# 4.2 Contact Information Update

**Purpose**: The purpose of this tool is to establish a routine, disciplined approach to keeping network contact information current.

**Directions**: These steps can be followed when updating a contact list or database. See the template below for an example of an update request.

1. Request contact information for each network member and for a backup contact. For e-mail requests, put members’ e-mail addresses in the “Bcc” line to protect confidentiality.
2. Send follow-up requests as needed. Remove members who are unresponsive from the contact list/database.
3. Track responses by recording the date of the last update.
4. Make note of people who ask to be replaced. If they do not provide a replacement contact, ask for one. Contact the replacement to confirm participation in the communication network.
5. Include backup contacts for as many people as possible. Make sure the backup contact knows he/she will be included in the contact list/database.

## Update Request Template

Dear Network Member,

Thank you for your participation **in [name of network]**. To ensure accurate and effective network communication, the **[lead agency]** is updating contact information for all network members. Please respond to the following statements and provide updated contact information for yourself and a backup contact by **[date]**. Responses can be received by e-mail, phone, or fax (see the contact information below).

1. I am willing to continue serving as a **[name of network]** member. (Please mark your answer with an “X”)

* Yes (Move to #3)
* No (Move to #2)

1. I am not the appropriate person from my organization. Instead, contact:

|  |
| --- |
| Name: |
| Title: |
| Phone: |
| E-mail: |

1. I am willing to continue serving as a **[name of network]** member. My current contact information is (please complete all fields):

|  |
| --- |
| Name: |
| Organization: |
| Title: |
| Street Address: |
| City/State/Zip: |
| Phone: |
| Fax: |
| E-mail: |
| Cell phone: |
| Alternate e-mail address: |

Backup contact for your organization in the event that you are unavailable/unreachable during an emergency:

|  |
| --- |
| Name: |
| E-Mail: |
| Phone: |
| Other: |

1. Vulnerable populations my organization serves:[Type text]

Thank you again for your participation in the **[name of network]**. You are a vital link between **[lead agency]** and the vulnerable populations in **[name of community, region, or state]**.

Sincerely,

**[Name]**

**[Title]**

**[Organization]**

**[Phone]**

**[Fax]**

**[E-mail]**