



## CFBHN Hurricane Irma Recovery Update Monday 9/18/2017

We are sending this update to our provider partners and other interested stakeholders to give information and to provide resources to help recover from Hurricane Irma.

### Disaster Recovery Center Openings

CFBHN received confirmation that a combination Disaster Recovery Center (DRC) will be opening for Lee and Collier Counties. The scheduled "soft opening" is on Tuesday 9/19/2017 with formal opening on Wednesday 9/20/2017.

Address:

Golden Gate Community Center  
4701 Golden Gate Parkway  
Naples, FL 34116

Hours of Operation:  
Daily 9am to 6pm

Staffing the DRC:  
Staffing for the Lee/Collier DRC is from Hanley Centers and NAMI Collier.

### Future DRC Openings

CFBHN anticipates additional DRC openings in the near future. If your organization is the designated Crisis Clinical Program (CCP) for a county, someone from CFBHN will be in contact should a DRC open in your area of responsibility.

### Thank you for your help.

In response to our calls to our provider partners to identify personnel to provide support in the DRCs, over 120 CCP support staff have been identified. CFBHN has identified enough staff for two CCP teams for the DRCs, if needed. For those staff who may be asked to help in our response, please take some time and complete the SAMHSA web-based training. The link is below:

<https://www.samhsa.gov/dtac/ccp-toolkit/just-time-web-based-training>

### Disaster Counties

All 14 counties in the SunCoast Region and C-10 are included in the disaster declaration and may be eligible for the Federal Emergency Management Agency's (FEMA) assistance.

### CFBHN Provider Partner Update

CFBHN staff are in contact with our provider partners throughout the region. For most of our provider partners and communities served, power has been restored and full operations have resumed, however outages of electronic communication, especially email, and sporadic internet outages remain. Thank you to all our provider partners for their heroic efforts to keep consumers and staff safe and to restore operations.

Should you have an update on your organization's operations, please contact Marcia Monroe (813-842-4211, [mmonroe@cfbhn.org](mailto:mmonroe@cfbhn.org)) or David Clapp (813-508-8065, [dclapp@cfbhn.org](mailto:dclapp@cfbhn.org)). You may also call the office (813-740-4811) and ask for a member of the NDCS team or send an update to [disasterrecovery@cfbhn.org](mailto:disasterrecovery@cfbhn.org).

### Disaster Recovery Email:

Knowing that communication varies across the region we have set up an email that provider partners and other stakeholders may use. The email is [disasterrecovery@cfbhn.org](mailto:disasterrecovery@cfbhn.org). This email is monitored and requests will be sent to the appropriate staff at CFBHN.

### Other Helpful Resources

## Listing of County Emergency Operation Website and Phone Numbers

County Emergency Operations Centers		
County	Web Link	Phone Number
Charlotte	<a href="#">Charlotte EOC</a>	941-833-4000
Collier	<a href="#">Collier EOC</a>	239-252-3600
Desoto	<a href="#">Desoto EOC</a>	863-993-4831
Glades	<a href="#">Glades EOC</a>	863-946-6020
Hardee	<a href="#">Hardee EOC</a>	863-773-6373
Hendry	<a href="#">Hendry EOC</a>	836-674-5400
Highlands	<a href="#">Highlands EOC</a>	863-385-1112
Hillsborough	<a href="#">Hillsborough EOC</a>	813-272-5900
Lee	<a href="#">Lee EOC</a>	239-533-0622
Manatee	<a href="#">Manatee EOC</a>	941-749-3547
Pasco	<a href="#">Pasco EOC</a>	727-847-8137
Pinellas	<a href="#">Pinellas EOC</a>	727-464-3800
Polk	<a href="#">Polk EOC</a>	863-298-7000
Sarasota	<a href="#">Sarasota EOC</a>	941-861-5000

Some "Just in Time" web-based CCP training is available at the SAMHSA/DTAC website: <https://www.samhsa.gov/dtac/ccp-toolkit/just-time-web-based-training>.

CFBHN can assist with coordinating conference calls for agencies to help with communication. If you need to arrange a conference call line, please call our office at 813-740-4811 or send a request to [disasterrecovery@cfbhn.org](mailto:disasterrecovery@cfbhn.org).

The link to the ACCESS splash page is [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida). You can get real time up to date information related to ESS disaster related activities.

Post-Disaster Assistance: To find out what types of assistance you may be eligible for, please visit <https://www.disasterassistance.gov/get-assistance/find-assistance>

Individuals and families may apply for assistance through the [FEMA Individual Assistance Program](#). Affected individuals and businesses can apply for assistance through the Federal Emergency Management Agency's (FEMA) telephone registration process using the FEMA Helpline at 1-800-621-FEMA (3362) (TTY [1-800-462-7585](tel:1-800-462-7585) for the hearing impaired). Once the registration is complete, a copy of the registration/application will be sent to the applicant and if a need is identified, an inspector will be assigned to view the damaged property.

You can also access FEMA through the internet at <https://www.fema.gov/> or you can download the FEMA app for your phone from the app store (it is free to download and install).

Calling 211 is a great resource and can help direct residents

Consumers with questions about their insurance policies and those who need help filing a claim should call the Chief Financial Officer's free Insurance Consumer Helpline at [1-877-693-5236](tel:1-877-693-5236).