

# Florida Division of Emergency Management:

## Recovery Bureau Individual Assistance Updates

Governors Hurricane Conference 2017



# Overview

We will discuss each FDEM Individual Assistance Program:

- Preliminary Damage Assessment (PDA)
- Disaster Reservists
- Disaster Survivor Assistance (DSA)
- Disaster Recovery Centers (DRC)
- Disaster Housing and Unmet Needs



# Overview

For each program we will discuss:

- History and the background of each program
- Programmatic impact of Hermine and Matthew
- Challenges
- Future



# Preliminary Damage Assessment Program Background

- The Individual Assistance Preliminary Disaster Assessment program conducts the damage assessments with both the county and FEMA to support a declaration request and assist with resource allocation
- Traditionally, the county would submit damage numbers to the state through the monitoring system (EMC/WebEOC) and the state would coordinate with the county and FEMA



# Preliminary Damage Assessment Program in Hermine and Matthew

- FDEM used the traditional model for damage assessments in conjunction with the county and FEMA which included the new guidelines but still utilized the “pen and paper” method of collection
- Individual Assistance damage numbers were reported manually as well and the efficacy of this process overall began to be questioned as a viable procedure for future events
- FEMA “suggested” some changes; we got busy!



# Challenges of the Preliminary Damage Assessment Program

- Old damage assessment methods were no longer practical or realistic
- FEMA updated the guidelines in April 2016
- Counties needed updated guidance to be aware of changes and to adjust accordingly
- Technology was going to be required to maintain the volume of data aggregation necessary to properly handle the scope of a given event



# The Future of the Preliminary Damage Assessment Program

- Developing new training materials; updating FL-601 (Preliminary Damage Assessments class)
- Targeting a more synergistic approach by partnering with the counties to assist in the overall PDA process, such as the Recovery Liaison Strategy
- Collaboration with State GIS Unit for enhanced data reporting in field; holistic data sharing
- Revision of manual processes to go fully digital and modernizing hardware for maximum efficiency



# Disaster Reservist Program Background

- Because of the insufficient number of trained disaster specialists to manage and recover from a major or catastrophic disaster, the Florida Division enacted the Disaster Reservist Program
- After the '04 and '05 storms, there were several hundred members of the Reservist Cadre
- Today, there are approximately 150 Reservists who are listed as active





# The Disaster Reservist Program in Hermine and Matthew

- FDEM hired fifty disaster reservists to work in both Hurricane Hermine and Matthew
- Reservists served in each declared county working as PDA field specialists, DSA Team Members, DRC Managers, or in the FDEM/FEMA Joint Field Office



# Challenges of the Disaster Reservist Program

- Maintaining a robust Disaster Cadre
- Reservist recruitment has significantly lowered in this 10 year period due to the lack of immediate need; prior to 2016, it had been 10 years since Florida had experienced a hurricane landfall
- Tailoring recruitment efforts to allow for both quantity and quality of applicants
- Training of new recruits; technological needs



# The Future of the Disaster Reservist Program

- Developing new recruitment methods
- Developing more comprehensive guidebooks
- Streamlining Internal Processes to shorten the Reservist hiring process
- Bolstering training efforts, with specific focus on computer literacy
- Enhancing awareness of the program internally



# Disaster Survivor Assistance Background

- FEMA's Disaster Survivor Assistance Program is able to register survivors for FEMA's Individual Assistance Program
- FDEM DSA teams support FEMA's efforts while meeting survivors door-to-door



# Disaster Survivor Assistance Background

- Enacted in 1995 during Hurricane Opal to support FEMA's Community Relations Program
- In 2016, FDEM changed its program name from Community Response to Disaster Survivor Assistance to mirror FEMA's program name



# Disaster Survivor Assistance in Hermine

- Two days after Hurricane Hermine was declared, FDEM deployed the first wave of DSAT Team members to declared counties
- At the close of Hermine, the State SERT program had 5 DSAT members both in the field and at the JFO.
- All counties were closed and the DSA Mission was completed on 11/28/2016



# Disaster Survivor Assistance In Matthew

- FDEM deployed its first wave of Matthew DSAT Team members on 10/20/2016
- At the close of Matthew the State SERT Program had 15 staff members in the field and at the JFO
- All counties were closed and the DSA Mission was completed on 12/15/2016



# Disaster Survivor Assistance Challenges

- During both disasters, our program had difficulty mirroring the robust nature of our FEMA counterparts





# Disaster Survivor Assistance Challenges

- Recruiting and deploying a large number of DSAT Team members
- Helping our FEMA counterparts register survivors in the field



# The Future of Disaster Survivor Assistance

- Our program would like to move towards a tablet registration system, similar to our FEMA counterparts to assist in registering survivors
- To develop a more robust FDEM DSA Cadre



# Disaster Recovery Center Background

- DRC's were created in partnership with the county and FEMA to assist Floridians in their time of need
- DRC's are no longer the only location where a survivor can register for FEMA Assistance
- Functions as a “one stop shop” for survivors to speak with a FEMA representative face to face



# Disaster Recovery Centers in Hermine

- 9 DRC's were opened in the 9 counties declared for Hermine
- All 9 DRC Managers transferred to DRC's for Matthew



# Disaster Recovery Centers in Matthew

- 8 DRC's were opened in the 8 counties declared in Matthew
- Over 3,000 people registered either at the DRC or with DSAT Teams



# Disaster Recovery Center Challenges

- The timing of back-to-back storms
- Finding the best locations for DRC's
- Working with county management to maintain updated DRC site options



# The Future of Disaster Recovery Centers

- Ensuring that 3 DRC locations are close to heavily affected areas
- DRC managers initially serving as DSAT members to understand mobile registration and community outreach
- Equipping the DRC managers with comprehensive county resource demographics in order to better understand and assist the community
- Developing a DRC Manager Support System



# Housing and Unmet Needs Background

- Helps to identify available resources that can meet the disaster survivors' unmet needs
- Helps analyze local housing stock for available housing and works to identify short-term and long-term housing solutions





# Housing and Unmet Needs in Hermine and Matthew

- Majority of unmet needs cases and long-term housing discussions occurred at the JFO following both disasters and were tracked accordingly
- Coordinated with FEMA Personnel (VAL, DSA, DRC) and volunteer agencies to identify resources and resolve immediate unmet needs.
- During the long-term recovery phase, long-term case work continued at the state level, where additional unmet needs were identified and addressed



# Housing and Unmet Needs Challenges

- Utilizing available grant funds
- Working with a consistent county point of contact
- Locating available resources for survivors
- Staffing issues and available guidance



# Future of Housing and Unmet Needs

- Working with counties to designate a consistent point of contact for Housing and Unmet needs
- Disseminating information on Disaster SHIP Funding and the Dislocated Worker Grant to counties
  - SHIP Funding assists with the disaster housing process in the aftermath of an event
  - Dislocated Worker Grants could be used to fund potential county designated points of contact for recovery efforts and related needs



# Contacts

Quinton Williams  
State Individual Assistance Officer  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399  
850-815-4413

Ashley Mitchell  
FDEM IA PDA Coordinator  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399  
850-815-4414 or 850-445-2595



# Contacts

Taylor Nagle  
FDEM DSAT Coordinator  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399  
850-815-4412

Haley Beary  
FDEM DRC Coordinator  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399  
850-815-4416



# Contacts

Amanda Brodie  
FDEM Housing and Unmet  
Needs Coordinator  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399  
850-815-4437

William McCusker  
FDEM Reservist Cadre Manager  
2555 Shumard Oak Blvd.  
Tallahassee, FL 32399  
850-815-4415

