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
Contact Information

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