

# Grassroots Disaster Recovery: Harnessing Community Capacity

*Modeling Best Practices at the Local Level*

2013 Emergency Human  
Services Conference

# Objectives

- Define the marks of a **resilient community** and discuss some of the current challenges;
- Outline the mission and make up of a **Community Organizations Active in Disaster (COAD)**;
- Explain the structure and function of a **Long-Term Recovery Committee (LTRC)**;
- Discuss strategies for **organizing** a COAD/LTRC;
- Understand the principles and importance of **Disaster Case Management (DCM)**.

# The Missouri Model

Creating Partnerships  
across Missouri

**Dante Gliniecki**

Statewide Volunteer Coordinator  
Missouri State Emergency Management Agency



# Disaster Statistics

- More than **226 million people** are **affected** by disasters **every year**.
- **4.4 billion** people were **affected** by **disasters** (**63%** of the population) between 1992-2012.
- Worldwide economic **damage**, as a result of disasters, **amounted** to more than **\$2 trillion** between 1992-2012.

# Resources



**Local**

**State**

**Federal**

All disasters begin and end...

LOCALLY

# The Partnership

The mission of the Governor's Faith-Based and Community Service Partnership for Disaster Recovery is to aid Missourians' recovery plans by developing and implementing a **holistic approach to disaster recovery, maximizing public and private resources** to facilitate an efficient integrated system addressing human services, housing, infrastructure, community and economic development issues.



# Missouri VOAD

The purpose and objective of Missouri Voluntary Organizations Active in Disaster (MO VOAD) is to **coordinate planning efforts** of the many voluntary organizations responding to, preparing for, recovering from and mitigating against disaster.

Member organizations provide more effective and less duplicative services by organizing efforts before disaster strikes.





# Missouri Interfaith Disaster Response Organization

The Missouri Interfaith Disaster Response Organization provides inter-faith coordination for disaster response in Missouri. Specifically, it is the mission of MIDRO:

To provide a communication link for people, churches, and communities following a disaster event

To match identified needs with available financial and personnel resources

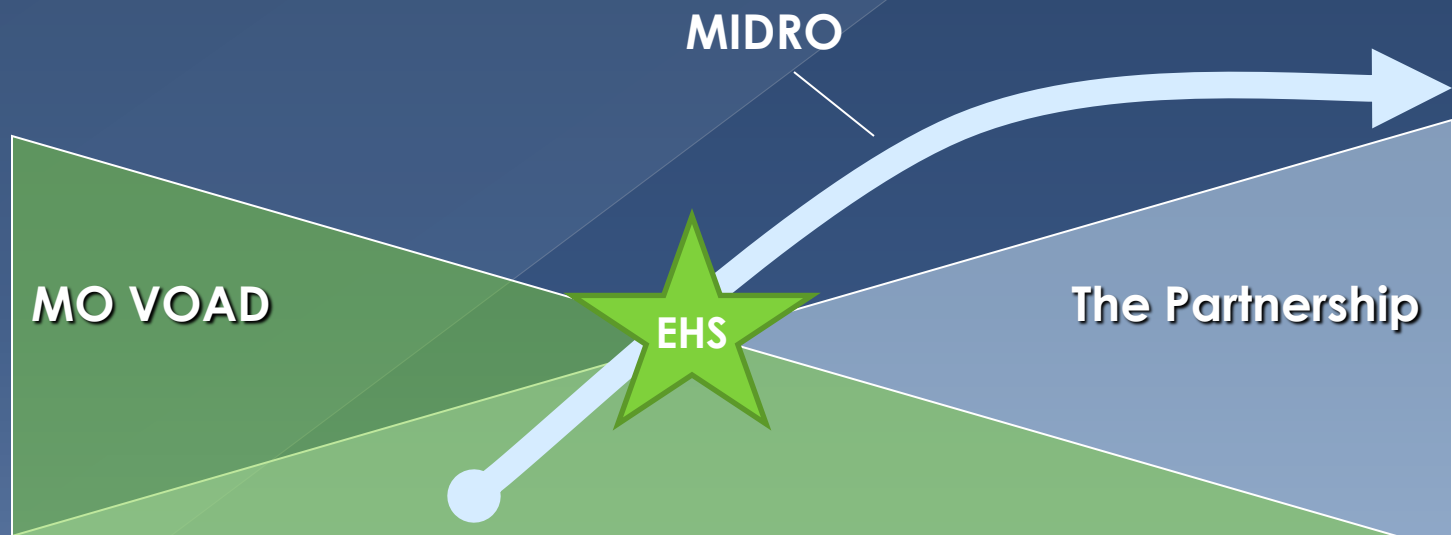
To be a partner of the secular disaster relief networks in Missouri

To provide assistance to people and communities regardless of race, religion, sex, or legal status, particularly the needs which will be unmet by other relief programs



Missouri Interfaith Disaster  
Response Organization (MIDRO)

# Triad of Service



Preparedness → Response → Recovery

# Emergency Human Services

Emergency human services is a broad combination of services provided to support disaster survivors.

Functions include; but are not limited to:

- Mass care (i.e., sheltering, feeding, distribution of relief supplies)
- Evacuation and reunification support
- Support to household pets and service animals
- Disaster mental health services
- Disaster case management
- Emergency assistance
- Disaster health services
- Volunteer management
- Donations management
- Long-term recovery

# Community Organizations Active in Disaster

Community Organizations Active in Disasters

**COAD**



# Partnership with a Purpose

Organizations proactively work together to reduce risks and vulnerabilities, augment community response and recovery capabilities, and strengthen community connections.

Collaborate. Communicate.  
Coordinate. Cooperate.

# Whole Community

As a concept, Whole Community is a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. By doing so, a more effective path to societal security and resilience is built. In a sense, Whole Community is a philosophical approach on how to think about conducting emergency management.

Collaborate. Communicate.  
Coordinate. Cooperate.

**Communication**

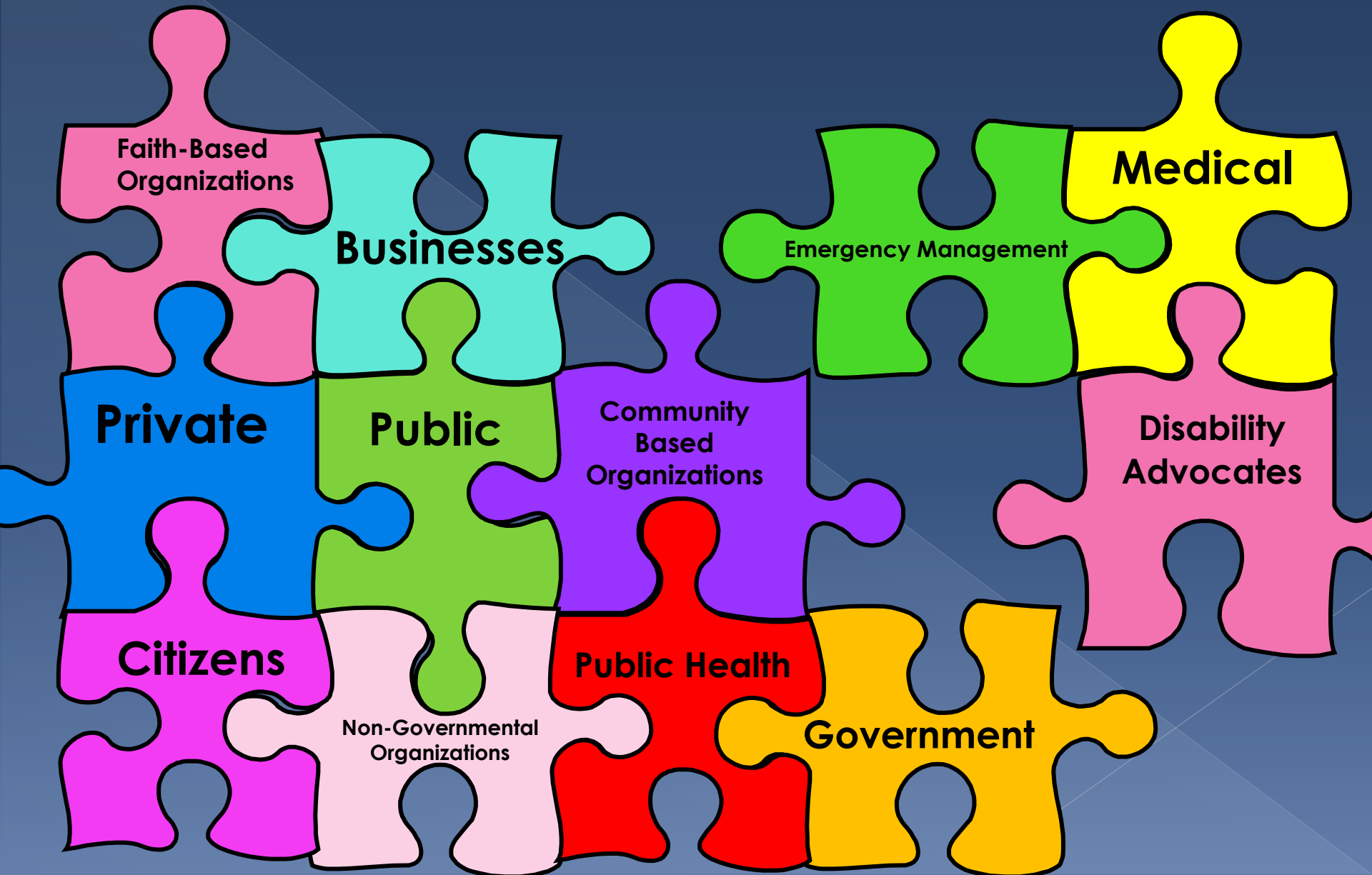
**Coordination**

**Cooperation**

**Collaboration**



# Be Intentional





**Your community involvement  
will be the difference.**

# The Power of Partnerships

Joplin, MO – May 2011

Same View – May 2012



# SEMA: Emergency Human Services

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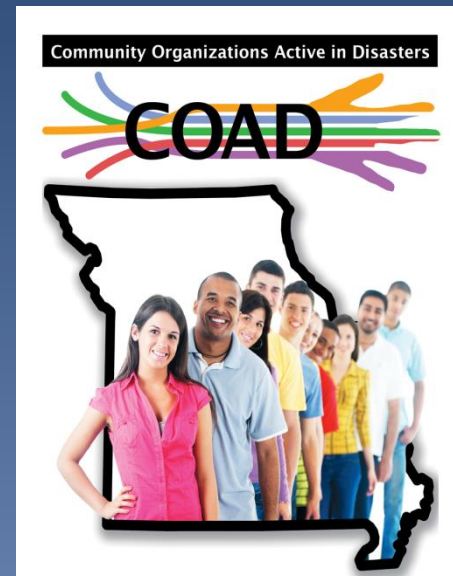
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# Community Organizations Active in Disaster

A Regional Perspective of COADs

Practically Speaking

# Ultimate Goal: Building Resilience

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- Must consider the whole community
- Crosses the disaster cycle



Five minutes before the party is not the time to learn to dance.



# Bringing the pieces of the puzzle together

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COADs work together **proactively** to reduce risks and vulnerabilities, build capacities and strengthen connections.



Physical capacity

Psychological capacity

Social capacity

Economic capacity

# It's all about collaboration

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# Who is at the table?

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**A COAD is a community organization** made up of representatives from public, private, volunteer, faith-based and nonprofit agencies and organizations who may be active in all phases of disaster: **mitigation, preparedness, response and recovery.**

Community Organizations Active in Disaster are **dedicated to helping a community make the best of its resources in a disaster** by creating local relationships *prior* to an event.

**COADs have a broad mission:** to strengthen area-wide disaster coordination by sharing programs, policies, information, joint planning and training.

# How do we get there?

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Through engaging stakeholders, communities develop:

- Social capital
- Community preparedness
- Community competence



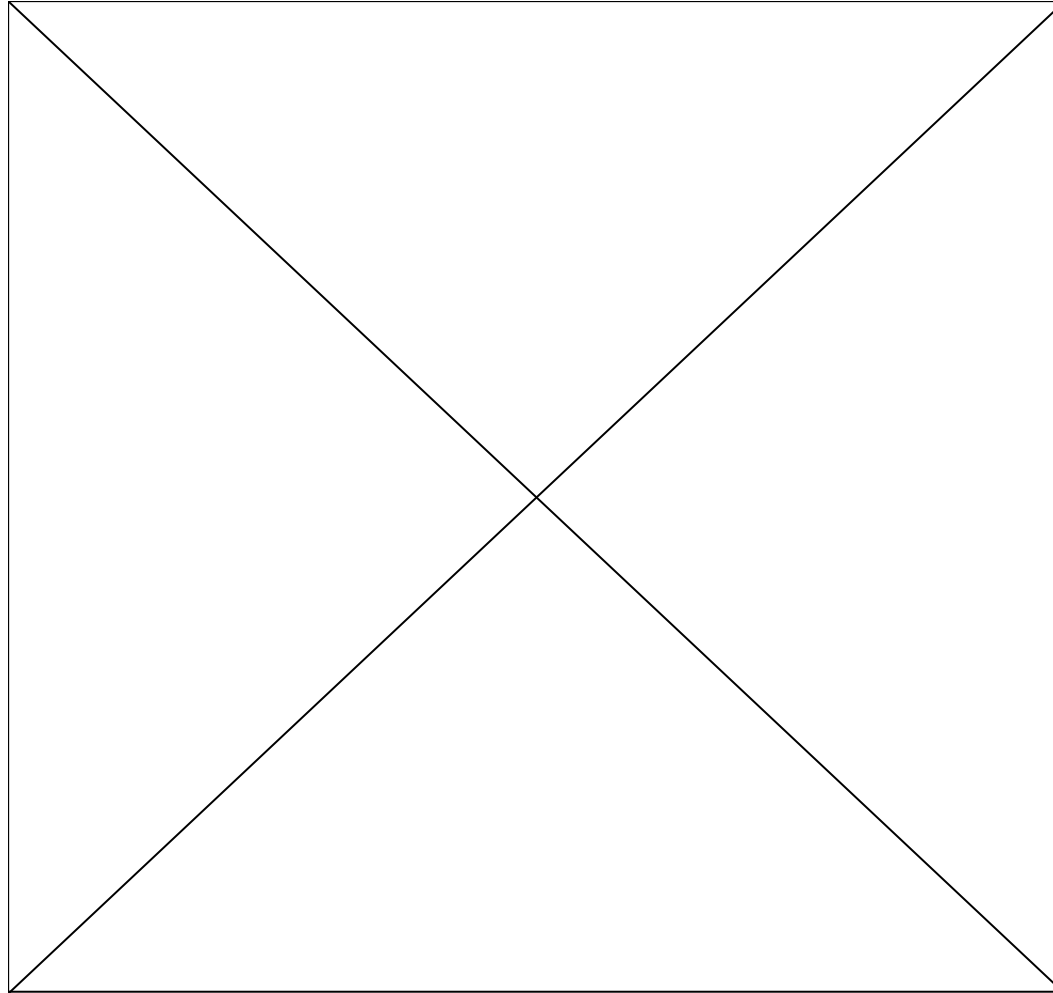
# Results?

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- The ability of a community to **withstand**, **respond to** and **recover from** a disaster quickly.
- The ability of individuals to act quickly in the face of disaster *and to **sustain themselves and support*** those around them in the absence of outside assistance.

# Collaboration in action

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# Long Term Recovery Committee

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- Sub-committee of the COAD
- Provides logistical support & oversight
- Brings to the table:
  - ✓ Additional resources
  - ✓ Humanitarian concern
  - ✓ Account assistance
  - ✓ Volunteer labor
  - ✓ Funding
  - ✓ Discounts
  - ✓ Donations management
  - ✓ Warehousing
  - ✓ Technical assistance
  - ✓ Experience
  - ✓ Programs
  - ✓ Staffing

# Disaster Case Management



# Common Ground - A resilient community

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***works together**, mitigating against the impact of disaster, meeting urgent human needs, and facilitating recovery through both **direct action** and by **leveraging and supporting** the community's engagement.*

# Contact Information

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# Disaster Recovery: The Role of Emergency Management

Mark Diedrich  
Emergency Management Specialist II  
St. Louis County Police  
Office of Emergency Management

# Emergency Management Cycle



# Mitigation

Taking sustained actions to reduce or eliminate long-term risk to people and property from hazards and their effects.

# Mitigation Strategy

- Prevention measures
- Property protection measures
- Natural resource protection measures
- Emergency service measures
- Structural projects
- Public information

# Preparedness

The ability to effectively respond to, and recover from, any hazard.

# Preparedness Measures

- Developing an Emergency Operations Plan (EOP)
- Recruiting, assigning, and training staff
- Identifying resources and supplies
- Designating facilities



# Response

Conducting emergency operations to save lives and property.

# Response Activities

- Providing emergency assistance to survivors.
- Restoring critical infrastructure (e.g., utilities)
- Ensuring continuity of critical services (e.g., law enforcement, public works)







NEW PHONE!  
314-629-1981  
CEN FAX:  
314-638-6508

### Parks

September 30-9/30/211

Park City 5:45	16:00
10 <sup>th</sup> St	16:00
Queztopa Complex	16:00
Alfonso Gomez Center	16:00
South County Rec Complex	16:00
JR US Post Center	16:00
N...	16:00
...	16:00

Special Fuel Log...  
Logbook reference...  
314-550-9988

2500 <sup>+</sup> up East 7:20 3:00pm	Food/zone 7:20 5:00pm	5000 <sup>+</sup> East 3rd 7:20 6pm	1st w/4th 87 210 7:20 6pm	Cooling Station 7:20 6pm	Debris Removal Location 7:20 6pm
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7:20<sup>+</sup> up  
Power



# Recovery

Rebuilding communities to function on their own.

# Recovery Considerations

- Short term: Restores basic services and functions
- Long term: Restores lives of individuals and livelihood of the community

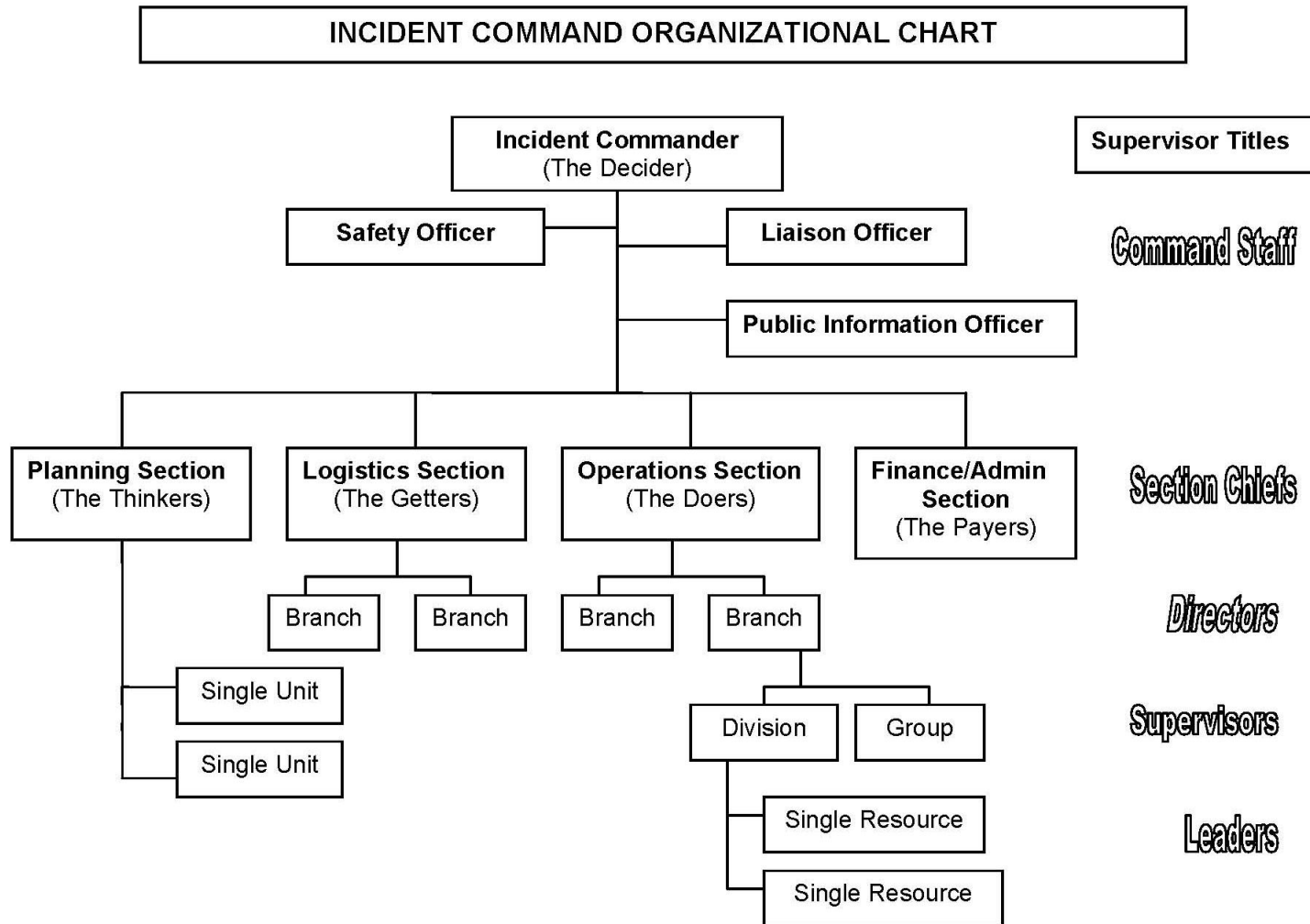
# Short Term Recovery Considerations

- Clearing roads and removing debris
- Securing supplies and opening shelters
- Restoring communications, water, power, and other services

# Long Term Recovery Considerations

- Applying for Federal assistance
- Keeping the public informed
- Mitigation measures
- Donations
- Environmental issues
- Competing interests
- Public health issues
- Unmet needs of survivors
- Expensive infrastructure

# ICS Command Organizational Chart



# Contact Information

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# Disaster Case Management: The Household Recovery Tool

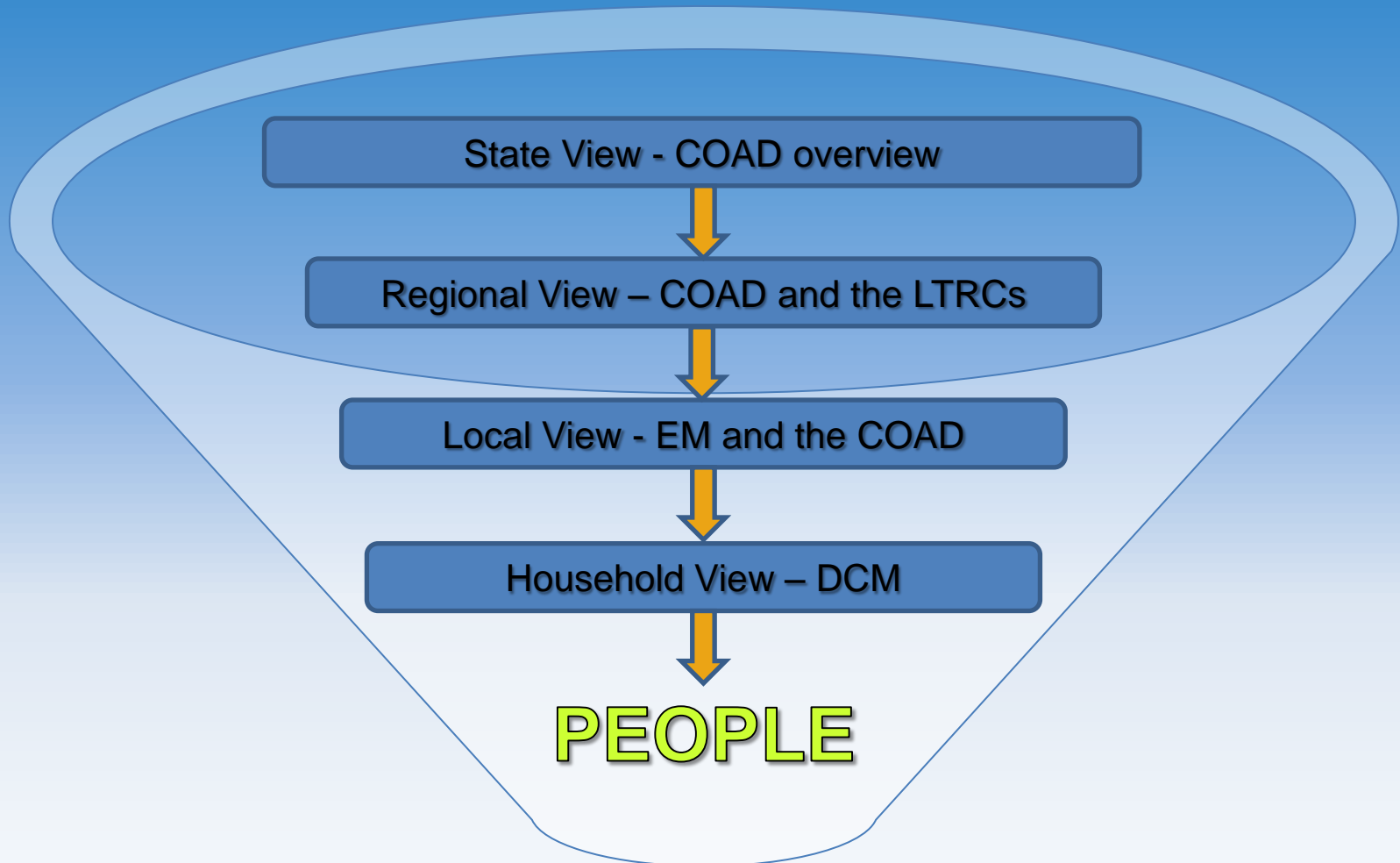
John Pyron  
Director, Disaster Services



# Objectives

- To define Disaster Case Management (DCM) and distinguish from case work;
- To discuss the importance of Disaster Case Management (DCM) in the context of long-term recovery operations;
- To discuss the Sequence of Assistance;
- To reinforce the value of a COAD.

# A Brief Recap



# What is Disaster Case Management?



*A time-limited process by which a skilled helper - Disaster Case Manager - partners with a disaster-affected individual or household - Client - in order to plan for and achieve realistic goals for recovery following a disaster.*

# In other words...



- DCM is a partnership between a disaster survivor and a recovery specialist...
- to match resources with disaster-caused needs...
- by utilizing the survivor's strengths...
- to develop and execute achievable and sustainable recovery goals.

***DCM Creed: I will not do for survivors what they can do for themselves.***

# No (Wo)Man is an Island...

*“The local, State, and Federal government, voluntary agencies, and others involved in disasters are like individual sand bags. Alone they cannot stop the flood, but together they are like an impenetrable wall of safety and security.”*



*—Nancy Kelker, Winston-Salem/Forsyth County,  
North Carolina, Office of Emergency Management*



Lutheran Family and Children's Services of Missouri seeks to bring help and grow hope in communities affected by disasters by implementing holistic strategies to address spiritual, physical, emotional, relational, and intellectual needs.

# The Disaster Partnership



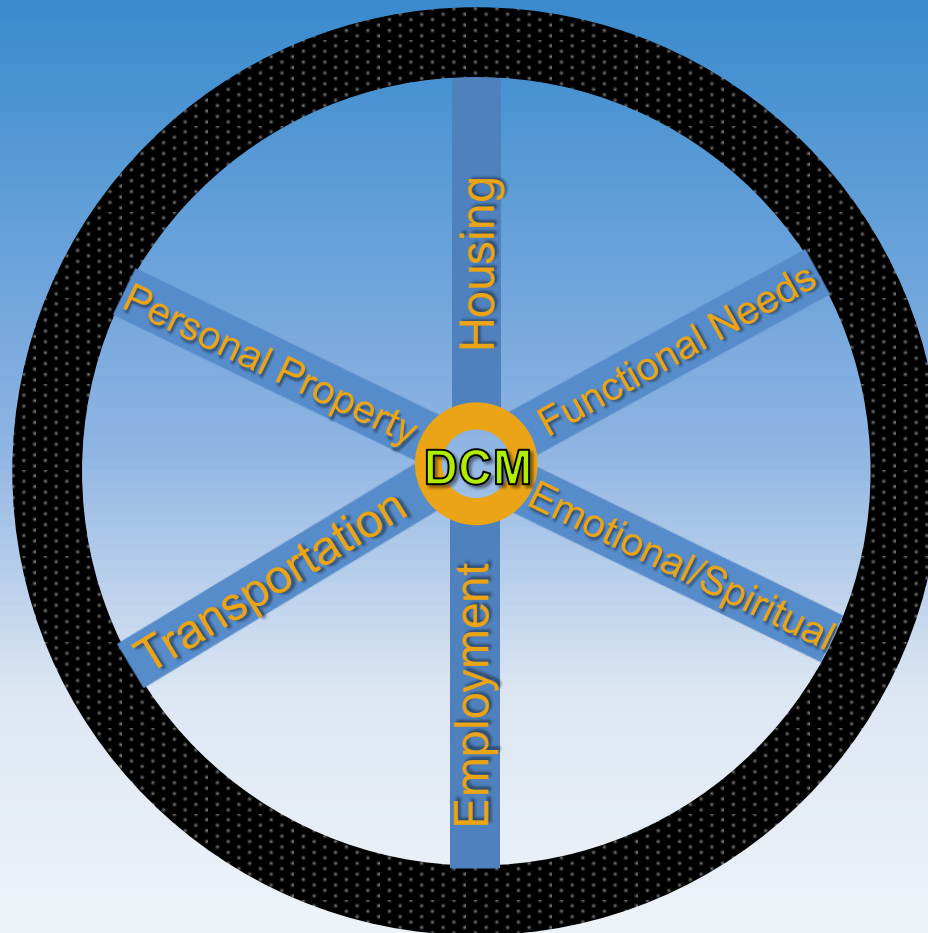
# DCM Target Populations

- Focus on vulnerable groups with limited capacity to absorb and rebound from loss:
  - Uninsured/under-insured
  - Senior citizens
  - Persons with disabilities
  - Single parent households
  - Families with small children
  - Insured homeowners with unmet needs





# The “Hub” of Recovery



Lutheran Family and Children's Services of Missouri seeks to bring help and grow hope in communities affected by disasters by implementing holistic strategies to address spiritual, physical, emotional, relational, and intellectual needs.

# Accessing Resources

- Undeclared: local and State resources
  - Approximately 80% of all disasters in the U.S. are undeclared.
- State of Emergency: additional State resources
- Federal Declaration
  - USDA
  - SBA
  - Presidential
    - Public Assistance
    - Individual Assistance



# Sequence of Assistance for Declared Disasters

## Voluntary Organizations

- Mass Feeding
- Sheltering
- Emergency Assistance
- Medical needs
- Clean-up/muck-out

## Insurance & Personal Resources

- Homeowners
- Sump Failure & Sewer Back-up rider
- Renters
- Flood
- Earthquake
- Fire
- Other

## FEMA Programs

- Temporary Housing
- Home Repair
- Medical, Dental, Funeral

## SBA Programs

- Real Property Loans up to \$200,000
- Personal Property Loans up to \$40,000

## FEMA Programs

- Personal Property
- Moving & Storage
- Transportation
- Group Flood Insurance

## Voluntary Organizations

- Long-term, disaster-related unmet needs

**REMEMBER: approximately 80% of all disasters in the United States are UNDECLARED.**



Lutheran Family and Children's Services of Missouri seeks to bring help and grow hope in communities affected by disasters by implementing holistic strategies to address spiritual, physical, emotional, relational, and intellectual needs.

# Sequence of Assistance for Non-Declared Disasters

## Voluntary Organizations

- Mass Feeding
- Sheltering
- Emergency Assistance
- Medical needs
- Clean-up/muck-out

## Insurance & Personal Resources

- Homeowners
  - Sump Failure & Sewer Back-up rider
- Renters
- Flood
- Earthquake
- Fire
- Other

## Voluntary Organizations

- Long-term, disaster-related unmet needs

**REMEMBER: approximately 80% of all disasters in the United States are UNDECLARED.**



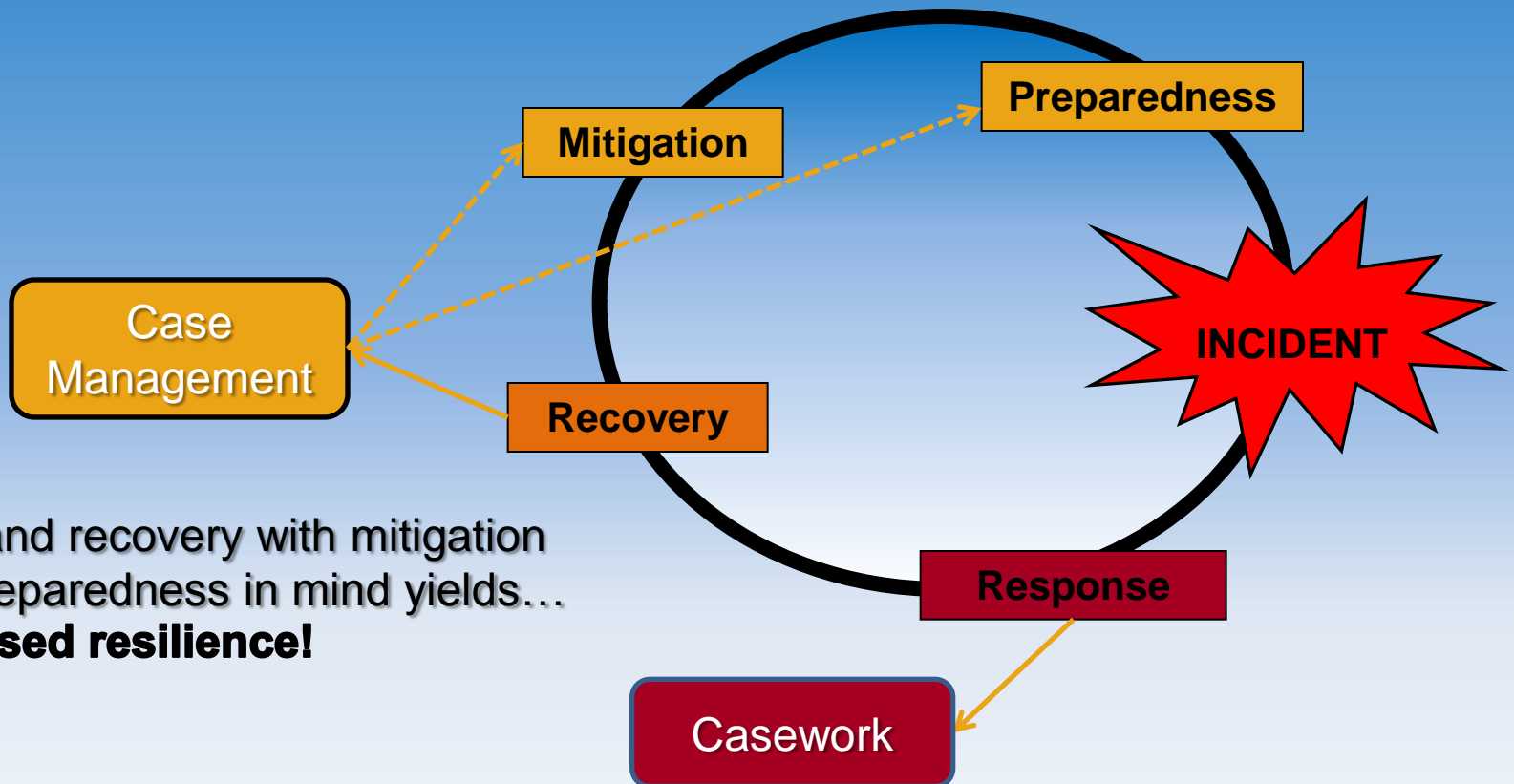
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# DCM and the Goal of Reasonable Self-Sustainability

- The point at which disaster survivors are no longer reliant upon outside assistance and can begin to meet their own needs.
- Combining community resources with assistance from not-for-profit, faith based groups, human services organizations, and state and local government programs.



# Casework vs. Case Management

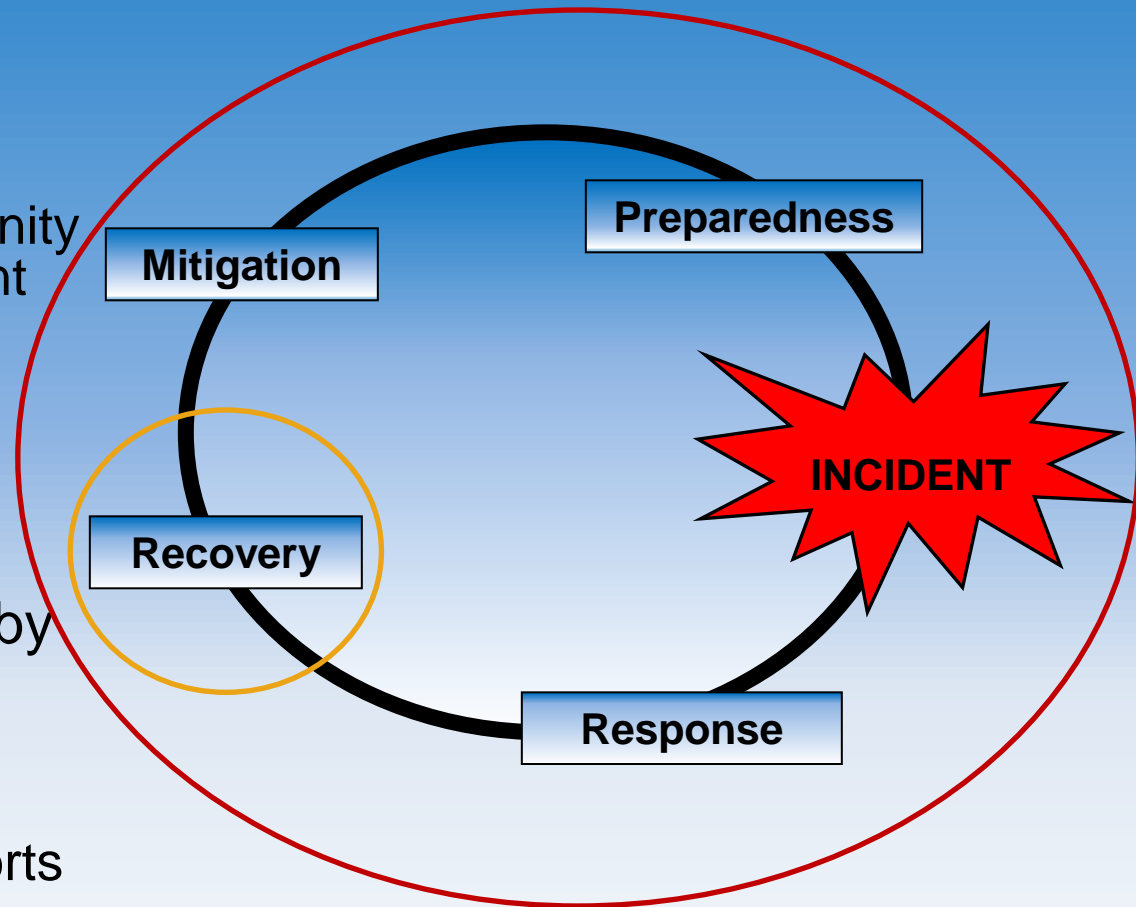


DCM and recovery with mitigation and preparedness in mind yields...  
**increased resilience!**

FEMA Course IS288  
“Role of Voluntary Agencies in Emergency Management”

# The COAD and the LTRC

- The **COAD** addresses community-wide needs/gaps:
  - discusses strategies to ensure that the community is more disaster resilient during both “blue” and “gray” skies.
- The **LTRC** addresses individual/household recovery needs caused by a specific event:
  - locates/generates resources;
  - coordinates and supports DCM efforts.



# DCM Statistics – DR-1980-MO

## *Population Served*

Location	Individuals	Households
Joplin	5227	2045
SEMO	395	167
STL	941	347
<b>TOTAL</b>	<b>6563</b>	<b>2559</b>

## *Services Leveraged*

Area	Amount
Joplin	\$8,082,132.37
SEMO	\$790,089.37
STL	\$366,185.78
<b>TOTAL</b>	<b>\$9,238,407.52</b>

## *Monetary Value of DCM*

Area	Amount Invested	“Return on Investment”
<b>TOTAL</b>	<b>\$3,412,462.17*</b>	<b>270%</b>

*\*Total amount invested is approximate as final expenses have not yet been reimbursed.*



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# Why COADs?

- **One out of every five** people – 1.4 billion – currently **lives** on **\$1.25 a day or less**.
- Less than **0.7%** of **total relief aid** goes to **disaster risk reduction**.



\*Source: United Nations Sustainable Future, <http://www.un.org/en/sustainablefuture/disasters.shtml>, 2013.

# Why COADs?

- Every **\$1** invested in mitigation activities **saves \$4** in recovery costs.



\*Source: Multihazard Mitigation Council, "Natural Hazard Mitigation Saves: An Independent Study to Assess the Future Savings from Mitigation Activities", [http://c.ymcdn.com/sites/www.nibs.org/resource/resmgr/MMC/hms\\_vol1.pdf](http://c.ymcdn.com/sites/www.nibs.org/resource/resmgr/MMC/hms_vol1.pdf), 2005.

***I'm not telling you it's going  
to be easy; I'm telling you  
it's going to be worth it!***



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# Remember the 4 C s!

- Communication
- Cooperation
- Coordination
- Collaboration



# Resources

- Missouri Voluntary Organizations Active in Disaster (MoVOAD): <http://www.movoad.org>
- Missouri State Emergency Management Agency: <http://www.sema.dps.mo.gov> ; Training: <http://training.dps.mo.gov/>
- Missouri Governor's Partnership for Faith Based and Community Service Partnership for Disaster Recovery: <http://www.sema.dps.mo.gov/programs/gfbcspdr.asp>
- United Way 211 Missouri: <http://www.211missouri.org>
- National Voluntary Orgs Active in Disaster: [www.nvoad.org](http://www.nvoad.org)
- FEMA Emergency Management Institute (Independent Study) <http://training.fema.gov/is/>
- FEMA National Disaster Recovery Framework: [www.fema.gov/recoveryframework/](http://www.fema.gov/recoveryframework/); [www.fema.gov/rebuild/ltcr/](http://www.fema.gov/rebuild/ltcr/)
- Community Arise Disaster Curriculum: [www.communityarise.com](http://www.communityarise.com)
- Church World Service: [www.cwserp.org](http://www.cwserp.org)



# Contact Information

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# Questions?



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