

THE LONG-TERM RECOVERY COMMITTEE: RESPONDING TO INDIVIDUALS AND FAMILIES IN NEED

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Its all about Relationships—LTRC/COAD/DCM Lessons Learned from the Joplin and Moore Tornadoes

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Jasper County COAD/LTRC Development

- **Jasper County Community Organizations Active in Disaster (COAD)**—developed in 2005 as a response to tornadoes from 2003. Remains a strong structure in the community to maintain relationships and to plan for future needs.
- **Joplin Area Long Term Recovery Committee (LTRC)**—stood up under the umbrella of the COAD in June 2011
- **Functions of COAD and LTRC:**
 - Develop and strengthen relationships to prepare, respond, and recover from disasters
 - Identify gaps in community services and provide for the unmet needs of individuals and families
 - Leverage funds, donated goods, volunteers, and member agency resources to assist in disaster recovery



The Joplin Area LTRC

- Modeled after the National VOAD to be a clearinghouse for resources to solve individual unmet disaster-related needs.
- **Unmet Need**—Disaster-related needs that cannot be fulfilled with personal resources, insurance, and government funds
- 152 member agencies and 119 individual members, including:
 - government entities
 - community disaster organizations
 - local social services
 - local business partners
 - healthcare
 - educational institutions
 - faith based entities



Joplin Area LTRC Model

Tornado Affected Family

- housing
- employment
- childcare
- transportation
- emotional needs
- food and clothing
- furnishings

Disaster Case Management

- Duplication of Benefits (FEMA, Home Insurance, Local Benevolence)
- Recovery Plan
- Access resources from multiple sources
- Referral for Construction Assistance (when indicated)

LTRC

- Benevolence partners for tangible goods (PODs)
- Volunteers (skilled and unskilled) and materials for repairs and construction needs (Rebuild Joplin and Americorps)
- Linkage to community resources for emotional/spiritual concerns and other social services(Healing Joplin, Human Service Campus)
- Develop strategies for non-homeowners
- Purchase furnishings, etc when no other resource exists

Joplin Area LTRC Committees

- Executive Committee—established and implemented the process, approved large funding requests
- Unmet Needs Committee—located resources and facilitated funds for the disaster case management program
- Volunteer Committee—coordinated volunteers and volunteer assignments with the assistance of AmeriCorps
- Construction Committee—coordinated the flow of construction needs, eventually joined forces with the Volunteer Committee
- Emotional and Spiritual Support Committee—located resources and options for emotional and spiritual needs of survivors



Obstacles

- Assessing true unmet needs—surveys and door-to-door assessments
- Ensuring that the right organizations were at the table
- Understanding the authority and role of the LTRC
- Ensuring non-duplication of benefits
- Trying to calm the noise—multiple opinions and suggestions creating confusion
- Managing donations and volunteers



Joplin Area LTRC Numbers

- Completed 1312 home repairs/rebuilds with over 1 million hours of volunteer labor
- Assisted with the relocation of 586 families who resided in FEMA temporary housing
- Assisted 1620 families with unmet tornado related needs through the Disaster Case Management Program, which employed over 20 DCMs through American Red Cross, Salvation Army, and Catholic Charities of Southern Missouri
- Assisted over 425 families within unmet needs totally over \$195,000
- Our member agencies leveraged millions of dollars in resources to assist with disaster related needs



LTRC's are Successful IF:

- Continually work to build strong community relationships
- Leadership consists of trusted local representatives with knowledge of local resources
- Membership is committed to community and individual recovery
- Dedicated to assisting with the unmet needs for the long-term
- Members do not have their own agenda or conflicts of interest
- Leadership understands the LTRC Roles and Authority within the greater disaster framework
- Willing to think outside the box for solutions, ie: Jasper County COAD using funds after demobilization of the LTRC for future disaster related needs





Resources

- National VOAD www.nvoad.org
- Jasper County COAD Resource and Best Practice Website www.jaspercountycoad.org
- National Service www.nationalservice.gov
- Red Cross Disaster Relief www.redcross.org/about-us/our-work/disaster-relief



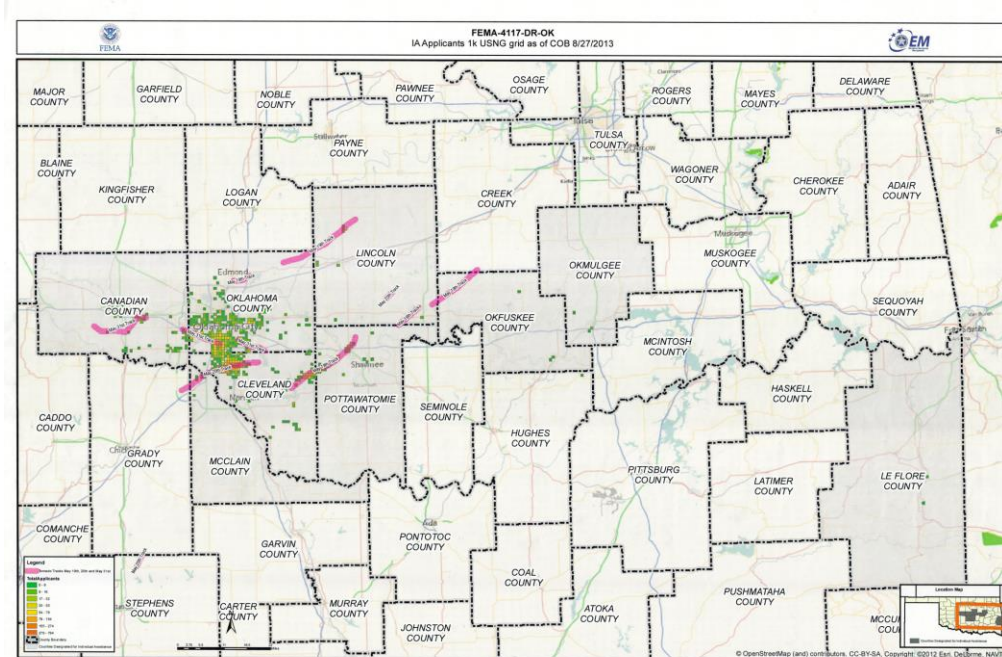


Oklahoma Disaster Recovery Project



Shaping Long Term Recovery

- May 19
 - Pottawatomie County Unmet Needs
 - Lincoln County Unmet Needs
 - Eastern Cleveland County Unmet Needs
- May 20
 - Moore/ OKC Unmet Needs
- May 31
 - Canadian County Unmet Needs
 - Additional Moore/OKC Unmet Needs



Number of Valid FEMA registrants who were:

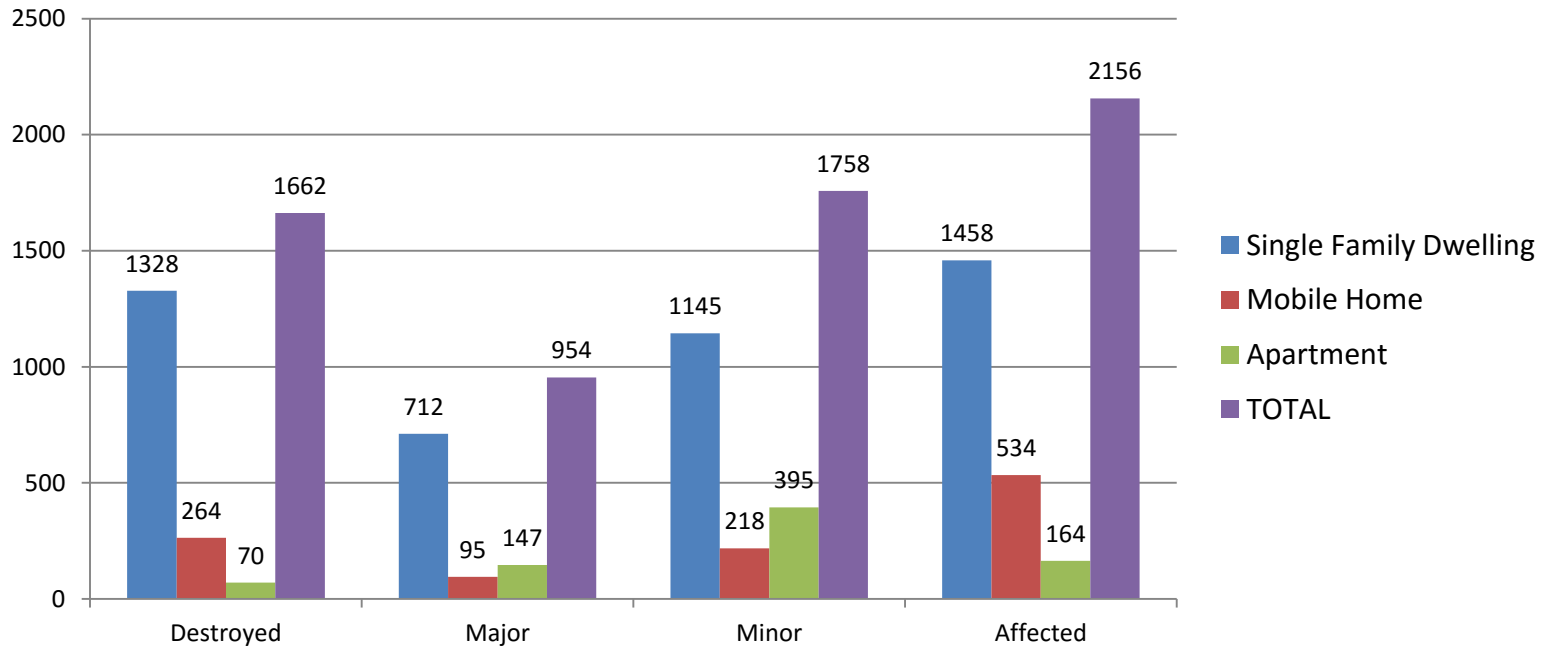
- Insured (contents and or structure) 6,180
- Uninsured 9,150

Source: FEMA FIDA 21314 as of 12/9/2013

**Number of Cases Identified as potentially
needing long-term recovery by American Red
Cross and Catholic Charities 4,000**

Number of Cases Opened at ODRP 4,072

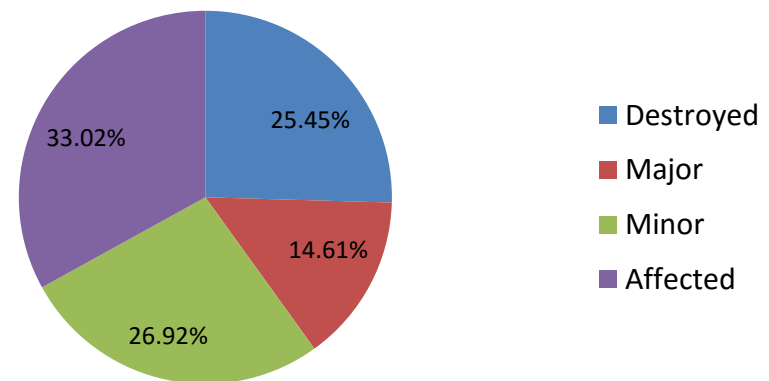
- 3,925 closed cases
- 147 open cases



Percentage of Damage

American Red Cross Damage Assessment Summary for all Storm Affected Counties in Oklahoma May 2013 Storms

Source American Red Cross 5233 DDA DR 225-13



Build Upon Local Relationships

Strong **Relationships** are the Foundation of a Successful Response and Recovery.

- **Pre-Established Relationships** built over several years.
- **Relationships** are built **BEFORE** disasters occur and then they are **BUILT UPON** during the response and recovery.
- The VOAD 4Cs:
 - Cooperation / Communication / Coordination / Collaboration
 - These **Four Cs** have been the Major Keys that keeps Oklahoma VOAD Organizations focused on Survivors



Build Upon Local Relationships



The **Oklahoma VOAD Common Table** has established COLLABORATIVE PLANS which directly benefit Disaster Survivors:

- Multi-Agency Resource Center Plan (**MARC**).
- Long Term Recovery Committees (LTRCs), which are critical for the **Local Community Connection**.
- Education and Outreach to **Build Capacity** with Strategic Planning for:
 - Local Community Preparedness and Resilience Groups.
 - Potential Regional VOADs or COADs.
- Collaborative plans for Disaster Case Management and other response and recovery needs including Construction and Volunteer Management.

Importance of National VOAD

National entities with relevant expertise and relationships can expedite the mobilization of local collaborations.

- Catholic Charities USA
- American Red Cross
- Society of St. Vincent de Paul, USA
- United Methodist Committee on Relief
- Salvation Army, USA

Importance of Local Involvement

- Involvement of the local communities is crucial in any recovery effort.
- Coordination happens best closest to the people affected. Many local communities have patterns of coordination and relationships among agencies.
- Non-VOAD organizations need to have a place at the table, including serving in leadership positions.

Partnerships: Consider the Possibilities

- Church Of The Harvest --- 2013 Disaster Response Phase Involvement
- Decision to become a **Partner** in the Oklahoma Disaster Recovery Project
- Answering the call and meeting the need --- **Project Assessment**
- The Possibilities of other **Non-Denominational Churches** Partnerships in other communities is so exciting!



Getting Started with Recovery

- Securing Locations
- Technology Challenges
- Fleet Vehicles
- Furniture
- MOUs with Partner Agencies
- Funding for Agencies
- ODRP is not a legal entity

Ribbon-cutting ceremonies at all three locations included the local communities and the LTRCs.



Communication is Essential!

- Weekly Partnership Meetings
- Standard Policies and Procedures
- Philosophical Direction
- Consistent Messaging via PIOs
- Regular Supervisor Meetings
- One Logo
- Communication should be included in procedures-be intentional!

Data Management

- Start Early with a plan in place
- Coordinated Assistance Network (CAN)
- Consistent Service IDs
- Consistent training for relevant and meaningful data



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Coordinated Case Management- Agency Buy-ins

- Trust is key.
- Identifying Agency Lead is critical.
- One logo: ODRP
- Not an easy decision to forgo individual identities.
- Public perception... Where is The Salvation Army, Red Cross, etc?
- Leave your egos at the door.
- Shared Accountability – actions impact each other.

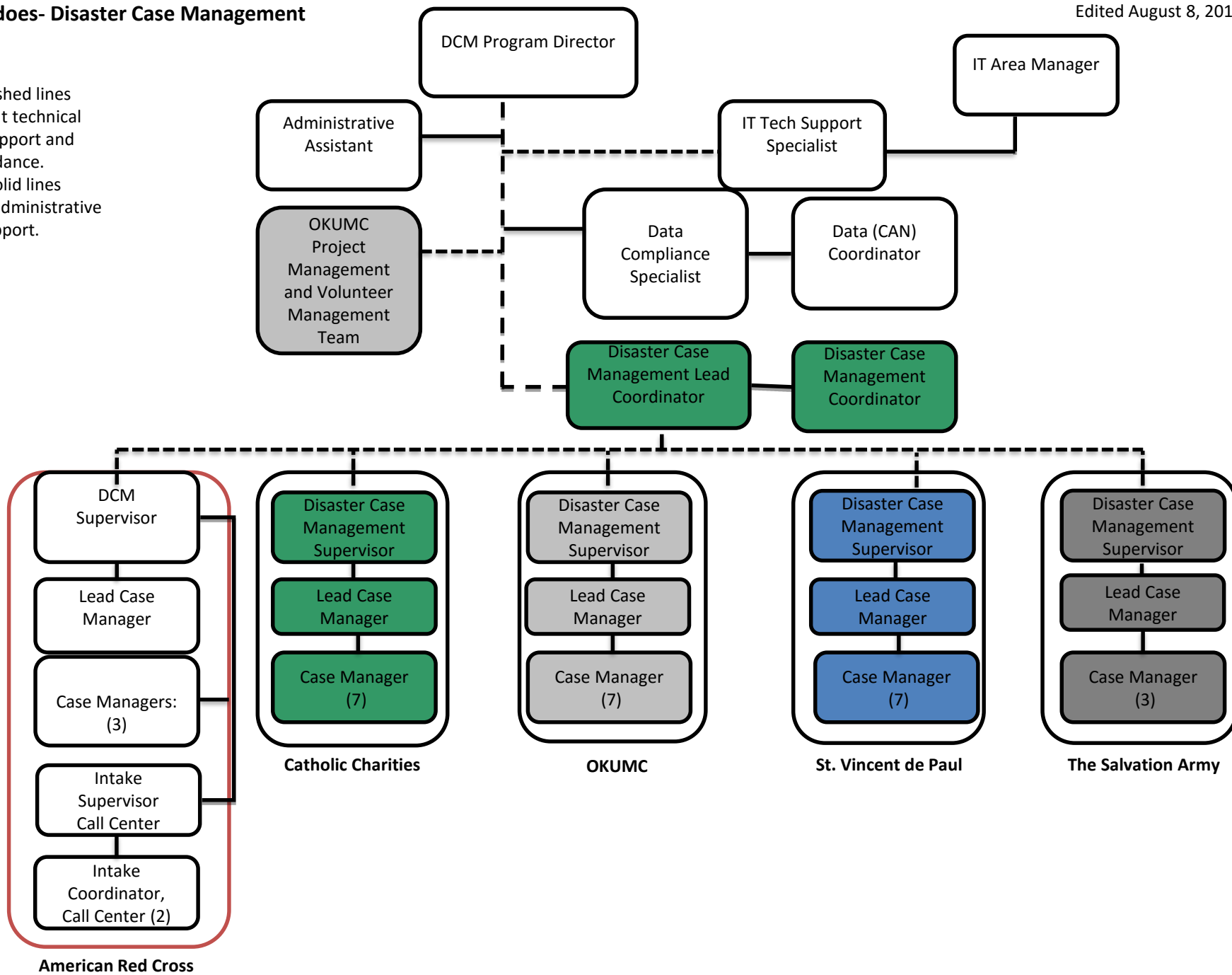
Coordinated Case Management

- Shared job descriptions
- Salary ranges for all agencies
- Equal access to services
- On-site leadership is crucial for success.
- Policies and Procedures and all forms consistent among agencies.

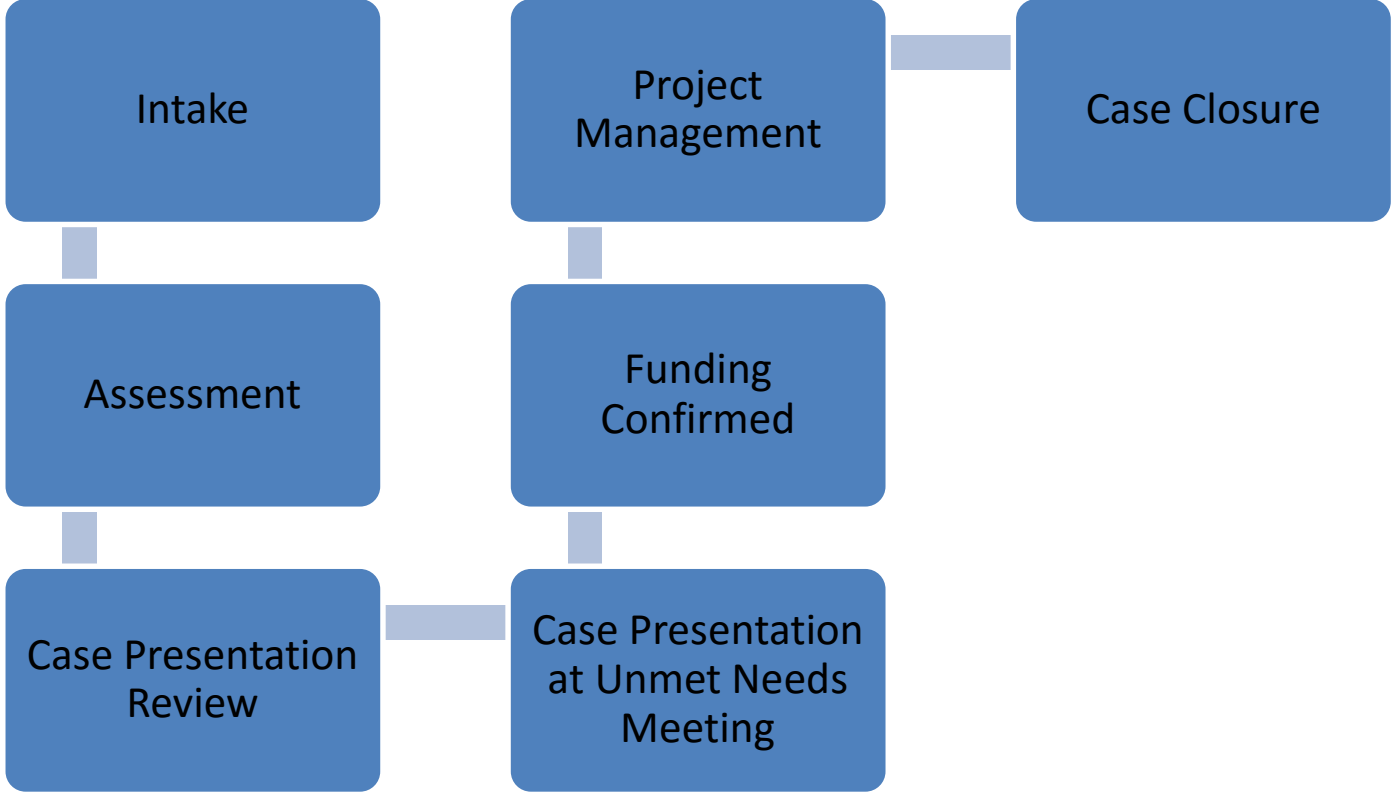
OK Tornadoes- Disaster Case Management

Edited August 8, 2013

The dashed lines represent technical lead, support and guidance.
The solid lines represent administrative support.



Sequence of Service Delivery



Day To Day



- Dedicated Trainings
- Supervisor Meetings
- Supervisor and Agency of the Week
- Service Coordination Policy
- Special Projects
- Access to special programs
- Access to partner updates
- Peer Review

Coordination Can Work!

For the Case Manager

- Constant flow of updated resources and information.
- Opportunities for caregiver support.
- Opportunities for peer supervision and troubleshooting.
- Wealth of experiences to tap into for clients.
- Experience spread through all areas.
- Access to trainings and certifications.
- Ability to monitor organizational capacity and case load.

For the Client

- Equal access to services.
- Single point of entry for clients.
- Access to all relevant special programs.
- Flexible programs to meet the changing needs.
- Coordinated and organized service delivery.
- Case management processes that are designed to identify and develop recovery plans.
- Equal access to community resources and agencies through unmet needs table.





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Construction and Volunteer Management Teams

Established to **SERVE** Disaster Case
Management

What ODRP DCM Needed

- Construction Knowledge
- Project Assessment
- Project Management
- Volunteer Management
- Timely Payments to Contractors via Capital Account
- All of this to meet clients' needs in FIVE very different areas.

What is Project Assessment?

- Walks through the property with home owner and case manager to assess needs
- Determines if damage is disaster-related
- Provides an estimate of costs for repairs to take to the funding table
- Determines if repair costs exceed the value of the home for mobile home replacements or rebuilds
- Reviews estimates and bids for accuracy and appropriate costs

Why Project Assessment was Successful

- Established relationships with multiple contractors.
- Assessment helps break down the process for case managers, especially important for complex cases such as mold remediation and restoration and mobile home replacements.
- Participation at Unmet Needs Table to discuss assessments with funders and to answer questions from funders about the repairs.

Why Project Management was Successful

- Established relationships with multiple contractors.
- Coordinates the order in which repairs are to be made.
- Coordinates with the numerous volunteer teams in the areas.
- Uses a Scope of Work.
- Coordinates payments to vendors when work has been completed.

Where Are We Now?

- Total Open Cases- 147
- Total Closed Cases- 3,925
- Active case management in all five affected areas.
- Ongoing Rebuilds and Repair projects in all areas.
- Utilized over 6,000 volunteers with 137,912 volunteer hours.



Oklahoma Disaster Recovery Project

