



During the July 2023 flood, Vermont 211:

- Took almost 6,000 damage reports (residential and business)
- Had fillable damage reports on our website to increase access to reporting
- Provided 312 referrals to Crisis Clean Up

VT 211's experience and requests made of VT 211 was different during the July flood such as:

- Collecting business damage reports
- Having the damage reports on our website
- The data from these reports were provided to VEM by 211 for all calls but the raw data from the online forms was accessed by VEM staff directly.

Misconceptions about VT 211's role during the disaster:

- VT 211 only provides damage report data to VEM and AHS emergency management. VT 211 did not share this with towns, municipalities or directly with Crisis Clean Up as this isn't our role in disaster.
- Regarding feedback about privacy issues- there was a statement on the online damage report forms that stated, "By completing this form, you give permission to share your information with town officials and volunteers and /or case managers to get assistance". Also, there were no medical or disability specific questions on the form. The only question was regarding if there were any disabled residents. This is to ensure safety and assistance with evacuation.
- VT 211 is not responsible for hiring, assigning, or vetting volunteers for clean-up. As an information and referral service, we refer to programs and agencies. This was the first year Crisis Clean Up was used by VT.

The July flood created a new and quicker way of getting information from residents to VEM and towns/municipalities than prior disasters. While this wasn't perfect, this is an opportunity to streamline the process. We at VT 211 would like to see a formal process and standard for sharing this information to protect privacy, ease the process and quicken the state's ability to have this vital information during a disaster.