

Information and Referral Lessons Learned from Sandy

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Stages of Action

- Pre-Storm
- During the Storm
- Post-Storm
- Long Term Recovery
- Planning for Next Time

Pre-Storm

- Use of I and R staff to make “wellness” calls
 - Check readiness plans both primary and secondary
 - Distribute and liaison callers through Emergency Preparation Checklist
 - Develop a list of medically vulnerable callers who will need assistance
 - Identify those who will “shelter in place”
- Designate Access and Functional Needs (AFN) Coordinator
- Identify Resources and Review Continuity of Operations Plan (COOP)

During the Storm

- Keep accurate notes to avoid “phantom” stories
- Stay connected including social media
- Use site captains where possible
- Activate mobile offsite services

Post Storm

- Deploy Disability Integration Teams to shelter sites
- Make sure shelter policies are sensitive to folks with disabilities and the aged
- Use I and R networks to mobilize resources and identify needs

Effective Case/Call Triage is Essential

Long Term Recovery

- I and R in its classic sense Connecting people with resources
- Data is essential and has been a repeated “ask”
- Be careful of Special Interests
- Repeated self evaluations and evaluations of process
- **640 Storm Calls + 4 days**

Planning for Next Time

- Nothing is sacred...Critical self evaluation
- Failure is the best teacher
- Make sure everyone speaks the same language
- No blame game
- Standing Disability Integration Corps
- Disaster Planning....Everyday

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