

Incident Name: FLOCOM	DR Number 220-25	Operational Period 0600 17/11/2024 to 0559 18/11/2024
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Incident Action Plan #54

DR 220-25

0600 17/11/2024 to 0559 18/11/2024

FLOCOM



American Red Cross responders deliver clean up supplies after Hurricane Milton impacted Florida 10/31

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Documents Included:	Y/N	Documents Included:	Y/N
Director's Intent/Message	Y	Incident Organization Chart	Y
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Status of Previous Operating Period's Objectives	Y	Work Sites	Y
Contact Roster DRO HQ	Y	Daily Schedule	Y
Incident Open Action Tracker	Y	General Messages	Y

Prepared By: Richard Goldfarb AD Information & Planning	Approved By: Virginia Mewborn Job Director
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Director's Intent/Message

Team FLOCOM –

Thank you so much for the tremendous work each of you has done. We are rapidly transitioning to the to the Immediate Assistance phase of the DRO, and this has certainly been a team effort.

We've managed two major hurricanes, seventy tornadoes and major riverine flooding. At our peak, we had more than 84,000 evacuees in evacuation shelters, and we have identified more than 10,639 homes that have sustained major damage or were destroyed.

As we transition, a new leadership team will come in to manage the efforts beginning early next week. The current leadership team will do a very deliberate transition with the incoming team.

While our community feeding and distribution of supplies has concluded, our commitment to be there for the communities impacted by these storms has not. For some survivors, their road to recovery may be longer and more difficult than their neighbors. It is our job to continue to be a presence on that journey through our IA program, our Long-Term Recovery Program, and our support in the mobilization efforts of partners.

As we move into this next phase of the operation remember our mission and remember with each interaction you have that you are part of the largest humanitarian mission in the world to prevent and alleviate human suffering in the face of emergencies.

Thank you for supporting this operation and thank you for what you do every day as part of the American Red Cross.

With immense gratitude!

Virginia & Jennie

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RCView Links –

[Directors Brief](#)

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Incident Priorities and Objectives

Incident Priorities:	
<ol style="list-style-type: none"> 1. Hold deliberate discussions assessing partner's support for Withlacoochee River Flooding 2. Conduct Accelerated outreach (AO) throughout the AOR and Targeted Enrollment (TE) in Zone 1 3. DRO Leadership Transition to Immediate Assistance Leadership Team 	
Incident Objectives:	
#	Description
1.1	Determine resources, Damage Assessment needs, and timeline to support communities impacted by the Withlacoochee River flooding through the implementation of a Response Impact Grant starting 7:00am 11/16. (OM, LTR)
2.1	Execute virtual outreach to call center contacts and voter registration matches continuing through 6:00pm 11/17.
2.2	Implement TE plan for zone 1 targeting Madison, Taylor, Dixie, and Levy by 6:00pm 11/17
3.1	Complete planning assessing warehouse capacity needed to support Withlacoochee flooding and DR requirements by 6:00pm 11/17.
3.2	Complete full transition of Team Mewborn to Immediate Assistance Leadership Team (IALT) by 6:00pm 11/18.

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Status of Previous Operating Period's Objectives

Obj #	Objective	Status	Significant Actions
1.1	Determine resources, Damage Assessment needs, and timeline to support communities impacted by the Withlacoochee River flooding through the implementation of a Response Impact Grant starting 7:00am 11/16. (OM, LTR)	Achieved	
2.1	Execute virtual outreach to call center contacts and voter registration matches continuing through 6:00pm 11/17.)	In Progress	Aligned Call center liaison reports with
2.2	Finalize TE plan for zone 1 targeting Madison, Taylor, Dixie, and Levy by 6:00pm 11/17	Achieved	
3.1	Complete planning assessing warehouse capacity needed to support Withlacoochee flooding and DR requirements by 6:00pm 11/16.	In Progress	
3.2	Complete full transition of Team Mewborn to Immediate Assistance Leadership Team (IALT) by 6:00pm 11/18.	In Progress	Working on transition documents

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Incident Open Action Tracker

ID	Mission Title	Status	Requestor Agency Type	Mission Owner Name	Due Date	Notes
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Contact Roster DRO HQ

Contact Roster DRO HQ

24 Hour Lines	Name	Phone	Email (@redcross.org)
24 Hour / Lodging * <i>Emergencies Only!</i> *		571-531-7801	
24 Hour / Staff Health (Illness and Injury)		225-573-9079	
24 Hour/Staff Mental Health		914-582-0050	
24 Hour / Staffing		571-562-1867	
24 Hour / Transportation/Shuttle		571-562-1827	
24 Hour / DST Helpline		571-562-1300	
Command	Name	Phone	Email (@redcross.org)
Director	Virginia Mewborn	917-670-8334	Virginia.Mewborn
Deputy Director	Jennie Sahagun	202-527-2057	Jennie.Sahagun
RCCO	Ryan Lock	850-354-2342	Ryan.Lock3
SEOC Principal	Candi Collyer	209-968-1884	Candi.Collyer
Operations Section	Name	Phone	Email (@redcross.org)
AD Operations	La Forice Nealy	202-527-4598	LaForice.Nealy
Zone Coordinator – Zone 1	Kevin Watt	615-939-3840	Kevin.Watt
DHS Manager	Marguerite Adams (V)	225-573-9079	Marguerite.adams4
DMH Manager	Alec Cecil (V)	914-582-0050	Alec.Cecil
Zone 1 Recovery Manager	Jerry Hanson	717-378-9114	Jerry.hanson
Logistics Section	Name	Phone	Email (@redcross.org)
AD Logistics	Deb Lopez	302-690-1844	Deborah.Lopez3
HQ Logistics Chief	Eva Hall	765-729-9643	Eva.Hall
HQ Sourcing Manager	Bridget Bannon	414-243-9597	bridget.bannon3
HQ Facilities Manager	Hortensia (Roc) Anderson	267-366-7147	Hortensia.anderson
HQ Transportation Manager	Clifford Haynes	435-830-2567	Clifford.Haynes
HQ Warehousing Manager	DeeDee Larson	605-929-2569	deedee.larson2
Fulfillment Manager	Rick Applegate	208-504-5381	Rick.Applegate
DST Chief	Jim Moran	848-459-2166	Jim.Moran
Workforce Section	Name	Phone	Email (@redcross.org)
AD Workforce	Chris Purnell	202-809-0919	Chris.Purnell3
Deputy AD of Workforce	Ariel Young	813-422-8823	Ariel.young
HQ Staff Relations Manager	JoAnna Thompson(V)	208-841-0918	Joanna.Thompson2
HQ Lodging Specialist	Michael Zukunft (V)	571-531-7801	Michael.Zukunft2
HQ DEBV Manager	Susan Kalkhuis-Beam (V)	610-533-0517	Susan.Kalkhuis-Beam
HQ Staff Services	Carolyn Manson (V)	941-228-0761	Carolyn.manson
Information & Planning Section	Name	Phone	Email (@redcross.org)
AD Information & Planning	Richard Goldfarb	707-322-9651	Richard.Goldfarb
Deputy AD Information & Planning	Sharon Jefferson-Hawkins	302-383-7001	sharon.jeffersonhawk

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HQ Disaster Assessment Manager	Mo Green	863-221-1628	Mo.green
HQ FSI Manager (F2-Tallahassee)	Robin Jackson	850-550-1295	Robin.Jackson3
HQ FSI Manager (F2-Tampa)	Jim Manson (V)	714-300-9588	Jim.Manson
Call Center Liaison-Milton/Helene	Ava Winters (V)	260-88-9958	Ava.Winters
GIS	Jeff Franzen (V)	703-957-5711	Jeff.Franzen
External Relations Section	Name	Phone	Email (@redcross.org)
AD External Relations	Sandy Hughes	615-663-6884	Sandy.Hughes
Finance Section	Name	Phone	Email (@redcross.org)
AD Finance	Robin Platt (V)	847-867-5557	Robin.Platt
Long Term Recovery	Name	Phone	Email (@redcross.org)
AD Long-Term Recovery	Rob Bryan	505-228-3885	Rob.Bryan2
Community Recovery Manager	Suzanne Allen de Sanchez	805-717-7576	Suzanne.AllendeSanchez
Community Recovery Manager	Vito Reciniello	516-491-8672	Vito.Reciniello

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Work Assignments

DRO – Recovery				
Operations Leadership				
AD Operations – La Forice Nealy (202-527-4598)				
HQ Client Care Chief – 0				
HQ Recovery Manager – Jerry Hanson (717-378-9114)				
DRO – Recovery Resources		Total # of Persons	Reporting Location	Reporting Time
Resource ID	Leader Name & Contact Information			
IA-AO Recovery - HUR Helene	Jerry Hanson (717-378-9114)	CARE/MN – 1	Tallahassee 1115 Easterwood Dr Tallahassee, FL 32311	
	Work Assignment Lead Recovery IA mission in Zone 1			
Recovery Planning Casework Zone 1	Laura Dean (315-945-3792)	CARE/MN – 1 CARE/SV – 2 CARE/SA – 5	Virtual	
	Work Assignment Provide clients with resources to aid in their recovery			
Virtual Intake Team	Jerry Hanson (717-378-9114)	DAT/SA – 6	Virtual	
	Work Assignment Contacting confirmed MDD households to open cases where we have been able to find phone numbers			

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Work Sites

Facility	Type	County	Address	Zip	ARC POC	Phone
Florida State EOC - Emergency Operations Center	EOC	Leon County, FL	2555 Shumard Oak Blvd,	32399	Ryan Lock	(850) 354-2342
HQ - DRO HQ	DRO HQ	Hillsborough County, FL	3310 W. Main St.	33607	Deb Lopez	(302) 690-1844
Refresco Beverages - Warehouse	Warehouse	Pasco County, FL	15340 Citrus County Dr.	33523	DeeDee Larson	(605) 929-2569
Tallahassee- Zone 1	Zone 1	Leon County, FL	1115 Easterwood Dr.	32311	Kevin Watt	(615) 939-3840
TPA Basecamp - Shelter	Shelter	Hillsborough County, FL	4232 N Westshore Blvd	33614	Chris Purnell	(202) 809-0919

General Messages

General Messages Menu

Link back to this Menu is the title of the message you are in.

Welcome	ARC Emergency App	Signing Authority	Weather Forecast
Health & Safety	Out-processing	Base Camp	Evaluations

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Welcome

Welcome to DRO 220-25. The **DR 220-25 Orientation (FLOCOM)** has been [uploaded to YouTube](#), try this link if haven't attended our Orientation in person.

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Health & Safety

If you are experiencing any symptoms—such as cold symptoms, allergies, or any other illness—**DO NOT REPORT TO WORK**. Instead, please call Staff Health at 571-635-6509 and notify your supervisor.

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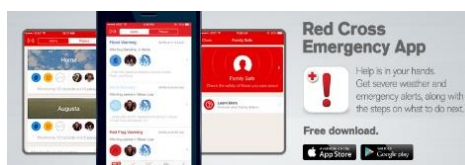
Base Camp

Tampa HQ base camp is at Tampa Airport located 4232 North Westshore Blvd, Tampa, FL, 33614

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ARC Emergency App

Download the ARC Emergency App. Make sure to check that your “Live Locations” reflects where you currently are located.



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Lodging Requests

(Must be submitted by 12:00pm NOON)

Staff Services Lodging must process all lodging requests. Staff Services will ensure that all responders who need lodging will have it.

- To make Staff Services Lodging aware of a change in lodging location, supervisors and above should submit a lodging request change using the following DRO Lodging Request Form.
- If an urgent lodging change is required, please directly call the 24-hour Staff Lodging number, after hours that number is for emergencies only.

Supervisors of responders who need their lodging changed, please fill out the form. To help the Staff Services Lodging Team understand the context of the request or if there are unusual requirements, liberally use the Notes field (item 4). Tell the responder(s) to check out of the current hotel by 11 am (except for persons working a night shift). Requests submitted after 12 pm for same-day lodging changes might not be fulfilled. [Lodging Change Form](#).

Out-Processing

OUT-PROCESSING CHECKLIST

Performance Evaluation

- Discuss and receive your evaluation from your supervisor BEFORE you leave the operation.

Travel Arrangements home - AIR

- If flying, contact CWT at 888-435-7913 to book your flight prior to out-processing.
- Departure travel may be booked no sooner than 48 hours from your departure date.

Staff Services/Out-processing

- Please Out-Process in-person, if possible. Due to the remote nature of your location, you can out process by calling or texting 571-562-1867. If you text, please provide the following information:
 1. Member #
 2. Last working date.
 3. Travel home date.
 4. Expected arrival home date.
 5. Mode of transportation.

Disaster Services Technology (DST)

- Check out with DST: turn in cell phone, chargers, computer, and any other accessories you may have for the operation.
- If in North Florida, DST equipment should be turned in to the ARC Office front desk between 9am and 3pm.

Ground Transportation

- Shuttles are available to airport contact 571-562-1334.
- Check out with transportation 571-562-1334 if you have been issued a vehicle.

Mission Card

- Please check your balance and you may request reload on the Volunteer Connection app.
- The Mission card tile in the Volunteer Connection App will disappear once you out-process.
- Mission card can still be used for travel home expenses and meals.
- Reconciliation of funds, including reimbursement for personal funds used, should be done as soon as you get home (Mission Card Cardholder Instructions)

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Evaluations

Supervisors, please remember to complete evaluations for those leaving the operation. To assist in completing evaluations in a timely manner, you may include the following:

DR220 was a challenging incident and required high flexibility due to its rapidly changing pace at a moment's notice. This was a level 7 response resulting from hurricanes Helene (Cat 4) and Milton (Cat 3) each making landfall in Florida only 17 days apart. Prior to Milton’s landfall, we assisted the State of Florida with over 82,000 people in evacuation centers spanning across the state. During Milton’s landfall, over 40 tornadoes caused damage spanning coast to coast. Since shelters were opened, the Red Cross and our partners have provided over 17,500 overnight stays in 356 emergency shelters. With the help of partners, a total of 78,1198 meals and snacks have been provided. Over 72,153 relief items including comfort kits and other supplies have been provided to people in need and 7,442 total households have been served. The operation has been supported by 1,900 trained Red Cross disaster workers who continue to bring hope to the state of Florida daily.

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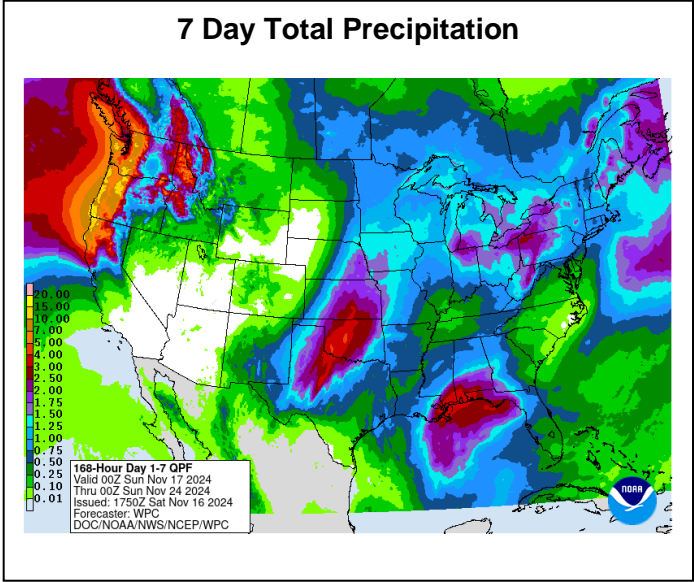
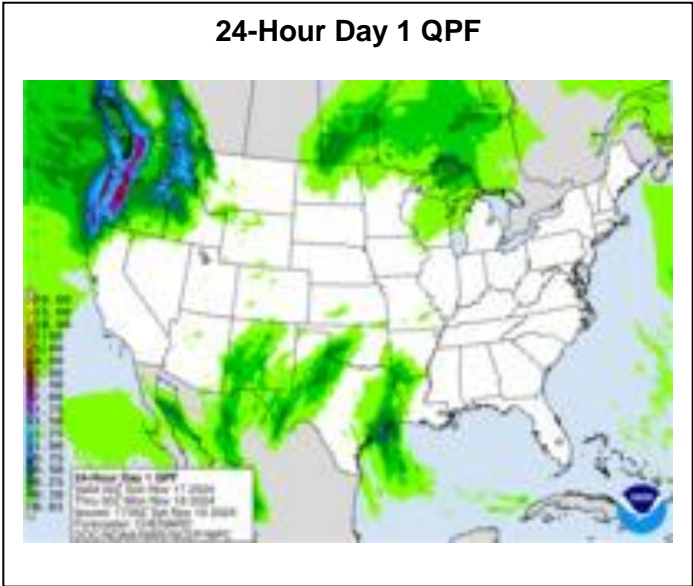
Signing Authority

SIGNING AUTHORITY for 6409s and Purchase Requests		
Command	Name	Authorization Amount
DRO Director	Virginia Mewborn	SDP
Deputy DRO Director	Jennie Sahagun	\$100,000
AD Operations	La Forice Nealy	\$25,000
AD Logistics	Deb Lopez	\$25,000
AD Workforce	Chris Purnell	\$1,500
AD Information & Planning	Richard Goldfarb	\$500
AD External Relations	Sandy Hughes	\$500
Logistics Chief	Eva Hall	\$10,000
DST Chief	Jim Moran	\$15,000

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Weather Forecast

Weather Prediction Center



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Daily Schedule

All times are Eastern Standard Time.

Time	Product/Meeting	Location	Required Attendance/Participation
9:00 AM	Priorities	HQ Leadership Room	DRO Director, Deputy Director, All AD's
12:00 PM	Logistics Team Call	<i>Microsoft Teams Invite</i>	All Logistics Team
1:00 PM	Transition Planning	<i>HQ Leadership Room/Microsoft Teams invite</i>	DRO Leadership Team
5:00 PM	IAP Distributed	<i>Email</i>	All assigned staff in Volunteer Connection and additional personnel