Michigan 2-1-1 Statewide Disaster/Crisis Response Planning

Background: Based on the experience of Michigan 2-1-1 partners responding to the 2014 SE Michigan flooding; a tornado in Wyoming, Michigan; wildfires in the U.P., and the current Flint Water Crisis, the Michigan 2-1-1 Operations Council developed this draft plan for improving the system's responsiveness in a crisis.

Staffing and Capacity	Information Management	Training	Response Coordination
Develop protocols outlining the appropriate cadence for debriefing, rotating shifts (setting a maximum # of shifts agents work during a disaster/crisis), huddles, etc.	Identify designated points-of-contact from each 2-1-1 center for: • Emergency Contact & back up • Resource data management • Media/community relations • EOC/external partner communications	Work with Michigan State Police and FEMA to establish a core disaster training curriculum for 2-1-1 managers and key personnel and frontline staff	Designate 2-1-1 work team to regularly review and update statewide disaster response plan and protocols, including information and resource management, external partnership agreements, technology evaluation
Update job descriptions and trainings to set expectation that all new and current staff need to exhibit flexibility in their availability during times of disaster/crisis	Develop standard policy/protocol for 2-1-1 partners to ensure consistent messaging and information sharing in times of disaster	Develop a cadence for refresher training on disaster/crisis protocols	Train staff and partners on use of statewide wiki
Identify appropriate locations for staff to work when required to work non-standard hours (safe, quiet places where they can take calls)	Develop a checklist(s) or job aids of items to address in any rapid response situation to ensure no essential activities or needs are missed	Develop internal training/system-testing to ensure 2-1-1 processes and capacity are in place to immediately respond in a crisis situation	Actively participate in Michigan VOAD and identify how MI211 can better support other NGO responders
Develop standard remote staffing policy for Michigan 2-1-1 partners.	Develop a statewide wiki specific to disaster/crisis related work that can be used by internal and external partners	Pursue opportunities with SEOC and FEMA to be part of table-top exercises and planning	Develop a written plan for multi-agency coordinated response
Develop protocols outlining best practices to protect staff and management from burnout	Develop and test data-sharing protocol and data feed of 2-1-1 referral/unmet needs data to SEOC and FEMA		Test and implement for generating and distributing work orders to support efficient deployment of responder resources, e.g. water delivery, muck out scheduling, etc
Perform technology assessment to evaluate contact/communications systems, resource, database, workforce management, and other technologies needed to support a fully coordinated response among 2-1-1 and external partners	Develop monitoring and response plan for social/media to address emerging questions and rumors.		Advocate and support Long-Term Recovery Planning by VOAD, State of Michigan and community partners.