for non-emergency calls related to an emergency or disaster. Current state and local systems focus on alerts and warnings, which are one-way communications that guide citizens from danger. Communication is a two-way process. Citizens often desire to find resources, provide feedback, and ask questions during a disaster, thus creating a need for an inbound call center during an emergency or disaster. Individuals should direct emergency calls to 9-1-1; however, Nevada 211 may help alleviate some of the calls to 9-1-1, keeping 9-1-1 available for life threatening emergency calls and calls regarding crimes in progress.

A. What is Nevada 211?

Launched in 2006, the intent of Nevada 211 is to provide free information to the public within the State of Nevada related to health and human services. The Nevada Department of Health and Human Services (DHHS) currently contracts with MMI to manage and run the Nevada 211 program. Nevada 211 is available 24 hours a day and seven days a week with information available in multiple languages. Available information includes basic human services; employment support services; volunteer opportunities; physical and mental health resources; programs for children, youth, and families; support for seniors and persons with disabilities; and support for community crisis and disaster recovery. Nevada 211 is available within the State of Nevada by dialing 2-1-1, 866-535-5654, texting a zip code to 898211, visiting the website www.nevada211.org, to search resources or live chat, or through the Nevada 211 and Nevada 211 Youth apps.

The Nevada 211 call center is located in Las Vegas and has five workstations available for disaster operations. Nationally, 211 call centers are becoming increasingly involved in providing I&R during disasters. Locally, Nevada 211 has assisted in many disasters, including the Reno Air Races Crash, the Caughlin Fire, the Washoe Drive Fire, the Little Valley Fire and the 2017 flood in northwest Nevada. Most recently, Nevada 211 assisted in the Las Vegas, 10 October Route 91 event by request of the Clark County Coroner's Office.

Nevada 211 assisted with keeping 9-1-1 lines open for emergency purposes by taking calls from family and friends looking for loved ones who attended the Route 91 Harvest Festival. Nevada 211 Call Specialists interviewed callers and submitted reports to the Coroner's office that would be used to help identify many of the deceased. In the days following, Nevada 211 continued to assist by providing resources to families of the victims as well as survivors. With trained call specialists and significant experience sharing information during stressful situations, Nevada 211 call-takers can provide valuable assistance to the community during emergencies and disasters.

B. Purpose and Objectives

The purpose of the 211 DRP is to enhance Nevada 211 service during emergencies and disasters. The 211 DRP enables MMI to provide a streamlined, accessible, integrated, and sustainable source of I&R during emergencies and disasters. The 211 DRP directs MMI to do the following:

1. Provide an outlet for the surge in non-emergency calls to 9-1-1 during an emergency or disaster.
2. Answer calls before, during, and after an emergency or disaster to support long-term recovery functions as necessary.
3. Provide authorized information dissemination, alert scripts, disaster response support, crisis intervention, and human services coordination.
4. Connect people with the specific services they need to cope with the crisis.
5. Help federal, state, and local government get accurate, current information to the public;
6. Provide reassurance to callers by responding to rumors and letting them know who to call or where to go for support if they feel anxious or isolated.
7. Channel the efforts of volunteers offering to help or donate material goods or money to the right places that can benefit immediately and directly; and
8. Provide a report on calls received by Nevada 2-1-1 to DHHS and the effected government agencies after the emergency or disaster has concluded.

C. Plan Overview

DHHS and MMI desire to have a roadmap for implementing a comprehensive, multi-pronged 211 disaster response. The 211 DRP includes operational instructions and procedures for activating and executing 211 disaster response. The Standard Operating Procedures (SOP) Annex to the 211 DRP provides detailed information and instructions for MMI to follow in an emergency or disaster causing a surge in call volume to the call center.

The 211 DRP and SOP Annex are written using the all-hazards approach. The all-hazards approach means the documents are applicable regardless of the incident or event, natural or human caused. The all-hazards approach is appropriate for any event requiring an organized response by public, private, and governmental agencies to protect public health and safety and to minimize disruption of governmental, social, and economic services.

Section 2: 211 Disaster Activation

The public must receive consistent information and contact numbers throughout an emergency or disaster. For this reason, the timely activation of the 211 Disaster Response Plan (DRP) is critical when appropriate for the situation. Activation of the 211 DRP will occur for emergencies or disasters that may generate a large number of non-emergency calls from the public or requests for information specific to the incident. Some of the incidents may include (but not limited to):

- Mass casualty/fatality incidents
- Large fires
- Earthquakes
- Flooding
- Extreme weather events
- Evacuation orders
- Hazardous material spills
- Drinking water contamination
- Global Pandemic

A. Activation Triggers, Process, and Levels

Several triggers can lead to activation of the 211 DRP.

1. A duty officer from the Nevada Division of Emergency Management (DEM) will notify the Nevada 211 contracted vendor, Money Management International (MMI), about any emergency occurring in Nevada after verifying the need to activate the 211 DRP with the local emergency manager.
2. State, county, city, or tribal emergency managers or incident commanders can activate the 211 DRP during emergencies or disasters.
3. An emergency manager or incident commander can activate the 211 DRP upon activation of the Emergency Operations Center (EOC) or Joint Information Center (JIC). In Clark County, the Multiagency Coordination Center (MACC) may activate rather than the EOC.
4. County and city 9-1-1 dispatch managers can activate the 211 DRP when call-takers observe a surge in calls on a specific incident.

5. County and city 3-1-1 dispatch managers can activate the 211 DRP when call-takers observe a surge in calls on a specific incident.
6. The Program Director of MMI can activate the 211 DRP when made aware of a particular incident or there is a surge in calls related to the incident.

To activate the 211 DRP, a representative from the authorized requesting agency contacts MMI. When contacting MMI, contact staff in this order: 1) Lisa Martin, 2) David Poyner or 3) Lupe Serrano. MMI staff contact information is included in Appendix B. The MMI staff member receiving the notification will obtain as much information as available about the incident using the questions outlined in the Standard Operating Procedures Section 1: Activation Process Details.

The state, county, city, or tribal emergency manager should recommend the appropriate level of 211 disaster response to activate. Based on input from the emergency manager, the Program Director of MMI will determine the appropriate number of staff and volunteers to position in the call center. Staffing levels will change throughout the response and recovery phase as appropriate for the number and complexity of calls received. Based on the status of the long-term recovery, the Emergency Manager will recommend when to deactivate the 211 DRP.

MMI's operations must remain at a high level of preparedness and ready to implement the 211 DRP without warning. The concept of operations in Table 1 describes the approach used by DEM when activating continuity of operations (COOP) for essential functions. The phases or levels used in the 211 DRP align with the phases in the DEM's COOP. The phases or levels describe the dynamic nature of how MMI should prepare and transition to 211 disaster response operations.

Table 1. Concept of Operations

**Activate 2-1-1 Disaster
Response Plan**



Phase/Level 0 Steady State No specific threat or warning	Phase/Level 1 Increased Threat Credible threat/ warning or a surge in 211, 3-1-1/9-1-1 calls	Phase/Level 2 Response Emergency or disaster has occurred	Phase/Level 3 Recovery 211 disaster response continues
<ul style="list-style-type: none"> ○ Develop and maintain 211 DRP ○ Pre-assign disaster roles ○ Execute Agreements with partners ○ Identify resources required for the 211 DRP ○ Develop disaster database and portal 	<ul style="list-style-type: none"> ○ Notify staff and confirm disaster roles ○ Notify volunteer organizations of the potential need for call-takers ○ Ensure systems and equipment are available for additional call-takers ○ Ensure disaster database is up-to-date and accurate 	<ul style="list-style-type: none"> ○ Confirm assignment of in-house roles ○ Send 211 Liaison to appropriate EOC or JIC ○ Reallocate staff and provide just-in-time training ○ Determine appropriate number of volunteers needed ○ Recruit volunteers ○ Provide just-in-time training to call-takers 	<ul style="list-style-type: none"> ○ Maintain the 211 DRP for long-term recovery ○ Evaluate effectiveness of the 211 DRP and modify for future improvement

B. Information Flow

As soon as the 211 DRP is activated, 211 should become the primary number provided to the public for non-emergency calls related to the incident. The success of the 211 DRP depends on the designated lead public information officer (PIO) in the joint information center (JIC) providing information and instructions to FGC’s 211 Liaison before giving the information to the media. The 211 disaster response call-takers will give feedback and information to the 211 Liaison to provide to the Emergency Manager and PIOs to control rumors.

Figure 1 summarizes the information flow during activation of the 211 DRP. Figure 2 depicts the process for MMI to follow for disaster response. Figure 3 summarizes the process to ramp-up the 211 call center for the surge in calls.

Figure 1. Summary of Activation and Information Flow

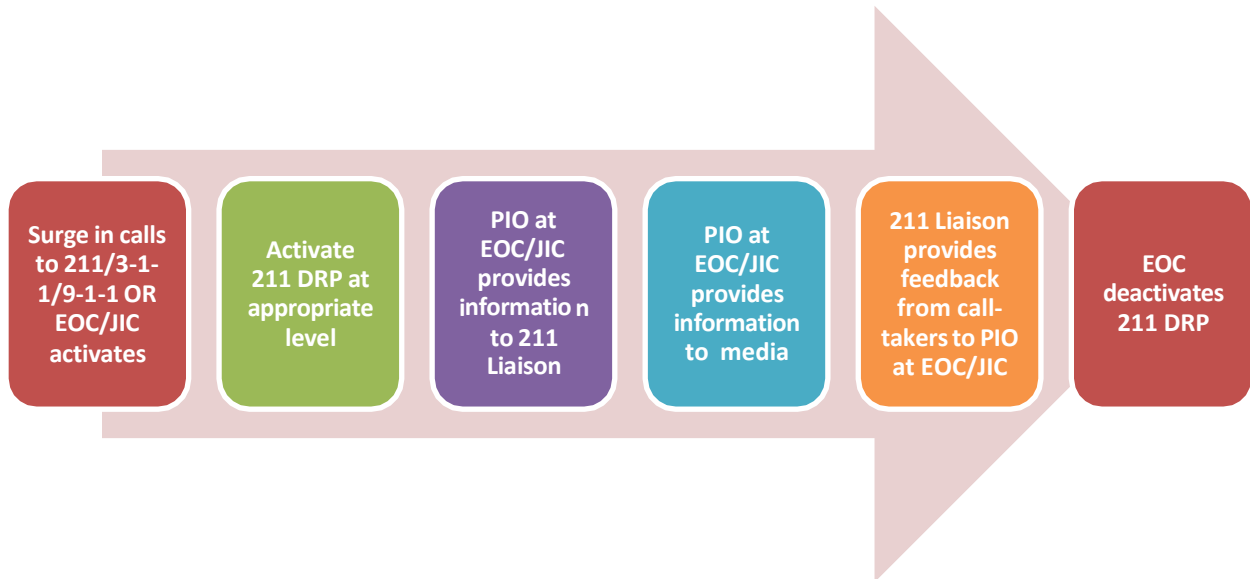


Figure 2. Summary of Process for Money Management International

Steady State	<ul style="list-style-type: none"> • Provide routine information and referral with full-time call specialists • Remain ready to ramp up in emergencies • Stay abreast of increased threats
Activate 211 Disaster Response Plan	<ul style="list-style-type: none"> • Surge in 211, 3-1-1, or 9-1-1 calls • EOC or JIC activates • Emergency Manager or Incident Commander requests activation
Staff 211 Disaster Response Call Center	<ul style="list-style-type: none"> • Send 211 Liaison to appropriate EOC/JIC • Reallocate full time 211 specialists to disaster response • Call Center Supervisor recruit and train volunteer call-takers
Prepare 211 System for Disaster Calls	<ul style="list-style-type: none"> • If possible, create messages for automated answering service • Press 1 if call is related to the disaster in _____ • Press 2 if call is for routine information and referral
Accept 211 Disaster Calls	<ul style="list-style-type: none"> • Route disaster calls to training room for volunteer call-takers • Route routine calls to full time 211 call specialists • Call Center Supervisor oversee volunteers
Maintain Two-Way Communication	<ul style="list-style-type: none"> • 211 Liaison gather information and scripts from lead PIO • 211 Liaison provide updated scripts/FAQs to 211 call-takers • Call Center Supervisor and Database Specialist give caller information to 211 Liaison

Figure 3. Summary of Ramping Up the 211 Call Center



C. Implementation/Execution Process

The National Alliance of Information and Referral Systems (AIRS) stipulate disaster response preparedness requirements to include in a 211 DRP. AIRS Disaster Preparedness Standards Section 4, 15-21 describe the processes I&R service providers follow to service the affected region during a disaster. I&R service providers have a role in meeting the needs of their community during times of disaster, acknowledging their role may vary depending on the population they serve, or the phase of the disaster, (i.e., preparedness, response, relief, and recovery). The I&R service is prepared to assess and provide referrals for inquirers who are experiencing a crisis due to a disaster, or who want to offer assistance and contact the I&R service for a means to do so. Preparation includes development of an emergency operations and continuity of operations plan that enables the I&R service to continue to provide services during and after a disaster.

Table 2 contains the operational framework for the 211 DRP. The SOP Annex contains additional detail on the operational framework for MMI. The recommendations in the operational framework follow the phases of emergency management as described by the Federal Emergency Management Agency (FEMA):

1. Prevention phase includes taking preventive measures, such as environmental planning, developing evacuation plans, and implementing design standards.
2. Preparedness phase includes planning, organizing, training, equipping, exercising, evaluating, and taking corrective actions.
3. Response phase includes coordinating and managing resources in response to an emergency or disaster.

4. Recovery phase includes restoring critical functions, managing stabilization, and returning to normalcy; and
5. Mitigation phase includes making structural and non-structural changes to limit the effect of emergencies or disasters.

Table 2. Operational Framework

Prevention Phase
<p>Money Management International (MMI):</p> <ol style="list-style-type: none"> 1. Gather information on trends. Report trends to key decision-makers in the government and private organizations so the leaders can take preventive actions. 2. Verify that service providers and government agencies update websites and publications to clarify information and instructions based on call trends. 3. Ensure emergency response and continuity plans are accurate and up-to-date.
Preparedness Phase
<p>MMI and Department of Health and Human Services (DHHS) Nevada 211 Coordinator participate in ongoing cooperative disaster response planning.</p> <ol style="list-style-type: none"> 1. Prepare for a surge in calls from citizens seeking disaster information or assistance during emergencies and disasters. 2. Identify the methods of instructing citizens to call 211 for non-emergency questions during manmade emergencies and natural disasters.
<p>MMI establish and maintain the capacity to handle the surge in calls during emergencies and disasters.</p> <ol style="list-style-type: none"> 1. Train the staff and partners how to activate and implement the 211 DRP. 2. Develop a volunteer program with organizations having staff appropriate to serve as 211 disaster response call-takers. 3. Assign a staff member and two alternates to each of the following disaster roles: <ol style="list-style-type: none"> a. Program Director to manage relationships with volunteer organizations. b. Call Center Supervisor to train and assist volunteer call-takers. c. 211 Liaison to sit in the emergency operations center (EOC) or joint information center (JIC); and d. Database Specialist to ensure the disaster information is accurate and up-to-date. 4. Develop a checklist to follow in the call center physical facility upon activation of the 211 DRP. 5. Identify alternate locations that can support an inundated call volume. 6. Develop a process to track disaster-related calls to Nevada 211. 7. Develop a list of frequently asked questions and typical scripts for responses. 8. Use texting, email, and telephone to share information. In Washoe and Clark Counties, use WebEOC to share information. See Appendix A for a description of WebEOC. The SOP Annex includes instructions for using WebEOC.
<p>MMI conduct and participate in training and exercises.</p> <ol style="list-style-type: none"> 1. Actively participate in local, regional, and state disaster exercises. 2. Train agencies and service providers on what is available if they refer to Nevada 211. 3. Develop training curriculum for Nevada 211 disaster response call-takers.
<p>MMI maintain relationships and agreements as necessary for 211 disaster response.</p> <ol style="list-style-type: none"> 1. Maintain agreements with state, county, city, and tribal emergency managers and local 9-1-1 agencies to include Nevada 211 in the emergency response. 2. Develop collaborative relationships with PIOs from public and private agencies that disseminate emergency information. 3. Develop collaborative relationships with individuals assigned to deliver messages through Integrated Public Alert and Warning system (IPAWS) and Reverse 9-1-1 system during emergencies and disasters. See Appendix A for descriptions of IPAWS and Reverse 9-1-1.

<ol style="list-style-type: none"> 4. Coordinate closely with other call centers on the type of information Nevada 211 call-takers will disseminate to avoid duplication of efforts. 5. Maintain Mutual Aid Agreements with 211 disaster response call centers in other states.
<p>MMI develop strategies to manage the challenges in getting information to the public during emergencies and disasters.</p> <ol style="list-style-type: none"> 1. Work with emergency managers and PIOs to determine how to target a particular community for information dissemination. 2. Determine how to communicate during power outages, such as by using Amateur Radio Emergency Services (ARES). 3. Verify how to communicate with people who are not English speakers and the hearing impaired. 4. Decide how to manage the inundated call volume after a Reverse 9-1-1 message is pushed out.
<p>Nevada 211 Call Center Supervisor alert the local EOC of surges in calls received about a particular event to act as an early indicator of potential problems.</p>
<p>Nevada 211 Database Specialist alert agencies providing services related to the specific incident of surges in calls so the agencies can ramp-up capabilities.</p>
<p>Response Phase</p>
<p>MMI activates 211 disaster response call center portal.</p> <ol style="list-style-type: none"> 1. Activate the 211 DRP if a surge in calls on a particular event is observed. Contact appropriate government officers to provide notification of the surge and to receive official activation. Emergency Manager or Incident Commander instructs MMI to activate the 211 disaster response call center in an emergency or upon activation of the EOC. 2. 211 Program Director act as Liaison to EOC/JIC to obtain the most recent and accurate information from the designated lead PIO and to assist with rumor control. 3. 211 Liaison request Emergency Manager to identify and provide contact information for the designated lead PIO. 4. 211 Call Center Supervisor request volunteer call-takers from volunteer organizations if needed. 5. 211 Program Director reallocates in-house staff to 211 disaster response. 6. 211 Call Center Supervisor provides 211 Liaison a list of questions callers are asking, and 211liaison provides the questions to the PIO. 7. 211 Call Center Supervisor conducts just-in-time training to 211 disaster response staff and volunteer call-takers. 8. 211 disaster response call-takers respond to calls. <ul style="list-style-type: none"> o Alert/warn the public using scripts from the designated lead PIO in the EOC/JIC. o Refer callers to services and available resources. o Share information from callers offering to volunteer and/or to provide donations with the 211 Liaison for the Logistics Chief in the EOC. 9. 211 leadership conduct debriefs at the end of every shift. 10. Ensure Nevada 211 remains available for routine information and referral calls.
<p>Recovery Phase</p>
<p>Emergency Manager in EOC advice MMI how long to maintain 211 disaster response for long-term recovery. MMI will:</p> <ol style="list-style-type: none"> 1. Provide information and referral on recovery. 2. Offer a sustained connection to assist individuals whose lives are dramatically affected as 211 disaster response becomes part of long-term recovery efforts.
<p>Emergency Manager in the EOC advise MMI when to deactivate. Provide deactivation information to disseminate.</p>
<p>FGC Volunteer Manager recognizes staff and volunteer call-takers. Celebrate accomplishments of 211 disaster response.</p>
<p>211 call-takers remain available for routine information and referral calls.</p>
<p>Mitigation Phase</p>
<p>MMI Program Director prepares an after-action report and improvement plan to identify strengths and opportunities for improvement in the 211 DRP. Include 211 call statistics and data in the report.</p>

FGC Program Director seeks reimbursement for services rendered during the 211 disaster response.

Section 3: Roles and Responsibilities

The success of the 211 Disaster Response Plan (DRP) is dependent upon stakeholders performing specific roles and responsibilities. Table 3 describes the roles and responsibilities of individuals in the key organizations involved in implementing the 211 DRP.

Table 3. Recommended Tasks to Perform

211 Disaster Response Program Administrator - DHHS
Develop strategies to ensure the sustainability of Nevada 211 and disaster response activities.
Network and maintain relationships with emergency managers, public information officers (PIOs), corporate partners, and volunteer organizations.
Provide input and assist Money Management International (MMI) in the development of Agreements with government agencies, volunteer organizations, corporate partners, local 9-1-1 services, local law enforcement, etc.
Share information on training and exercises with MMI.
Ensure MMI maintains an up-to-date and accurate 211 disaster response database.
Work with MMI to update the 211 Disaster Response Plan (DRP) and Standard Operating Procedures (SOP) Annex annually. Update contact sections semi-annually.
211 Disaster Response Contracted Vendor – MMI
Develop strategies to ensure the sustainability of Nevada 211 and disaster response activities.
Oversee the development of Agreements with government agencies, volunteer organizations, corporate partners, local 9-1-1 services, etc.
Maintain updated emergency response, disaster recovery, and continuity of operations plans.
Maintain an accurate and up-to-date computerized resource database that contains information about available community resources that provide services in disasters.
Act as public inquiry line for the emergency operations center (EOC) or joint information center (JIC) during activation prompted by disasters or emergencies.
Collect data from callers requesting disaster assistance. Data should include callback information to provide individual assistance, volunteer assistance, or any other form of aid provided to disaster victims. Report the data to the EOC or JIC.
Act as rumor control and report patterns of inaccurate information to the EOC/JIC. Provide the EOC with information on developing trends in requests for information so that common concerns can be addressed by news releases and/or website updates.
Recruit and train sufficient staff to handle a surge in calls to Nevada 211 generated by a disaster.
Participate in local, regional, and state emergency training and exercises as appropriate, including classes offered by FEMA.
Prepare an after-action report and improvement plan after deactivating the 211 DRP to identify strengths and opportunities for improvement in future activations of the 211 DRP.
Give feedback to emergency managers and public information officers to improve future disaster response.
Submit a detailed invoice of costs associated with the disaster to the Emergency Manager.
Work with DHHS to update the 211 DRP and SOP Annex annually. Update contact sections semi-annually.

Emergency Manager and/or Public Information Officer
Promote Nevada 211 as the number to call for information on disaster assistance and other information provided to citizens.
Provide Nevada 211 Liaison a seat/workstation in the EOC or JIC to execute emergency operations responsibilities.
Provide Nevada 211 Liaison with information needed to respond to caller inquiries and provide regular and timely briefings on the status of the emergency. Provide advance copies of all media releases to the 211 Liaison prior to public release to help prepare 211 call-takers for the increased public inquiries.
Develop activation procedures in conjunction with MMI to ensure prompt notification when activation is necessary. Notify MMI when the EOC has been activated at a sufficient level to require the need for rumor control or public information using the usual and customary communication pathways.
Include the roles and responsibilities of Nevada 211 in the operational plan, including the 211 Liaison seat assignment and functional responsibilities and a signed copy of Agreements as an attachment to the plan.
Provide MMI 211 staff with training and opportunities to participate in exercises appropriate to their role in disasters. Provide MMI 211 Program Director with advance notice when participation in an exercise or drill is requested or recommended.
Assist MMI 211 Program Director in seeking funding prior to a disaster occurring to help Nevada 211 secure the infrastructure and resources needed to be better prepared during an event.
Assist MMI 211 Program Director in seeking reimbursement from local, state, and federal resources for emergency-related expenses incurred by MMI in the execution of the 211 DRP.

Section 4: Conclusion

The 211 Disaster Response Plan is a management tool to guide the activation and implementation of the Nevada 211 call center during emergencies and disasters. The organization of the operational framework of the 211 Disaster Response Plan follows the phases of emergency management as described by the Federal Emergency Management Agency (FEMA): prevention, preparedness, response, recovery, and mitigation. Consistency is crucial when Nevada 211 is the primary point of contact for non-emergency calls related to an emergency or disaster. The 211 Liaison must receive all news releases pertaining to the incident prior to public release. The Nevada 211 call-takers will limit the amount of information provided to callers to information approved for public release. Nevada 211 will serve as a valuable response and recovery resource during emergencies and disasters.

Appendix A: Definitions and Acronyms

Industry professionals commonly use the following emergency management-related terms and phrases. Many of the terms listed below are used throughout the 2-1-1 Disaster Response Plan (DRP). Some of the terms and definitions listed are not found in the 2-1-1-1 DRP but are included to provide an overall understanding of industry language.

Definitions	
Alliance of Information and Referral Systems (AIRS)	Established in 1973, AIRS is a nonprofit 501©3 professional membership organization of nearly 900 information and referral contracted vendors, primarily in North America. AIRS meets its goals through the establishment and promulgation of Standards for Professional Information and Referral, the promotion and quality assurance of credentials, education and training, technical assistance, and leadership to the entire information and referral field.
Citizens Emergency Response Team (CERT)	The CERT program helps prepare volunteers to respond to emergencies in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to victims, and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community.
Emergency Operations Center (EOC)	A central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency and ensuring the continuity of operations. The EOC is responsible for the strategic overview of the disaster and does not normally directly control field assets, instead making operational decisions, and leaving tactical decisions to lower commands. The EOC collects, gathers, and analyzes data, makes decisions that protect life and property, and disseminate decisions to agencies and citizens. In most EOCs, there is one individual in charge, and that is the Emergency Manager.
Federal Emergency Management Agency (FEMA)	FEMA is an agency of the United States government that provides a single point of accountability for all federal emergency preparedness, mitigation, and response activities. FEMA is a branch of the Department of Homeland Security.
Incident Commander	The incident commander is the person responsible for all aspects of an emergency response, including quickly developing incident objectives, managing all incident operations, and application of resources as well as responsibility for all persons involved.
Incident Command System (ICS)	The Incident Command System is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
Information and Referral (I&R)	I&R give people in need an easy link to information about local resources. I&R is the link between all community resources and all residents. From the single mother needing food for her children to the senior citizen looking for in-home care, I&R brings people and services together.
Joint Information Center (JIC)	A central location that facilitates operations of the joint information system. A location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions.

Just-in-time training	A method of providing training when it is needed. Advantages include: <ul style="list-style-type: none"> ○ Eliminates the need for refresher training due to subject knowledge loss experienced if training proceeds over an extended period. ○ Prevents training being wasted on people who leave or quit before the training they received is used on the job. ○ Allows the participants to receive training when they need it rather than weeks or months later.
Local Emergency Planning Committee (LEPC)	Under the Emergency Planning and Community Right-to-Know Act (EPCRA), LEPCs must develop an emergency response plan, review the plan at least annually, and provide information about chemicals in the community to citizens.
Multiagency Coordination (MAC)	The coordination of assisting agency or jurisdictional resources in support of one or more incidents. In Clark County, if more than one EOC is established to support more than one Incident Command Post (ICP), a transition from the Clark County EOC to a Clark County Multiagency Coordination Center (MACC) will take place to facilitate centralized support and coordination.
Medical Reserve Corp (MRC)	The MRC Program coordinates the skills of practicing and retired physicians, nurses and other health professionals as well as other citizens interested in health issues, who are eager to volunteer to address their community's ongoing public health needs and to help their community during large-scale emergency situations.
National Incident Management System (NIMS)	The National Incident Management System (NIMS) is a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly to manage incidents involving all threats and hazards, regardless of cause, size, or location.
Public Information Officer (PIO)	PIOs are the communications coordinators or spokespersons of public and private organizations. They differ from public relations departments of private organizations in that marketing plays a more limited role. The primary responsibility of PIOs is to provide information to the media and public as required by law and according to the standards of their profession.
Reverse 9-1-1	Reverse 9-1-1 is a public safety communications system developed by Cassidian Communications for use by public safety organizations to communicate with groups of people in a defined geographic area. The system uses a database of telephone numbers and associated addresses, which, when tied into geographic information systems, can be used to deliver record emergency notifications to a selected set of telephone service subscribers.
Team Rubicon	Team Rubicon unites the skills and experiences of military veterans with first responders to rapidly deploy emergency response teams.
Unified Victim Identification System (UVIS)	UVIS is an Internet-enabled database system intended to handle critical fatality management functions made necessary by a major disaster. It can be used to gather information to facilitate compiling an accurate list of missing persons.
Voluntary Organizations Active in Disaster (VOAD)	National VOAD is an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination, and collaboration; and fosters more effective delivery of services to communities affected by disaster.
WebEOC	Web-based crisis information management software, which provides emergency response teams, decision-makers, and organizations with real-time access to critical information to simultaneously share during the planning, response, and recovery phases of an event.

Acronyms	
AIRS	Alliance of Information and Referral Systems
ARES	Amateur Radio Emergency Services
BCP	Business Continuity Plan
CERT	Citizens Emergency Response Team
COOP	Continuity of Operations
DEM	Division of Emergency Management
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DRP	Disaster Response Plan
DPS	Department of Public Safety
EAS	Emergency Alert System
EM	Emergency Manager
EOC	Emergency Operations Center
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
I&R	Information and Referral
IC	Incident Commander
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
LEPC	Local Emergency Planning Committee
MAC	Multiagency Coordination
MRC	Medical Reserve Corp
MMI	Money Management International
MOA/MOU	Memorandum of Agreement/Memorandum of Understanding
NIMS	National Incident Management System
NRS	Nevada Revised Statute
PIO	Public Information Officer
SOP	Standard Operating Procedures
TRS	Telecommunications Relay Service
UVIS	Unified Victim Identification System
VOAD	Voluntary Organizations Active in Disaster
WEA	Wireless Emergency Alerts

Appendix B: Grab & Go Summary Sheet

The “Grab and Go” summary sheet is provided as a quick reference on the activation of the 211 Disaster Response Plan (DRP). The summary sheet is useful when the 211 DRP and Standard Operating Procedures Annex are not immediately available. The sheet provides guidance to activate the plan on quick notice and includes key contact information.

Checklist for Money Management International (MMI) During 211 Disaster Response	
1	<input type="checkbox"/> Designated Nevada 211 Informer and/or DEM Duty Officer notify the 211 call center when a disaster or emergency has occurred. When contacting MMI, contact in this order: 1) Lisa Martin 2) Dierdra Delgado, 3) Maria Vivolo. 211 Program Director/211 Liaison in the affected area watches incoming news releases and other official information.
2	<input type="checkbox"/> 211 Program Director activates the 211 disaster response portal and/or sets up other processes for receiving and giving information, including WebEOC and social media if applicable.
3	<input type="checkbox"/> 211 Liaison contacts local Emergency Manager (EM) and/or Public Information Officer (PIO) to determine where to go, such as to the Emergency Operations Center (EOC) or Joint Information Center (JIC), obtain permission to go there, and find out what non-emergency phone number is being given to the public.
4	<input type="checkbox"/> 211 Liaison reports immediately to the designated EOC or JIC after obtaining permission from the EM or PIO. 2-1-1 Liaison obtains approved information from the designated lead PIO and writes scripts of frequently asked questions to share with the 211 call-takers. 2-1-1 Liaison verifies that Lisa, David, and Lupe are on the designated lead PIO's distribution list to receive updated information. Database Specialist or Call Center Supervisor contact 211 Liaison if call-takers receive any "hot" issues or rumors that need addressed by the designated lead PIO. 211 Liaison remains in EOC or JIC until EM says response activity has decreased.
5	<input type="checkbox"/> If 211 is the designated non-emergency phone number for the emergency, 211 Program Director reallocates in-house staff to 211 disaster response as necessary to handle the surge in calls.
7	<input type="checkbox"/> 211 Liaison coordinates with messages delivered by Integrated Public Alert and Warning system (IPAWS) or Reverse 9-1-1 during emergencies.
8	<input type="checkbox"/> Disaster Database Specialist alerts agencies providing disaster-related services of surges in calls.
9	<input type="checkbox"/> If necessary, because of the surge in calls, 211 Program Manager automates the introduction to 211 disaster response. "News 1 if your call is related to the disaster in _____. News 2 if your call is for routine information and referral."
10	<input type="checkbox"/> Call Center Supervisor conducts just-in-time training to 211 disaster response call-takers.
11	<input type="checkbox"/> If volunteers are used in the 211 call center, Call Center Supervisor r trains volunteer call-takers and remains available in the 211 call center to answer volunteer call-takers' questions and ensure their well-being.
12	<input type="checkbox"/> Disaster Database Manager ensures the disaster database information is accurate and up to date.
13	<input type="checkbox"/> 211 Program Director determines how to communicate a) with a particular community, b) during power outages, and c) with non-English speakers and/or the hearing impaired.
14	<input type="checkbox"/> 211 call-takers respond to calls to 211 to answer questions about alerts and warnings, refer callers to services, and record volunteer and donation contributions. 211 call-takers collect information from callers, including requests and demographic information. 211 call-takers record rumors or hot issues that need to be addressed by the designated lead PIO and report to 211 Liaison.
16	<input type="checkbox"/> 211 Leadership conducts debriefs at the end of every shift and changes the scripts and training as necessary to improve clarity and service.
17	<input type="checkbox"/> 211 Program Director continues to monitor disaster response updates from the EM or PIO for a week after the event (and longer if necessary) and shares that information with 211 call-takers.
18	<input type="checkbox"/> EM in the EOC determines when to deactivate 211 disaster response. Maintain 211 disaster recovery as necessary for long-term recovery.
19	<input type="checkbox"/> 211 Program Director prepares an after action report and improvement plan of the 211 disaster response to provide feedback to service providers, EMs, and PIOs.
20	<input type="checkbox"/> 211 Program Director seeks reimbursement for services rendered during the 211 disaster response.
21	<input type="checkbox"/> 211 Leadership recognizes call-takers and celebrates disaster response accomplishments.