**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 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).

Chapter 1.   **Disasters and Long Term Recovery**
    a. Phases of Disaster (p. 2)
    b. Disaster Declarations (p. 5)

Chapter 2.   **Organizing for Long Term Recovery**
    a. When forming a group, be sure to include (p. 6):
       • Government, private sector, social service, faith based representatives
       • Economic and cultural diversity
       • People from the community with good leadership skills
    b. Obtain information about scope of the disaster (p. 6)
    c. Develop a clear mission statement – why do you exist? (p. 7)
    d. Decide on an operational structure (p. 7)
       • Formal long term recovery organization
       • Long term recovery committee
       • Unmet needs committee
    e. Policies for who you will help and how help will be provided. (p. 8)
    f. Governance structure for program / financial accountability. (p. 8)
    g. How will you handle financial resources? (p. 9)

Chapter 3.   **Long Term Recovery Administration**
    a. Identify the unmet needs in the community (p. 11)
    b. Establish a realistic budget (p. 12)
    c. Fundraising plan for resources needed to deliver services (p. 14)
    d. Consider hiring staff if necessary to ensure success (p. 13)
    e. Be sure to measure and evaluate your results (p. 14)

Chapter 4.   **Disaster Case Management**
    a. Key elements of formal Disaster Case Management process (p. 17)
       • Outreach to survivors and community
       • Screening & Intake process for case management services
       • Assessment of disaster recovery needs
       • Recovery planning
       • Action and advocacy – matching resources to needs
       • Monitoring of recovery process
       • Closure
    b. See National VOAD Disaster Case Management *Points of Consensus* at www.nvoad.org

Chapter 5.   **Construction Management**
    a. Planning for Construction Management must begin early (p. 20)
    b. Key elements of Construction Management:
        ▪ Assessment and Estimation (p. 20)
        ▪ Job Site Supervision (p. 21)
        ▪ Risk Management (p. 22)
        ▪ Client Statements of Understanding (p. 22)
        ▪ Attention to building codes and mitigation standards (p. 23)
        ▪ Good record keeping (p. 23)
    c. See National VOAD Repair and Rebuild *Points of Consensus* at www.nvoad.org

Chapter 6.   **Volunteer Management**
    a. Volunteers should work through the LTRG or partner agencies
    b. Key elements of Volunteer Management
        ▪ Hosting / Accommodations (p. 26)
        ▪ Orientations / Debriefings (p. 27)
        ▪ Communications (p. 27)
        ▪ Recognition / Evaluations (p. 27)
        ▪ Track volunteer hours and keep good records (p. 27)
    c. See National VOAD Volunteer Management *Points of Consensus* at www.nvoad.org

Chapter 7.   **Communications**
    a. Effective communication is (p. 28):
        ▪ Clear / Concise
        ▪ Consistent / Credible / Contextual / Compelling
        ▪ Collaborative / Creative
    b. Key elements of a good communications strategy (pp. 28-29):
        ▪ Regular reports to partner agencies
        ▪ Maintain good communication with volunteers
        ▪ Publicize your needs
        ▪ Issue periodic press releases
        ▪ Organize and facilitate public meetings
        ▪ Maintain a list of donors, government officials, etc.
        ▪ Respond to requests and inquiries in a timely fashion
        ▪ Protect client confidentiality

Chapter 8.   **Donations Management**
    a. Will you be handling cash, in kind, or both? (p. 30)
    b. Who is your fiscal agent? (p. 9)
    c. Key elements of Donations Management:
        ▪ Where will we store donated goods - warehouse? (p. 31)
        ▪ How will we transport donated goods? (p. 32)
        ▪ How will we staff for warehousing / distribution? (p. 32)
        ▪ Do we need equipment for warehousing / distribution? (p. 31)
        ▪ Security and Risk Management (pp. 31-33)
    d. See National VOAD Donations Management *Points of Consensus* at www.nvoad.org

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