

# The Role of Voluntary, Faith-Based, and Community Groups in Emergency Preparedness, Response and Recovery

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Nancy Turnbull– FEMA Headquarters Voluntary Agency Liaison



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# Administrator's Goals for FEMA

- ✓ *Mitigate hazards:* Strengthen capacity at all levels of society to withstand threats and hazards
- ✓ *Enhance preparedness:* Engage all levels and segments of society to improve preparedness.
- ✓ *Ensure effective emergency response:* Strengthen emergency response capacity nationwide.
- ✓ *Rapidly recover:* Improve the nation's ability to rapidly recover



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# Government, Faith and Community



- Partners in Disaster
- A Relationship of Mutual Assistance
- How Faith and Community Nonprofits Assist Government
- How Government Can Assist Faith and Community Nonprofits



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# Voluntary, Faith-Based, & Community Organizations

- Remove barriers to services
- Improve overall recovery
- Establish and maintain strategic partnerships
- Link organizations in all phases of disasters



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# Voluntary/Faith-Based Agencies

- First to Arrive....Last to Leave
  - Community-based
  - Community sensitive
  - Mobilize quickly providing immediate response
  - Often on the scene prior to declaration



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# Respective Roles of the “Team”

- **Government:**
  - County/Local
  - State
  - Federal
- **Private Sector**
  - Voluntary Agencies
  - Faith-Based Community
  - Social Service agencies
  - Service Providers
  - Business/Industry



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# Government

- To safeguard life and property.
- To coordinate efforts of government departments and assets.
- To assist in the coordination of voluntary agencies



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# Voluntary/Faith Based Agencies

- Address their stated disaster services missions during ALL PHASES of emergency management.
- Coordinate during ALL PHASES of emergency management.
- Establish a “COOP”- Continuity of Operations Plan.
- Responsible for long-term recovery



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# Response

- Voluntary Agencies provide assistance in:
  - Attaining Preliminary Damage Assessments
  - Debris removal from private property
  - Disaster Child Care
  - Pastoral and Spiritual Care
  - Specialized assistance: medical, mental health etc...
  - Managing donations
  - Managing emergent volunteers



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# Voluntary Organizations Active in Disasters

- Assist in the coordination of voluntary agencies during all phases of emergency management.
- Establish an activation plan.
- Assist in immediate coordination of voluntary agency response:
  - Local
  - State
  - National
  - International
- Transition to the Long-Term Recovery Committees once recovery has begun



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# Long-Term Recovery Strategies

- Emotional and spiritual care
- Rebuilding
- Mitigation
- Donations Utilization
- After Action/Lessons Learned



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# Long-Term Recovery

Establish a coordinated method of addressing the unmet recovery needs of individuals and their families:

- Prevent duplication of benefits
- Ensure confidentiality
- Access ALL possible resources
- Empower survivor of disaster



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# Most Common Challenges

- Response:
  - Lack of communications.
  - Unfamiliarity with own organization's scope of disaster program.
  - Lack of understanding of the “response process”.
  - Grandstanding and Territorialism.
  - Lack of Coordination.
  - Availability of “local” agency reps:
    - ✓ Disaster Victims
    - ✓ No agency COOP



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# Most Common Challenges-Recovery

- Lack of desire to accept the responsibility for the recovery process:
  - “Not our problem”
  - “It’s FEMA’s responsibility”
  - “It’s some other agency’s job”
  - Recovery is not as “exciting” as response:
    - Agencies tend to want to commit resources to response rather than recovery
  - FEMA role/involvement transitions as the disaster evolves.



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# Most Common Challenges-Recovery

Committee Formation is too late:

- FEMA awards provided within days verses within weeks.
- Most in need receive the largest awards but are often the very ones that may have difficulty formulating effective individual recovery plans.

Limited knowledge of long-term recovery process:

- Process of last resort
  - Sequence of delivery must be followed
- Not realizing that the role of organizations may change in the recovery phase of the disaster.

Lack of availability of disaster case workers.



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# Key Leadership Challenges/Opportunities Working with Organizations

- Changing Times
- Changing Demographics
- Changing Government Policies and Priorities
- People and Systems and Level of Adaptability to Change



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## CHALLENGES

I EXPECTED TIMES LIKE THIS - BUT I NEVER THOUGHT  
THEY'D BE SO BAD, SO LONG, AND SO FREQUENT.

# Solutions

- Commit to the reality that the disaster will evolve and the roles of agencies will change
  - Perhaps same agencies but with a different mission
- Develop a pre-disaster relationship with agencies that will be involved in the long-term recovery process



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# Solutions

- Become familiar and intimate with your agency/church's national disaster program counterpart.
  - Response program
  - Recovery program
- Be involved in the development of a recovery annex of your community's EOP:
  - Donations
  - Management of Unaffiliated volunteers
  - Long Term Recovery
- Plan as a community.
- **Accept recovery as a community**



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# Disaster Assistance Improvement Program (DAIP)

*DisasterAssistance.gov – E-Government Initiative*

In the aftermath of Hurricane Katrina, the public issued a mandate to dramatically improve delivery of all government assistance for disaster survivors. A single, on-line application and status checking process will:

- Reduce time to identify and apply for assistance
- Increase satisfaction in seeking assistance and obtaining
- application status



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# Future of DisasterAssistance.gov

- The implementation of DisasterAssistance.gov is a multi-year project
- DisasterAssistance.gov will continue to add forms of assistance at the federal, state, and local levels, expanding capacity to help individuals in need
- Future phases of the DAIP Strategic Plan call for the exchange of web site links and discussions about integration of private nonprofit forms of assistance with DisasterAssistance.gov.
- The full build-out of DisasterAssistance.gov is scheduled to be completed by 2014



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# Defining Success

- ✓ Help for the Individual
- ✓ Organizing an effective Mission
- ✓ Collaborating for progress



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# Government Resources

## *Key Websites:*

- [www.fema.gov](http://www.fema.gov)
- [www.dhs.gov/fbci](http://www.dhs.gov/fbci)
- [www.ready.gov](http://www.ready.gov)
- [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)
- [www.llis.gov](http://www.llis.gov)
- [www.disability.gov](http://www.disability.gov)



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# Questions?

*FEMA Voluntary Agency Liaison*

*[nancy.turnbull@dhs.gov](mailto:nancy.turnbull@dhs.gov)*

*Phone: 202-212-1070*

*DHS Center for Faith-Based  
and Community Initiatives*

*Center E-Mail: [infofbc@dhs.gov](mailto:infofbc@dhs.gov)*

*Phone: 202-646-3487*



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