



Kentucky Outreach Information Network (KOIN) Member Roles and Responsibilities

KOIN Member Role:

Your role is to be a communication conduit between the Kentucky Cabinet for Health and Family Services/Department for Public Health (CHFS/DPH) and the population you serve so that public health information is available in an understandable format and delivered by a trusted source.

KOIN Member Responsibilities:

CHFS/DPH appreciates your commitment as a volunteer KOIN member and aims to limit the amount of time you are asked to perform activities outside of your every day responsibilities. The responsibilities that are typically associated with KOIN membership can change depending on whether the KOIN is in an activated or non-activated state or during the recovery phase.

Non-Activated Phase

When the KOIN is in a non-activated state, meaning an emergency has not occurred, you may be asked to perform periodic tasks or activities that will help you prepare for a KOIN Alert, disseminate public health information to your constituents and assist CHFS/DPH with KOIN maintenance and related functions.

In a non-activated state, your KOIN member responsibilities may be to:

- Perform the activities listed in the KOIN Member Planning Checklist in advance of a KOIN Alert.
- Participate in annual KOIN work sessions if your schedule permits.
- Respond to test KOIN Alerts conducted by CHFS/DPH (usually twice a year).
- Recommend others who may be appropriate for the KOIN; characteristics CHFS/DPH typically looks for in KOIN members include broad outreach capacity, existing communication networks and dedication to service.
- Advise CHFS/DPH on how to best communicate with your population and recommend new outreach techniques, as well as new ways to identify and locate special populations in Kentucky.



Activated Phase

In an emergency, CHFS/DPH staff will activate the KOIN by sending an alert and other critical public health information to KOIN members by phone, e-mail or other appropriate channels. Upon receipt of the information, KOIN members will be responsible for delivering information to their population group and/or networks of people who can further deliver the information in a format that is easy for people to understand.

When the KOIN is activated, KOIN member responsibilities may be to:

- Make yourself available and accessible to receive a KOIN Alert from CHFS/DPH (i.e., even in a power outage or other circumstance that may make communication difficult).
- Perform the actions identified in the KOIN Alert Response Checklist immediately after a KOIN Alert is issued.

Recovery Phase

As a KOIN member, you can help people after the event by staying informed and delivering new information to your community, local partners and CHFS/DPH.

After the event:

- Perform the activities listed in the KOIN Member Follow-up Checklist during the recovery phase.
- Share your successes, challenges and lessons learned with others.