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 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
Triad of Service

MO VOAD

EHS

MIDRO

The Partnership

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

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.


Communication
Coordination
Cooperation
Collaboration
Be Intentional

- Faith-Based Organizations
- Disability Advocates
- Public Health
- Businesses
- Emergency Management
- Medical
- Private
- Public
- Government
- Citizens
- Non-Governmental Organizations
- Community-Based Organizations

Citizens
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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Community Organizations Active in Disaster

A Regional Perspective of COADs

Practically Speaking
Ultimate Goal: Building Resilience

• 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

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
Who is at the table?

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?

Through engaging stakeholders, communities develop:

• Social capital
• Community preparedness
• Community competence
Results?

• 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.
Long Term Recovery Committee

• 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
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 → Preparedness → Emergency Management → Recovery → Response
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)
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
Contact Information

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Disaster Case Management: The Household Recovery Tool

John Pyron
Director, Disaster Services

LfCS
Lutheran Family and Children’s Services of Missouri
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.
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.
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
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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
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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

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

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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.
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**DCM Statistics – DR-1980-MO**

**Population Served**

<table>
<thead>
<tr>
<th>Location</th>
<th>Individuals</th>
<th>Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joplin</td>
<td>5227</td>
<td>2045</td>
</tr>
<tr>
<td>SEMO</td>
<td>395</td>
<td>167</td>
</tr>
<tr>
<td>STL</td>
<td>941</td>
<td>347</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6563</td>
<td>2559</td>
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</table>

**Services Leveraged**

<table>
<thead>
<tr>
<th>Area</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Joplin</td>
<td>$8,082,132.37</td>
</tr>
<tr>
<td>SEMO</td>
<td>$790,089.37</td>
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<tr>
<td>STL</td>
<td>$366,185.78</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$9,238,407.52</td>
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</tbody>
</table>

**Monetary Value of DCM**

<table>
<thead>
<tr>
<th>Area</th>
<th>Amount Invested</th>
<th>“Return on Investment”</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>$3,412,462.17*</td>
<td>270%</td>
</tr>
</tbody>
</table>

*Total amount invested is approximate as final expenses have not yet been reimbursed.
Why COADs?

• One out of every five people – 1.4 billion – currently live on $1.25 a day or less.

• Less than 0.7% of total relief aid goes to disaster risk reduction.

Why COADs?

• Every $1 invested in mitigation activities saves $4 in recovery costs.

I’m not telling you it’s going to be easy; I’m telling you it’s going to be worth it!
Remember the 4 C s!

→ Communication
→ Cooperation
→ Coordination
→ Collaboration

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Resources

- Missouri Voluntary Organizations Active in Disaster (MoVOAD): http://www.movoad.org
- 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
- FEMA Emergency Management Institute (Independent Study) http://training.fema.gov/is/
- Community Arise Disaster Curriculum: www.communityarise.com
- Church World Service: www.cwserp.org

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Contact Information

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