CSE CHECKLIST – "BE READY FOR UNPLANNED COMMUNICATION"

| Establish online accounts and commit to regular content generation. |
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| Increase search engine optimization by linking to other sites and commenting regularly on other webpages. |
| Monitor online ranking. |
| Engage a web designer to maximize search engine optimization |
| Collect and maintain accurate customer cellphone number calling lists. |
| Back up calling lists and store in a secure, off-site location with multiple agency staff. |
| Create a disaster call plan. Assigned contacts ensure everyone can be reached efficiently. |

