PRESBYTERIAN DISASTER ASSISTANCE

OUT OF CHAOS, HOPE

PDA LONG-TERM RECOVERY MINISTRY

LTR HANDBOOK

PRESBYTERIAN MISSION AGENCY

TABLE OF CONTENTS

December 15, 2014

Greetings,

This handbook is to be used as the primary Long-Term Recovery resource for PDA's National Response Team (NRT) and National Volunteers (NVT). This handbook is designed to help our NRT and NVT understand LTR and how it ties in to PDA's primary goal in disaster ministry, which is to provide assistance to disaster survivors.

PDA began hosting volunteer work teams on a large scale soon after Hurricane Katrina struck Mississippi in 2005. That ministry has continued and, over time, has evolved into an important part of PDA's disaster recovery efforts. As of the date of this letter, PDA still supports a volunteer village in New Orleans, LA in response to Hurricane Katrina – long-term, indeed.

One of the most important issues for volunteer work teams is to have meaningful, case-managed work. The worst thing for a volunteer work team is to be idle. Many of these volunteers take time away from work or other commitments to travel to the disaster stricken area. While there they want to be busy. They do not want to sit around. In most cases, local long-term recovery groups (LTRGs) provide work opportunities that ensure the most needy get help first.

Experience shows that strong, well organized LTRGs, organizations or committees enhance coordinated response to unmet recovery needs after a major disaster. To ensure a successful LTRG is established, PDA has become involved in long-term recovery organizing and training. In partnership with our National Volunteer Organizations Active in Disaster (NVOAD) colleagues, FEMA and Church World Service, PDA provides trainings that teach local groups how to form and operate a successful LTRG. A collaborative overview of these trainings is often called Recovery, Tools and Training or RT&T.

PDA's long-term recovery response begins on the initial deployment of National Response Team (NRT) members into an area shortly after the disaster has passed. These initial teams assess the scope and area of damage and make recommendations to PDA staff and affected Mid Councils as to the best way to respond. These early-response teams are trained to be on the lookout for local leaders who will be capable of representing PDA on the ground for the future recovery efforts.

If the disaster is of a scope that it is determined there will be a need for an LTRG, or more than one LTRG depending on the size of the affected area, PDA will deploy a follow-up team to lead Long-Term Recovery Orientation training events. The purpose of these trainings is

to find interested people, hopefully Presbyterians, and connect them and orient them on how to become involved in their local LTRG's work.

In this handbook we will walk you through the basics of LTR ministry. At the same time, we cannot stress enough that by your very presence in an impacted community, you minister in Christ's name. Disaster survivors may not remember what you did, but they will never forget that you were there for them.

Sincerely,

Rick

Rick Turner
Associate for National Disaster Response
Presbyterian Disaster Assistance

WHAT IS LONG-TERM RECOVERY?

Long-term Recovery (LTR):

- Consists of (www.CommunityArise.com) :
    - Long-term reconstruction
    - Rebuilding of infrastructure
    - Emotional & spiritual care for survivors & relief workers
    - Gradual adjustment to losses & changes for those impacted

- Addresses ongoing needs by taking a holistic, long-term view of critical recovery needs and coordinating the mobilization of resources at the federal, state and community levels. (Paraphrased from www.emergencymanagement.wi.gov)

- Is a term used to refer to the process of rebuilding and restoring the homes and lives of individuals following a major disaster or catastrophe. (www.cumberlandltrg.org)

- Refers to the need to re-establish a healthy, functioning community that will sustain itself over time. (www.fema.gov)

See the next three (3) pages for National Volunteer Organizations Active in Disaster's (NVOAD) definition and their *LTR Quick Reference Guide*. NVOAD has a comprehensive LTR Handbook that can be downloaded from their website, www.nvoad.org (click on "Resource Center", then "Long-Term Recovery Groups").

National Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

LONG –TERM RECOVERY GUIDE

QUICK REFERENCE GUIDE

Long-term recovery is the period following a disaster when the affected community and its residents return to a new normal state of living. A long-term recovery program is usually established by the community, often with outside assistance, in order to help its most vulnerable residents through the recovery process. This Long-Term Recovery Quick Reference Guide serves as a companion to the more extensive Long-Term Recovery Guide (LTRG) which is available from National VOAD (www.nvoad.org).

Revised 3/24/15

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

Chapter 9.   **Spiritual Care**

    a.   Helping to meet the spiritual needs of individuals, families and community

    b.   Key elements of a spiritual care program:

- Community Spiritual Assessment (p. 34)
- Spiritual Care for Hope and Resiliency (p. 36)
- Attention to issues around Anniversary Times (p. 36)
- Community Memorial Services (p. 37)
- Retreat opportunities for Care Givers (p. 37)

    c.   See National VOAD Emotional & Spiritual Care *Points of Consensus* at www.nvoad.org

Chapter 10.   **Financial Controls and Reporting**

    a.   Implement sound financial controls from the beginning (p. 38)

- Accurate accounting for funds received and expended
- Procedures for receiving and spending money
- Transparency

    b.   Regular Financial Reporting (p. 38)

- Balance Sheet at least quarterly
- Monthly Statement of Income and Expenses
- Over or under spending report

    c.   Regular Financial Audit Process (p. 38)

- Engage a CPA or Professional Bookkeeper
- Annual Independent Audit

    d.   Regular Reporting to Donors (p. 39)

Chapter 11.   **Having a Plan for Finishing the Work**

    a.   Know when your work is done! (p. 40)

    b.   Key considerations for shutting down (p. 40)

- Comply with your bylaws
- Conduct a final evaluation
- Close or transfer all open cases
- Conduct a financial audit
- Inventory, store, distribute your assets
- Gather and store records
- Celebrate your accomplishments

    c.   Deciding the Future – shut down or transition? (p. 41)

    d.   Possible future role of the LTRG (p. 41)

- Maintain a reduced LTRG
- Become a mitigation organization
- Become a Regional VOAD
- Be creative and reorganize to meet a community need

Important Telephone Numbers National

VOAD Headquarters: (703) 778-5088

FEMA Headquarters Voluntary Agency Liaison Office: (202) 212-1074 or (202) 212-1070

Important Websites National

VOAD: www.nvoad.org

FEMA Disaster Declarations: www.fema.gov/news/disasters.fema

PDA's Roles in Long-Term Recovery (LTR)

Early Response –PDA's long-term recovery response begins on the initial deployment of National Response Team (NRT) members into an area shortly after the disaster. These initial teams assess the scope and area of damage and make recommendations to PDA staff and affected Mid Councils about the best ways to respond, including long-term recovery, hospitality, and emotional and spiritual care. These early-response teams are trained to identify local leaders who may become involved in local LTRG organizations and efforts.

LTR Orientation – The second phase of PDA's LTR response is the Long-Term Recovery Orientation. After a major disaster, PDA will deploy a follow-up team to lead Long-Term Recovery Orientation training events. The purpose of these trainings is to find interested people, hopefully Presbyterians, connect them, and orient them on how to become involved in their local LTRG's work.

Recovery Tools & Training (RT&T) –In partnership with our National VOAD colleagues, FEMA, and Church World Service, PDA provides trainings that teach local groups how to form and operate a successful LTRG. A collaborative overview of these trainings is often called "Recovery Tools and Training". At these events, PDA usually presents an overview of LTRG responsibilities in disaster emotional and spiritual care and the need and best practices for hosting volunteer work teams.

Emotional & Spiritual Care (ESC) – All PDA NRT and National Volunteer Team (NVT) members have had basic training in ESC. ESC undergirds everything we do and begins even before the initial deployment. The first phone call from a person who has just experienced a disaster in his/her community can be filled with emotion. The initial team that visits the disaster-stricken area must be attentive to the emotional and spiritual needs and concerns of all with whom they are working by offering appropriate ministry of presence in the moment and assessing needs for follow up, including programs for groups and personal attention to highly-impacted church leaders.

PDA teams offer workshops and trainings to caregivers and volunteer workers during all phases of the recovery. PDA ESC programs include "Care for Caregivers," "Compassion Fatigue," and "Disaster Spiritual Care."

Volunteer Hosting (Hospitality) – After a disaster, many volunteers are needed to help rebuild the community. PDA's host sites (Villages) provide a safe and sanitary place for these work teams to stay while they are in the disaster-stricken area. PDA's hospitality ministry averages over 3,500 volunteers per year who contribute over 188,000 hours of

donated labor to the survivors of disasters. PDA offers the following services to churches and other institutions as well as partners (not just Presbyterian), who are considering hosting volunteers: (1) assessment of sites, including recommendations for adaptations; (2) a guide for host sites, including tips for sleeping arrangements, shower and toilet facilities, meal planning, fees, and more; (3) on-going support for host sites; and (4) videos to prepare volunteers to offer Ministry of Presence and to do wise self-care. To find out more about PDA's Hospitality Ministry visit the PDA website at www.pda.pcusa.org then click on Act, Volunteer and Work teams.

PDA NATIONAL DISASTER RESPONSE PROTOCOLS

Warning/Anticipation
Associate contacts potentially impacted Mid Council(s)
Associate contacts potential NRT lead(s)
As needed: Associate contacts national partners (e.g., Red Cross, FEMA, etc.)
As needed: Pre-deploy NRT teams
Associate keeps staff updated on actions

Disaster Occurs: Impact/Emergency/Rescue
Associate researches scope of disaster
Associate networks re: Mid Council leadership
Associate contacts Mid Council
Associate discerns with Mid Council the size and nature of team
Mid Council invites PDA
Associate identifies team lead and discusses composition of team
Team lead contacts Mid Council
- Preliminary sense of situation as Mid Council perceives it
- Agreement re: time of team arrival
- Expectations of what the team might do
- Information re: local contacts

Assessment / (Aftermath)
NRT Team is deployed
Team contacts Mid Council and affected congregations
Team provides ministry of presence
Team begins initial assessment, including:
- Scope of disaster
- Status of local response (VOAD, Volunteer Coordination Center)
- Capacity of Mid Council/congregations to participate in recovery
- Pre-existing context of Mid Council
- Local persons to participate in conference calls and meetings
- LTR orientation venue and contacts
- Need for volunteer hosting / possible host sites
- Need for emotional and spiritual care
- Support needed from PDA (e.g., training, funding, follow-on deployments)
Team gathers and shares information with Mid Council and partners
- Value of interfaith/ecumenical collaboration
- Value of collaboration partners (local government, FEMA, VOAD, etc.)

- Need to work through LTRG (case management, donations management , volunteer management)
- PDA resources and services (hosting, ESC, LTR orientation, funding/grants)

Team participates in conference call/VOAD meetings as appropriate
Team reports
- Team completes and files field report using current format and distribution guidance from staff
- Team submits separate report containing any confidential information to Associate

Relief/Remedy
Action(s) begins from field report
- Materials resources: Associate consults with Mid Council
- Grants: Associate consults with Mid Council
- Associate consults with PDA staff re: next steps
- Team Lead negotiates training logistics with Mid Council
- Team lead follows up with Mid Council
Team participates in conference calls and organizing meetings as appropriate

Short-Term Recovery
Team conducts LTR orientation
Volunteer Housing
- Team(s) perform site assessment(s)
- Call Center registers volunteer teams (begins waiting list)
Team serves as liaison between Mid Council and partners concerning needs

Long-Term Recovery
Associate with the assistance of Team Lead will:
Establish and maintain connection with LTRG/Partners
Participate in Recovery Tools and Training
Assure meaningful, case-managed work
Offer Emotional and Spiritual Care Events (Compassion Fatigue, Care for Caregivers)
Provide funding – LTR and Hospitality
Host Volunteer Work Teams
- Open sites
- Manage calendars – scheduling volunteers
- Train host site staff
- Consult and support volunteer host site
Create Close out/Exit strategy
Evaluate PDA's overall response

"LTR ORIENTATION" COMPONENTS & SCHEDULE (SUGGESTED)

PDA's long-term recovery orientation is designed to familiarize local people, recently affected by disaster, with the long-term recovery process. It is hoped that, once trained, these people will then be able to become involved in their local recovery organization. Although this orientation was designed for Presbyterians, it is suitable for anyone who wishes to become more familiar with long-term recovery after a disaster.

Early response team (first PDA team in the disaster-stricken area)
Identify local leaders who may become involved in local LTRG organizations and efforts
Mention the LTR Orientation and the need for it
Be on lookout for venues for LTR Orientation workshop
Note which NVOAD partners are involved in the response
Ensure this information is on Field Report

3 – 4 – 6 weeks after the disaster & approximately 1 month before the RT&T:
Advertise, invite and create on-line registration (Call PDA Call Center)
-Invite local Voluntary Agency Liaison (VAL)
-Invite partners involved in recovery efforts (if known)
Have pre-event conference call(s) & discuss who does what

Day before event:
Team (probably two National Response Team members [NRT's]) arrives in time to go over logistics, audio-visuals, table arrangement, review the workshop content & finalize last-minute details

Day of event:
8:15   Open doors for Registration & Handouts
9:00   Gathering & Prayer (local pastor/host)
9:15   Welcome (Introduce leaders; explain expectations for the day, etc.)
        -Logistics/Housekeeping (rest rooms, exits, phones, snacks, breaks, etc.)
        -Team Lead checks registration & honors local pastor, FEMA VAL, etc.
        -Try to find local liaison, scribe, nag and advocate in group of attendees &   take them to dinner, or meet with them, afterwards if possible
9:30   Introductions (Keep them brief, ask for name, agency & experience)
        -Find out who is there (experience, survivors, press, etc.)
        -Introduce local VAL if present

10:00   Go over the *Light Our Way* book
         -Highlight the NVOAD collaboration (back of book has NVOAD logo)
         -Mention the contributing partners (refer to pgs. 56 – 60)
         -Other resources are on pgs. 56 – 64
         -Feel free to highlight other sections in the book
10:30   15-minute break (ask attendees to greet others while on break)
10:45   PowerPoint – "From Disaster to Recovery"
Noon   Lunch

12:45   Review what NVOAD is and what they do (ask questions of group)
         -Mention the NVOAD principles (4 C's & members)
         -Refer to website, www.NVOAD.org
         Review FEMA's role in setting up LTRG
         -Explain what a VAL is (if local VAL is there, ask him/her to speak (briefly)

1:15   Review the purpose of an LTRG
         -Local (Ask who should be on the LTRG: local government + voluntary agencies +
         non-profits + local businesses + survivors + faith-based groups = LTRG).
         -Case-managed work (helping those most in need)
1:45   15-minute break
2:00   Explain PDA's role in LTR
         -Need local Presbyterians on LTRGs
         -Need local Presbyterians on VOADs
         -Volunteer Hosting
         -ESC ("Care for Caregivers," "Compassion Fatigue" & "Disaster Spiritual Care")
2:20   Review handouts
         -Sheet with websites and recommended readings (handout)
                 -NVOAD website for long form of LTR Manual
                 -Community Arise (LTR)
         -PDA Volunteer Hosting bookmark (handout)
         -NVOAD short form of LTR Manual (handout)
2:45   Next steps
         -Visit or join local or state VOAD
         -Sit on the LTRG or on a committee of the LTRG
         -Get to know local leaders in the recovery efforts (VAL, etc.)
         -Keep PDA updated on progress of LTRG and recovery efforts
3:00   Q & A
3:30   Closing prayer
5:00   Presenting Team debriefs and makes report containing:
         -Number of attendees
         -List of attendees with contact information
         -Suggestions for edits, or additions to, the workshop
         -Other needed information

DISASTER RECOVERY RESOURCES

American Red Cross – www.redcross.org

Church World Service (CWS) resources -
http://www.churchworldservice.org/site/PageServer?pagename=resource_main

Community Arise curriculum, CWS (online or paper materials) -
http://www.communityarise.com/

Community Emergency Response Teams (CERT) - http://www.citizencorps.gov/cert/

FEMA (Federal Emergency Management Agency) resources -
http://www.fema.gov/plan/prevent/howto/index.shtm

FEMA's National Incident Management System (NIMS), (online or paper materials) -
http://www.fema.gov/emergency/nims/index.shtm

FEMA readiness resources - http://www.ready.gov/

"Light Our Way" – https://www.pcusa.org/resource/light-our-way-guide-spiritual-care-times-disaster/

National Voluntary Organizations Active in Disaster (NVOAD) – www.nvoad.org/   (To find your state VOAD contact information on this site, click on "VOAD Network" and then "State/Territory Members")

Peace River Presbytery Comprehensive Action Plan for Churches -
http://www.peaceriverpresbytery.org/dpr-preparation-a-response.html

"Prepare To Care: Basic Disaster Ministry for Your Congregation" http://cwserp.fatcow.com/cwserp/PreparetoCare2009comp.pdf

Presbytery disaster preparation resources:
Mission Presbytery: http://www.mission-presbytery.org/resources/disaster_response_and_procedures.cfm (also info on Faith Village, Smithville – rebuilding after Bastrop fires)

Presbytery of Arkansas: http://www.presbyteryofarkansas.org/frmDisasterResponse.aspx

State Resources:
Your state Division of Agriculture Extension Service resources –
Texas: http://agrilifeextension.tamu.edu/

Arkansas: http://www.uaex.edu/

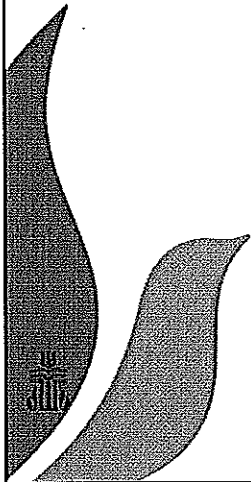Your state Department of Emergency Management

LTR Orientation Presentation

The following pages are copies of the slides of the PowerPoint presentation: *From Disaster to Recovery – A Roadmap for Community Response.* The presentation is a separate PowerPoint file in this LTR section.
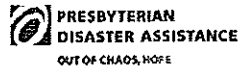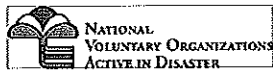
PRESBYTERIAN DISASTER ASSISTANCE

OUT OF CHAOS, HOPE

1

(NOTE: Suggested script is in bold italics and presenter notes are in parentheses in these note sections.)

(You can always change pictures and delete or move slides to better suit your audience and your personal presentation style; just save a separate copy and don't change the original. It will be useful to quote one of the following scripture verses to ground this presentation and our work in the Bible – All from The Message, The Bible in Contemporary Language, by Eugene H. Peterson, Presbyterian pastor, retired: 1st Corinthians 1:7-9; 1st Corinthians 12:1, 4-11; and Ephesians 4:4-7a.)

Welcome!

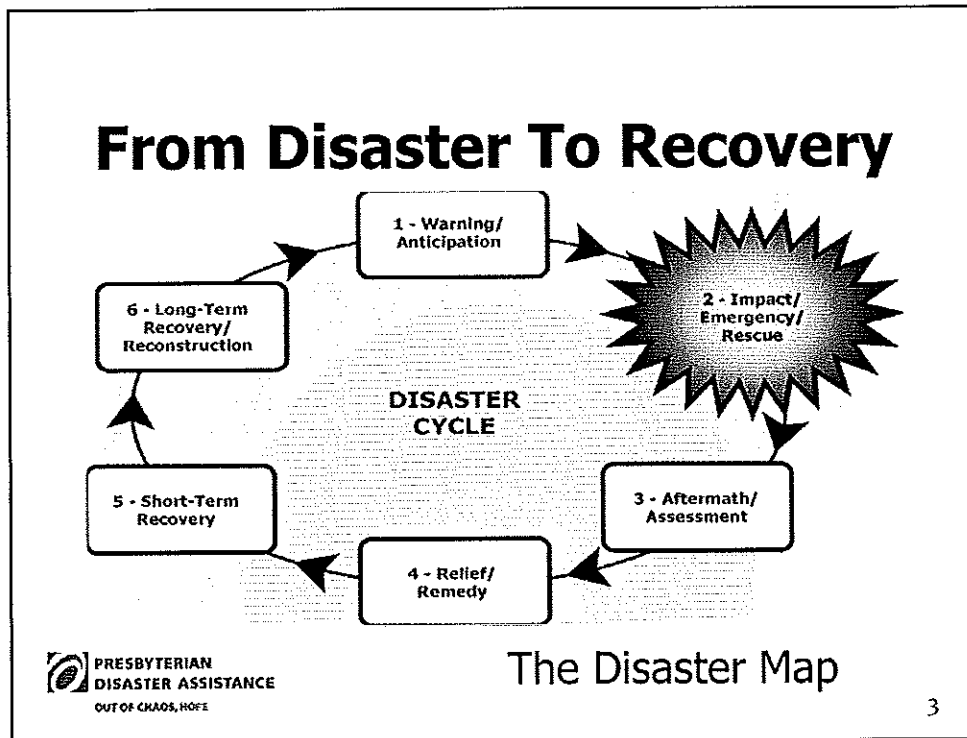(Introduce yourself and the other leaders and tell whom you represent, PDA, etc.)

(Logistical piece - restrooms, emergency exits, snacks, etc.)

(Know how much time you have for this PowerPoint presentation. A good rule of thumb is one slide per minute. You can skip questions if extra time is needed. If you have time and audience participation is good, ask most of the questions.)

Who of you knows something about disaster recovery? (Their responses will help you form the presentation based on the average knowledge/experience of the audience.)

This presentation is an orientation and we hope it will provide you a roadmap as your community moves from disaster to recovery.

You will note that this presentation is also being made by you, the audience. We want and need your input. Much of this presentation comes from "Community Arise." (A resource sheet with "Community Arise" website and other helpful sites and books should be provided in handout form.)

From Disaster To Recovery

1 - Warning/ Anticipation

6 - Long-Term Recovery/ Reconstruction

2 - Impact/ Emergency/ Rescue

DISASTER CYCLE

5 - Short-Term Recovery

3 - Aftermath/ Assessment

4 - Relief/ Remedy

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

The Disaster Map

3

(After you have learned how advanced the audience is, from responses to your questions on the **previous slide, you can tailor this and other slides to be either more in depth or more generic.** You will talk about the disaster cycle here very briefly and focus on stages 5 and 6 – or you will go very slowly for the beginners.)

In disasters, the cycle flows through a series of stages, or phases, reflecting different issues and tasks that occur during those times. Though each phase is shown as a separate and sequential event, the truth is that the phases will blur and it is possible to be in more than one stage at a time. Sometimes the response can even revert back to an earlier stage. The chaos of the impact will reduce in time and it is important to remember that this process will move through each community at different rates. (Disasters are unique and all disaster recoveries are different.)

What time is it in the current disaster cycle in your community? (After you get all the answers, you will say something like this.) *Likely you are in stages 3, 4, and 5 simultaneously. So consider these stages as signposts on the journey from disaster to recovery and this as "the map." These are signposts, not destinations, to show you where you are. Knowing where you are informs what you will be doing and who you may be doing it with.*

From Disaster To Recovery

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

Eagle, AK 5/5/09

4

What stage of disaster is it here? (People may notice the date, but that's not the answer. It is Stage 2 – Impact! You may explain:) *This is an ice jam on the Yukon River in Alaska; that white stuff is ice. Two days later, it melted enough to move downstream to the next bend in the Yukon River, where it jammed up again and so on down the Yukon. It's important to know that all the villages are located in the bends in the river. This truly was a cascading event.*

What time it is, is stage 2 – Impact!

(Describe what happens at the impact stage.) *What's going on? What's going on refers not only to what you are observing. What do you think is going on in the residents' hearts and minds?*

4

From Disaster To Recovery

Disaster:

- Affects the entire fabric of <u>community</u> that existed prior to the event
- Can cause traumatic stress among the <u>whole community</u>

**PRESBYTERIAN
DISASTER ASSISTANCE**
OUT OF CHAOS, HOPE

5

(Paraphrase in your own words, but the message here is:)

Disaster affects the community and causes traumatic stress in the entire community. What stress or stresses are you feeling now? (Give them time to answer.) *Even if only a few homes have actually been destroyed, the entire community has been impacted.*

From Disaster To Recovery

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

Eagle, AK 5/6/09

6

What stage is this? (Assessment) *They are assessing what the impact has been in their community and beginning to think about what they are going to do.*

What do you think is going through their minds?

From Disaster To Recovery

Recovery:

- Each disaster is <u>unique</u>
- Long-term recovery (actual rebuilding of homes and lives) may last months or <u>years</u>

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
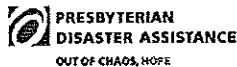
7

(The previous slide emphasized disaster's impact on community. This slide emphasizes the recovery.)

Every disaster is unique. It is local, so every disaster recovery is also going to be unique.

We are rebuilding homes and lives, not just pounding nails and replacing roofs.

In what ways is your disaster unique?

What unique challenges may arise?

(Keep the answers brief; you are just looking for buy-in and a nugget of new information.)

From Disaster To Recovery

Disaster Recovery Is:

- "Rebuilding <u>community</u>...
- "Re-tying of the thousands of strands...in the fabric of our being together that have been served by the disaster."
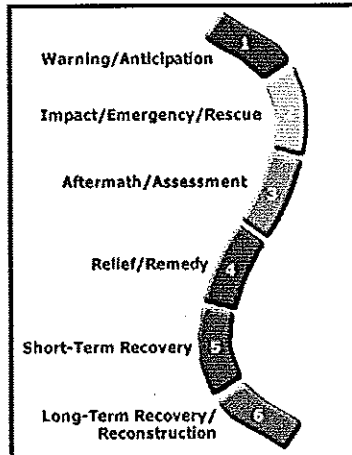
-From the Rev. John A. Robinson, Jr. "Light Our Way"

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
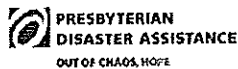
8

Disaster recovery is in large part rebuilding community, not just houses and businesses.

(Read slide aloud if time allows.)

From Disaster To Recovery

Warning/Anticipation

Impact/Emergency/Rescue

Aftermath/Assessment

Relief/Remedy

Short-Term Recovery

Long-Term Recovery/
Reconstruction

The disaster cycle is a series of disruptions to a community.

Experts name six stepping stones, or basic phases, of recovery.

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

9

We have talked about the disaster cycle as a roadmap moving from chaos to recovery. These are the same stages/phases that we saw in "The Disaster Map" (slide #4), but they have been converted into stepping stones so that they form a pathway.

(Re-emphasize that the disaster life cycle ebbs and flows. Nevertheless, we can name the phases.)

(You have a choice here about how to present: For beginners, it is helpful to go through each stepping stone in order. For the more advanced, it is helpful to contrast only 2 phases, #5 and #6.

If you present all 6 phases, put the "Sequence of Delivery" slide after phase #6 and point out the colors of the phases represented here. Short-term recovery, phase 5 = red. And #6, LTR, = PDA blue.)

If you choose to pitch your presentation to the more advanced, it's helpful to put the "Sequence of Delivery" slide between phases 5 and 6.

What can you do to prepare yourself, your family, your home, your church, your presbytery and community, etc.?

From Disaster To Recovery

Impact/Emergency/ Rescue

The *Impact, Emergency and Rescue* phase begins when the disaster physically hits the community.

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

11

In an anticipated event, such as a hurricane or slow flooding, communities are already braced.

In a sudden, unanticipated disaster, local first responders mobilize according to the protocols established in planning and preparing for emergencies.

From Disaster To Recovery

Aftermath/Assessment

The *Aftermath and Assessment* stage begins when the disaster is immediately past.

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

12

What is happening here and now in your community?

From Disaster To Recovery

Relief/Remedy

In the *Relief and Remedy* phase, the community tends to survival needs, such as safe, sanitary and secure shelter.

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

13

The relief phase can begin within the first 24 hours after the disaster is over.

From Disaster To Recovery

Short-Term Recovery

Short-Term Recovery is a fast-paced phase. Efforts are made to temporarily patch things together.

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

14

In the short-term recovery phase, the community and responders are buying time until longer-term survivor recovery strategies can be planned.

The LTR phase is where PDA and other partners are involved. This phase can continue for years. Volunteer work teams continue to be housed and do reconstruction in New Orleans almost 10 years after Hurricane Katrina.

(This note was written in August 2014; adjust the time passed since Katrina [2005] to match the time of your training. Time permitting, you can also explain how volunteer host sites operate.)

(Continue discussion of LTR on next slide.)

From Disaster To Recovery
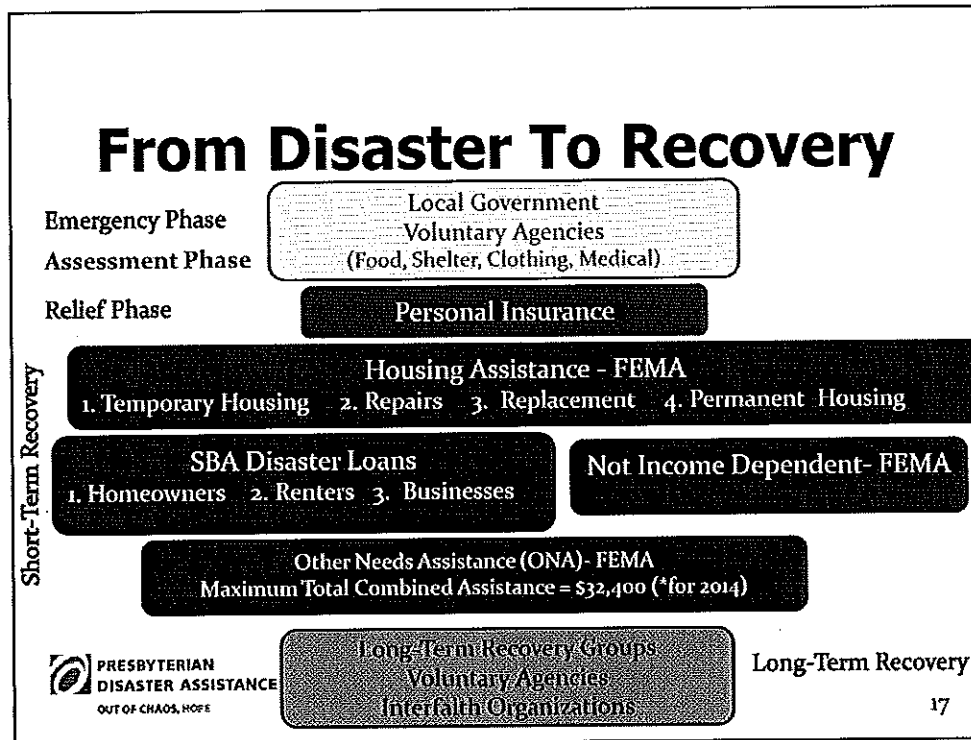
Long-Term Recovery/
Reconstruction

LTR phase, continued

- Emotional/spiritual care, for survivors and relief workers
- Gradual adjustment to change for those impacted by disaster

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

16

Emotional and spiritual care is as much a part of long-term recovery as rebuilding houses and restoring infrastructure. Survivors and relief workers who experience community support have a better chance to withstand losses and the pressure of caregiving than those who are left to deal with chaos on their own.

From Disaster To Recovery

Emergency Phase

Assessment Phase

> Local Government
> Voluntary Agencies
> (Food, Shelter, Clothing, Medical)

Relief Phase

> Personal Insurance

Short-Term Recovery

> Housing Assistance - FEMA
> 1. Temporary Housing   2. Repairs   3. Replacement   4. Permanent Housing

> SBA Disaster Loans
> 1. Homeowners   2. Renters   3. Businesses

> Not Income Dependent- FEMA

> Other Needs Assistance (ONA)- FEMA
> Maximum Total Combined Assistance = $32,400 (*for 2014)

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

> Long-Term Recovery Groups
> Voluntary Agencies
> Interfaith Organizations

Long-Term Recovery

17

(Remember, If you presented all 6 stepping stones, this slide should follow phase #6. Point out that the 6 phases are color coded to match the stones represented. Short-term recovery, phase #5 = red, and phase #6, LTR = PDA blue.)

(If you only present #5 and #6 phases, it is helpful to place this slide between the two.)

(Each year, please update the amount for the FEMA Maximum Total Combined Assistance grant.)

This slide demonstrates what FEMA and disaster responders call the "Sequence of Delivery." If responders and volunteers don't follow this sequence and do the work out of order, they may prevent survivors from receiving as many benefits as they are entitled to through FEMA. (That's because FEMA can deduct the value of donations, gifts, repairs, etc. from the total amount of FEMA funds to which the survivor is entitled. You may explain that the Stafford Act, as amended, describes government-provided resources to disaster survivors. Or simply highlight the red blocks that are all FEMA-coordinated resources.)

Think of the survivor as someone walking a tightrope. Now think of the layers shown

in this slide as a series of safety nets designed to soften the survivor's fall. (Cartoon image of a safety net is on the next slide.)
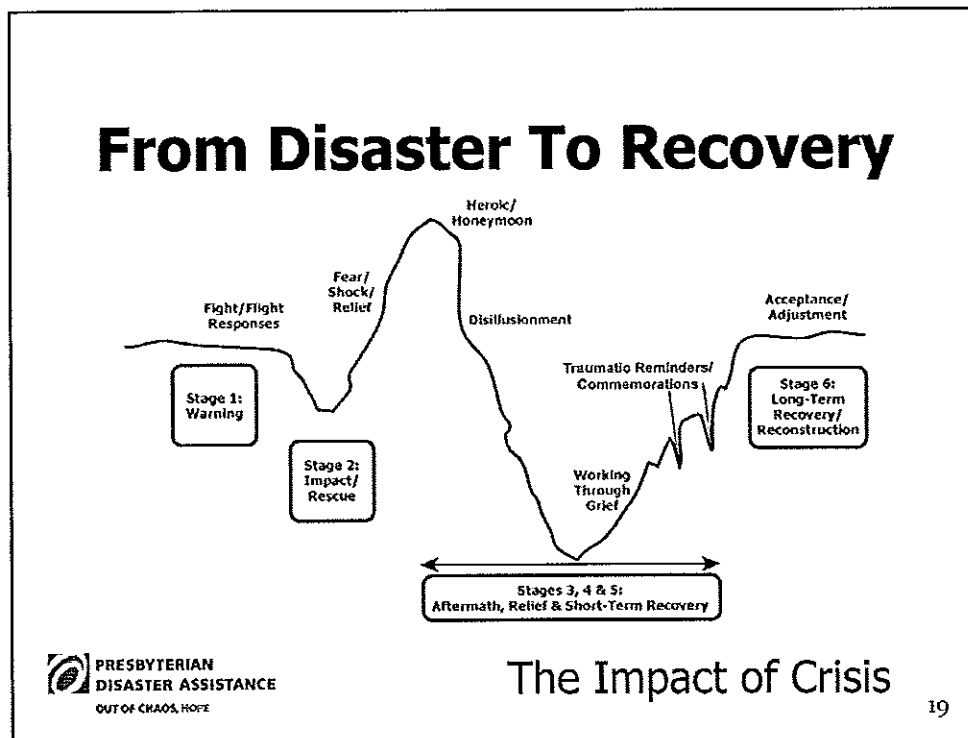
From Disaster To Recovery
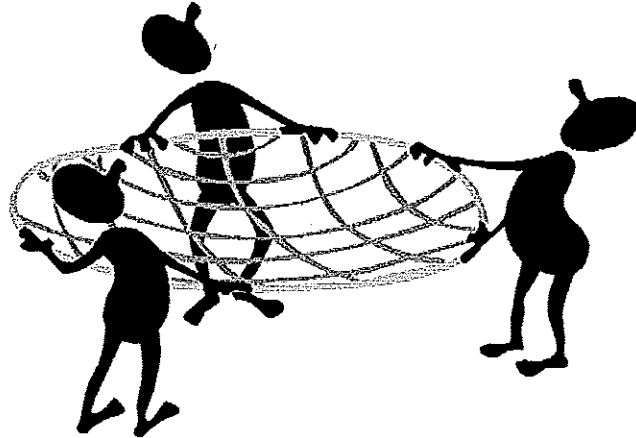
PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

Long-Term Recovery Groups
Voluntary Agencies
Interfaith Organizations

18

The faith community and the others who will comprise the LTRG are the last net in a succession of government and community safety nets. The resources provided by LTRGs should be the last to be provided.

From Disaster To Recovery

Heroic/
Honeymoon

Fear/
Shock/
Relief

Fight/Flight
Responses

Disillusionment

Acceptance/
Adjustment

Traumatic Reminders/
Commemorations

Stage 1:
Warning

Stage 6:
Long-Term
Recovery/
Reconstruction

Stage 2:
Impact/
Rescue

Working
Through
Grief

Stages 3, 4 & 5:
Aftermath, Relief & Short-Term Recovery

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

The Impact of Crisis

19

As we have seen, the stages of disaster blur between Stages 3, 4, and 5. View the black line as if it were an emotional barometer representing the community's emotional and spiritual well-being, with 100% health being at the top and 0% at the bottom. Notice that the community's emotional barometer drops abruptly at Stage 2 impact but drops significantly lower after and during relief and short-term recovery. Some disaster experts call this abrupt drop "the abyss of despair."

(Relate the red bullet points describing emotional responses to the 6 phases of recovery.)

It is subtle, but if you look carefully, you will see that the community will be better off after community LTR than before the disaster event happened.

(You can invite the audience to describe where they are right now.. The faith community's responsibility is to help the community at large bridge the abyss.)

From Disaster To Recovery

Transition includes...

- Assessing damage
- Restoring vital services/facilities
- Winding down rescue and relief efforts

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
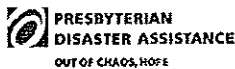
20

The "abyss of despair" occurs beginning with the transition involved in our stepping stone #3. This is the time of aftermath and assessment, which is followed by relief and remedy.

(If time permits, ask someone to read the slide copy.)

[If time permits, ask someone to read text of slide.]

Are you experiencing this transition yet? (If they say 'yes,' ask for examples.)

How are roles changing, say from survivor to leader of the recovery?

From Disaster To Recovery

- Warning/Anticipation
- Impact/Emergency/Rescue
- Aftermath/Assessment
- Relief/Remedy
- Short-Term Recovery
- Long-Term Recovery/ Reconstruction
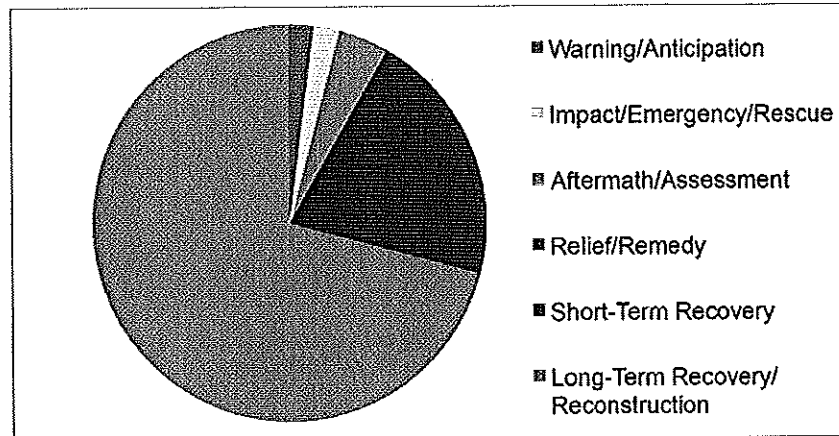
PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

The Recovery Clock

22

These are the same disaster cycle phases represented by the colored stepping stones, now converted into a clock. The clock emphasizes how long, relatively speaking, it takes for the six stages to happen. Notice that the blue LTR takes by far the most time on the "Recovery Clock." For this reason, it is worth the effort to build a strong LTR group or committee.

From Disaster To Recovery

Faith-based disaster response

- Shows "caring arms of God"
- Recognizes sanctity of all human life
- Provides both spiritual care and physical relief

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
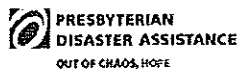
23

(These next 3 slides sum up the work of our faith-based response. You can mention all or emphasize specific bullet points. For instance, LTR disaster response, when organized through the faith-based community, recognizes the sanctity of all human life and provides both spiritual care and physical relief so that it's not just about banging nails.)

From Disaster To Recovery

Faith-based disaster response

- Provides care to all in need, especially to those most vulnerable, regardless of economic status and political/religious affiliation

**PRESBYTERIAN
DISASTER ASSISTANCE**
OUT OF CHAOS, HOPE
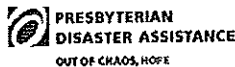
24

(Emphasize that we are caring for the most vulnerable; case management helps us accomplish that.)

Faith-based response is not an entitlement program; case-managed response is based upon meeting unmet needs.

From Disaster To Recovery

Faith-based disaster response

- Advocates for equitable allocation of resources according to need
- Builds, rebuilds and renews communities after disaster

**PRESBYTERIAN
DISASTER ASSISTANCE**
OUT OF CHAOS, HOPE
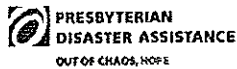
25

(Again, you can emphasize specific bullet points.)

From Disaster To Recovery

Why Team Up for LTR?

Strong, well-organized long-term recovery groups enhance a coordinated response to unmet recovery needs

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
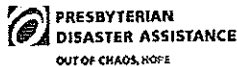
26

(Here is where we emphasize or "sell" joining up w/other groups and organizations for collaborative work. Refer to one of the scripture passages quoted at the beginning of the program.)

# From Disaster To Recovery

LTR teamwork maximizes available resources by:

- Enhancing community confidence
- Avoiding duplication of assistance
- General financial, material and personnel resources

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
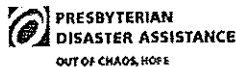
27

You get more "bang for your buck" by teaming up.   Nobody can do LTR alone – because if you do, someone will fall through the cracks, through the net.

From Disaster To Recovery
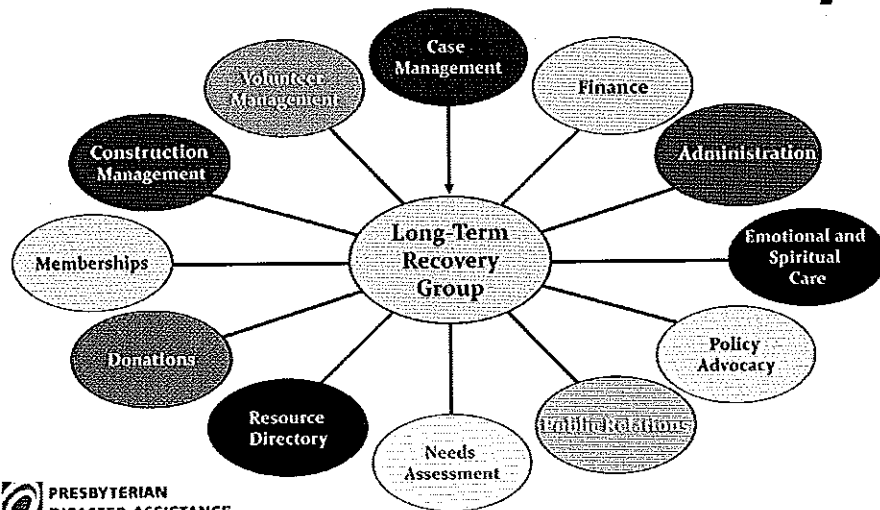
PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

28

This is a model of a Long-Term Recovery Group or LTRG. Since all disaster recoveries are unique, all LTRGs will also be unique. Generally, most of the committee or task work groups will be included in a well-organized recovery machine.

(Point to a couple of the bubbles and ask the audience who would be involved in them. It is important to note that PDA's main LTR ministry is hosting volunteers [hospitality]. Because of this, it helps to have Presbyterian contacts or representatives on the Volunteer Management, the Case Management, and the Construction Management committees. PDA is also active in emotional and spiritual care so a contact or representative on this committee is also helpful.)

Each bubble, or committee, will define its task and work to fit the unique situation of this disaster. Not every disaster LTRG has this many committees. However, larger disasters may even have more and/or use subcommittees. The model is designed to be scalable. It depends a bit on the resources that the LTRG is managing, the number of clients that are being served and the numbers and types of volunteers engaged in recovery activities.

We will now look at specifics of one function – disaster case management.
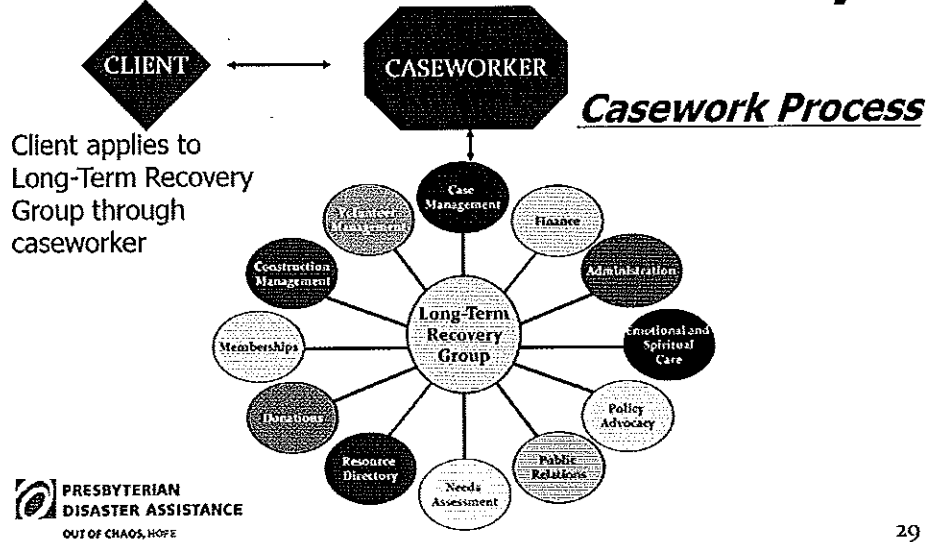
Here's how the Disaster Case Management committee works: the client (survivor) works with a caseworker, who in turn works through the Case Management Committee to develop the case work necessary.

See how the arrows relate. It's important to note that the client does not have direct access to the LTRG, but instead makes application through the case management process.

From Disaster To Recovery

What's next?

·Gather others in the community:

- **Faith leaders**
- **Neighborhood leaders**
- **Affected survivors**
- **Representatives of non-profits**
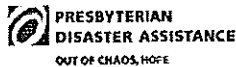
PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
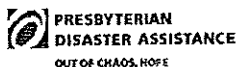
30

Any other ideas on who should be involved in your community's recovery efforts?

From Disaster To Recovery

What else is next?

- Ask who else needs to be involved
    - **Diversity (important)**
   - **Local recovery agencies**
    - **Funders**

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

31

Does this list of criteria suggest others who should be involved in your community's recovery efforts?

From Disaster To Recovery

Keys to Recovery:

- It is about the survivors, neediest first
- Work together—collaborate and cooperate
- Be accountable—donations are a sign of trust

PRESBYTERIAN DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
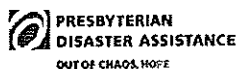
(Emphasize the first point: the survivors are our reason for doing this work.)

From Disaster To Recovery

More Keys to Recovery:

- Sequence of delivery
- LTR is a marathon, not a sprint
- It's over only when each survivor has opportunity for a new normal
- Respect survivors' decisions

**PRESBYTERIAN
DISASTER ASSISTANCE**
OUT OF CHAOS, HOPE
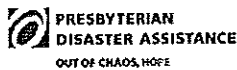
33

(Emphasize the last point – If the survivor really wants to take their money and move, it's their decision. If they want to rebuild on the same site with no improvements, it's their decision.)

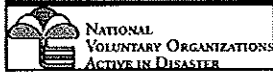## From Disaster To Recovery

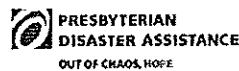A Roadmap for Community Response: Resources

"Light Our Way"

CommunityArise.org

NVOAD.org

pda.pcusa.org

34

All of the information you have just seen, is to be found in the resources highlighted on this slide.

As with most roadmaps, there are multiple routes from one place to another. We hope that now that you have glimpsed the map, you will be able to work with others to find a route that fits your community and your road from disaster to recovery.

(The regular presentation ends at this slide. You can add more slides from those that follow or you can remove some slides. Estimate how many minutes you will spend on each slide [one minute per slide is a good rule of thumb] and then multiply that by the number of slides in your presentation for an estimate of how long your presentation will take. Anything over 45 – 60 minutes is too long. Practice and time your presentation a few times to ensure you know the materials and you know the time you will need.)

(Be sure to provide copies of a resource list. If you let PDA know in enough time, you can get copies of "Light Our Way" to hand out. Don't hand them out before you need to, or the audience will begin reading them.)

From Disaster To Recovery

NATIONAL
VOLUNTARY ORGANIZATIONS
ACTIVE IN DISASTER
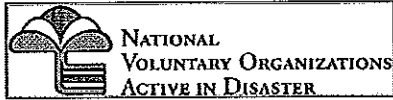
**National Voluntary Organizations
Active in Disaster (NVOAD)**

- Founded in 1970
- Responded to challenges after
  Hurricane Camille in 1969

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE
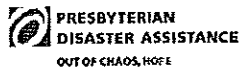
35

(If your audience needs more information on National VOAD, include this slide. Let them know that more information is available from www.nvoad.org)
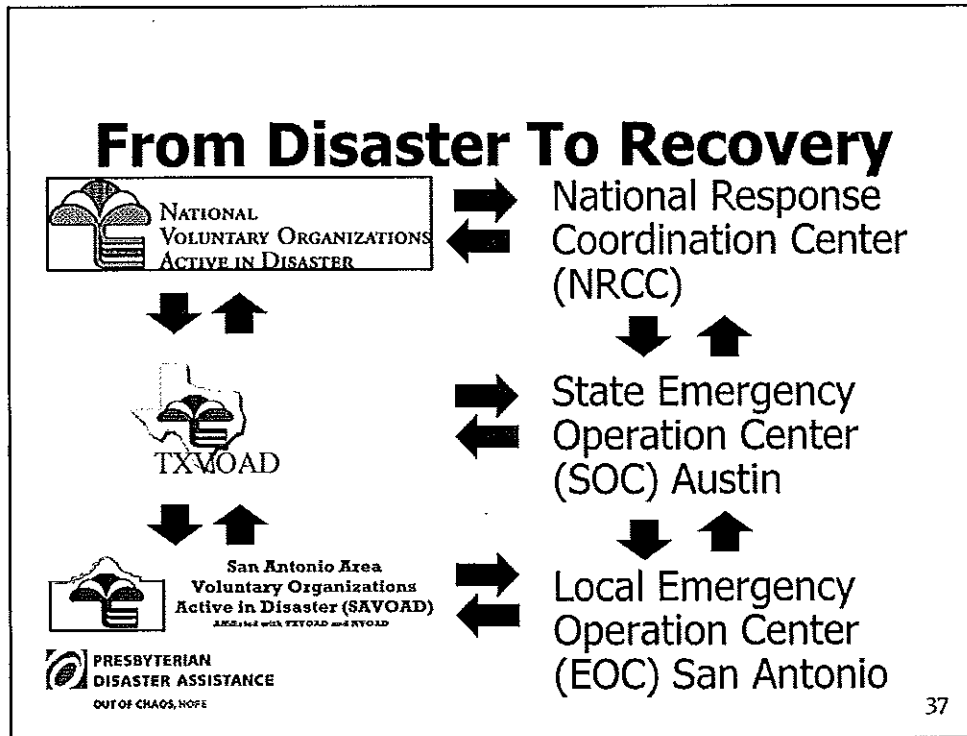
From Disaster To Recovery

National VOAD Mission:

To be the forum where FBOs and NGOs share knowledge and resources throughout the disaster cycle to help disaster survivors and their communities.
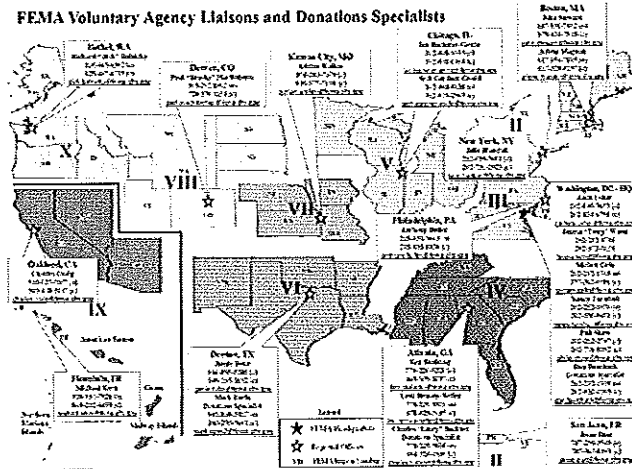
**PRESBYTERIAN
DISASTER ASSISTANCE**
OUT OF CHAOS, HOPE
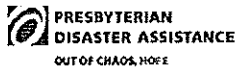
36

(Explain: FBO = Faith-Based Organizations and NGO = Non-Government Organizations.)

From Disaster To Recovery

(Note that each group communicates up and down – national communicates with state and state with local. Each group can also communicate with their comparable group – state with state, local with local and national with national. However, there is no diagonal communication. Local VOAD can communicate with state VOAD or local EOC but not with state or federal EOC. This is a structured system that values proper communication lines.)

From Disaster To Recovery

FEMA Voluntary Agency Liaisons and Donations Specialists

PRESBYTERIAN
DISASTER ASSISTANCE
OUT OF CHAOS, HOPE

38

FEMA regions remain the same, but contact information needs to be updated from time to time. You can go to www.fema.gov and search on "FEMA VALs" to find updated contact information.