

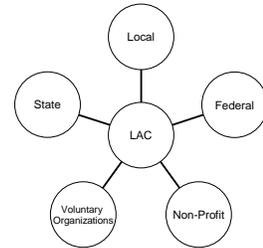
# Local Assistance Center (LAC)

## Information Intake/Reception Training

LAC Just-In-Time Training

## Mission

- LACs provide a centralized location for services and resource referrals for disaster-caused needs, assistance and guidance following a disaster or significant emergency.



## Information Intake/Reception Position Description

- Process Information
  - Process application information into Intake Website.
- Assist
  - Assist in the development/updates of maps, bulletin boards, information brochures and resource inventory.
  - Provide direction and assistance to customers.
  - Provide assistance to the LAC Staff if needed.
  - Facilitate in crowd control.

## Information Intake/Reception Position Description

- Alert
  - Alert LAC Manager of wait times.
  - Alert LAC Manager of emerging trends, issues, or concerns that could be addressed to make services smoother.

## Quick Tips

- Sign in
- Obtain Information Intake/Reception Vest
- Check in with LAC Manager
- Review Intake/Reception Checklist

## Good Luck

- Remember, the Information Intake/Reception is responsible for providing assistance and direction to customers, facilitating crowd control and processing application info into the Intake Website.
- Update bulletin boards often.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.