



# Washington County Long-Term Recovery Group Manual

2012



On behalf of the Washington County Long-Term Recovery Group, I am pleased to welcome you to our presentation at the 2012 National VOAD Conference.

Since April 27, 2011, the Washington County Long-Term Recovery Group has had a unique experience as we pulled together to assist our community recover from devastating tornados. At times, we have laughed, cried, shouted, agreed, disagreed and comprised, but we have always worked with a spirit of community and with the mission of rebuilding shattered lives.

In the past year, this talented group of citizens has met over 30 times and each member leaves committed to continuing our work toward community recovery. All have offered what they have and the majority has committed their involvement for the long haul.

Some of the materials shared today were provided to the Long-Term Recovery Group as this process began in early May 2011, and some materials have been developed by the group to meet our particular needs. By no means do we believe these materials will work for each group in each situation; however, we hope you will consider these as templates to help with the establishment of your community's Long-Term Recovery Group, if that ever becomes necessary.

We hope that by sharing the struggles and successes of the Washington County Long-Term Recovery Group, each of you will take these comments and tools to prepare your community for the long-term investment that is necessary for recovery from disasters. If we can be of assistance to you, please feel free to contact any member of our panel. We hope to "pay this forward" and make this process easier for the next community.

Sincerely,

*Barbara B. Farmer*

Barbara B. Farmer

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*“We’re in it for the long haul!”*

**-WCLTRG**

This manual is available for download at  
**RWCUNITEDWAY.ORG**



## Rev. Barbara B. Farmer

### Washington County Long-Term Recovery Group Chair

Barbara is Associate Pastor at Pleasant View United Methodist Church where she also serves as Executive Director of the Wesley Medical Clinic, a free clinic providing medical care to the uninsured. Barbara is the mother of two grown daughters and grandmother of four grown grandchildren. She is the widow of a United Methodist Pastor who also served in the Holston Conference United Methodist Church. Barbara ended a 36 year career in Social Services when she retired from the Washington County Department of Social Services where she worked as a Senior Supervisor of Eligibility Programs. Her plans for the future at the time of her retirement included relaxing and enjoying her family, instead at the age of 65 she answered a life-long call to ministry and received her first appointment in the Holston Conference. She serves on several boards and is very active in the Highlands Emmaus Community.



## Pokey Harris

### Director of Emergency Management, Washington County, VA

For almost 20 years Pokey Harris has been employed in the 911 and public safety realm of local government within EMS, in emergency management, as the Coordinator/Director of 9-1-1 projects, as a Project Manager for a division of a large engineering firm dedicated to the needs of the public safety community, as a Communications Analyst/Regional 9-1-1 Coordinator for the Commonwealth of Virginia's, Division of Public Safety Communications within the Virginia Information Technologies Agency, and now as the Director of Emergency Management for Washington County, Virginia. As the Regional 9-1-1 Coordinator for the region she assisted nineteen localities in the far southwest region of the state, providing technical and management support for the implementation and further development of both Wireline and Wireless 9-1-1 projects. Now serving as

the Director of Emergency Management for Washington County her primary responsibility is to implement a system and operations that will ensure efficient and timely response to the emergency needs of the citizens of Washington County. She has been tasked with the overall administrative responsibility for emergency management, emergency communications including 9-1-1 operations/equipment and the Public Safety Answering Point (PSAP), and fire/emergency medical services as the County moves toward combining these services into one new department, in which she has also been tasked with establishing. Pokey has extensive knowledge of enhanced 9-1-1 systems and public safety communications, as well as considerable experience in local government and private sector management. She is a member of the Virginia Emergency Management Association (VEMA), International Association of Emergency Managers (IAEM), Virginia Emergency Number Association (VENA), Virginia Association of Public-Safety Communications Officers (APCO), Southwest Virginia Medical Reserve Corp (MRC), and Black Diamond Search and Rescue (BDSAR). She is the former Vice-Chair of the State of Virginia Governor's EMS Advisory Board, and currently serves as a Board member as well as member of the State EMS Communications Committee and State EMS Financial Review and Assistance Committee (FARC). Pokey has been involved with the state of Virginia's Commonwealth Interoperability Coordinator's Office serving as a member of several focus groups and initiative action teams, and currently is a member of the State Interoperability Executive Committee - Coordinating Committee (SIEC-CC) and the Region 4 Preparedness Advisory Committee for Interoperability (RPAC-I). She is a certified as a Virginia EMT, a dispatcher, in Emergency Medical Dispatch (EMD), and also possesses various certifications for hazardous materials and the National Incident Management System (NIMS). Pokey is has a Master's Degree in Public Administration with a concentration in Emergency Management. In her spare time, though an accomplished equestrian having shown for many years, she and her husband Steve now enjoy a simpler and much more relaxing time of trail riding and camping with their horses.



## Denny Huff

### V.P. of Operations & Program Support Council of Community Services

Denny is a graduate of Lynchburg College. He has 19 years of Non Profit Experience, of which, 12 years was spent in workforce development. He is also a member of AIRS/ United Way National Disaster Response Team for 2-1-1 information & referral. He has extensive experience in training and curriculum design. He currently serves as: Vice President of Operations & Program Support for the Council of Community Services and oversees 6 state and federally funded programs. Denny is also the Director of the 2-1-1 VIRGINIA Southwest Center (Virginia's 24/7 center).



## **Travis W. Staton**

### **United Way of Russell and Washington Counties, CEO**

Travis is a native of Bristol, Virginia Travis Staton currently serves as the Chief Executive Officer for the United Way of Russell and Washington Counties. Headquartered in Abingdon, Virginia United Way of Russell and Washington Counties is a volunteer organization providing support and visibility through tools, partners, advocacy, and other resources to advance the common good by focusing on improving education, helping people achieve financial stability, and promoting healthy lives, by mobilizing thousands of people to give, advocate, and volunteer to improve conditions all across Southwest Virginia.

Prior to joining the United Way in 2005, Staton served as General Manger for Mahoney’s Sports, Incorporated in Abingdon, Virginia for 3 years where he developed and operated the new Abingdon, Virginia location. Before Mahoney’s Sports, Staton worked as a Sales and Marketing Executive with Sodexho Management for the City of Johnson City, Tennessee where he was responsible for sales and marketing of the Millennium Center.

Dedicated to serving the community in which he lives and works, Staton currently oversees volunteer coordination for the Washington County Long Term Recovery Group and serves as the Fiscal Agent where he is responsible for the oversight of millions of dollars of government and private funding to assist tornado victims from a local disaster his community experienced in April of 2011. In addition, Staton also serves on the Washington County Chamber of Commerce Industry Development Committee and the Washington County Federal Emergency Management Agency Executive Board and the H.E.A.L. Appalachia Board.

Staton earned a bachelor’s degree in Business Administration from East Tennessee State University. He currently resides in Washington County, Virginia with sons Parley and Kellen and wife Ryiah who is the Assistant Vice President and Marketing Officer for TriSummit Bank in Kingsport, Tennessee.



## **Kristina K. Morris**

### **Southwest Virginia Medica Reserve Corps., Unit Coordinator**

Kristina is the Unit Coordinator for the Southwest Virginia Medical Reserve Corps. She has held the position since the inception of the Corps in 2004.

Ms. Morris received her B.A. degree from Millsaps College in Jackson, Mississippi, and was in the inaugural cohort to receive a Master’s of Arts in Community and Organizational Leadership from Emory & Henry College in Emory, Virginia.

Since the beginning of her tenure as Unit Coordinator for the Southwest Virginia Medical Reserve Corps, Ms. Morris has been actively involved with the design and development of the local, state and national Medical Reserve Corps program. She has been recognized for outstanding service by the Virginia Department of Emergency Management in 2004 and 2005 and the Virginia Department of Health’s Emergency Preparedness and Response Program in 2005, and in May 2012, she will be recognized at the National Integrated Training Summit in Nashville, Tennessee as the Outstanding Mentor for the Medical Reserve Corps.

As the Unit Coordinator for the Southwest Virginia Medical Reserve Corps, Ms. Morris has overseen the development of a Strategic Plan, Unit Advisory Board, communication tools to include the use of podcasts, Facebook and YouTube to communicate on a regular basis with volunteers, recruitment and orientation materials, Drug Take-Back initiatives and partnerships with a wide-range of community organizations.

In April 2011, Ms. Morris was tapped to manage the Washington County, Virginia Volunteer Reception Center in response to recovery efforts which were needed after devastating tornados struck the county. After the completion of this duty, she has remained an integral member of the Washington County Long-Term Recovery Committee.

Kristina is the daughter of Sue Ann Morris and the late, Dr. Royce L.B. Morris of Abingdon. She is a member of the Abingdon United Methodist Church, Holston Mountain Artisans and Wolf Hills Quilters. Krisinia resides in Abingdon, Virginia.

# **ORGANIZING FOR RECOVERY WHEN DISASTER HITS YOUR COMMUNITY**

## **A "How-to" Template for Virginia VOAD**

### **Introduction**

This template is intended to assist Virginia VOAD and its regional groups in preparing and organizing to meet the resource gap that households often face after maximizing traditional sources of disaster assistance. It is an overview of how to organize and apply local resources to meet needs that remain after disaster strikes. As is often said, every disaster is local. So, the disaster is YOUR disaster and your community's recovery is YOUR recovery. Ultimately, your adaptation of the model suggested here is what will make your residents' recovery more successful.

Recovery is an extended period of time following a disaster in which agencies and organizations help affected persons to develop and implement plans and structures to overcome the ill effects of the disaster. Recovery following each disaster is unique and the long-term recovery (going beyond the relief and initial cleanup to actual rebuilding of homes and lives) may last weeks or years. Through the years, a number of terms have been used to name the groups responsible for assisting disaster victims--EG. Unmet Needs Committee and Local Disaster Recovery Task Force. In this document, "Long-Term Recovery Group" (LTRG) will be used. Whatever the nomenclature, the important point is that experience has shown that a strong, well-organized LTRG will enhance a coordinated response to address unmet recovery needs of families and individuals. Organized mechanisms for addressing the disaster-caused long-term recovery needs can maximize use of available resources by leveraging existing resources, by generating additional financial, material and personnel resources and by avoiding duplication of assistance. During the emergency and relief phases following a disaster, presence of organization, volunteers and resources may be abundant. Experience shows that as time from the initial event lengthens, it becomes more difficult to sustain volunteer involvement and to encourage donors to give needed resources. For this reason, it is important for community or county groups to identify, gather and coordinate resources as soon as possible.

### **Getting Started**

- Engage in an initial assessment and decision-making process as early as possible following a disaster to determine if there is need for a LTRG. For a most complete assessment of individuals'/families' needs, establish teams that will visit each site to determine the structural condition of the home, if the home is owner occupied and an idea of insurance coverage.
- Begin organizing as quickly as possible following determination that a recovery organization is needed. Volunteers as well as financial and material donations come easier when the event is freshest in people's minds.

- The initiative and energy that creates the LTRG should come from the “grass roots” of the community’s voluntary sector. VOAD should play an important and key role in organizing the LTRG. For organization to take place, someone must take the initiative of calling interested parties to a mutual table and provide the leadership for a plan to develop. The nearest Regional VOAD, or, if preferred, Virginia VOAD should put forth the call and act as a catalyst for organization. If a regional VOAD is to provide the initiative, the Chairperson in consultation with the Executive Committee should determine the person(s) to take the leadership role. If VA VOAD is to provide the initiative, the President in consultation with the Executive Committee should make this determination and assignment.
- VOAD leaders and organizations should be involved in the LTRG. But, VOAD should not be the LTRG.
- As was previously stated, the LTRG should come out of the community’s own resources, especially those of voluntary and faith-based organizations. However, the LTRG should form and work collaboratively with and with support from local Emergency Management, VDEM and/or FEMA. The context in which VOAD will initiate the LTRG will vary depending on the scope of the disaster. If the disaster was Federally declared, the LTRG will likely grow out of VOAD’s partnerships and activities in the Joint Field Office (JFO), especially its relationship with the Voluntary Agency Liaison (VAL). If there was no Federal Declaration but the Commonwealth’s Governor declared a state of emergency, the LTRG will likely begin in VOAD’s activities with Emergency Support Functions 14 and/or 17 in the Virginia Emergency Operations Center. If there was no state declaration, the context for VOAD’s initiative of the LTRG may be the local Emergency Manager or interactions with concerned citizens and helping organizations. (Please note: Though the context for the LTRG may be that of local Emergency Management, concerned citizens and local helping organizations, it is recommended that the LTRG still affiliate with VDEM through ESF 14 and/or ESF 17. The fullest liability protection of the law applies when volunteers are working at the request of/in relationship with VDEM.)
- An important decision that the LTRG will need to make very early is that of a fiscal agent. If the group does not establish as a 501(c)(3), it will need a partnering non-profit to step forward and assume fiduciary responsibilities. One possibility that could be considered is the organization that acts as Fiscal Agent for the regional or state VOAD.
- Another important decision that will need to be made early is the number of LTRGs needed to service those affected by the disaster. Again, the scope of the disaster, the number of individuals/families affected and the availability of resources will influence this decision. Generally, it is advantageous for LTRGs to be as localized as is possible. For this reason, in a large scale disaster, a LTRG for each jurisdiction may be needed. However, when the area and population affected is smaller, one or two groups may be successful in meeting the needs.

## Operations

- The LTRG...
  - Is composed of representatives from disaster response/recovery agencies, of key members of local government, of community leaders and organizers and of important members of the business community.
  - Shares decision-making authority with partner organizations
  - May be guardian and distributor of funds received from the community
  - Probably has no formal 501(c)(3) held by the organization
  - May or may not have staff and administrative (executive committee) oversight
  - Makes assessment of clients' needs and coordinates "assignment" of each case with a party willing and able to address it
  - Addresses unmet needs as individual cases presented in a LTRG meeting in which decisions are made regarding forms of assistance to be offered and priority level of the case.
  - Receives a final outcome report from an organization that has accepted a case from the LTRG and keeps summary statistics on the overall work of the LTRG.
- The most effective LTRGs are comprised of a broad spectrum of members/partners. VOAD leaders should make contacts to invite and recruit essential members such as:
  - Representatives of VOAD member agencies. It is important to include both faith-based and not for profit organizations.
  - Community and business leaders such as a banker, representatives of construction firms , building supply companies, Good Will store, etc.
  - Representative from local Emergency Management or other government agency
  - VDEM's Volunteers and Donations Coordinator and Individual Assistance Coordinator
  - FEMA Voluntary Agency Liaison
- The LTRG needs a clear and well-understood plan for governance. Potential appointed roles within or on behalf of the LTRG may include Chairperson, Treasurer, Construction/Project Manager, Volunteer Coordinator, Development Officer and Disaster Case Management Coordinator. Some of these roles may benefit from establishment of a sub-committee to assist the appointed officer. The scope of the disaster and recovery process should influence the number of officers/sub-committees needed.

- The LTRG should enlist the service of a group of trained Disaster Case Managers. Case managers assist with needs beyond the physical repair of the house. Case managers also address needs such as emotional care, continuity of income and social support. Organizations such as Catholic Charities, United Methodist Disaster Relief, The American Red Cross and the Department of Social Services, etc. can be helpful in this regard. Case Managers should report to the Case Management Coordinator. It is important that clear procedures for case management be agreed on and established by the LTRG.
- When developing a repair plan with the homeowner, the LTRG should remember that the objective is to restore the property to its condition prior to the disaster event, not to make home improvements desired by the applicant. The exception to this principle is for Disaster Mitigation—actions taken in attempt to prevent predictable damage in the future. As resources may allow, it is most reasonable for the Group to include mitigating improvements while making repairs.
- Plans for repairs must be documented. It is important that home owners, the LTRG, case managers and construction supervisors have copies of the documented agreement. A signed release from the home-owner is imperative. It is highly recommended that the release state explicitly that the work is by volunteers, not professionals, and carries no stated or implied warranties or guarantees.
- The LTRG, under leadership of the Volunteer Coordinator, may find it helpful to establish a system for scheduling, coordinating and accommodating volunteers. Toward this end, the group may make arrangements for housing, feeding and skilled supervision of the volunteers.

## **Finishing Well**

- The construction/project manager, likely in cooperation with the jurisdiction's Building Inspector, should be the person to declare closure on home repair work. The Case Manager should be the person to declare closure of the overall case.
- The LTRG will likely sense when it is time to close its operations. Factors such as completion of case load, reduction in flow of volunteers and flow of financial and in-kind donations, etc. will be key factors in such determination. If at all possible, operations should not cease with a case incomplete.
- Ideally, Long Term Recovery Groups will be on-going, remaining in together and meeting occasionally when no recovery effort is active. Certainly, there are examples of this being successful. However, the practical reality in the Commonwealth where extensive disasters are typically years apart is that LTRGs do not remain together. They form in response to a given event. Each of these methods is acceptable. In areas where continuation is desired and works, it should occur. However, there should not be pressure to have a continuing group. It can be argued that there is freshness, added energy and extra motivation when a "new" group is formed to respond to a current event.

## Conclusion

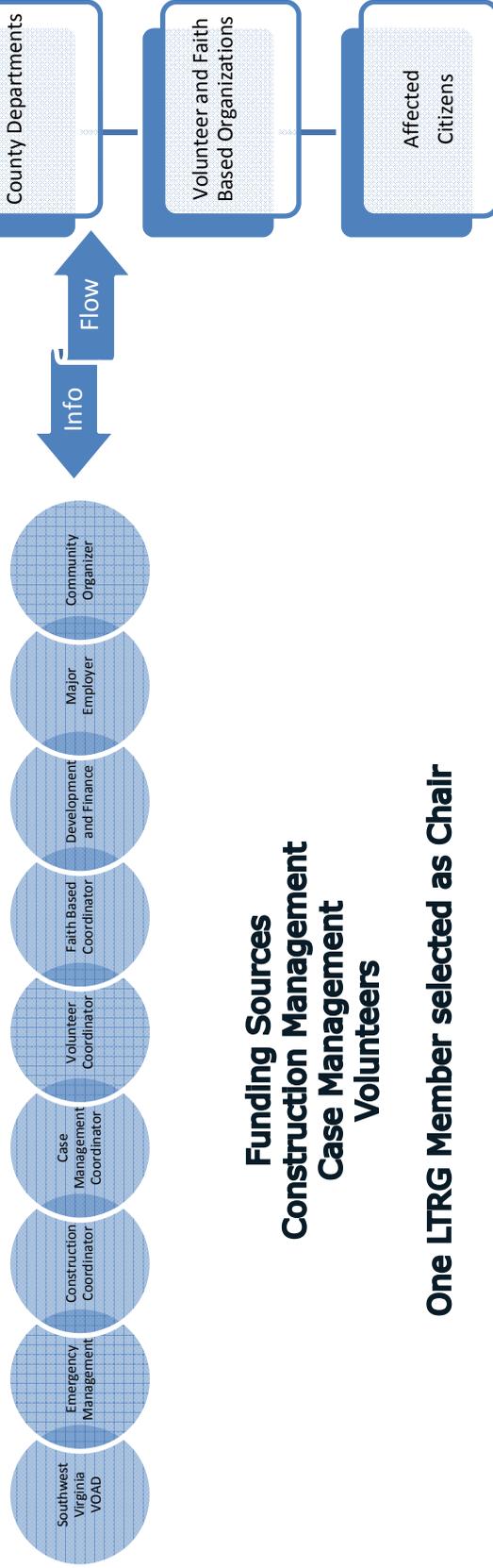
Disasters impact the totality of survivors' lives – the physical (a destroyed home, bodily injury), the financial, the social (disrupted relationships and routines), the psychological (intellectual and emotional) and the spiritual (life meaning and connectedness). This is true for those who directly suffer the effects of the disaster. And, it is true for those who experience secondary effects—such as members of the LTRG, members of the helping organizations that address the cases and of all others who give of themselves to help. When assisting individuals and families with long-term recovery, consideration of, and attention to, all aspects of life must be given in order to affect a holistic recovery. And, members of the helping community must keep in mind that long term recovery is a marathon not a sprint, thus pacing and self-care are essential if burn-out is to be avoided.

As was stated in the Introduction to this template, this resource is not intended to be a detailed manual. If the LTRG is to be its best, more detailed assistance may be needed in important areas such as governance, fiscal protocols, procedures for case management, etc. Among the sources where more detailed information may be found are the National VOAD ([www.nvoad.org](http://www.nvoad.org)), FEMA ([www.fema.gov](http://www.fema.gov)) and Church World Services ([www.churchworldservice.org](http://www.churchworldservice.org)). Personal assistance in forming a LTRG is available from the Virginia Department of Emergency Management's Volunteers and Donations Coordinator ([www.vaemergency.com](http://www.vaemergency.com)).

(Portions of this Organizing for Recovery Template were adapted from NVOAD's Long Term Recovery Manual)



# WASHINGTON COUNTY LONG TERM RECOVERY GROUP INITIAL ORGANIZATION/FRAREWOK



**Funding Sources  
Construction Management  
Case Management  
Volunteers**

**One LTRG Member selected as Chair**

**Community  
Organization  
And Support**

## POTENTIAL WASHINGTON COUNTY LTRG MEMBERS

- Denny Huff or (SW VA Regional VOAD Rep)
- Washington County Emergency Management (Pokey/Theresa)
- Construction Coordinator (Local Government/BLDG Dept.?)
- Case Management Coordinator (Local DSS)
- Volunteer Coordinator (Kristina Morris/MRC)
- Faith Community Rep (Joy Baptist)
- Faith Community Rep (Old Glade Presbyterian)
- Development and Finance (United Way)
- Major employer (?)
- Community Organizer/Leader (?)

# VOLUNTEER MANAGEMENT IN LONG-TERM RECOVERY

Volunteers are crucial to the initial response and the long-term recovery when disasters occur.

The volunteer centers in your community may maintain a list of sites where volunteers are needed and by what agency, and may handle all of the sign-up procedures.

Volunteers may bring to the LTR group a variety of skills. Services that are often volunteer staffed include: debris removal and muck-out, office personnel, coordinating and programmatic leadership, rehabilitation and construction, case managers, and professional services (legal, accounting, construction contractors, trainers, computer experts, etc).

## Managing Volunteers for Construction and Rehabilitation

- The agencies that are receiving and coordinating volunteers belong at the LTR table to help complete a recovery plan. The casework presenters should consider volunteer labor as a resource for addressing needs of their clientele.
- Coordination of volunteer labor can be a monumental job. It is recommended that the recovery group not take on this portion of the recovery activities, but rather be informed and resourced by the process. Often, there is a local agency that has experience in volunteer coordination. Enlist help.
- If the LTR group does need to manage this facet of the recovery process, a volunteer coordinator position may need to be created.
- A volunteer coordinator works closely with volunteers, donors, agencies in the disaster-affected area, and the disaster survivors. The coordinator is the key to connecting valuable labor with critical needs.
- The volunteer coordinator may oversee a number of functions including, but not necessarily limited to the following:
  - Donations of supplies and equipment
  - Requests for needs and services
  - Hospitality/accommodations
  - Obtaining needed supplies and equipment
  - Work-site supervision
  - Publicity and communications.
- It is important that the volunteer coordinator be a good steward in overseeing the use of in-kind donations as well as the use of volunteer time and energy.
- The task of the volunteer coordinator is to channel volunteer help where it will meet the greatest need of priority cases and most vulnerable populations. A sample form for completion by a prospective work group follows. Some coordinators have used a variation on this form for their internal planning.

## **ACCESS TO PROPERTY AND RELEASE OF LIABILITY WAIVER**

(This form should be completed by recovery group staff or coordinators in concert with the homeowner)

Home Owner

Name: \_\_\_\_\_

Day Telephone: \_\_\_\_\_ Night Telephone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

I am the owner and occupant of the above listed property. I give permission to volunteers from the (Long-Term Recovery Group) to work on my property for the purpose of repairing my home. I understand that these are not professionals working for profit, and that no warranty is made as to the quality of work done.

In consideration of the volunteer services to be rendered to me or on my property by the volunteers, I, the undersigned, release and agree to hold harmless the (Long-Term Recovery Group) and any related agency, from any liability, injury, damages, accident delay or irregularity related to the aforementioned volunteer services.

This release covers all rights and causes of action of every kind, nature and description, which the undersigned ever had, now has, or, but for this release, may have. This release binds the undersigned and his/her heirs, representatives and assignees.

In general the work to be done is described as \_\_\_\_\_  
\_\_\_\_\_

Owner Signature: \_\_\_\_\_

Date \_\_\_\_\_

Witness or Representative of the Organization

Signature \_\_\_\_\_

Date \_\_\_\_\_

## WORK GROUP INFORMATION RECORD

Date Called: \_\_\_\_\_ Date Confirmed: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: (day) \_\_\_\_\_ (night) \_\_\_\_\_ (cell) \_\_\_\_\_

Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Time: \_\_\_\_\_

Departure Date: \_\_\_\_\_ Time: \_\_\_\_\_

Number/Age - Women: 15-19 \_\_\_\_ 20-35 \_\_\_\_ 36-49 \_\_\_\_ 50-65 \_\_\_\_

Number/Age - Men: 15-19 \_\_\_\_ 20-35 \_\_\_\_ 36-49 \_\_\_\_ 50-65 \_\_\_\_

### Summary of Construction Skills

Please indicate the group's skill levels for the following skills by putting the appropriate number by those areas with #1 being highly skilled and can oversee, #2 being skilled, #3 being experienced, and #4 inexperienced but follows directions.

\_\_\_\_ Carpentry \_\_\_\_ Heating and Cooling \_\_\_\_ Office Typing  
\_\_\_\_ Cleanup (light/heavy) \_\_\_\_ Mason \_\_\_\_ Data Entry  
\_\_\_\_ Concrete (flat work) \_\_\_\_ Painter \_\_\_\_ Cook  
\_\_\_\_ Construction Supervisor \_\_\_\_ Plumber \_\_\_\_ Child Care  
\_\_\_\_ Drywall Finisher (taper) \_\_\_\_ Roofer \_\_\_\_ Teaching  
\_\_\_\_ Drywall Hanger \_\_\_\_ Electrician \_\_\_\_ Errands  
\_\_\_\_ Floor Covering \_\_\_\_ Floor Underlayment \_\_\_\_ Other

Special skills within the group: \_\_\_\_\_  
\_\_\_\_\_

Special certifications for any of the above: \_\_\_\_\_  
\_\_\_\_\_

# APPLICATION TO VIRGINIA DISASTER ASSISTANCE DONATIONS FUND

Revision 1

Virginia Department of Emergency Management

June 2011

GENERAL INFORMATION			
Date Of Application	Applicant Organization Washington Co. Long Term Recovery Group	VDEM Case Number (reserved)	
Organization Contact Person Pokie Harris	Office Telephone No. 276-525-1330	Cell Telephone No. 276-759-6419	E-mail Address pharris@washcova.com
Case Manager	Organization Affiliation Washington Co DSS	Office Telephone No. 276-791-1475	E-mail Address
DISASTER HOUSEHOLD INFORMATION (List household members at time of disaster)			
Name	Age	Relationship	
Pre-disaster address	Telephone No.	Economic Status	
		<input type="checkbox"/> Low Income <input type="checkbox"/> Middle Income <input type="checkbox"/> High Income Employed <input type="checkbox"/> Yes <input type="checkbox"/> No	
Type of Occupant		Unconditional Confidentiality Waiver Signed by Client	
<input type="checkbox"/> Homeowner <input type="checkbox"/> House Renter <input type="checkbox"/> Apartment Renter		<input type="checkbox"/> Yes <input type="checkbox"/> No	
DISASTER DAMAGE INFORMATION			
Level of Dwelling Damage	Household Unit		Condition of Dwelling
<input type="checkbox"/> Destroyed <input type="checkbox"/> Major <input type="checkbox"/> Minor <input type="checkbox"/> Affected	<input type="checkbox"/> One story <input type="checkbox"/> Multi-story <input type="checkbox"/> Manufactured home <input type="checkbox"/> Apt <input type="checkbox"/> Mobile Home		<input type="checkbox"/> Uninhabitable xx <input type="checkbox"/> Habitable
Requested Assistance from State Donations Fund (check all that apply)			
<input type="checkbox"/> Building Complete Rebuild or Household <input type="checkbox"/> Electrical <input type="checkbox"/> Supplies <input type="checkbox"/> or Replacement <input type="checkbox"/> Vehicle <input type="checkbox"/> Furnishings <input type="checkbox"/> Rental <input type="checkbox"/> Plumbing <input type="checkbox"/> Other (specify)			
Has the disaster household already received assistance from the applicant organization? xx Yes <input type="checkbox"/> No (if yes, specify below)			
<input type="checkbox"/> Food	<input type="checkbox"/> Clothing	<input type="checkbox"/> Rent	<input type="checkbox"/> Security Deposit
<input type="checkbox"/> Utilities	<input type="checkbox"/> Repair Materials	<input type="checkbox"/> Vehicle	
\$	\$	\$	\$
<input type="checkbox"/> Other (specify and include cost)			
Will the applicant organization be using any of its funds to supplement any state donation grants? <input type="checkbox"/> Yes xx <input type="checkbox"/> No (if yes, state purpose and amounts)			
Has the disaster household received assistance from other sources? <input type="checkbox"/> Yes <input type="checkbox"/> No (if yes, fill in below as appropriate)			
Insurance	Insurance Settlement Received		
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Pending		
Amount of Insurance Settlement (Additional Living Expenses—ALE--refers to the amount specified in the homeowner's policy)			
Structure \$ _____	Contents \$ _____	ALE \$ _____	Vehicle \$ _____
Comments on Insurance			
Specify any financial assistance already received from other sources		Specify any future financial assistance expected from other sources	



<b>Fill in information below according to categories of assistance for which application is being made</b>				
<b>EXTERIOR REPAIRS FOR REPAIRABLE HOUSE</b>				
Full roof replacement	Number of squares	Estimated cost \$		
<input type="checkbox"/> Partial Roof Replacement	Number of squares	Estimated cost \$		
<input type="checkbox"/> Replacement of Siding	Number of linear feet	Estimated cost \$		
<input type="checkbox"/> Replacement of windows	Number of windows	Estimated cost \$		
<input type="checkbox"/> Exterior doors to be replaced	Number of doors	Estimated cost		
<input type="checkbox"/> Other materials related to exterior work (describe and provide dollar estimates)		Estimated cost \$		
-----		Estimated cost \$		
-----		Estimated cost \$		
<b>Total cost of materials for exterior work</b>		<b>\$</b>		
<b>INTERIOR REPAIRS FOR REPAIRABLE HOUSE</b>				
<input type="checkbox"/> Dry wall	Approximate # of sheets:	\$		
<input type="checkbox"/> Flooring <input type="checkbox"/> Wood <input type="checkbox"/> Vinyl <input type="checkbox"/> Tile	Approximate sq. ft.	\$		
Other (specify and provide estimated cost)		\$		
		\$		
<b>Total cost of materials for interior work</b>		<b>\$</b>		
<input type="checkbox"/> <b>LABOR</b>				
If specialized labor that cannot be done by volunteers is needed, describe who will do the labor, the cost, and how cost was determined.				
				Cost \$
<input type="checkbox"/> Funds to completely replace a destroyed dwelling (must use narrative on page 3 to describe how funds are sufficient to achieve this purpose)		<b>Amount</b>		
<b>OTHER CATEGORIES OF ASSISTANCE</b>				
<b>Personal Vehicle (refers to damaged vehicle)</b>				
<input type="checkbox"/> Vehicle repair	<b>YEAR</b>	<b>MAKE</b>	<b>Model</b>	<b>Requested Amount</b>
<input type="checkbox"/> Vehicle replacement				
Recovery group verified that vehicle was damaged by a covered event: <input type="checkbox"/> Yes <input type="checkbox"/> No				
Recovery group has determined that granting funds for a vehicle is reasonable <input type="checkbox"/> Yes <input type="checkbox"/> No (if yes, use page 3 to provide detail)				
<input type="checkbox"/> Rental assistance	<b>Number of months 3 months @</b>			<b>Estimated Cost</b>
<b>Household Items</b>				
<b>Appliances</b>				
<b>Refrigerator</b>	<b>Stove</b>	<b>Washer</b>	<b>DRYER</b>	
<b>Microwave oven</b>				<b>Estimated</b>
<b>Household Furnishings/Heating/AC</b>				
Specify only essential and necessary items			Specify each amount	
<b>Relocation Expenses</b>				
<b>SECURITY DEPOSIT</b>		<b>UTILITY DEPOSIT</b>		<b>MOVING EXPENSE</b>
\$		\$		\$
<input type="checkbox"/> If necessary specify any additional items not previously covered and indicate cost (if more space is needed, use page 3)			<b>Total amount of all funds requested from the state donations fund</b>	
			\$	



# WASHINGTON COUNTY, VIRGINIA INSURANCE VERIFICATION FORM

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Intake by: \_\_\_\_\_

Resident Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Type of Damage: Destroyed \_\_\_\_\_ Major Damage \_\_\_\_\_ Other \_\_\_\_\_

Alternate Contact Information: \_\_\_\_\_

Insurance (Residential) Coverage: \_\_\_\_\_ Yes \_\_\_\_\_ No

Insurance Company: \_\_\_\_\_

Insurance Agent: \_\_\_\_\_ Agent Number: \_\_\_\_\_

Received Assessment by Insurance: \_\_\_\_\_ Yes \_\_\_\_\_ No

How Much Coverage: \_\_\_\_\_

Number of People in Household: Adults \_\_\_\_\_ Children 18 & under \_\_\_\_\_

Approximate Total Income of Households: \_\_\_\_\_

Any Additional Needs or Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Office Use:

*Glade Spring* Tornado Survivors Housing Counseling Survey

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Do you own or rent your home? Own \_\_\_\_\_ Rent \_\_\_\_\_

If you rent, who is your landlord? \_\_\_\_\_ Phone: \_\_\_\_\_

If you rent, would you be interested in becoming a homeowner? Yes \_\_\_\_\_ No \_\_\_\_\_

Was your home damaged? Yes \_\_\_\_\_ No \_\_\_\_\_ In what way? \_\_\_\_\_

Did you have insurance on your property (includes renters insurance)? Yes \_\_\_\_\_ No \_\_\_\_\_

What is your deductible? \$ \_\_\_\_\_ Are you able to pay that? Yes \_\_\_\_\_ No \_\_\_\_\_

Where are you staying now? \_\_\_\_\_ Do you feel safe? Yes \_\_\_\_\_ No \_\_\_\_\_

How long can you remain there? \_\_\_\_\_

Would you like to return to your home once it has been repaired? Yes \_\_\_\_\_ No \_\_\_\_\_

How many people live in the home total (including you)? \_\_\_\_\_

Please circle if you make less than the income level below, based on household size.

# In Household	1	2	3	4	5	6	7	8
80% AMI	\$32,400	\$37,000	\$41,650	\$46,250	\$49,950	\$53,650	\$57,350	\$61,050

Do you have adequate food? Yes \_\_\_\_\_ No \_\_\_\_\_

Do you have need for clothing, bedding or other linens? Yes \_\_\_\_\_ No \_\_\_\_\_

Do you have access to your financial resources or other documents? Yes \_\_\_\_\_ No \_\_\_\_\_

Do you feel well today? Yes \_\_\_\_\_ No \_\_\_\_\_

Would you like to speak to a mental health professional? Yes \_\_\_\_\_ No \_\_\_\_\_

Confidentiality Waiver

I hereby grant permission to the *town of Glade Springs* <sup>or its</sup> designated agent to release any information obtained herein to any party for the sole purpose of household assistance. I understand the information is strictly confidential, and is provided solely for the purposes of determining my eligibility for assistance. No information contained herein will be released to any other local, state, or federal agency for any purpose without my express written consent, except as it may pertain to my application for assistance.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Household Member

What do you need:

- |   |  |
|---|--|
| <input type="checkbox"/> Food                                       | <input type="checkbox"/> File Insurance paperwork              |
| <input type="checkbox"/> Water                                      | <input type="checkbox"/> Social Service matters                |
| <input type="checkbox"/> Cut down trees                             | <input type="checkbox"/> Talk to someone – counselor or pastor |
| <input type="checkbox"/> Removing Trees I have cut                  | <input type="checkbox"/> Support for pets                      |
| <input type="checkbox"/> Removing Debris                            | <input type="checkbox"/> Medical concerns                      |
| <input type="checkbox"/> Equipment: _____                           |  |
| <input type="checkbox"/> House repairs: list what needs to be done: | <input type="checkbox"/> Day Care needed: list children        |

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name	Age
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Clothing: List ages/sizes \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What else can we help you with: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What are your long term plans? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# United Way of Russell and Washington Counties & The Washington County Long Term Recovery Group



## Community Progress Report

(As of April 27, 2012)

### AMOUNT RECEIVED

Community Donations	\$ 611,065.01
Virginia Department of Emergency Management	\$ 688,890.82
In-Kind Donations	\$ 137,719.42
United Way Donation	\$ 100,000.00
<b>TOTAL AMOUNT RECEIVED AS OF APRIL 27, 2012</b>	<b>\$ 1,537,675.25</b>

### AMOUNT EXPENDED

#### Construction Projects

157 Construction/Recovery Projects	
Currently Amount Spent on Projects	\$ 693,781.01
Amount Needed to Complete Projects	\$ 52,572.30
12 CDBG Projects	\$ 120,000.00
	<b>\$ 866,353.31</b>

#### Other Types of Assistance

90 Families Assisted With Gift Cards - (Grocery Store & Home Supply Stores)	\$ 9,880.00
17 Families Assisted With Pod Rentals	\$ 4,980.65
13 Families Assisted With Vehicle Repairs or Replacements	\$ 44,777.92
2 Schools Assisted - (Meadowview Elementary & Glade Middle School)	\$ 2,217.50
Returned to Virginia Department of Emergency Management	\$ 14,132.66
Designations to Other Charities	\$ 39,636.06
Roots of Recovery Project	\$ 14,829.77
Miscellaneous & Events	\$ 26,937.70
In-Kind Services	\$ 137,719.42
Warehouse & Distribution Center Supplies	\$ 1,455.75
	<b>\$ 296,567.43</b>

**TOTAL AMOUNT EXPENDED AS OF APRIL 27, 2012** **\$ 1,162,920.74**

**REMAINING FUNDS FOR COMPLETION OF PROJECTS** **\$ 374,754.51**

## SUGGESTIONS FOR DONATIONS MANAGEMENT

There are four phases of Donations Management: 1) Community Collection Centers, 2) Multi-Agency Warehouses, 3) Fixed-base Emergency Distribution Centers, and 4) Mobile Emergency Distribution. Each of these operations should be managed by trained, experienced managers. There are organizational, financial, insurance, traffic flow, and specific recordkeeping requirements for each operation. Realizing that each phase deals with public donations, each operation is subject to audit by any level of government to be sure the donations are processed according to each donor's intent.

Immediately following an event, it may seem like setting up the collection and distribution operations in an organized and well-structured manner unnecessarily delays serving those in need. However, having professional-level, well-trained managers ready to set up an operation can make the setup happen very quickly. Often, the longest part of the process is finding an appropriate facility to house each of the fixed-base operations.

Obviously, the magnitude of the event will have a significant impact on the size and quantity of Collection Centers and Distribution Centers. A Multi-Agency Warehouse usually is only stood up for larger events.

The manager of each fixed-base operations must consider traffic flow, parking, waste disposal, and facility organization.

**COLLECTIONS.** The location where collections are received is often called a Community Collection Center. This operation can be anywhere from near the disaster area to thousands of miles away. The manager is responsible for the total organization of the operation. Lower-level managers, or supervisors, will be needed for volunteer management, receiving, sorting and packing, shipping, and facility management, etc. If the operation is expected to run all day and into the evening, and for several days, a person may need to be assigned the task of arranging for food for the volunteers. This person would report to the Volunteers Manager.

Specific processes for neatly packing items, labeling boxes, properly building pallets of boxes (if pallet jacks and other freight-handling equipment is available).

**MULTI-AGENCY WAREHOUSE.** This title is used for a warehouse that accepts shipments from the Collections Centers and/or directly from corporations and other large organizations. This warehousing method differs from warehouses operated by a specific organization for their commodities (commodities accepted by these organizations becomes their property). The commodities held in a Multi-Agency Warehouse remain the property of the government agency in charge of the warehouse, and only held and managed on behalf of that agency for the benefit of the disaster survivors. The Multi-Agency Warehouse distributes to approved Emergency Distribution Centers. General public donors should not come to the warehouse. They should take their items to an approved Community Collection Center. Survivors in need of supplies, likewise, do not come to the Multi-Agency Warehouse. They would report to an approved Emergency Distribution Center.

No one under 18 years of age should be allowed in a warehouse, due to OSHA regulations regarding who can legally be around certain machinery, such as forklifts. Only trained, authorized persons should be allowed to operate forklifts, or other dangerous equipment.

This facility should expect many tractor-trailer trucks and straight-body trucks, which require large parking lots, loading docks, and a ramp into the warehouse.

**EMERGENCY DISTRIBUTION CENTERS.** Immediately following a disaster event, many collection and distribution operations will spring up—all in the name of quickly assisting the survivors. Again, having well-trained, experienced management personnel available will make the establishment of approved distribution operations more efficient.

Because many organizations will quickly try to get involved in collections and distribution of donated goods, it is necessary for the local government to vet each organization, to be sure the management has the training and experience to effectively manage such an operation. The manager must know the regulations regarding who can appropriately volunteer, and have the required forms for proper recordkeeping. REMEMBER—the items being distributed are donated for the benefit of disaster survivors, not for the general public. This means that a number of interviewers will be needed to interview each person applying to receive donated goods. These interview records are confidential, and must be kept appropriately secured. The purpose of the interview is to 1) determine the applicant has been impacted by the disaster, 2) how many persons are in the family, and 3) what supplies are available to best assist the applicant.

These records, and the records at the Community Collection Centers are most likely to be audited, since the Collection Center is dealing directly with the donor, and the Distribution Center is claiming to be providing the donated goods to those actually effected by the disaster.

# WASHINGTON COUNTY LONG TERM RECOVERY GROUP (LTRG) DISASTER ASSISTANCE PROGRAM

The intention for the LTRG is to assist in returning the owner-occupied property to a secure and habitable condition. Improvements to the property past its condition prior to the disaster event of April 27, 2011, are limited to making the property safer, warmer and/or drier and to improvements that mitigate hazard and risk.

The LTRG will consider each case on its particular need. Economic need of the disaster victim will be a consideration of the LTRG. However no specific income limit is established. All awards are contingent upon availability of funding.

The accounting procedures of the LTRG Fiscal Agent (United Way of Russell and Washington Counties) will be followed to provide for adequate control over the disbursement, reporting and/or return of funds.

## **UNDERINSURED**

Damaged: \*Minor - \$2,500 (max)  
\*Major - \$5,000 (max)

Destroyed: \$7,500 (max)

## **NO INSURANCE**

Damaged: \*Minor - \$5,000 (max)  
\*Major - \$10,000 (max)

Destroyed: \$25,000 (max)

\***Minor** (Homes with damages estimated under \$10,000)

\***Major** (Homes with damages estimated over \$10,000)

**All items include:** Repair to homes, transportation, and replacing household items.

Transportation Limit - \$2,500 (max)

Household Items Limit - \$2,500 (max)

For rental/lease-to-purchase property, assistance of up \$2,500 will be considered to be used at the discretion of the renter/lease for repair or relocation. Assistance is not intended for or awarded to the landlord of rental property.

## DEALING WITH THE MEDIA DURING A DISASTER

When a disaster happens, the media can be a useful tool for disseminating accurate and timely information. Dealing with the media in good times or when things are more challenging, can be frustrating. But, with proper planning, dealing with the media yields positive results.

### Initial Steps

**Step 1-** Have a designated spokesperson who can respond to the disaster details.

(Only the designated spokesperson should speak with the media.)

**Step 2-** The spokesperson should consult with the appropriate professional or lay leaders and emergency commanders before speaking to the media and work closely with clientele coordinators to ensure that everyone receives a consistent message. (A central office should always be aware of what information is being released.) The communication center is where all internal information flows to and from.

**Step 3-** The spokesperson needs to convey information regularly and in a timely manner to the media.

- Be prepared (Know your organization in detail), decide exactly what you want and need to say, select the most important issues
- Have key figures readily available
- Give journalists service at every opportunity
- Keep control over the information you are providing
- Answer reporter's calls, or refer them to someone who will return their calls.
- Announce your own news first... even if it's bad news.

**Step 4-** Your credibility is your most important asset.

- Shoot Straight. Good news or bad... let the media know what's happening.
- Never Speculate. Release only the information you know is accurate.
- Stay Calm. The more calm you appear, the quicker people will realize that everything is under control.
- Do not comment on activities other than your own
- Do not allow yourself to be pressed into commenting on topics you are unsure about.
- Never LIE to a reporter.
- Don't say "no comment."
- Stay on the record.
- Think before you speak.
- Always prepare for an interview.
- Always have an agenda and know what you want to achieve through this interview.
- If you have a statement or idea that must be understood, repeat it again, and again, and again.

**Step 5-** Treat journalist as a customer.

- Never be a barrier
- Do not allow yourself to be provoked
- Don't be offended by a reporter's ignorance; don't be impatient with a reporter.
- Never be argumentative, nasty or yell at a reporter.
- Don't ask to review a story before it is printed or aired.

**REMEMBER**

- Choose a single spokesperson.
- Coordinate with emergency personnel.
- Convey CORRECT information as quickly as possible.
- Your credibility is your most important asset.
- Treat journalist as a customer

**FIVE GOOD REASONS TO KEEP THE MEDIA INFORMED**

1. Taking the offensive lets you control the discussion.

Depending on the type and extent of your disaster, once it occurs you'll have no more than 24 hours—and maybe as little as 30 minutes— to respond in a way that allows you to shape the flow of information. You need to size up the situation and make a statement quickly to frame the discussion.

2. If you don't talk to the media, they'll find somebody who will.

Nature abhors a vacuum. If you won't talk to them, the resourceful media will find someone else, and it could be someone who'd like to run down your association. Then you'll be on the defensive and looking bad all around.

3. When you talk to the media, you're really talking to all your publics through the media.

In a disaster, media communication could be your best opportunity to let your stakeholders hear your message and enhance your association's reputation and credibility. After all, what do you honestly think when a news anchor says that someone "could not be reached for comment" or "had no comment?"

4. Every interview or briefing is an opportunity to get out your message.

Even if you're doing Q&A, start every media session by making a statement that contains all the information you want to give, positioned as you want it communicated. The questions that follow are then more likely to be based on your information.

5. Your association has as many spokespersons as it has members.

Members may not talk to the media—although reporters will try to get to anyone in a disaster. But they will be talking to their spouses, parents, friends, and others who'll be asking them about what's happening, and those folks might talk to the media. Don't forget, therefore, to deliver to members a clear message of what is happening that is consistent with any statements you make.