

Joplin Area Chamber of Commerce Disaster Actions

Response and Resources

Immediate use of Facebook with info on where to seek help. (For residents and businesses)
First day, contact with SBTDC, SBA for business recovery center.

Created “have-needs” boards to track resources available and who needed those.

Second day, Chamber staff out in the area finding business owners and managers, gathering input and directing them to resources. More than 400 contacted in first two and one-half weeks.



Fourth day, Business Recovery Center opens; quickest BRC opening for SBA. SBA and SBTDC co-shared space with JACC, Secretary of State (state forms) and others to give services to impacted businesses.

One month, Business Expo

Small Business Technology and Development Center	University of Missouri Extension
Internal Revenue Service	City of Joplin
Workforce Investment Board	Missouri Insurance Commissioner
US Chamber of Commerce	Missouri Department of Economic Development
Utility providers	State of Missouri Resource and Recovery Center

Define Impact and Track

GIS system used initially to define what firms were in path of storm.
Began tracking system (with continuous input) on status of the employer, new location, reopens, needs (adding to resource list)

Tracking was continuous for first several months, and then moved to monthly, quarterly, annually over time. Continue to track five years later

Support and Celebrate:

New focused website and Facebook page, noting status of firms from tracking system

Media promotion “Open for Business” to drive people to the information on businesses. Special ribbon-cutting for each reopened and new business; morale booster.

Business Stabilization Fund: short-term working capital loans for companies still struggling.

Joplin Tomorrow Fund: Loan for companies (small and mid sized) creating new jobs regardless of where or tornado impact.

Seminars and workshops for businesses on on-going basis

Maintain usual local and regional economic development efforts.



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