



# Understanding Disaster Recovery

Using National VOAD Guidance and Principles  
December 8, 10:00 - 11:30am



Valerie Brown  
San Diego County  
VOAD



John Chavez  
FEMA

Learn about **VOAD Long Term Recovery Guidance** for nonprofits and hear from nonprofit disaster recovery experts.

Free to  
Register at:  
[svcn.org](http://svcn.org)



# Session Objectives

- To provide a forum for nonprofit and local government leaders to learn about the National VOAD Long Term Recovery Model – how it works and who is typically involved
- To hear from communities who have successfully used this model to respond to the needs of their community



# What is Long Term Recovery

Valerie Brown, San Diego County VOAD

John Chavez, FEMA Region 9

# What is Long Term Recovery

- The process where the actual rebuilding of homes and lives occurs
- Needed when personal resources, insurance, government grants, or loans are insufficient to meet the need
- Goal is to help those affected reach a 'new normal' (not a return to pre-disaster status)

# What is VOAD

Voluntary Organizations Active in Disaster (VOAD, also known as a COAD - Community Organizations Active in Disaster) is **traditionally** a non-operational network that exists for communication, collaboration, cooperation, and coordination.

## V/COAD vs Long Term Recovery – what's the diff?

### VOAD

- ❑ Engages prior to, during and immediately after disaster to assist in provision of essential services.
- ❑ Made up of public, private, volunteer and nonprofit agencies and organizations who may be active in all phases of disaster: preparation, response, recovery and mitigation
- ❑ Convene meetings to ID needs and coordinate member organization response and recovery efforts
- ❑ Local VOAD leadership convenes key recovery organizations to establish LTRC.

# Long Term Recovery vs VOAD/COAD

## V/COAD vs Long Term Recovery – what's the diff?

### Long Term Recovery Committee

- ❑ Its purpose is to administer, manage and prioritize recovery assistance to those affected by disaster
- ❑ Often serving most vulnerable populations facing most barriers to recovery
- ❑ Identifies clients unmet needs and provides services to fill the gap.
- ❑ Coordinates with VOAD organizations that focus on casework, providing support services, providing "gap" funding for residents, construction/rebuilding services, and volunteer recruitment and management.

# DISASTERS & THE SEQUENCE OF DELIVERY

FY 2021  
**SEQUENCE OF DELIVERY**  
 Individuals and Households Program (IHP)

*Emergency  
Phase*

**LOCAL GOVERNMENT  
VOLUNTARY AGENCIES**  
 (Food, Shelter, Clothing, Medical)

*Relief  
Phase*

**PERSONAL INSURANCE**

**HOUSING ASSISTANCE - FEMA**

<b>1. Temporary Housing</b> <i>Financial*</i> Lodging Expenses Rental <i>Direct</i>	<b>2. Repairs</b> <i>Financial*</i>	<b>3. Replacement</b> <i>Financial*</i>	<b>4. Permanent Housing Construction</b> <i>Financial or Direct</i>
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*\*up to the Maximum Grant for Repair or Replacement*

**SBA DISASTER LOANS**

<b>Homeowners</b> - up to \$200,000	<b>Personal Property</b> - up to \$40,000 <small>(Renters and Owners)</small>	<b>Business</b> - Up to \$2,000,000
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**APPLICANTS MUST COMPLETE THE SBA LOAN APPLICATION AND RECEIVE A DENIAL FOR A LOAN TO BE ELIGIBLE FOR FURTHER ASSISTANCE**

Summary denial, Non SBA dependent  
 Funeral  
 Medical  
 Transportation  
 Child Care

SBA  
Loan denial

**OTHER NEEDS ASSISTANCE (ONA)**

1. Medical Dental Funeral	2. Personal Property Transportation Other Expenses
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\$35,500 = Maximum IHP  
 \$35,500 = ONA

*Long Term  
Recovery*

**LONG TERM RECOVERY GROUPS**  
 Voluntary Agencies  
 Interfaith Organizations

# Long Term Recovery

**Long Term Recovery** is a collaboration of non-profit, faith based, local, state or national organizations that work together to share information and resources that can help address the needs of individuals and families affected by the disaster.

# Long Term Recovery (2)

The mission of the <LTRG> is to provide recovery services to individuals and families affected by <name of disaster> in <name of area> community. Services will be provided regardless of the individuals' race, creed, color, gender, disability or religious preference. The goal of <LTRG> is to see all of our fellow residents fully recover from the disaster.

\* From National VOAD LTR Guidance

# Advantages of LTRG

- The 4Cs: Collaboration, Cooperation, Communication, and Coordination
- Avoid duplication of benefits to stretch dollars and help more people
- Access to agencies simultaneously
- Expands opportunity for agencies to assist

# Advantages of LTRG (2)

- Benefit of collective problem solving skills
- Benefit of quick decision making and commitments from agencies providing services and resources
- Best and most extensive use of resources
- Provides a system for future interaction

# Resources to Help Your Community Set Up the LTRG

## VOLUNTARY AGENCY LIAISON (VAL)

- Brings local, regional and national partners together
- Develops and Supports Long Term Recovery Groups
- Applicant and Disaster Information
- Manages Privacy Act procedures
- Manages AmeriCorps/NCCC deployments
- Shares best practices and lessons learned

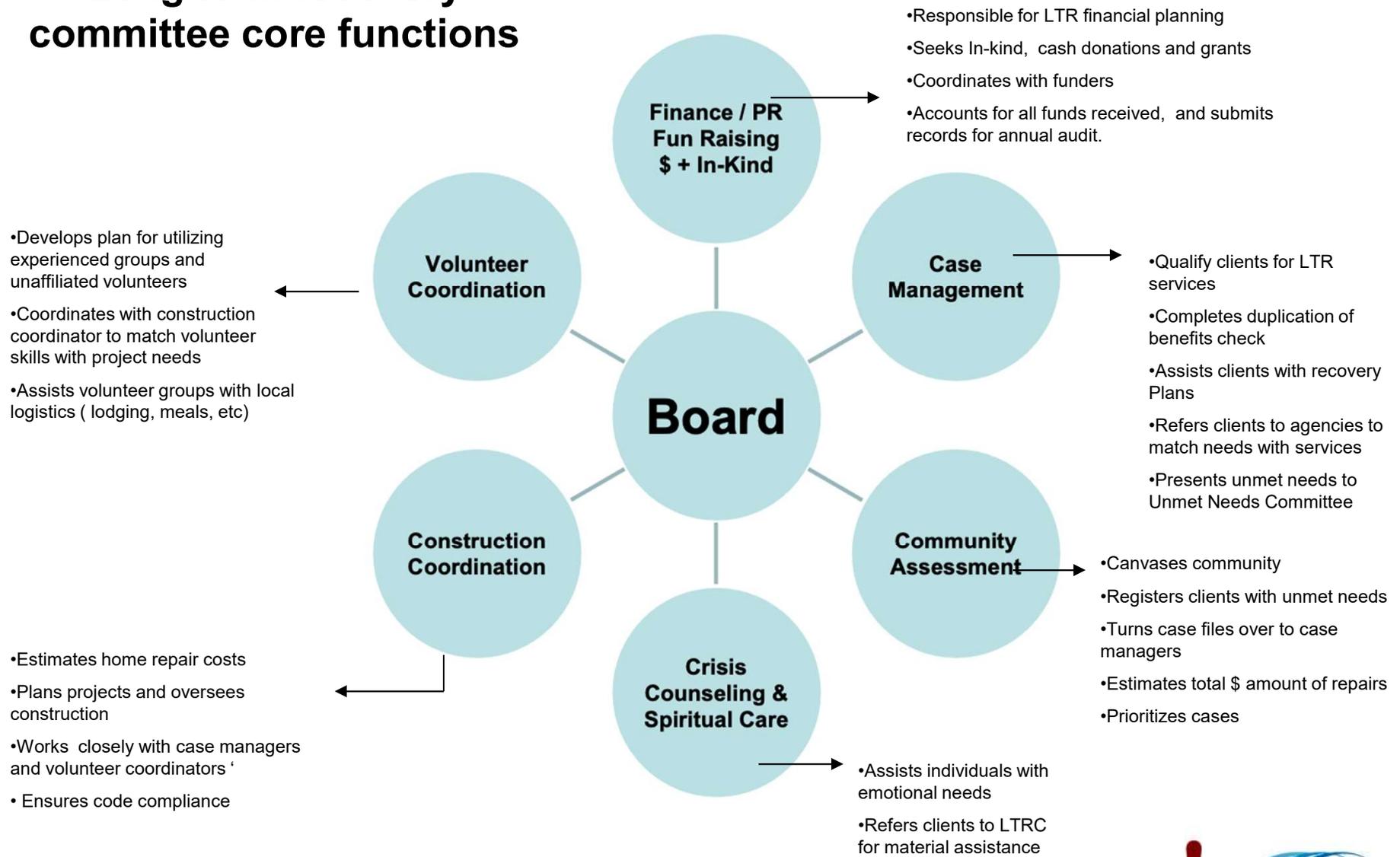


# LTRG Leadership Needs

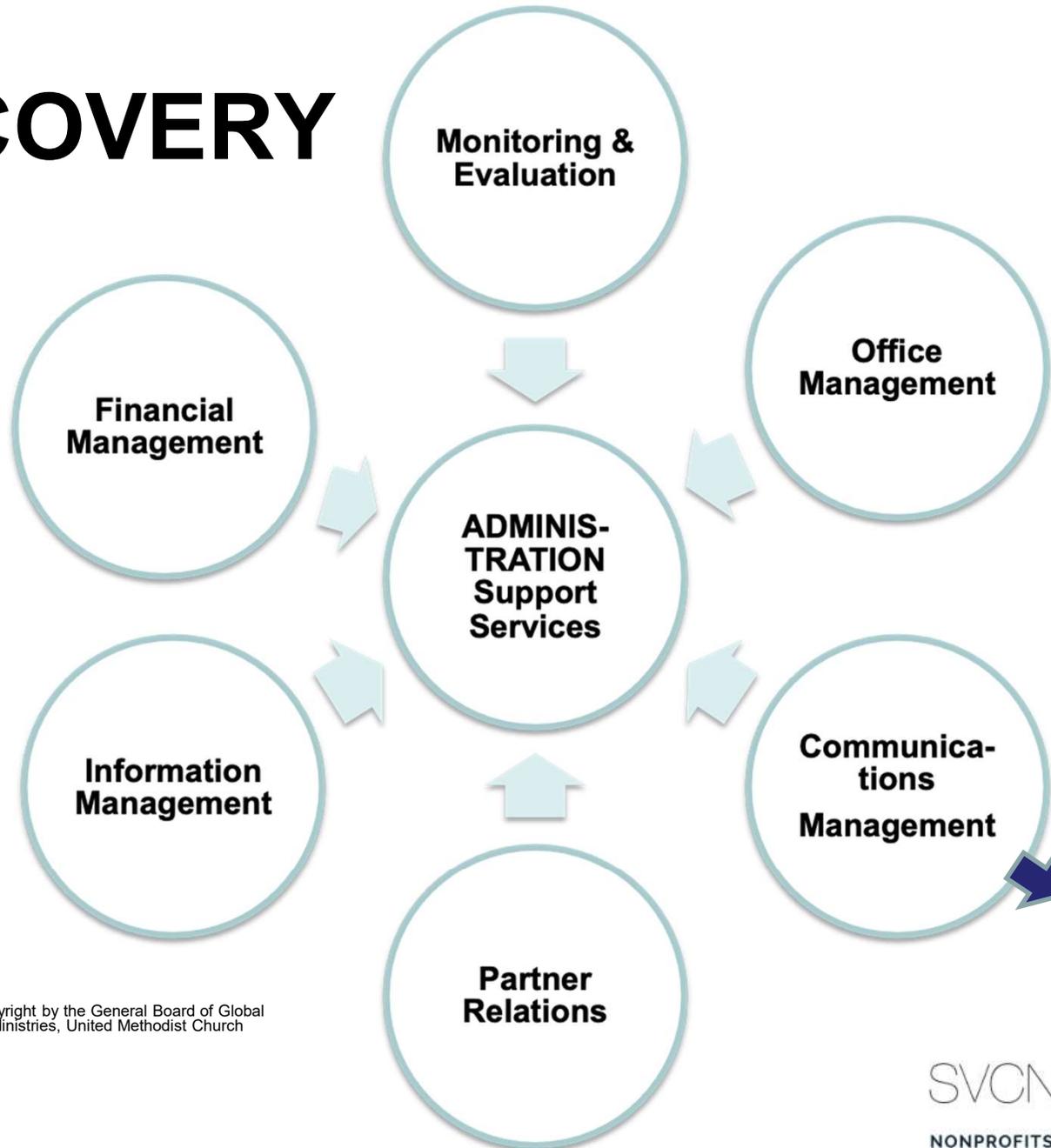
In order for a Long Term Recovery Group to be recognized by National VOAD, it must have:

- Name
- Board of Directors (Administrative Team & Committee Chairs)
- Mission Statement
- Bylaws
- Fiscal Sponsor

# Long term recovery committee core functions



# RECOVERY



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# Local Long Term Recovery – Government & Community

Recovery Coordination Roles and Responsibilities ..	44
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Critical Infrastructure .....	47
Debris Management .....	48
Cost and Time Accounting .....	50
Policy Group Leadership .....	50

- Damage Assessments
- Case Management
- Donations and Volunteer Management
- Behavioral Health
- Debris Management



# National Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

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## LONG TERM RECOVERY GUIDE QUICK REFERENCE GUIDE

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Long term recovery is the period following a disaster when the effected 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](http://www.nvoad.org)).

Disasters & LTR (Chp. 1)

LTR Admin (Chp. 3)  
(Chp. 4)

Construction Management (Chp. 5)

Communications (Chp. 7)

Spiritual Care (Chp. 9)

Having a Plan for Finishing the Work (Chp. 11)

Organizing for LTR (Chp. 2)

Disaster Case Management

Volunteer Management (Chp. 6)

Donations Management (Chp. 8)

Financial Controls & Reporting (Chp. 10)



# Questions?

Please use the chatbox to enter any questions you may have



# Funding Long Term Recovery

Jovanni Tricerri, North Valley Community Foundation

Susan Englund, United Way of Ventura County



NORTHERN CALIFORNIA COUNTIES:  
BUTTE, GLENN, TEHAMA, COLUSA

## JOVANNI TRICERRI

VICE PRESIDENT, REGIONAL RECOVERY &  
PARTNERSHIPS

[www.nvcf.org](http://www.nvcf.org)



# 2018 CAMP FIRE

BY THE NUMBERS



[www.nvcf.org](http://www.nvcf.org)

WF\_Jogo\_box\_cmyk\_DigitalPrint\_red\_F1.ai



# BUTTE STRONG FUND



**AARON RODGERS**  
NORCAL  
FIRE RECOVERY  
FUND at NVCF



In November 2018, NVCF became the philanthropic hub for Camp Fire recovery in Butte County.



TOTAL RAISED



TOTAL GRANTED

[www.nvcf.org](http://www.nvcf.org)





**BUTTE STRONG**  
FUND



Selection Criteria for funding

- Vulnerable Populations
- Camp Fire connection
- Demonstrable Impact
- **Collaboration**
- Organizational Capacity
- Leverage & Sustainability

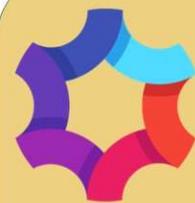
[www.nvcf.org](http://www.nvcf.org)





### **Building Leadership Capacity**

- Capacity to work together on a greater scale
- Leading with vulnerability
- Build collaborative competence



The  
Collaboratory

Brainfriendlydynamics.com

Scott Winter



Susan Englund, United Way of Ventura County

# Ventura County

- 2017 Thomas Fire
- 2018 Woolsey Fire

# Ventura County (2)

Local funders included:

- The Salvation Army
- Red Cross of California
- United Way of Ventura County
- Ventura County Community Foundation

Funders contributed collectively to respond to client needs by pooling dollars designated for individual long-term recovery as participants in the VC LTDRG's Unmet Needs Allocation Table.

## Ventura County (3)

- VC LTDRG financial assistance intended as a last stop - to fill gaps after federal, insurance and other recovery sources have provided support.
- Priority consideration given to vulnerable populations who do not have adequate personal resources to support unmet disaster caused needs.

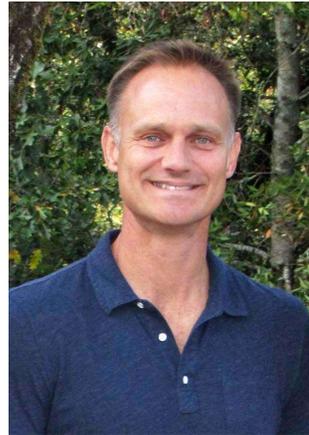
# Ventura County (4)

- More than \$1.5 million in financial assistance has been provided to 500 households since 2018



# Questions?

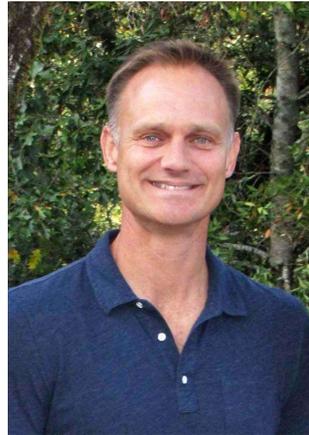
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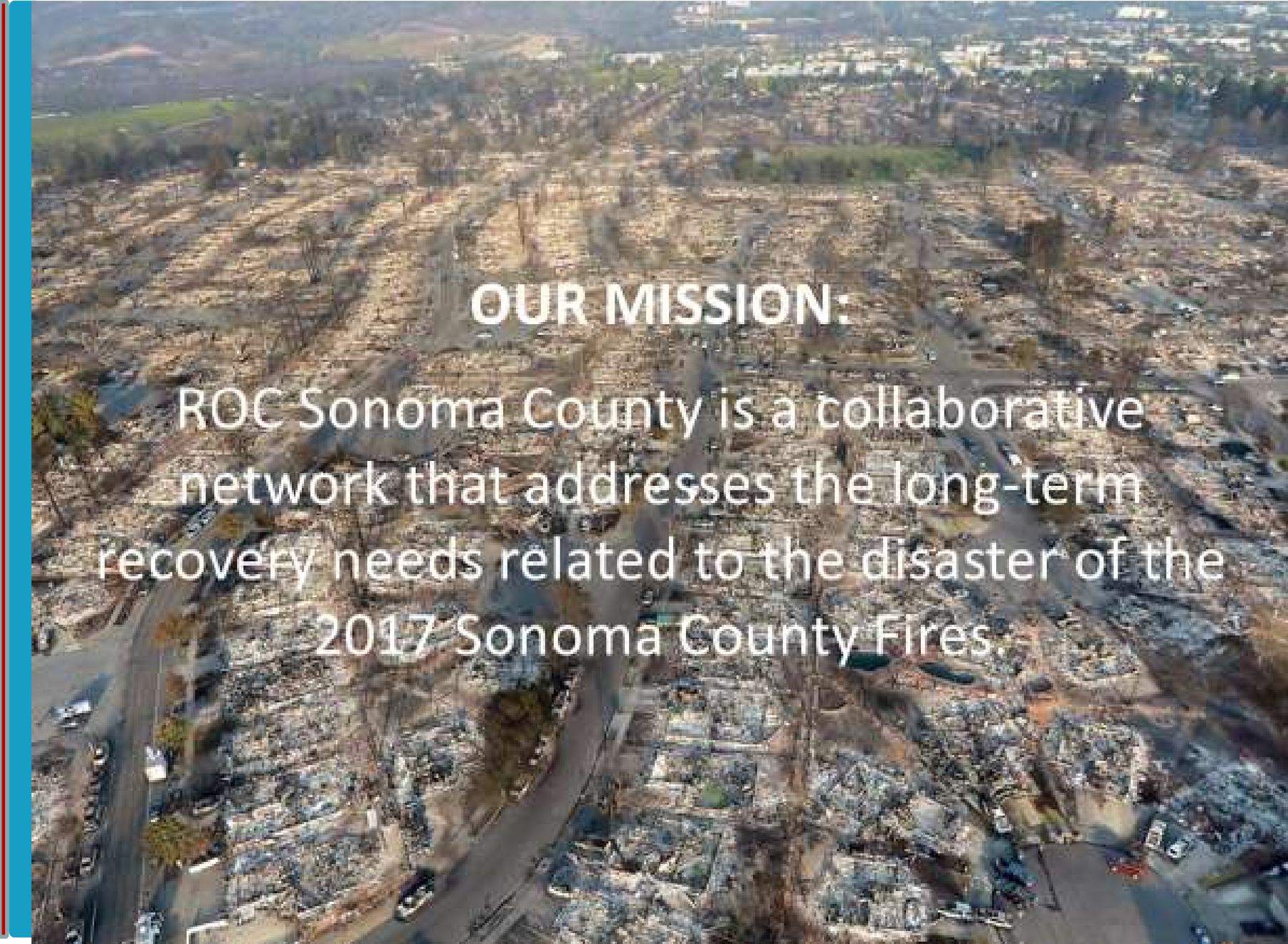
# Learning From Other Communities

- Adam Peacocke, Rebuilding Our Community (ROC) Sonoma County
- Mike Ferrier, Shasta Tehama VOAD
- Anne Whatley, Ventura County Long Term Disaster Recovery Group

# The ROC Sonoma County Story



Adam Peacocke  
Co-chair ROC Sonoma County



## OUR MISSION:

ROC Sonoma County is a collaborative network that addresses the long-term recovery needs related to the disaster of the 2017 Sonoma County Fires.

# Impact 2017 Sonoma County Fires

1. 24 Lives Lost
2. 5,300 homes destroyed
3. Most destructive wildfire disaster in California history to that point.
4. Over 16,000 people registered with FEMA in Sonoma County.
5. Sonoma County did not have a strong VOAD at that time. Both the immediate response and the long term recovery had to be built from the ground up.
6. The 2017 wildfires began what is now a 3 year cycle of significant disasters to hit Sonoma County.



# OVERVIEW OF ROC SONOMA CO

1. A network of 45 non-profit, philanthropic, and faith-based organizations aligned with government and the private sector to help survivors of the fires.
2. Some key goals we have pursued together...
  - a) “Nobody falls through the cracks in our ‘return to Saturday.’”
  - b) Let’s maximize our recovery resources for the long haul.
  - c) Let’s build our community capacity for disaster response and resiliency.
3. Our focus is coordination of Individual Assistance for long-term recovery services for those with unmet needs.
4. Created from the VOAD model and with the help of many other communities.

# What has ROC Sonoma accomplished to date?

- Met with 1,223 clients to assess needs (15,000+ interactions)
- Many clients needed only minor assistance
  - Replacement of uninsured equipment essential for a home based office that was destroyed in the fire.
  - Gap funding for rent while transitioning to a new home.
- 627 cases are Levels 3 & 4 which means total loss and limited recovery resources
- DCMS have helped 1,208 clients to full recovery, with 15 open cases to be closed by end of December 2020

# What has ROC Sonoma accomplished to date?

- Housing Committee (Rental and Construction)
  - Helped re-house over 820 renters who lost their rentals in the disaster
  - Partnered with the City of Santa Rosa to provide 48 housing choice vouchers to the most vulnerable
- Disbursed over \$5M of direct client assistance to fire survivors, with over half being considered extremely low income based on HUD income guidelines
- Help 310 homeowners rebuild and return home.
- Partnered with Hope City to do volunteer rebuilds for homeowners.
- Established a ROC Resource Center that has become a hub for disaster response resourcing for our community moving forward.

# Key Take-Aways From Our Journey

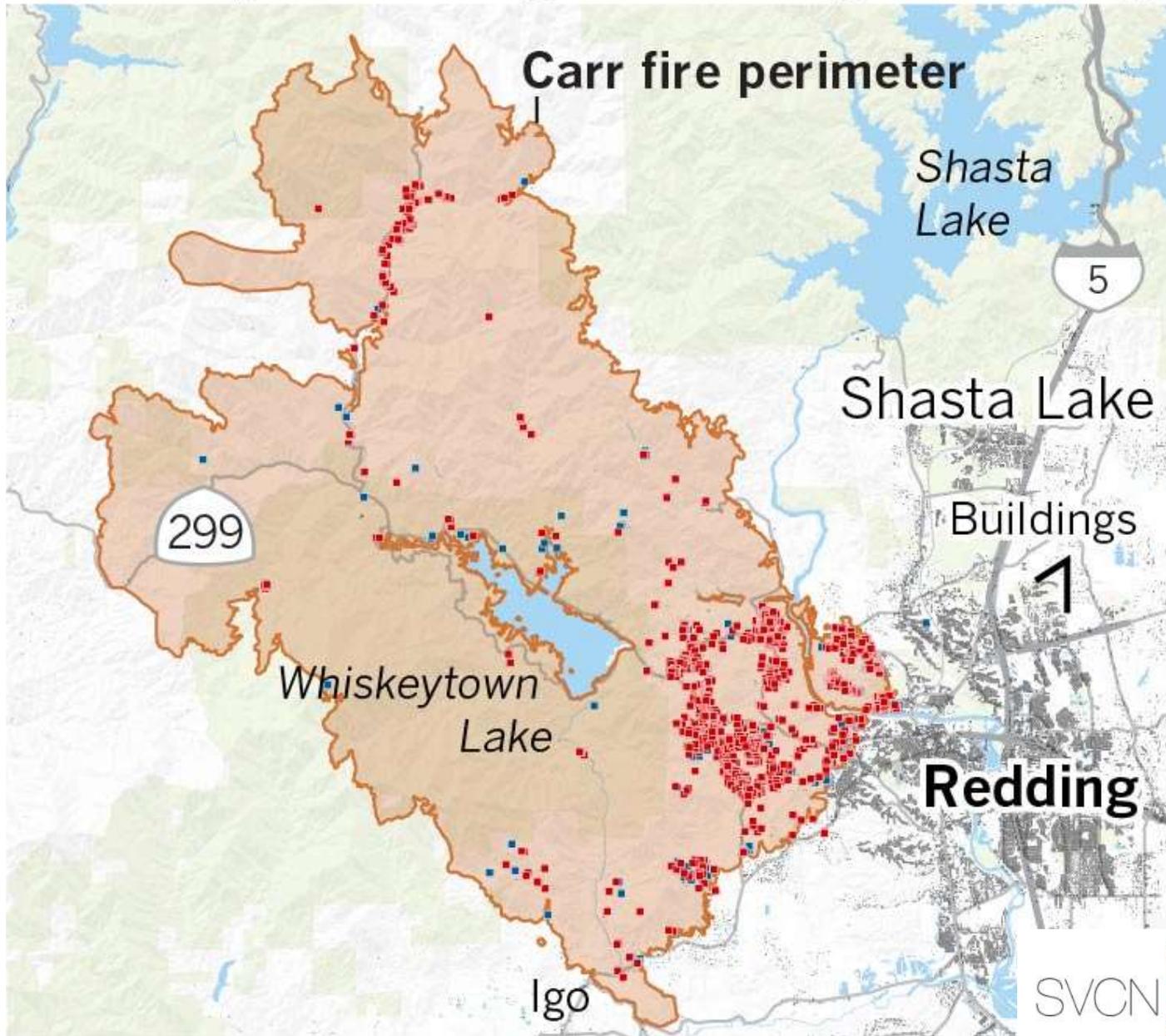
- You can't underestimate the importance of communication.
- Bringing expectations into alignment is essential.
- Collaboration is hard work; especially because it is not always equitable.

# NorCal Community Recovery Team



Mike Ferrier  
Shasta Tehama VOAD

■ Destroyed building    ■ Damaged building



# Shasta Tehama





# Ventura County LTDRG



Anne Whatley, Facilitator



VENTURA COUNTY LONG-TERM  
DISASTER RECOVERY GROUP

## WHAT WE DO: Types of support



Assisted more than **1,200 households** since 2018

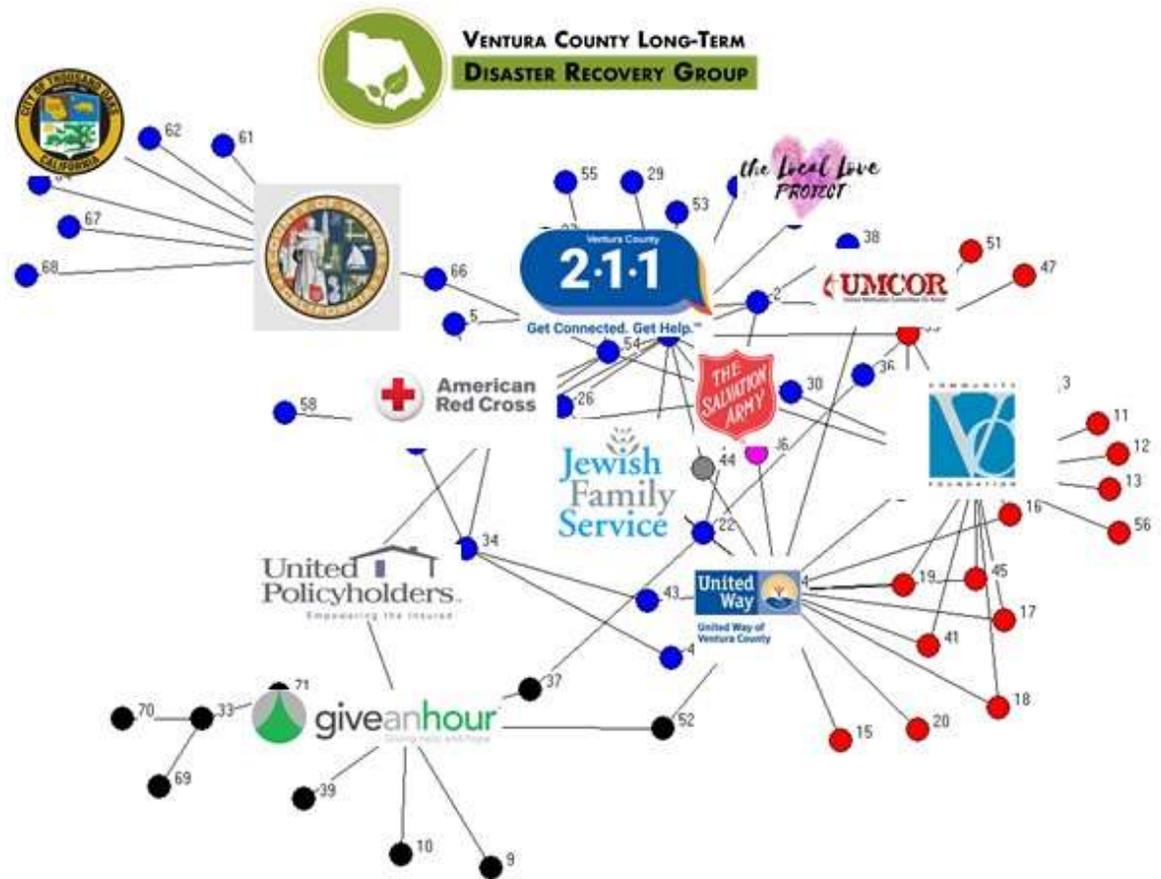
- Resource directory and referrals
- Disaster recovery case management, including FEMA appeals
- Rebuilding guidance
- Emotional recovery
- Insurance negotiation advising
- Financial assistance for uninsured/under-insured
- Volunteer and in-kind assistance
- Stronger community resilience - organizational coordination and community-wide capacity building

# HOW WE WORK

A network that is agile – able to identify and respond to emerging needs

Local organizations and national/regional partners

- Facilitator – Lead Coordinator
- Steering Committee
- Community Needs Assessment
- Disaster Recovery Case Management
- Community Wellness
- Financial/Fundraising/Unmet Needs Allocation Table
- Communications



Network map is for illustration only. Not accurate representation of connections between members.

Working in a coordinated,  
collaborative way can be  
challenging

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# Lessons



- Draw on experience and examples and customize for your community. There is no perfect solution and things will need to be adjusted as time goes on.
- Be a connector rather than trying to control all aspects - Diverse community partners and trusted messengers
- Building trust among partners, creating various ways orgs can be involved
- Centralized intake/data collection makes work easier for all
- Emphasis on proactive case management. This requires dedicated staff that has appropriate experience and training.
- Rebuild Navigator role with knowledge of construction was huge asset for clients AND case managers.
- Be real about the timelines for recovery
  - For those who need the most support progress takes time (After 3 years a little more than 1/3 of those who lost their homes are back in a rebuilt home)
  - Federal programs even slower
- Celebrate progress as you go! Helpful for partners and survivors
- This work builds a more resilient social infrastructure for your community (e.g. useful when COVID hit)



# Panel Reflection

*Please continue to use the chatbox to enter any questions you may have...*



# Key Takeaways, Tips and Advice



# Closing Comments

Marsha Hovey, Board Chair  
Collaborating Agencies' Disaster Relief Effort (CADRE)





# THANK YOU!

[www.cadresv.org](http://www.cadresv.org)



<https://www.surveymonkey.com/r/TBNYL6L>

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PLEASE GIVE US YOUR EVAL COMMENTS! 😊