



KOIN Survey Following the 2009 Ice Storm

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EXECUTIVE SUMMARY

The Kentucky Cabinet for Health and Family Services/Department for Public Health conducted an online survey with members of the Kentucky Outreach and Information Network (KOIN) two months following the January 2009 ice storm. The purpose of the survey was to collect information about KOIN members' experiences in order to better understand how the KOIN functioned during the ice storm. Survey findings will guide the planning for the pending ITV Workshop and the KOIN Annual Meeting in the fall.

The survey was sent to every member of the KOIN (totaling 263 people), and 77 surveys were returned (29 percent return rate). Out of the surveys returned, 37 surveys were fully completed, for a 47 percent completion rate. The surveys were distributed to KOIN members according to the geographic region (Central, Southern, Western, Eastern and Northern) in which they were located so that survey data could be collected and sorted by region. The regions were defined according to maps provided by CHFS/DPH staff. The JMA team conducted an analysis of the aggregate survey data, as well as the data for each geographic region.

The survey was designed to generate information about the communication methods KOIN members used during the ice storm; amount of time between receipt of KOIN messages and dissemination to vulnerable populations; communication barriers and challenges; and successes (what went well) and notable lessons learned (what KOIN members will do differently in the future). The survey questions also were designed to collect anecdotal data, which is provided in the Research Findings section of this report.

The survey generated important information critical to future KOIN planning and communication. Key survey findings included but were not limited to:

- KOIN member relied heavily on cell phones for communication; however, there were several reports of cell phone disruption during and after the ice storm.
- Due to road conditions and other transportation barriers, the KOIN network was exclusively reliant on electricity and digital communication.

- KOIN members distributed weekend KOIN Alert messages slower than messages received during the week.
- E-mail messages distributed to KOIN members' work e-mail addresses were sometimes received slower because of office closures.
- Loss of electricity stopped most communication and defeated traditional mass media messaging.
- Some organizations were overwhelmed with continuity of operations issues.
- The need for translation services underscored particular areas where multiple languages are represented.
- Some e-mail attachments were not accessible for visually impaired individuals.
- KOIN members characterized emergency responders as useful sources of information.
- Approximately half of survey respondents said their KOIN contact lists were up-to-date; however, having the contact lists available and on-hand was an issue during the ice storm.
- About one-third of survey respondents used translation/adaptation methods to communicate the messages to their constituents; most relied on organizational resources for translation services.
- The majority of survey respondents reported completing translations/adaptations within four hours of receiving the message.

Complete summaries of the survey findings, including anecdotal data, are included in the next section of this report.



SURVEY DATA

Overview

The following section provides a detailed summary of the survey findings, including graphical representations of the data for each question, along with bulleted lists of the anecdotal data collected. Overall, the response rates from KOIN members in various regions across Kentucky were indicative of the geographic distribution of the KOIN. For example, the KOIN members in the Central region of the state, which has the greatest number of KOIN members, returned the most surveys with 49 responses. The response rates from KOIN members representing the other geographic regions included:

- Southern region – 11 responses
- Western region (least amount of KOIN representation) – four responses
- Eastern region – six responses
- Northern region – five responses

The survey questions were divided into two sections. The first section primarily collected demographic information about survey participants (e.g., name, address, county), as well as information about the personal effects of the ice storm (e.g., amount of time without power, barriers to personal travel). The second part of the survey included questions specific to people's experiences fulfilling their roles as KOIN members during the ice storm. The data reported herein combines the information collected in both sections of the survey.

Survey data

1. How long were you without electrical power? Please choose ONE answer per location.

	Home	Work
Never lost power	42.1% (32)	65.3% (47)
8 hours or less	13.2% (10)	9.7% (7)
8 to 24 hours	2.6% (2)	1.4% (1)
24 to 72 hours	9.2% (7)	9.7% (7)
More than 72 hours	14.5% (11)	13.9% (10)
One full week	18.4% (14)	0% (0)
Still without power	0% (0)	0% (0)
Response Count	76	72

Answered Question: 77

Skipped Question: 0

2. How long did road conditions keep you from traveling in your personal vehicle?

	From home to work	From work to locations associated with target populations
N/A	31.6% (24)	38.4% (28)
8 hours or less	21.1% (16)	15.1% (11)
8 to 24 hours	15.8% (12)	11.0% (8)
24 to 72 hours	22.4% (17)	19.2% (14)
More than 72 hours	7.9% (6)	13.7% (10)
More than 1 week	1.3% (1)	2.7% (2)
Response Count	76	73

Answered Question: 77

Skipped Question: 0

3. Did you encounter any personal barriers while fulfilling your KOIN role during the ice storm? Check ALL that apply.

	Response Percentage	Response Count
Hazardous road travel	74.1%	20
Other (please specify)	40.7%	11
Lack of electricity in home	37.0%	10
Conflicting work demands	29.6%	8
Caring for immediate family needs	25.9%	7
Caring for extended family	18.5%	5

Answered Question: 27

Skipped Question: 50

Other Responses:

- I was unable to visit certain parishioners, particularly those farther on the periphery.
- No
- There was insufficient assistance in dealing with non-English speaking populations. It was impossible to communicate with all 67 languages represented in our Fayette County school’s English as a Second Language program participants and our Refugee communities.
- I could not make contact with many of those I regularly communicate with because they had lack of communications.
- I had no personal barriers. However, some of our school districts could not run buses to transport students and had no power in the schools to hold classes.
- Inability to access clients for supplies needed and equipment to get them by until power was restored.
- Mother-in-Law (early Alzheimer’s patient) was without electricity for a week and stayed with us. There was a barrier trying to care for her and keep up with the demands of my job. Also, being in several different roles (disaster memberships and roles other than my job) created some conflicts; i.e. unable to attend conference calls while in response mode.
- Cable, land line, cell phone, internet services frequently interrupted lack of information – I felt that information in the KOIN communications was too little too late.

- While we had electric power, I depend on my computer and TV Captioning because of my hearing loss. Our cable and telephone were out. If my cable is out, I lose my computer and TV Captioning for information. The cable was out almost four days.
- No, I never got any messages from KOIN.

4. What communication methods were available to your during the first 72 hours of the ice storm? Check ALL that apply.

	Response Percentage	Response Count
Cell phone	85.7%	30
Landline from your home	60.0%	21
E-mail account sponsored by local ISP	45.7%	16
Landline from another location	28.6%	10
Web-based e-mail account sponsored by local ISP	20.0%	7%
Web-based e-mail account sponsored by public ISP (i.e., Yahoo, Google)	20.0%	7
Amateur radio	5.7%	2
Satellite phone	2.9%	1
Pager	2.9%	1
TTY or other relay service	0%	0

Answered Question: 35

Skipped Question: 42

Other Responses:

- E-mail and phone service at work and at the EOC command center.
- I could send out messages but many of those targeted were not received because they did not have electricity or communications in their office or employees' homes. They were focused on trying to take care of high priority clients. Within two days, they were contacting us with questions.
- Work E-mail.
- The KETS network that connects schools to the Department of Education in Frankfort via e-mail was out in several districts. Some of the LAN phone lines were out as well. Cell

phones were available in the case of some of these districts but in others, these did not work either. The most severely impacted districts were in the western part of the state.

- My cell phone only worked for the first ten hours.
- Sheriff’s Frequency on the County Radio System.
- KHELPS to reach volunteers HAN could have been used if needed to alert health department staff.
- Work e-mail.
- Land line, AT&T cell towers went down with the storm.
- Our cell phones were out for a couple of days.
- No communication was available.

5. The Kentucky Cabinet for Health and Family Services/Department for Public Health issued a series of KOIN alerts over an 11-day period. The following questions help trace how those messages were received and distributed to other people.

Time from issuance of message to your receipt

	Message #1 Jan. 26, 2009 1:06 p.m. Carbon monoxide warning	Message #2 Jan. 31, 2009 8:13 a.m. Carbon monoxide warning Spanish	Message #3 Feb. 2, 2009 1:51 p.m. Additional winter storm information	Message #4 Feb. 6, 2009 12:00 p.m. Contaminated peanut butter
Within 2 hours	58.6% (17)	44.0% (11)	72.4% (21)	61.3% (19)
2-8 hours	20.7% (6)	32.0% (8)	13.8% (4)	22.6% (7)
8-16 hours	10.3% (3)	4.0% (1)	10.3% (3)	9.7% (3)
More than 16 hours	10.3% (3)	20.0% (5)	3.4% (1)	3.4% (1)
Response Count	29	25	29	31

How you received the message

	Message #1 Jan. 26, 2009 1:06 p.m. Carbon monoxide warning	Message #2 Jan. 31, 2009 8:13 a.m. Carbon monoxide warning Spanish	Message #3 Feb. 2, 2009 1:51 p.m. Additional winter storm information	Message #4 Feb. 6, 2009 12:00 p.m. Contaminated peanut butter
Landline at home	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Text message to cell phone	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Cell phone voice contact	8.3% (2)	9.1% (2)	4.3% (1)	4.2% (1)
Pager	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Satellite phone	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
TTY or other relay service	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
E-mail on cell phone	20.8% (5)	13.6% (3)	17.4% (4)	16.7% (4)
E-mail sponsored by local ISP, accessed at home	25.0% (6)	31.8% (7)	26.1% (6)	25.0% (6)
E-mail sponsored by local ISP, accessed away from home	25.0% (6)	31.8% (7)	34.8% (8)	37.5% (9)
Web-based e-mail sponsored by public ISP (i.e., Yahoo, Google), accessed at home	25.0% (6)	4.5% (1)	0.0% (0)	0.0% (0)
Web-based e-mail sponsored by public ISP (i.e., Yahoo, Google), accessed away from home	8.3% (2)	9.1% (2)	13.0% (3)	16.7% (4)
Contact traveled to deliver in person	8.3% (2)	0.0% (0)	0.0% (0)	0.0% (0)
Met contact at pre-designated meeting place	4.2% (1)	0.0% (0)	4.3% (1)	0.0% (0)
Response Count	24	22	23	24

Time from your receipt to your first KOIN contact

	Message #1 Jan. 26, 2009 1:06 p.m. Carbon monoxide warning	Message #2 Jan. 31, 2009 8:13 a.m. Carbon monoxide warning Spanish	Message #3 Feb. 2, 2009 1:51 p.m. Additional winter storm information	Message #4 Feb. 6, 2009 12:00 p.m. Contaminated peanut butter
Within 2 hours	66.7% (10)	50.0% (6)	71.4% (10)	71.4% (10)
2-8 hours	20.0% (3)	33.3% (4)	21.4% (3)	21.4% (3)
8-16 hours	6.7% (1)	8.3% (1)	7.1% (1)	0.0% (0)
More than 16 hours	6.7% (1)	8.3% (1)	0.0% (0)	7.1% (1)
Response Count	15	12	14	14

Method you used to make your contacts

	Message #1 Jan. 26, 2009 1:06 p.m. Carbon monoxide warning	Message #2 Jan. 31, 2009 8:13 a.m. Carbon monoxide warning Spanish	Message #3 Feb. 2, 2009 1:51 p.m. Additional winter storm information	Message #4 Feb. 6, 2009 12:00 p.m. Contaminated peanut butter
Landline at home	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Text message to cell phone	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Cell phone voice contact	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Pager	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Satellite phone	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
TTY or other relay service	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
E-mail on cell phone	23.1% (3)	18.2% (2)	23.11% (3)	25.0% (3)
E-mail sponsored by local ISP, accessed at home	30.8% (4)	36.4% (4)	30.8% (4)	25.0% (3)
E-mail sponsored by local ISP, accessed away from home	38.5% (5)	36.4% (4)	38.5% (5)	41.7% (5)

	Message #1 Jan. 26, 2009 1:06 p.m. Carbon monoxide warning	Message #2 Jan. 31, 2009 8:13 a.m. Carbon monoxide warning Spanish	Message #3 Feb. 2, 2009 1:51 p.m. Additional winter storm information	Message #4 Feb. 6, 2009 12:00 p.m. Contaminated peanut butter
Web-based e-mail sponsored by public ISP (i.e., Yahoo, Google), accessed at home	7.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)
Web-based e-mail sponsored by public ISP (i.e., Yahoo, Google), accessed away from home	0.0% (0)	9.1% (2)	7.7% (1)	8.3% (1)
Contact traveled to deliver in person	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Met contact at pre-designated meeting place	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)
Other (please specify)	10			
Response Count	13	11	13	12

Answered Question: 31

Skipped Question: 46

Other Responses:

- I did not receive alerts. I was not yet registered.
- I made contacts from work e-mail.
- Newspaper
- I did not receive any of these. My e-mail was incorrect.
- You did not have a choice on the menu to say we accessed the messages and disseminated them through the state e-mail system (KETS) to schools and districts, so I chose the option that was closest to that.

- All messages were received at work on my @ky.gov e-mail account. I am a member of KOIN but do not act as an at-risk population service provider, so messages were not forwarded.
- There is no option for state e-mail....or never receiving a message...i.e. Spanish translation.
- Some of the information sheets were copied and place in our clinics for patients to pick up as needed.
- I worked at the EOC and did not come into my office to receive e-mails from my work computer.
- I never got any messages.

6. Please describe the communication needs of the following groups and the barriers to reaching them during the ice storm.

	Response Percentage	Response Count
Your target population	97.1%	33

- Hispanic
- Many do not have good phone service, especially farm workers.
- Deaf/Blind
- Those people in my target population are all Limited English speakers. We need phone and e-mail trees and contact information for all 67 language groups in Fayette County. We need language phone lines with interpreter assistance at the EOC command center, and we need more languages translated within the warnings: Arabic, French, Russian, Swahili, Chinese.
- Some of the blind consumers.
- Many were without communications, so agencies serving them had difficulty communicating and could not travel.
- The power was out in some districts and that affected the ability to send e-mail through the KETS system.
- E-mail accessible to the blind including attachments (no scanned PDF); TV with captioning for D/HH.

- Spanish Speaking Immigrant Groups.
- General information, lack of power.
- Deaf, Rural Deaf.
- Information passes through local television and radio stations.
- Messages in Spanish, but with English translation/Barrier—no mail service for a couple of days.
- Some people called for welfare checks on family members, but we have no specific list of individuals who are at risk during emergency situations.
- NA—possibly if we develop a region KOIN, I would have a role in relaying information locally to those not on KOIN.
- People with disabilities.
- No cell phone service, no land line service.
- Individuals with developmental disabilities.
- Multiple
- Hard of hearing people, primarily late deafened.
- Appalachian Counties—Poverty areas—Most had no electric or e-mail availability.
- Handicapped, mobility-impaired.
- ESL residents.
- Older adults and persons with disabilities have many limitations with communication. We use various methods to communicate including phone calls, e-mail, contacting family member or other representatives, etc.
- Deaf and HOH people were dependent on word of mouth and neighbors. Cell towers were down as long as 24-48 hours.
- Unable to receive alerts and notices regarding electricity, water, food, shelter information.
- Low income families, homeless.
- Electronic communication, television (for those who had it).
- Information in their language.
- Hazardous road conditions and lack of power in clinic building.

	Response Percentage	Response Count
Your local network of agencies that serve the target population	91.2%	31

- Responded great.
- Pretty good most of the time.
- Office for the Blind and Office for Vocational Rehabilitation.
- The Migrant Network Coalition, the Provider Cabinet, the Kentucky Refugee Ministries, Catholic Charities and others could be reached by e-mail, but there was insufficient help organizational planning to do it effectively.
- Health Department, Community-Based Services, Community Action of Southern KY.
- Many agencies were without electricity or communication in their offices – could not communicate with employees or clients.
- CHURCHES—most helpful; Salvation Army—helpful; Cardinal Valley Center and schools were closed—could not make contact with families needing help.
- General info—lack of power.
- Office of Vocational Rehabilitation.
- Radio communications between partners.
- Centro Latino, Bellevue Baptist Church, Hispanic Ministry Office, Owensboro, and St. Michaels in Sebree.
- We were contacted by radio to do welfare checks on specific people.
- Many of my contacts to whom I forward KOIN alerts and who I ask to distribute the messaging to their population were not at work/available.
- None in Northern Kentucky’s 4 counties of the NKHD—Boone, Campbell, Grant, and Kenton.
- Disability organizations.
- Alerts are sent out on listserv to a network of agencies who in turn make contacts to the populations they serve. Alerts are also posted on our Web site with links back to the KOIN Web site and links to additional information.
- No cell phone service, no land line service, no internet service.
- KCDD
- AmeriCorps programs.

- Hearing Loss Association of Kentuckiana
- Network of churches—unavailable during weekend, plus businesses were closed so people could not receive messages.
- There was no communication at first, no phone service. Verizon worked, but there was only one satellite telephone in the county.
- Churches, local government.
- Providers are expected to have emergency plans in place. Daily contact through KIPDA Coordinator and provider staff during the main course of the event.
- Cell towers need to have back-up power.
- Messages were put on radio and TV, but without power, I did not receive them. NG delivered information when they could reach people at home.
- Kentucky School for the Blind (closed down), American Printing House for the Blind and agency field offices of which some had no electricity. We had no internal communication for a couple of days.
- Information in their language.
- No phone or electricity in buildings.

	Response Percentage	Response Count
Your community response partners (emergency management, law enforcement, etc.)	70.6%	24

- Churches, Shelters, Cardinal Valley Center, BCHC, Public Library, Salvation Army.
- On a scale of 1-10, about 8+ during bad weather.
- The Sheriff’s Department, Salvation Army, Health Department, and others could be reached through our EOC command center and through LFUCG’s 311 (LexCall) assistance. Having a handy current phone contact list would have been helpful.
- Law enforcement was very helpful.
- General information...lack of power.
- Amateur radio communications.
- Ambulance service was excellent and was the only one used.

- As I have stated before, we need to be contacted by agencies who have risk populations they deal with so we can make physical contact with them to ensure their wellbeing.
- They were busy with response.
- None in Northern Kentucky’s four counties of the NKHD – Boone, Campbell, Grant and Kenton.
- No cell phone service, no land line service, no internet service. Radio communication was affected because of reliance on generators.
- Local emergency management.
- AmeriCorps members.
- Most were tied up with the response.
- I did not see emergency management until the third day; there were all volunteers at first. If they were around, EMS did not know it.
- ESL instructor at college.
- Not very accessible directly but we connect with them and what they are doing through our CORE staff and hazard mitigation unit.
- Fire Department checked on some members.
- Same as above.
- Through telephone, cell phones.
- Information in their language.

7. How useful was your list of key contacts during the ice storm? Please check ONE item per line.

	Yes	No	Needs Improvement	Not Applicable	Response Count
My contact list was up-to-date.	52.0% (13)	0.0% (0)	24.0% (6)	24.0% (6)	25
My contact list was in my possession.	50.0% (6)	25.0% (3)	26.3% (5)	21.1% (4)	12
My back-up contact list was easily available.	36.8% (7)	26.3% (5)	21.1% (4)	15.8% (3)	19
Other information you would like to share					12

Answered Question: 36

Skipped Question: 41

Other Responses:

- We primarily contact via e-mail or VP. As these messages are sent out, the Deaf/DeafBlind community send messages out to friends and family.
- We need to add contact information for interpreters, translators, and community leaders in the many foreign language communities now present in Fayette.
- THE MAIN PROBLEM WAS LACK OF COMMUNICATION METHODS—no electricity—no TV, no radio, no internet at home, no way to charge cell phones.
- We were involved in shelters, especially in interpretation. Some of our team went from door-to-door in Sebree to invite them to Owensboro shelters.
- We need to know who needs a welfare check in the various communities within Hardin County. Any help that any of the agencies can give us would be helpful. We don't need any personal information that is not relevant to the welfare check. Just a simple name and address will do.
- Again, if a regional KOIN is developed, this may be an area I would need to address if I was unable to have all service providers sign on directly to KOIN.
- Homes on the other side of the street were without power so we were lucky this time. Many of our members did not have electricity and were without the means to contact assistance. They were cut off from sources of information such as where shelters were as well as information regarding safety.
- Forwarded to others within organization for them to send out.
- I do not have a contact list. There was a nun from a church in Carroll County at the training I went to last year, but I do not know her name or how to contact her. I know she is already a KOIN member.
- I would like to see the information sent to multiple contact sources (work and home e-mail accounts). Sometimes information is time sensitive; I would like to be able to send it out quickly.
- We were somewhat prepared but did not expect cable, power and cell to be out.

- Since I live in a rural area, we had to have someone with a four-wheel drive get us out of where we lived and to a safe location where there was electricity. I used my state Blackberry for communication and the contacts in it. When we left our home, I did not take the contact list; rather, I used the contacts in my Blackberry.

8. Did KOIN messages have to be translated into a language other than English or adapted in some other way for your target population?

	Response Percentage	Response Count
No	73.0%	27
Yes	27.0%	24
Other (please specify)		6

Answered Question: 37

Skipped Question: 40

Other Responses:

- American sign language and tactile sign language in some instances.
- Yes, Spanish, Arabic, Japanese, and Burundi were some of the languages requested.
- Spanish
- No target population. Not a direct service provider in my role at NKHD.
- I used messages from KOIN and sent them to my constituents—once power was restored and I had access to computer and internet.
- But I never got any messages

9. If you answered “yes” to Question 6, please choose the items that most accurately describe where you located language translators.

	Response Percentage	Response Count
Resource within your agency or organization	77.8%	7
A member of the target population community	66.7%	6
Faith-based organization	44.4%	4
Community-based organization/ non-profit	33.3%	3
College or other educational institution	22.2%	2
Establish relationship with independent translator	11.1%	1
English as a Second Language (ESL) program	11.1%	1
Other (please specify)		1

Answered Question: 9

Skipped Question: 68

Other Response:

- These two items are the same place—my place of employment.

10. If you answered “yes” to Question 6, please identify the approximate time it took for a translator to complete the work.

	Message #1 Jan. 26, 6009 1:06 p.m. Carbon monoxide warning	Message #2 Jan. 31, 2009 8:13 a.m. Carbon monoxide warning Spanish	Message #3 Feb. 2, 2009 1:51 p.m. Additional winter storm information	Message #4 Feb. 6, 2009 12:00 p.m. Contaminated peanut butter
N/A	27.3% (3)	40.0% (4)	27.3% (3)	40.0% (4)
1-2 hours	27.3% (3)	40.0% (4)	36.4% (4)	20.0% (2)
2-4 hours	27.3% (3)	10.0% (1)	9.1% (1)	20.0% (2)
4-6 hours	9.1% (1)	0.0% (0)	0.0% (0)	0.0% (0)
6-8 hours	9.1% (1)	0.0% (0)	0.0% (0)	0.0% (0)
More than one day	0.0% (0)	10.0% (1)	27.3% (3)	20.0% (2)
Response Count	11	10	11	10

Answered Question: 11

Skipped Question: 66

11. Based on your experiences during the ice storm, please list three things that you had planned in advance that worked well and that you will keep as part of your KOIN outreach plan.

- A list of contacts with me at all times. Supplies at home. Get a generator.
- Open-hours service access at outreach site in low-income community provided meals/sleeping area and also service site for community shares as needed.
- Need to make an updated distribution list for KOIN.
- I had a list of international community contacts, interpreters, volunteers, community leaders and faith-based contacts who all helped get the information out to their respective communities and who assisted in getting food, blankets and other vital information out to non-English speakers.
- I kept my list in a binder in the vehicle at my home and was able to reach my backup person. They were prepared as well.

- Having access to Internet and ability to send e-mails from home. Ability to get to the office when no one else could (geographic proximity makes this possible).
- Having an alternate phone other than a landline.
- I will make sure that I forward the KOIN messages on to local district superintendents as soon as they appear in my inbox. I will forward messages from other agencies to schools that have assistance to offer from the effects of the emergency. We will fax or call those districts whose e-mail is down with emergency messages.
- My e-mail list when I had access to it. Otherwise, I had no communication or transportation due to loss of power and road conditions.
- PHONE NUMBERS FOR SHELTERS posted at service desks for easy access. PHONE NUMBERS FOR LAW ENFORCEMENT. TRANSPORTATION TO SHELTER/easily accessible.
- I'm better prepared for the lack of power.
- Keeping an updated emailing list for emergency contacts.
- Coordination with Emergency Management, Coordination with County Judge-Executives.
- We keep an updated mailing list, which formed the base for our communications.
- Access to e-mail.
- We instituted our plans, which worked well for us. We are currently updating those plans with lessons learned during the storm.
- Created a group of contact names in cell phone.
- Posting announcements on our website to reach populations statewide. Alerting partner agencies through listserv.
- Our agency divided and conquered by calling all providers, attempting to make contact and maintaining a list of who was okay and who needed assistance.
- E-mail contacts and numbers in phone.
- The storm only mildly affected me, so I was able to assist others.
- My situation is atypical.
- There are two of us set up to reach our target population and that gave us flexibility when one did not have power.

- Calling (or in this case e-mail) tree. What couldn't be received by one was received by another. We were worried about the duplication of contacts across KOIN members, but this instance proved that to be a good thing.
- I wish that KOIN would have a list of every person in the state who is handicapped, instead of my hand made list. But it worked and I kept my eyes open. I am an observer and I probably see too much. My communication worked well until my cell provider went out. It went out at a critical point in this disaster and it wasn't up for days and even then it did not work well. I had all my disaster material well in hand. If it hadn't gotten so cold, I could have sheltered in place. I had to communicate with my neighbors—and several of them were handicapped. I wanted them to go to the shelter, but several insisted that the electricity would come back on soon. I think now looking back, they would have probably let me take the rest of them to the shelter when the electricity was out for nine days. So communication from officials telling the population that the situation is worse should have come to those who would not move out of their homes. We made it through, but oh what an eye opener.
- Name of ESL instructor and e-mail address.
- Client contact system. HDM emergency plan.
- Distribution list for e-mails at home, webmail for work contacts at home, and keep cell phones charged.
- Emergency contact list with me. Emergency kit for my family in place so I would be able to assist others. Delivered messages to many by word of mouth, I did have battery-operated radio to receive news and alerts.
- Utilizing the Blackberry as a form of communication.
- On-going education campaign on risks or what to do in an emergency.
- I am a new KOIN member and was not aware of what the previous contact had in place. I implemented a phone tree with co-workers to ensure that information was getting out about weather and road conditions.

12. Based on your experiences during the ice storm, please list three KOIN efforts you will do differently during the next emergency.

- Will put my family to save first. Pass on information about shelters and places where people can get help. Work early to inform people about the dangers of carbon monoxide.
- Rotate staff a bit more. Keep more on hand for warm meals at outreach sites with kitchen access. Put another layer of pass-along communication volunteers in place.
- Make sure all KOIN members in my office are on the same page. We should have different lists of people to reach a larger group of people. Update list at least every 3-6 months.
- I would like to have at least four people helping to get the information out to the LEP communities, monitoring their needs and responding to them. It was very difficult for one person to try to communicate with 67 different language-speaking communities. I would like to have assistance from the school ESL resource center personnel who know many of the LEP parents personally, and the youth service center counterparts, along with a comprehensive list from them and from the Refugee Ministries with contact information for non-English speakers. Preferably e-mail or cell information so we can have phone trees operating and we can ensure that everyone has access to critical information. In other words, include school and Refugee personnel in EOC training to assist in times of crisis.
- Will have an emergency back-up supply of water. Purchased new kerosene heaters and the need to have kerosene on hand. Need to ensure that we have a greater supply of batteries.
- Have my e-mail address corrected.
- Have a generator.
- HAVE BACK-UP CONTACT LIST WITH ME AT HOME. Know the regulations of shelters—for example, a couple with children must present marriage certificate to be able to find shelter as a family—without marriage certificate separate arrangements must be made for husband and then for wife with children.
- Improve the communication.

- Check e-mail sooner. Send out messages promptly. Include additional information for community leaders for rural communities.
- Faster coordination with amateur radio groups.
- Because the messages we handed out after Mass did not reach everyone, we will try to get them to Bellevue Baptist and to Good Shepherd churches as well.
- Make a more concentrated effort to compile a list of individuals to make welfare checks in times of prolonged utility interruption.
- Forward KOIN messaging to Health Department PIO for appropriate distribution.
- Maintain a paper copy of my contacts.
- We will have an alternative plan in place for when people can't be reached, so we can at least attempt to reach them in another way.
- Try to find alternate methods of communication. Working on getting a backup cell phone service (different provider).
- My situation is atypical.
- We need to have a feedback mechanism to know who is vulnerable, so people can “check in” regarding their status. All was dead and communication was one way only. Some were cut off and others were too busy or did not feel a need to respond.
- For this type of disaster I don't think anything would have been different. Had it been a health type emergency such as a pandemic, a door-to-door deliverance and call tree would have been more effective.
- More preparation is needed for the severely handicapped. Provisions for a health-related shelter is needed. The people who were on oxygen need to be in a different environment. Also the people who are wheelchair-bound did not have attendants to take them to the bathroom.
- Work with the person listed in #9 to have her contact me and let me know that she is working on the communication efforts. Make sure that we have a plan for landline phones and internet outages. Mine was out for 4 days. Find someone else, perhaps the person mentioned in Item #5, to make contact with during emergent or urgent situations.
- We need to make sure we can access client information off-site. We need staff to volunteer to be accessible immediately when a disaster hits.
- More contact information—home phone numbers information kept on a jump drive.

- Must configure an alternative to cable.
- Need back up when no communication services are available and a battery backup for satellite radio at work. Reinforce the need for individual and family emergency kits to the community. Reinforce the need for business emergency plans, especially for communication and utility companies.
- One area that was a problem was finding a location that had electricity to keep the Blackberry charged. Make sure contact lists were updated in the Blackberry Address Book.
- Send the information out to members.
- Will keep a contact list in order to provide better communication with staff and to ensure that families are contacted.

13. How useful would the following resources be to you as a KOIN member? Please check only ONE answer per item.

	Very Important	Important	Not Important	Response Count
Guidance on personal emergency plans	47.1% (16)	38.2% (13)	14.7% (5)	34
Guidance on alternate communication methods if no power	74.3% (26)	17.1% (6)	8.6% (3)	35
Information about organizational emergency planning	56.8% (21)	29.7% (11)	13.5% (5)	37

Answered Question: 38

Skipped Question: 39

Other Responses:

- I view my participation in KOIN as being more about helping to convey information that might save lives. We do the communication we do. It is sufficient for parish needs. If it

can help spread the word about grave material needs. But our communication lines are designed for our internal needs.

- Translations of these into many other languages.
- A list of people the Hardin County Sheriff's Office needs to check on during emergencies.
- I discovered that I am too dependent on electronic communications.
- Information from the state EOC (media type information) directing the people on who to call and what to do for reporting damage, etc. Most had no electricity and didn't receive the information via the media. For the future, it may also help KOIN members to possibly think about printing out the received information and distributing the "flyers" via grocery stores, businesses, etc. When people could get out those were usually the first places they went for supplies.
- The National Guard went door to door in the apartment complex on Saturday or Sunday after the storm. I wasn't there but had left a note saying I was alright. They arrived on Thursday morning. The church was expecting 90 for breakfast but only 15 came, so they brought the food left over to the gym because no one had come in with any food yet. The volunteers that went with us the night before had taken it on themselves to fix us (app. 40 people) sausage and biscuits, but that is all we had until the Lyon cafeteria woman showed up to unlock the cafeteria at 2:00 p.m. We had our first cooked hot meal at about 2:30 p.m., and it was too salty to eat.
- Alternative communication, such as TV captioning is important. When it was on, a hearing person had to relay the info. Captioning was bad at best.

14. In your opinion, what barriers prevent people from receiving and acting on carbon monoxide warnings and/or using alternate heating sources appropriately? Based on your experience and observations, please rank the following barriers.

	Not Important	Don't Know	Important	Very Important	Response Count
Fear that their generator will be stolen	18.2% (6)	27.3% (9)	33.3% (11)	21.2% (7)	33
Did not receive information about the dangers	0.0% (0)	6.5% (2)	45.2% (14)	48.4% (15)	31
Language describing risk is too complicated	12.9% (4)	12.9% (4)	48.4% (15)	25.8% (8)	31
Willing to take the risk rather than move to a shelter	0.0% (0)	5.9% (2)	47.1% (16)	47.1% (16)	34
Belief that an alternate heating source is the only option	0.0% (0)	12.1% (4)	45.5% (15)	42.4% (14)	33
Other (please specify)					10

Answered Question: 34

Skipped Question: 43

Other Responses:

- People are not informed on this important issue. They don't want to move to a shelter because they are not going to be comfortable. They fear leaving their things, don't have a car to go to shelter or don't know where the shelters are located.
- THE LANGUAGE BARRIER.
- Our population of people needing support is not the typical population that mingles well in shelters. They have significant needs that require them to have more isolated shelters geared for a population of physically disabled and mentally challenged.

- Most of our population did not have generators. Those that did were concerned about them being stolen. Wood and coal stoves are more prevalent in those areas. Kerosene heaters seemed to be the biggest alternative source. They presented problems, which could have become dangerous. Most took risk to stay home for fear of having their houses broken into.
- There was a minor fire in the housing project and it could have been a lot worse, but the majority of people in the project stayed in their homes and first used their gas stoves for heat and then alternative sources. A lot of the handicapped stayed home because they were afraid their needs would not be met in a shelter. From what I experienced, they should have been afraid and stayed home.
- No one wants to leave their home.
- Never received the communication.
- Most people I spoke with just didn't think it was much of a risk to them, sort of "It won't happen to me" attitude. My mother-in-law only had a gas stove and was using the top burners to heat her house. I told her of the CO₂ risk and her CO₂ detector (which my husband and I bought for her) went off while I was there. She said it was just a low battery. I gave her a new battery and it went off again. I again told her it was because she was using the stove for heat. I cracked a window, and she shut it twice. I finally just told her if she was to stay in the house she HAD to keep the window cracked and to not use the stove for more than 10 minutes at a time. She finally listened to me. She is an intelligent woman but refused to believe that CO₂ was building up in the house. This is just an example of what people do in these situations.
- Pets are very important too, and shelters do not take them.

15. Please characterize the overall emergency response in your community.

Speed

	Unacceptable	No opinion	Acceptable	Very good	Outstanding	Response Count
Return of electrical power	14.3% (5)	17.1% (6)	48.6% (17)	11.4% (4)	8.6% (3)	35
Road clearance	6.1% (2)	3.0% (1)	51.5% (17)	30.3% (10)	9.1% (3)	33
Distribution of supplies	8.8% (3)	32.4% (11)	38.2% (13)	20.6% (7)	0.0% (0)	34
Distribution of food and water	12.1% (4)	30.3% (10)	39.4% (13)	15.2% (5)	3.0% (1)	33
Shelter availability	14.7% (5)	8.8% (3)	55.9% (19)	14.7% (5)	5.9% (2)	34
Emergency medical services	3.0% (1)	27.3% (9)	36.4% (12)	24.2% (8)	9.1% (3)	33
Law enforcement response time	0.0% (0)	35.3% (12)	38.2% (13)	17.6% (6)	8.8% (3)	34
Outreach to special/vulnerable populations	34.4% (11)	21.9% (7)	34.4% (11)	6.3% (2)	3.1% (1)	32

Coordination

	Unacceptable	No opinion	Acceptable	Very good	Outstanding	Response Count
Return of electrical power	9.7% (3)	19.4% (6)	41.9% (13)	16.1% (5)	12.9% (4)	31
Road clearance	0.0% (0)	3.4% (1)	51.7% (15)	34.5% (10)	10.3% (3)	29
Distribution of supplies	3.3% (1)	36.7% (11)	43.3% (13)	13.3% (4)	3.3% (1)	30
Distribution of food and water	0.0% (0)	41.4% (12)	37.9% (11)	17.2% (5)	3.4% (1)	29
Shelter availability	12.9% (4)	9.7% (3)	48.4% (15)	19.4% (6)	9.7% (3)	31
Emergency medical services	0.0% (0)	35.7% (10)	32.1% (9)	28.6% (8)	3.6% (1)	28
Law enforcement response time	0.0% (0)	41.4% (12)	31.0% (9)	20.7% (6)	6.9% (2)	29
Outreach to special/vulnerable populations	39.3% (11)	17.9% (5)	35.7% (10)	3.6% (1)	3.6% (1)	28

Status updates

	Unacceptable	No opinion	Acceptable	Very good	Outstanding	Response Count
Return of electrical power	16.1% (5)	22.6% (7)	29.0% (9)	19.4% (6)	12.9% (4)	31
Road clearance	3.6% (1)	25.0% (7)	50.0% (14)	14.3% (4)	7.1% (2)	28
Distribution of supplies	10.3% (3)	41.4% (12)	27.6% (8)	17.2% (5)	3.4% (1)	29
Distribution of food and water	6.9% (2)	44.8% (13)	27.6% (8)	20.7% (6)	0.0% (0)	29
Shelter availability	22.6% (7)	9.7% (3)	38.7% (12)	19.4% (6)	9.7% (3)	31

	Unacceptable	No opinion	Acceptable	Very good	Outstanding	Response Count
Emergency medical services	7.1% (2)	46.4% (13)	21.4% (6)	21.4% (6)	3.6% (1)	28
Law enforcement response time	6.9% (2)	48.3% (14)	20.7% (6)	24.1% (7)	0.0% (0)	29
Outreach to special/vulnerable populations	37.0% (10)	22.2% (6)	29.6% (8)	3.7% (1)	7.4% (2)	27
Other (please specify)						10

Answered Question: 35

Skipped Question: 42

Other Responses:

- For us, it was mostly a question of power outage.
- Please work on some type of list so we can check on people.
- Our counties were not strongly affected.
- Our population of people needing support is not the typical population that mingles well in shelters. They have significant needs that require them to have more isolated shelters geared for a population of physically disabled and mentally challenged.
- Did not learn of any distribution of food or supplies in the east Jefferson Co. area. There were no shelters in the East End of Jefferson Co. that I was made aware of during the emergency.
- The no opinion was due to the remoteness of most I worked with. They were without the means of receiving status updates and therefore did not know what all was going on. If the question was for me personally, then I would have to have said it was very good on all status updates. The problem was getting into the remote areas, which were not easily accessible due to icy roads and downed trees. The area is so spread out that even in fire, law, etc., using 4-wheelers took a considerable amount of time to reach everyone.

- There were no cots, heat, food, water, blankets, meals –nothing but a generator that was replaced the next morning with a bigger one and two smaller ones—at the shelter in the Lyon County Elementary Gym when we were there at 9 p.m.
- I do not have data on outreach to special/vulnerable populations.
- Richmond’s door-to-door campaign with carbon monoxide detectors is to be commended.
- I put acceptable because I think most did the best that they could considering the circumstances and the magnitude of the situation. I definitely think work is needed in the area of special needs populations, training of nurses to work in these shelters, and training of shelter managers (ARC). Supplies for shelters is another area that needs to be considered.

16. Please write any additional comments, information or experiences from the ice storm that you want the Cabinet for Health and Family Services/Department for Public Health to know.

- I believe in Fayette County they are training volunteers to prepare them for future natural disasters. We need to have the entire Health Department to do this. Work and train service providers to inform and train others.
- Some rural areas were left a long time without electricity. The reasons why were shared and there was an understanding, but it was not really a valid way for people to be left for 4-8 days just because it was expedient to service areas where more units would be back online than to serve a smaller community area with a couple of houses.
- We need more help in handling the enormous growth of foreign language speakers.
- Plans for staffing of some shelters were made “spur of the moment.” In some instances some home health staff were expected to staff shelters but had obligations for meeting their own patients’ needs. Some shelters would not take patients on oxygen. Home health agencies had problems finding some patients as they may have gone to family members not listed in record or to other shelters. Intake at shelters did not ask or document if the individuals were under care of a home health agency or hospice, which made it difficult to track them. Most emergency plans were built on the assumption that

communications by some means could occur, which meant failure to activate the plan during this special disaster.

- All local news stations need to provide closed captioning for the deaf or hearing impaired.
- The one comment I would offer is for folks in the rural community who were cut off without contact for awhile. My in-laws in far west Kentucky were very frustrated and thought nobody was doing anything to get to them. It would help if some type of system could be put into place for those areas to be able to get information to them.
- One primary need to always focus on is understanding the basic accessibility requirements for primary and secondary means of mass communication for populations that are blind and deaf or hard of hearing. Without understanding these requirements, these two populations are left out of the information loop. Otherwise, the greatest need is the coordination of networked groups that are pre-planned to make essential contact with individuals who may be severely impacted by loss of power, loss of transportation or without a way to signal their distress.
- WITH THE LACK OF COMMUNICATION TOOLS and the fact that many service agencies did not open for almost the entire week, finding help for individuals was a challenge.
- There should be an emergency listing of those with disabilities, the elderly or for those who don't have a care person to check on them so that emergency responders or backup community supports can be in place to check on them. There were a few stories in which the elderly couldn't get out and had no electricity. It is really sad that people in that group suffer when overlooked for assistance. Those with other disabilities should also have a backup "person" or "community resource" that could volunteer to be their support when emergencies like this happen.
- We were prepared for additional persons in shelters but most folks seemed to want to stay home and "tough it out." The majority of shelter residents in Warren, Butler, and Edmonson counties were either in need of power for medical machinery or their homes had been rendered unlivable.
- The generosity of volunteers, many of whom were without power themselves, was outstanding.

- Our office had deputies on the street during the entire ice storm, which lasted about a week. We were certain there were vulnerable individuals (such as the lady who died in Radcliff), but without some type of listing we were unable to know on whom to check. We are not interested in specific information about individuals that would constitute an invasion of privacy or any information covered by HIPPA. We only need a name and address to do our job.
- The coordination between public health, local government, EM, and other response partners was outstanding. This event brought attention for the first time to the importance and need for the MRC in our community to our community partners.
- I am interested in the effort to develop Regional KOINS but not at the loss of the state-level network.
- Although I did not lose power and had phone communications, I was isolated from outside activities. I was able to forward KOIN information via e-mail. Had I lost power and/or phone service, I would not have been able to relay KOIN information.
- Unless a person needs oxygen, other electronic devices remain useless to the population that needs them for everyday life. Example: nebulizers, electric wheelchairs, etc. Alternative resources are not available, and it can affect a person's health and welfare.
- Because my role is to receive information and send it on to others, I was greatly hampered because I live in a rather remote area (of Indiana) that was not a high priority for power restoration. We lost power early and did not have access to a computer. Once power was restored—which happened before our road was clear and passable—I found the KOIN info helpful and was able to pass it on.
- This is a poorly developed survey.
- Individual groups could maintain formal communication trees to verify that vulnerable persons are safe. Power lines being down was a major impediment to travel—perhaps more troubling than ice and snow. No one knew how to handle them in their yards and driveways, let alone roadways. Communication among hard of hearing people was one way on the KOIN. No one knew to respond or let others know they were okay.
- We saw a large problem with people not leaving their poor conditions (no heat, no electric, short on food and water frozen, etc) because of the fear of having their homes broken into while gone. Many we talked to said they recognized the dangers they were

putting themselves in by not leaving, but they still refused (took their chances) in order to keep what little possessions they had.

- I did not see any Red Cross volunteers; if they were there, they came incognito. The elementary gym cafeteria was locked when the Lyon County cafeteria lady left to go home. Those people who were diabetic, and one person actually went into a seizure, could not get to the cafeteria to get orange juice or something sweet to help with the seizure. This is another thing that needs to be addressed, especially if the recovery time is longer than 2-3 days. People on special needs diets cannot stay off their diet long, and the food served was so salty that even I could not eat it. And salty foods are dangerous, they make me swell and I avoid them, but if the “kit” had been there to eat, I couldn’t have eaten it, it is so full of salt laden food that I would have swelled up like a balloon. You need to prepare a food “kit” that people who are on a salt-free diet or a diabetic diet can eat. Communication was not established until 2 days into this disaster, the satellite phone went to Princeton along with the list of people to call and it didn’t get back to Lyon County until Thursday. This might be privileged information, so I didn’t say it. I don’t want to get into trouble. I made enough as it was. Also, the nursing homes are supposed to be one of the first served and that did not happen either. The list goes on and on but my hands are finished. I still have 4 pages of notes I took during the storm that I haven’t been able to find that probably would add more information. When I find them, I will send them on.
- Thank you for inquiring and making me aware of my needs for more information and planning.
- It would be good if KOIN could find alternate ways of communicating that can reach more people during an electrical outage.
- I believe that we need to have clearer guidelines about the function of KOIN. The information that I received was too little too late to be very effective. We need to have multiple means of communication in use. All of my KOIN communications went to my work e-mail, which I was unable to check right away. I think we need to use all the information sources possible, and KOIN reps cannot give out information if they don’t receive information.

- More backup information and equipment must be available for the deaf and HOH community.
- I am very glad to have already trained and become familiar with emergency situations. The exercises and trainings that have been done helped prepare me for this disaster. It was also very good to know the people you were working with at the EOC, neighboring counties and at KDPH. It helped make the situation a lot better.
- I was able to maintain communications through my Blackberry until I was able to return to work and use my desktop and landline for communication.
- I did not see a coordinated effort to address the needs of the foreign born (Limited English Proficient) populations. I was disappointed!



CONCLUSIONS & RECOMMENDATIONS

The KOIN is an effective method for disseminating critical information to Kentucky's most vulnerable populations in emergencies. It continues to be a national model both replicated and recognized around the country. Emergencies of the ice storm's magnitude, while unfortunate, provide the Cabinet with an unprecedented opportunity to assess how the KOIN functions in real-time. The survey findings confirm the KOIN is an effective communication conduit, and the lessons learned can be applied to future events, such as the swine flu that is currently impacting Kentuckians.

Continuing to build KOIN capacity at the local level, but not in the way that decentralizes the state-level network, can strengthen the KOIN and its level of outreach. Other ways to improve the KOIN include continuing to request alternate contact information for KOIN members (e.g., home phone, cell phone, work phone) and backup contacts, as well as encouraging KOIN members to apply for e-mail addresses available through public portals, such as Yahoo, Hotmail and Gmail.

The lessons learned from the survey findings pointed to specific next steps that KOIN members can take to improve their outreach and communication capacity. Examples include:

- Improving personal and family preparedness, including planning for:
 - Alternate power supplies
 - Supplies that allow sheltering in place
 - Kerosene heaters
- Improving continuity of operations planning:
 - Assign staff to make expected contacts
 - Plan for the loss of power and Internet
 - Review how much of operations is tied to another organization's function
- Improving quality of contact lists:
 - Add other KOIN members, interpreters, translators, ESL teachers
 - Include shelter phone numbers, emergency phone numbers

These potential next steps will be considered in planning future KOIN activities, such as the KOIN Annual Meeting.