

Welcome to: Long-Term Recovery Tools



Please create your table tent and include:

Name, County, Organization

Example:

John, Pinellas, Emergency Mgmt



Welcome to the 2024 GHC Training Session

- These sessions are available to attendees that have registered and are identifiable by the blue and purple name badge.
- Pre-enrolled attendees are guaranteed a seat. All others are first-come, first-serve if space permits.
- The Room Monitor will administer a sign-in sheet that you must sign. Pre-enrolled attendees: Please sign next to your name. Names are in alphabetical order by last name.
- If you are a walk-in (not pre-enrolled), print your name **legible** on the sign-in sheet.
- **You must attend and sign-in every day on multiple day sessions.**
- The sign-in sheet will be picked up 30 minutes after the session starts.
- A certificate will be provided at the completion of the session.



Long-Term Recovery Tools

Organizing Communities for Recovery



Introductions of Presenters

Linzy Wilson

Brian Baer

Robbie Sofaly



Today's Agenda

- **Introductions, Class Purpose, & Learning Objectives**
- **Section 1: Orienting You to Long-Term Recovery Groups**
- **Section 2: Financial Management & Grant Writing**
- **Section 3: Coordinating Construction and Disaster Case Management**
- **Section 4: Unmet Needs Tables & Case Study**



Course Purpose

This course equips participants with a practical framework for understanding, developing, and strengthening Long-Term Recovery Groups (LTRGs). Attendees will learn how LTRGs are structured, how they differ from VOAD/COADs, and who to engage for effective committee leadership. This course also builds foundational knowledge of unmet needs case components and provides actionable guidance to support community-driven recovery efforts, including coordination, communication, and informed decision-making within LTRG operations.



Course Learning Objectives

- Differentiate between VOAD/COADs and LTRGs, including their distinct functions
- Describe the structure of Long-Term Recovery Group (LTRG)
- Identify key stakeholders within your jurisdiction to LTRG committee leadership
- Identify critical elements of LTRG operations to plan for
- Explain the core components of an unmet needs case
- Identify actionable steps to develop or strengthen an LTRG
 - Note: This will be an interactive training. Your participation is appreciated!



NVOAD Long-Term Recovery Guide

The NVOAD Long-Term Recovery Guide provides national guidance for organizing and operating Long-Term Recovery Groups (LTRGs), including structure, roles, and best practices for community recovery.

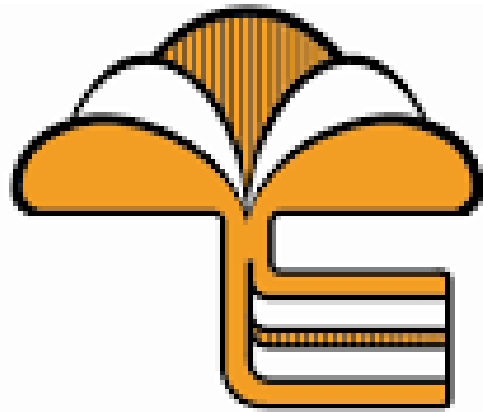
This workshop content is aligned with and informed by the work of the National VOAD Long-Term Recovery Group (LTRG) Committee.

- Reflects nationally recognized practices
- Supports consistent, community-based recovery approaches
- Reinforces collaboration across partners

Access the guide:

nvoad.org → Resources → Long-Term Recovery Guide

The 4Cs



National Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION



Long-Term Recovery Orientation

Disaster Context and Foundations for Community-Based Recovery



Real-World Recovery Examples

Sarasota County, FL

- Recovery following hurricane impact

<https://www.youtube.com/watch?v=6mHAgRERhM8>

Maui, HI

- Community response following wildfire disaster

<https://www.youtube.com/watch?v=DbS0LH0F2aU>



Timeline of Disaster

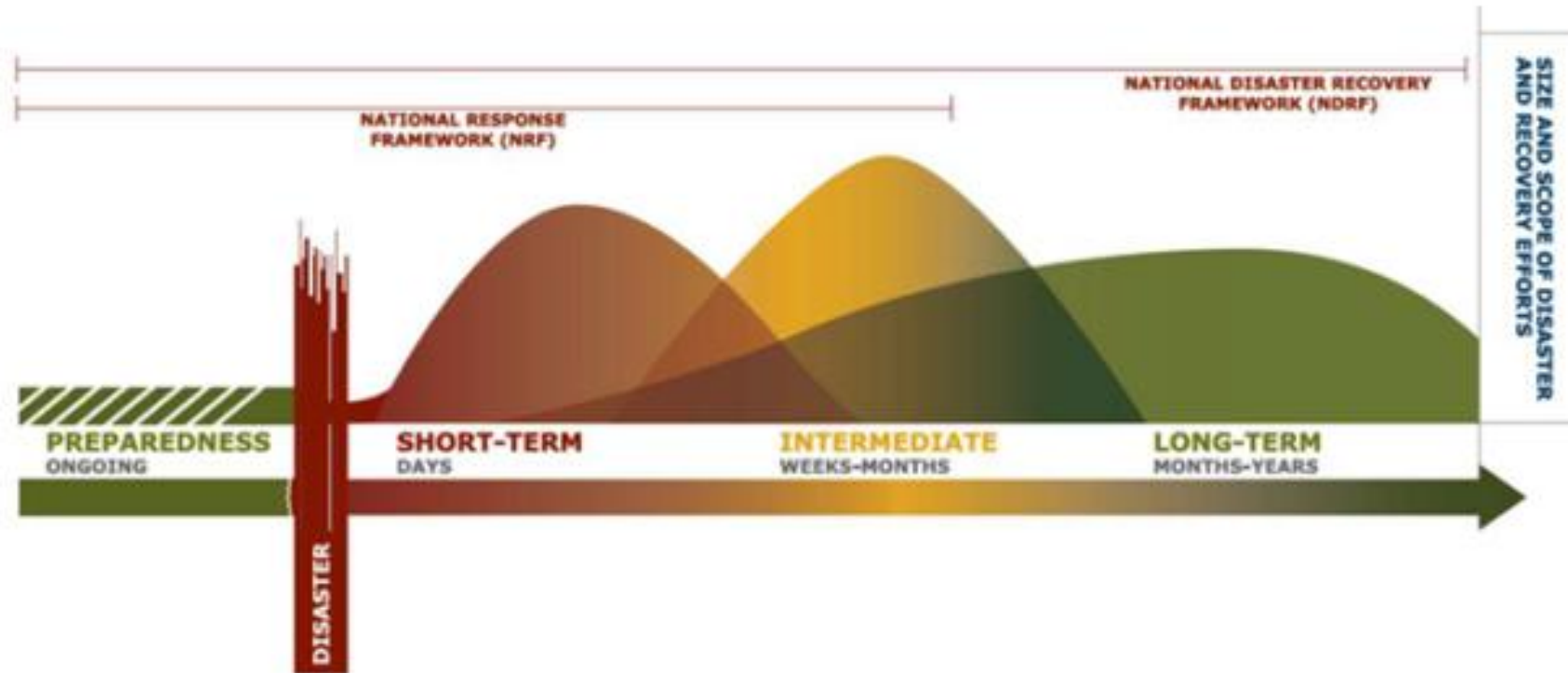


Figure 1: Recovery Continuum



Understanding Disaster Declarations

As impact increases, support escalates

Undeclared

- Most common type of disaster

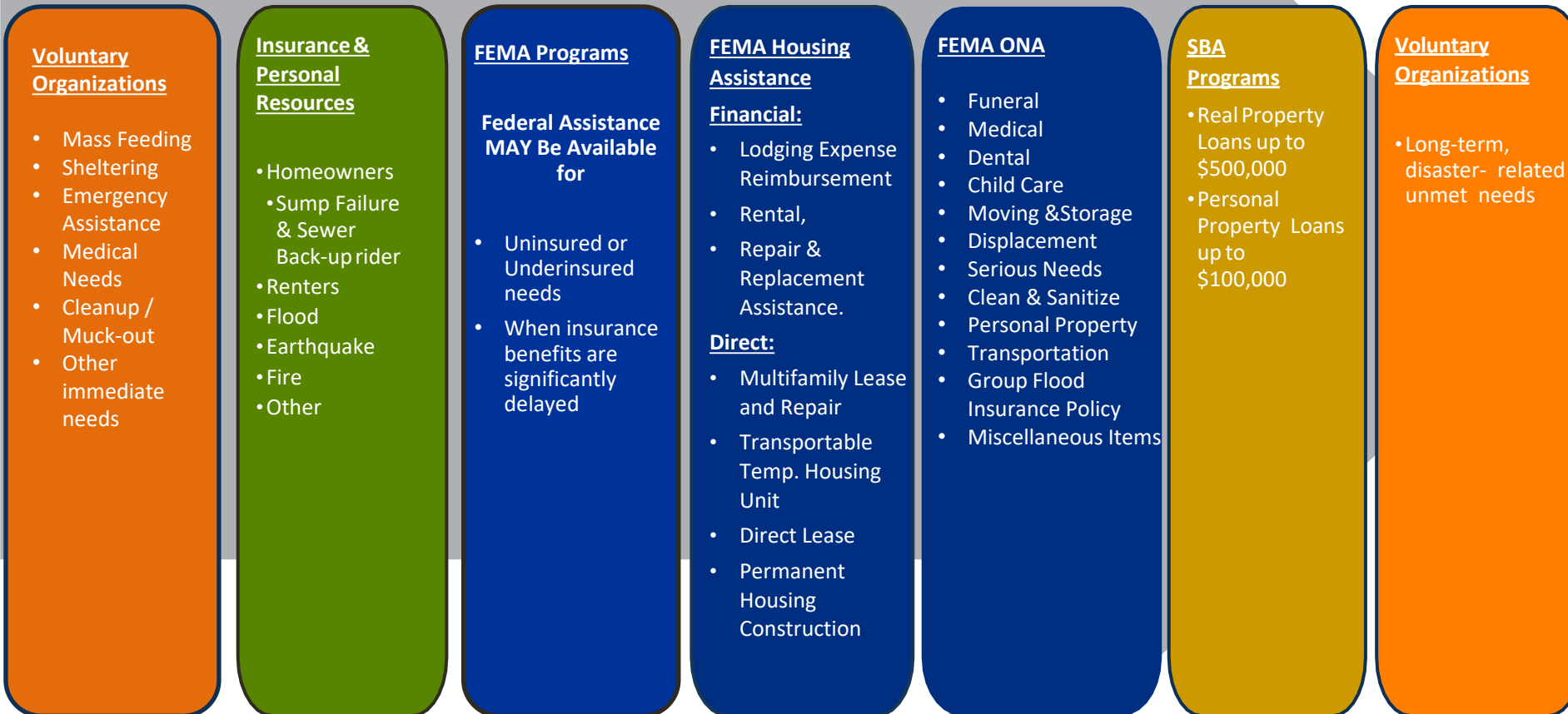
State Declared

- Exceeds local capacity
- State resources activated

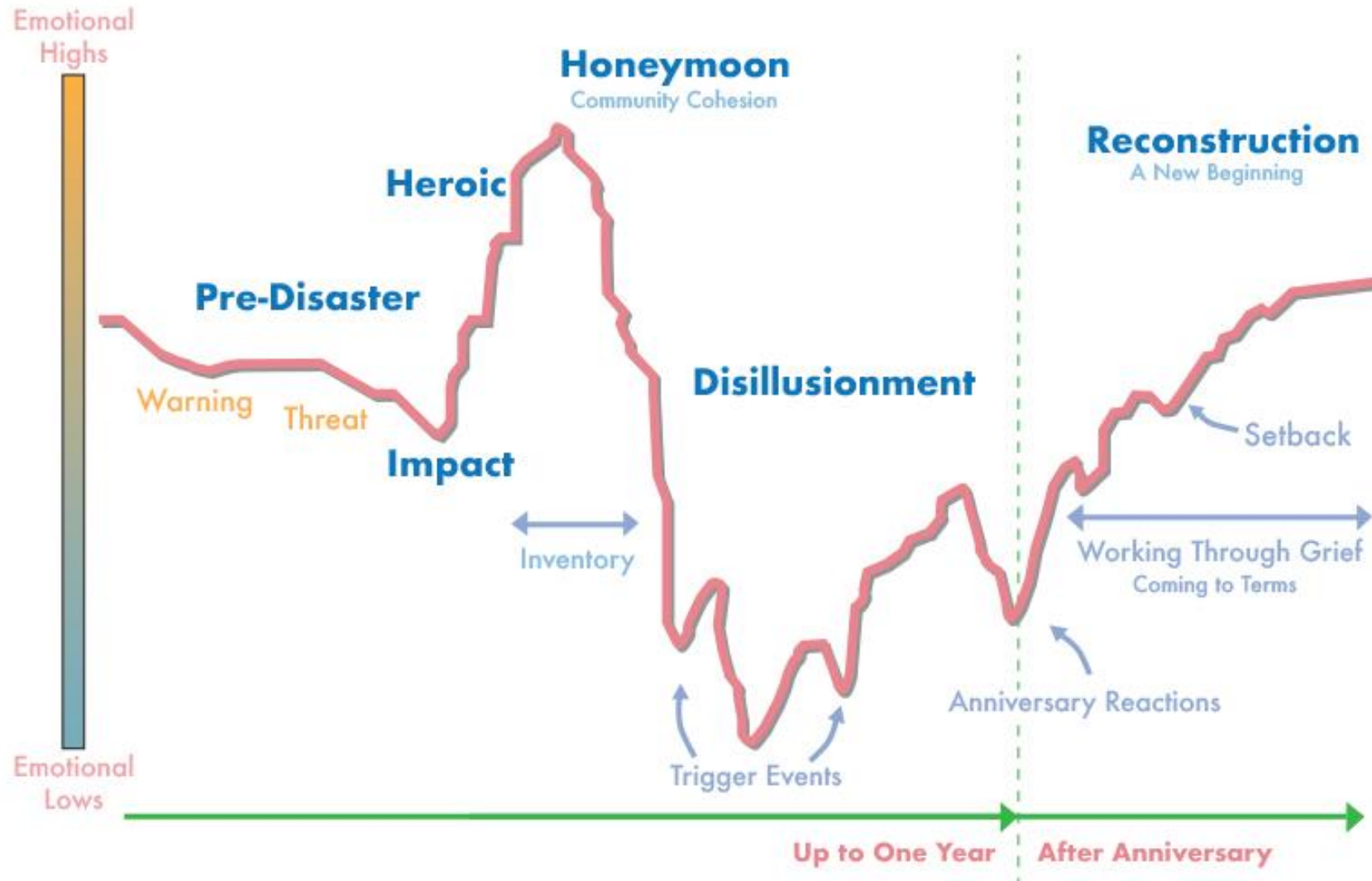
Federally Declared Disasters and Emergencies

- Exceeds state capacity
- FEMA assistance (Stafford Act)

Sequence of Delivery



Psychological Impact of Disaster



Long-Term Recovery Group (LTRG)



A Long-Term Recovery Group (LTRG) is a cooperative body that is made up of representatives from faith-based, non-profit, government, business and other organizations working within a community to assist individuals and families as they recover from a disaster.

The primary goal of an LTRG is to coordinate resources and partners to meet disaster-related unmet needs and support survivors in achieving recovery.

VOAD/COAD vs LTRG



TYPE	ROLE	LEADERSHIP	TIMING	GEOGRAPHY
VOAD/COAD	Coordination of agencies across all disaster phases	Member-led coalition	Continuous to prepare for & respond to disasters	National, State, County, or Regional
LTRG	Local coordination of long-term recovery AFTER disaster	Locally led (often an Executive Director)	Formed specifically following a disaster	Local, Disaster-impacted community



Key Stakeholders

**Government
& Public
Agencies**

**Nonprofits &
Service
Providers**

**Community &
Faith-Based
Groups**

**Businesses &
Fundors**

**Community
Members &
Volunteers**

Survivors

Overview of LTRG Committee Structure



Other Committees can be added as needed such as Advocacy or Agriculture.



Board

Executive/Steering

Provides leadership, strategic direction, and operational oversight to support disaster survivors.

- Establish bylaws
- Hire staff
- Manage finances
- Set assistance policies & guidelines
- Ensure collaboration among diverse agencies to meet unmet community needs efficiently



Communications Committee

Ensures **clear, consistent, and accurate communication** among:

- LTRG members
- Community partners
- Disaster survivors
- The public and media



Communications Committee

- **Act as the voice of the LTRG**
 - Write press releases
 - Coordinate media interviews
- **Share recovery progress with the community**
- **Promote available services and resources**
- **Communicate current needs**
 - Volunteers
 - Materials
 - Financial donations
- **Manage website, email, and social media**
- **Correct misinformation quickly**

Emotional and Spiritual Care Committee



Focuses on the *human side of recovery*—helping people cope with the stress, trauma, and long-term emotional impact of a disaster.

- Offers emotional support and active listening
- Connects individuals to additional support services
- Supports community healing, hope, and resilience
- Communicates with the LTRG to identify mental health needs and support both survivors and those serving in recovery



Volunteer Management Committee

Coordinates volunteers to support safe, effective, and meaningful recovery work.

- Recruits and organizes volunteer groups
- Matches skills to appropriate recovery needs
- Ensures safe and appropriate work assignments
- Coordinates with Construction Committee

Donations Management Committee

(Non Monetary)



Ensures donated resources are received and used effectively, responsibly, and aligned with recovery efforts.

- Receives, organizes, inventories and distributes donated goods
- Matches donations to identified needs
- Collaborates with Case Management, Construction Management, and Volunteer Management
- Ensures transparency, accountability, and proper stewardship of donations
- Ensures timely acknowledgement of donors



Financial Management Committee



Ensures the LTRG handles money responsibly, transparently, and in a way that builds trust with donors, partners, and the community.



Think of them as the guardrails + accountability system for all funding.

Construction Management Committee



Often performs scope of work on damaged homes to then be able to identify who can manage the repairs to return the home to safe, sanitary and secure condition.



Determines resources available for home repairs.

Disaster Case Management Committee



Provides oversight and coordination of disaster case management—aligning partners, processes, and communication across the LTRG.



Supports Disaster Case Managers by establishing processes for case flow, documentation, and case presentation to the Unmet Needs Committee.



Unmet Needs Committee



Serves as the decision-making body for addressing verified unmet needs, coordinating funders and resource providers to align support.



Ensures fair and consistent distribution of assistance to support equitable recovery outcomes.



Activity



Case 1: Jane

Full Name: Jane Whitaker

Address: 214 Pine Ridge Road, Tarpon Springs, FL

Phone Number: (555) 287-4412

Date of Birth: 08/14/1957

Social Security income: \$1,280/month

Bank balance: Approximately \$300

FEMA Registration Number: 123456789

SBA Application Status Letter (denial due to income eligibility)

Medical condition: Uses oxygen at night and has limited mobility

Emergency contact: Daughter (lives out of state), limited ability to assist



Case 1: Jane

Jane is a 68-year-old widower whose home was significantly damaged in a tornado.

- The roof was partially torn off, causing extensive interior water damage and mold
- She does not have homeowner's insurance
- She received FEMA assistance, but it was not enough to cover repairs
- She applied for an SBA loan and was denied due to income eligibility (failed income test)
- She lives on a fixed income (Social Security) with no savings
- She is currently staying in her home despite unsafe conditions
- She is unsure what documentation she still needs to provide and has brought in some, but not all, requested paperwork



Case 2: John

A client contacts the LTRG asking for help following Hurricane Albert and the call is directed to the case management team who learns that:

- A single dad, age 63, and his 30 year old son who live in Palm Beach County had 3 feet of storm surge in their home following Hurricane Albert. They cannot afford the repairs.**
- They did not evacuate, and are still dealing with the trauma of wading through the water. So much so that the dad has not had the mental capacity to identify assistance programs.**

Why Government is an Important LTRG Partner



- Data (damage assessments, impact data)
- Funding streams (FEMA, CDBG-DR)
- Access to large-scale resources and infrastructure
- Regulatory guidance (permitting, inspections, environmental requirements)
- Public information and official communication channels
- LTRG resources complement and fill gaps in government assistance—they do not replace it



Why Community Based and Not Government Based?

Community Organizations Can:

- Move faster in early and ongoing recovery
- Adapt to changing needs and unique situations
- Receive and distribute financial donations
- Apply for and manage grant funding
- Receive and coordinate in-kind donations
- Engage and manage large volunteer groups
- Prioritize support for the most vulnerable
- Fill gaps when assistance does not fully meet needs
- Respond even when disasters do not meet thresholds for certain government programs



What This Means for Your Community

- Most disasters will not bring enough outside resources
- **Recovery depends on how well your community organizes**
- LTRGs don't create resources
 - They coordinate to maximize what exists and identify and secure what's missing
- **Every function matters**
 - Gaps in one area affect the entire recovery effort
- Strong recovery starts with relationships—**before disaster**



Partnership Assessment Activity

Mapping Your Network

Using the partner mapping tool, identify existing and potential partners in your community

For each area, note:

- Who currently meets this need
- Strength of the relationship (Strong / Developing / Absent)
- Any gaps or concerns

Be ready to discuss:

- Where are your strongest partnerships?
- Where are your gaps?



Questions and Answers



Networking Break

10:00am – 10:30am



Financial Management & Grant Writing

Managing Resources with Integrity to Support Survivor Recovery



Finance Committee

Provides oversight and ensures responsible stewardship of LTRG funds.

Oversees funding and spending

Provides guidance on financial structure

Develops budgets and monitors financial activity

Oversees financial reporting (including Form 990, tax filings)

Ensures compliance with reporting, audits, and contribution requirements



Financial Management

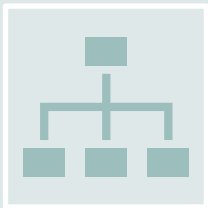
Supports day-today financial integrity and informed funding decisions

- Provides financial oversight related to grants and donated funds
- Establishes internal controls (approval processes, documentation, separation of duties)
- Supports financial reporting for funders and donors
- Confirms available funds and restrictions before commitments are made
- Tracks pledged funds vs distributed funds

Financial Management Structure Considerations



Fiscal Agent - You may choose to enlist the support of a trusted non-profit partner that is willing and able to assume a financial management role on behalf of the organization under a memorandum of understanding



501(c)(3) - Establishing the long-term recovery organization as a non-profit is an option for those that incorporate, manage their own finances, and take other steps required by the Internal Revenue Services



Using a Fiscal Agent

- **Identify a nonprofit partner with financial management capacity**
- **Ensure the prospective fiscal agent does not limit your ability to raise funds or use funds**
- **A Memorandum of Understanding (MOU) should clearly define:**
 - Roles and responsibilities of each organization
 - Fees (if applicable)
 - Expectations for oversight and reporting



Forming a 501(c)(3)

What's Involved

- **Develop a mission and organizational purpose**
- **File for Articles of Incorporation**
- **Establish a board and governance structure**
- **Create required policies (bylaws, conflict of interest)**
- **Apply for an EIN and federal tax-exempt status (IRS Form 1023)**
- **Maintain ongoing compliance and reporting requirements**



Financial Stewardship of Funds

- Donors invest in organizations they trust to use funds effectively
- Nonprofits must ***demonstrate their financial accountability and stability*** to receive funding
- Strong accounting systems allow you to track, verify, and report how funds are used





Stages of Disaster Recovery Funding

IMMEDIATE RELIEF

Emphasize that cash donations are most effective

Capture early donor interest and momentum

SHORT-TERM RECOVERY

Prioritize fundraising efforts

Maximize available resources for survivor support

LONG-TERM REBUILDING

Build and maintain relationships with funders

Focus on larger, strategic investments



Securing Resources

Securing resources must start early and continue throughout recovery.

Sources include:

- Public contributions
- Partner contributions and in-kind support
- Special events and fundraisers
- Grants (public, private and community organizations)

Reminder:

- Not all expenses are grant-eligible
- Fundraising and donations are often needed for administration and operational costs



What Funders Are Looking For

A clear, well-defined unmet need

A realistic and actionable recovery plan

Alignment with funder priorities

Organizational capacity to deliver

Responsible use of resources and strong financial practices

Measurable, sustainable impact



Foundation Funding Basics

- **Community Foundations**
 - Local focus, relationship-driven
- **Corporate Foundations**
 - Sponsorships, in-kind, employee programs
- **Private and Family Foundations**
 - Defined priorities, research matters



Government Grants

Three Levels Of Government:

- Available at **federal, state, and local** levels

Pros Of Government Grants:

- Can provide **large, multi-year** funding

Cons Of Government Grants:

- Come with **strict requirements and reporting**



Government Grant Process

- Most government grants are announced through “Requests for Proposal” (RFP) and “Notice of Fund Availability”
- Often require partnerships/collaboration
- Typically include technical guidance or workshops
- Involve ongoing communication with grant administrators





Relationship Building is a Key Factor



People give to people — even at the foundation level



Build relationships with foundation staff so your name is familiar when your application is reviewed



Do your homework before reaching out — be ready with clean and concise talking points



Be prepared for site visits or interviews



Follow-up and stay connected



Planning Your Proposal

Logic models are roadmaps for your project.

They connect:

- Resources
- Activities
- Results

✓ Inputs

🗂️ Activities

🧠 Outputs

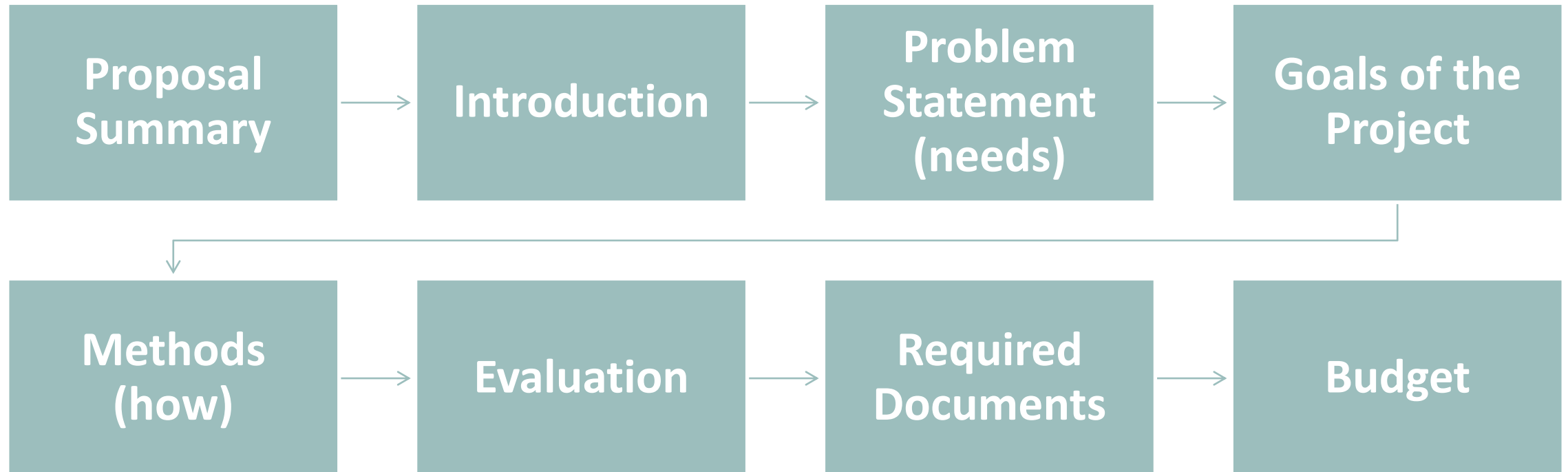
📋 Outcomes

🧠 Assumptions

👥 Influences



Elements of Your Proposal



Key Element

Problem Statement



Statement of Need

Define: Who, What, When, Where, Why

Fact-based

Is a statement of current conditions

Does not talk about lack of services



Statistics

The Heart of Your Case for Support



Statistics support applications using community data



Grant applications often ask for a “need statement”



Statistics help show baseline data



Statistics on demographics help you determine priorities, improve programs, and plan future programs



ALWAYS reference your statistics to add validity

Key Element

Budgeting



Budget should match the scope of the project



Include multiple funding sources



Clearly show how funds will be used



Letters of commitment from partners



Tips on Writing Great Proposals

- Follow directions
- Meet deadlines
- Write clearly and concisely
- Avoid jargon and acronyms
- Use facts and statistics
- Balance numbers and stories
- Proofread





Common Attachments

Tax exempt
letter

Board of
directors
listing

Form 990

Audit/
Financial
Review

Key staff
resumes

MOUs

Letters of
Support

Do not
include
extra items



When You Do Not Get the Grant

1

**Request feedback
from staff for
improvements**

2

**Thank the contact
and staff at the
foundation**

3

Nurture relationship



How to Secure a Grant Writer



What should you include in the position description?

- Description of organization
- Summary of duties and responsibilities
- Experience and qualification requirements



How will you advertise the vacancy?

- Promote through partners
- Job boards
- Fundraising associations
- Social media



What should you look for in a candidate?

- Experience writing and securing the type of grants you will be pursuing
- Can provide examples and references
- Communicates clearly
- Good fit with the culture



Best Practices

- **Effective accounting is key to getting and maintaining grants.**
- **Function allocation of expenses is a requirement for nonprofit accounting. It is much more restrictive in federal funds accounting.**
- **An Annual Audit (or Financial Review) is needed to get larger grants.**
- **In-kind accounting is also important to get grants.**
- **Transparency and Accounting is critical for funding.**



Questions and Answers



Coordinating Construction

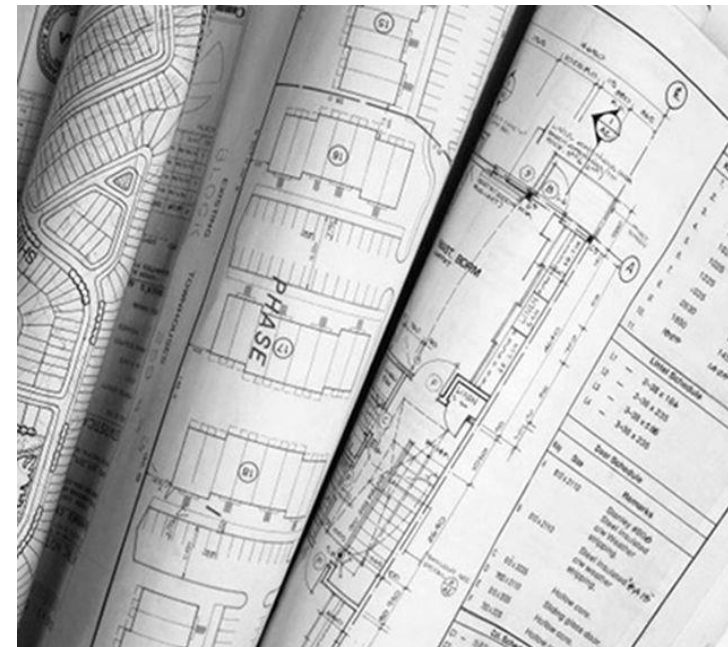
Safe, Sustainable Disaster Recovery

Part I



Construction Management

Construction Management in Long Term Recovery consists of overseeing, repairing or rebuilding of client homes to a safe, sanitary, secure and functional condition.





LONG TERM RECOVERY FUNCTIONAL TASKS RELATED TO CASE MANAGEMENT

Emotional and
Spiritual Care
Referrals

Case
Management
System

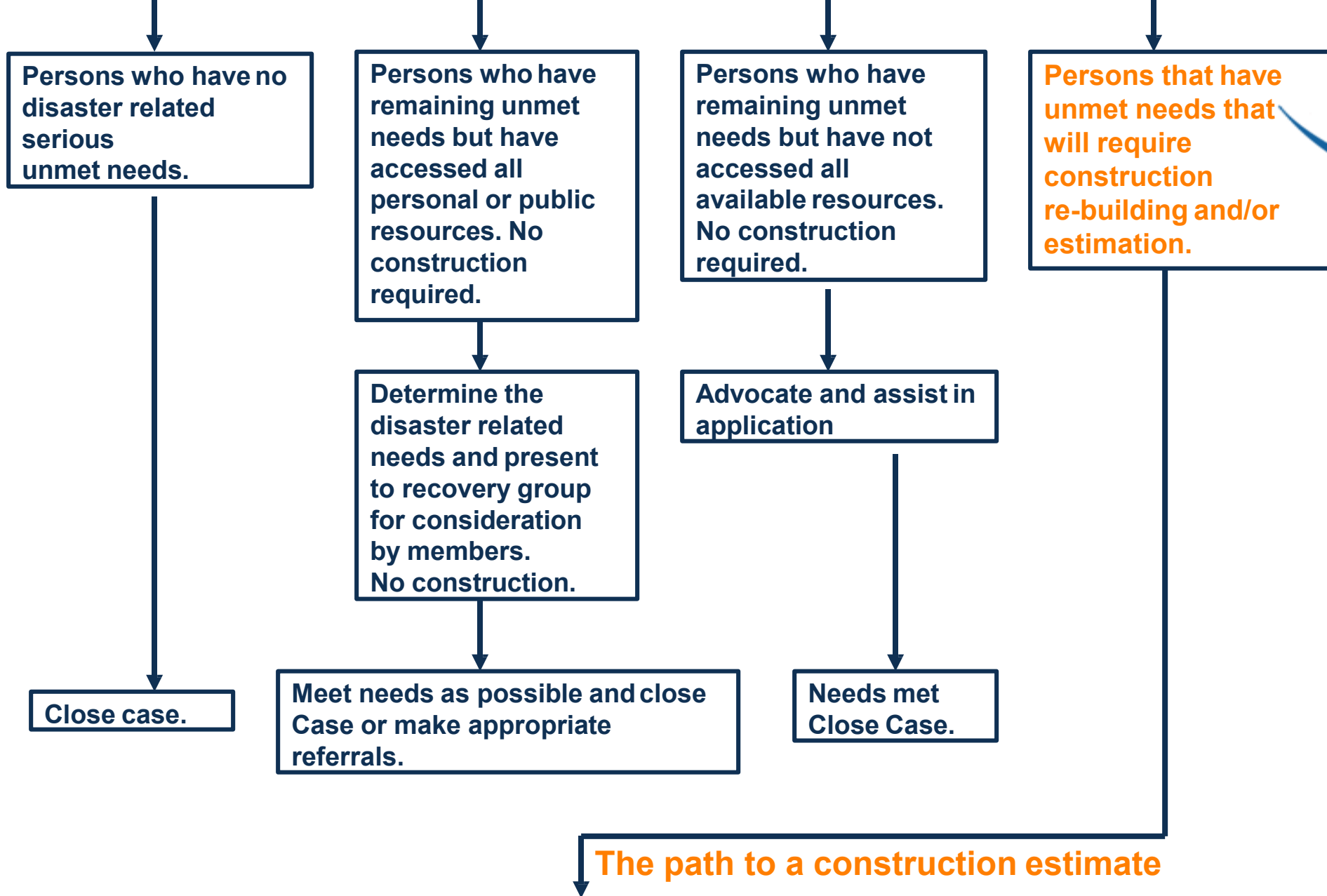
Donations
Utilization
(Material and
Financials)

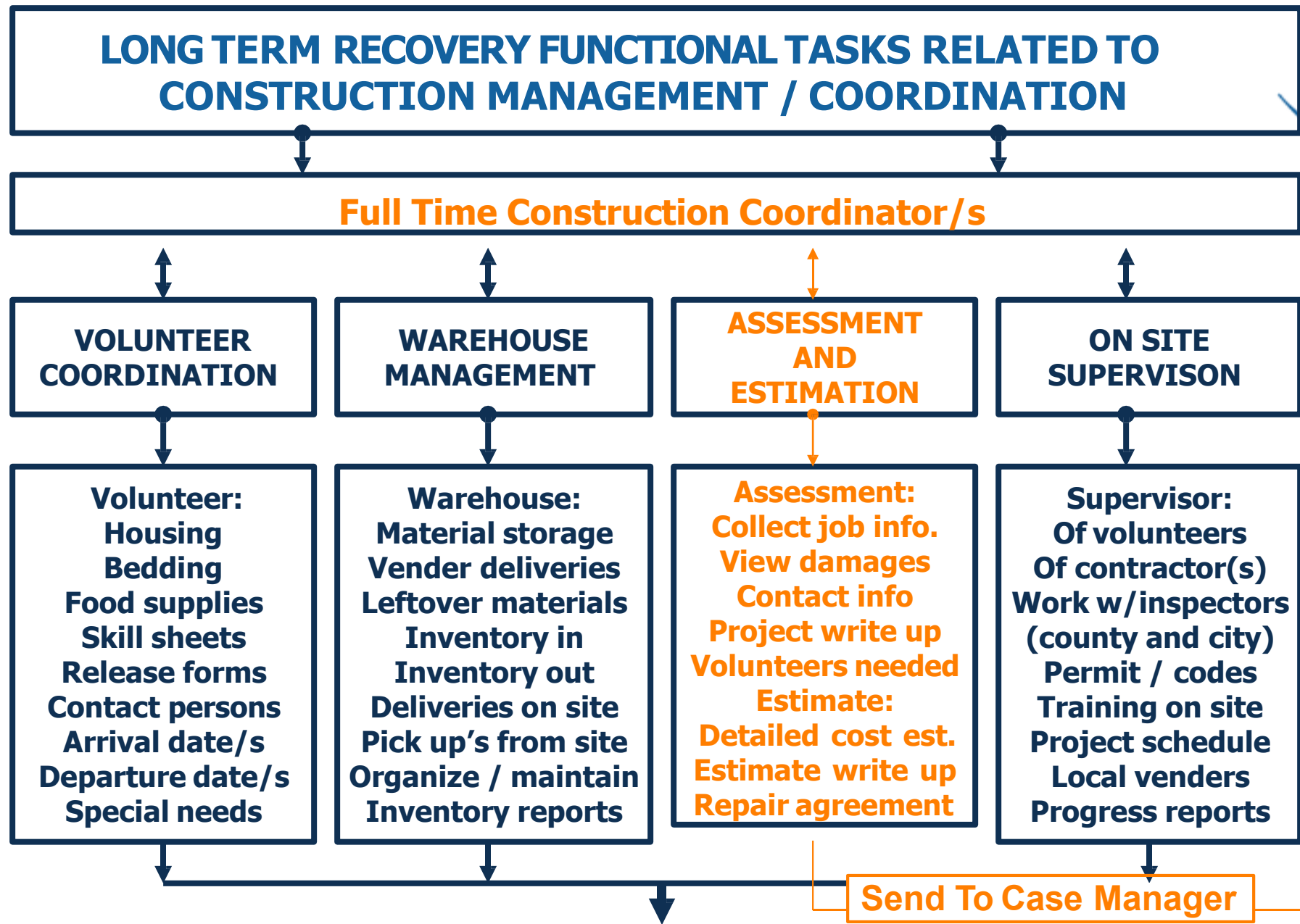


CASE MANAGEMENT

1. Review of cases.
2. Confirmation of assistance received from FEMA, government agencies, survivor's personal resources (including insurance), and community social services, faith based and voluntary agencies.
3. Identification of needs and planning to address resource gap.





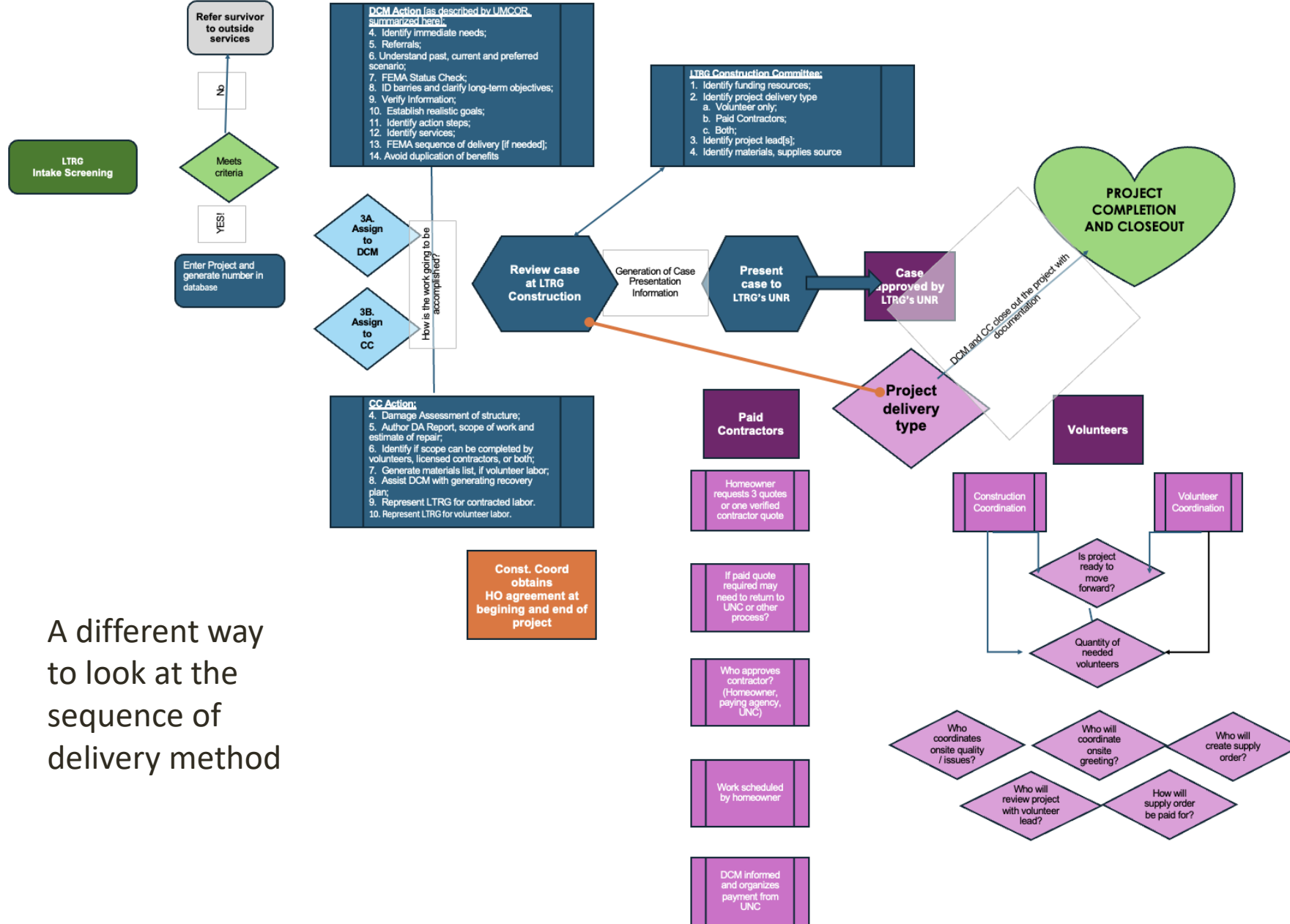




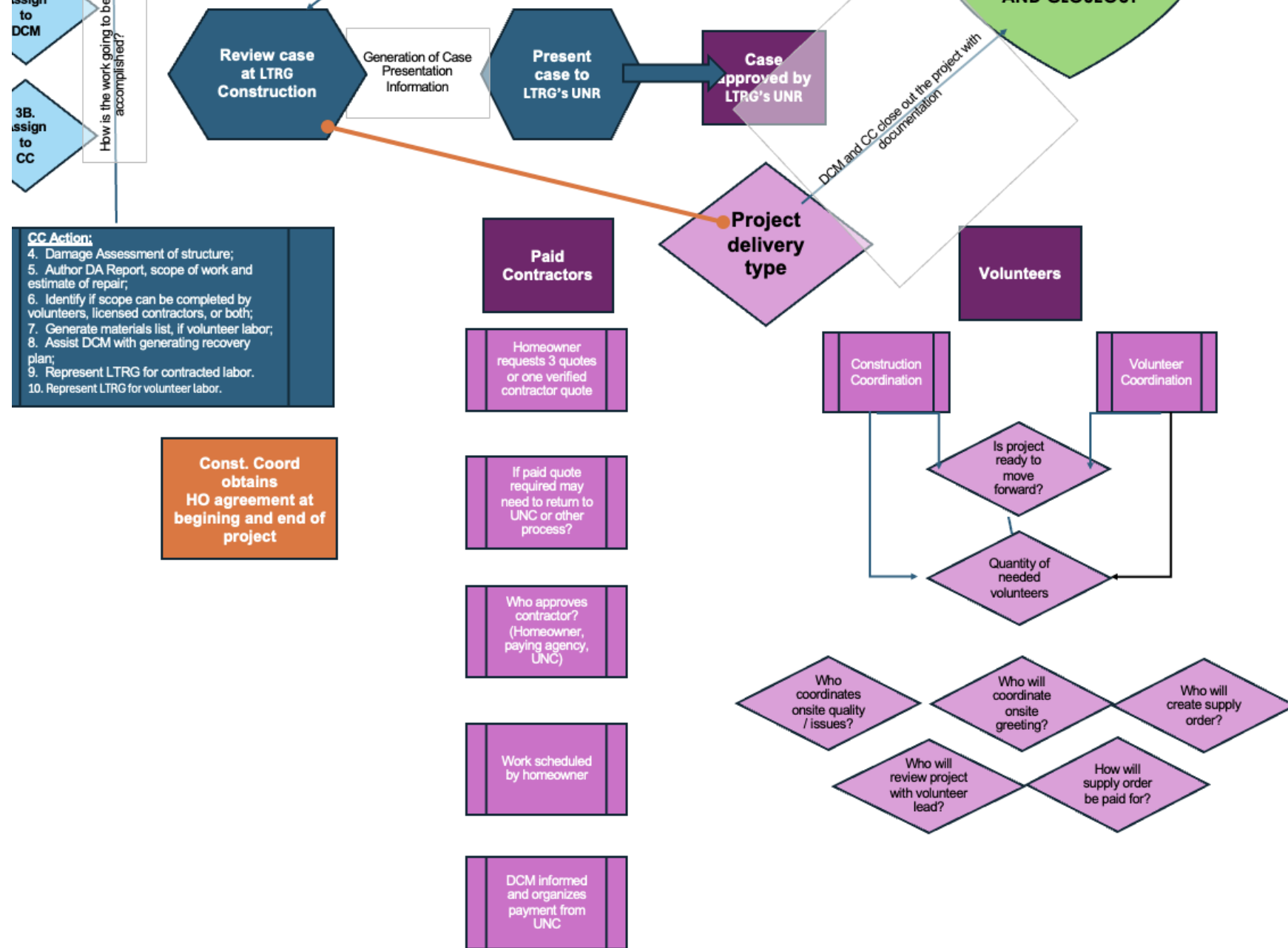
**ALL DISASTER RELATED CONSTRUCTION REPAIRS AND / OR
REBUILDING ISSUES HAVE BEEN ACCOMPLISHED
CASE CLOSED IN CONSTRUCTION**

**MERGE COMPLETE CONSTRUCTION FILE WITH CASE
MANAGEMENT FILE. CASE MANAGEMENT WILL REVIEW AND
DETERMINE IF THERE ARE ANY UNMET NEEDS THAT REMAIN
AND ASSIST IN MEETING THOSE NEEDS.**

**CASE MANAGEMENT WILL FINALIZE THE CASE FOR CLOSURE.
PROJECT COMPLETE**



A different way to look at the sequence of delivery method



Housing Points of Consensus

Ratified by Full Membership, May 2021

Document resource @nvoad.org



- Cleanup and long-term recovery assistance (repair and/or reconstruction) will be provided with dignity and in a respectful, non-judgmental, and nondiscriminatory manner. It is encouraged to incorporate the principles of “Do No Harm”, as it pertains to humanitarian efforts.
- Members work to restore safe, sanitary, secure, and functional housing in disaster-affected communities, thereby minimizing homelessness and increasing the wellbeing of the community.
- Members will prioritize delivering services in a manner that preserves/augments communities' affordable housing supply and increases equitable access to home clean-up, repair, and reconstruction services.
- Effects on local economies will be acknowledged and members will seek opportunities to engage with local suppliers and contractors to support repairs and reconstruction.
- Safety standards and training, including for handling known hazardous materials, will be in place for field staff and volunteers prior to the start of work.
- Members will support and engage with the communication and coordination systems in use in each community and promote a central and inclusive system for intakes, referrals, tracking and reporting of cleanup, repair and reconstruction assistance.
- Work will be done only upon written consent of the client. A clear scope of work will be agreed upon and signed before work begins.
- The personal property of disaster affected individuals and families will be respected and they will be encouraged and permitted to salvage any items before and during cleanup and rebuild work.
- The privacy of disaster affected individuals and families will be respected. Permission will be requested and granted before sharing photos or personal information, especially in public outlets or on social media.
- Clients receiving assistance to repair and rebuild will have gone through a case management process consistent with the National VOAD Disaster Case Management Points of Consensus. ¹
- Repairs and rebuilds will be done, at a minimum, in accordance with the current International Residential Code and current local/municipal codes, with local codes prevailing if there is a discrepancy between the two. We agree to aspire to the highest workmanship feasible.
- Members will encourage Long Term Recovery Groups (LTRG) to repair and rebuild above and beyond the International Residential Code and local codes. As a part of a larger commitment to our donors and the communities where we work we will adhere to the following guidelines:
 - Repair and rebuild with materials and practices that are energy efficient.
 - Materials and techniques will be encouraged that mitigate prevent conditions, while increasing the physical resilience of residential structures to future hazards.
 - When feasible during permanent repairs and reconstruction, efforts will be made to “build back better”, or “better than code”. Should these practices be implemented, it is encouraged that industry-standard (i.e.: LEED-Homes, Fortified, etc., or the like) criteria be utilized, and its requisite verification procedures are adhered to.
- Repairs and rebuilds for individuals with access and functional needs will be done in a way that gives the client needed access to the home. ADA standards, while not required under residential building code, should be considered and used whenever feasible. ³
- Skilled construction person(s) will be available to supervise all volunteer work and offer guidance throughout the long-term recovery process.
- Local character of the client’s community and cultural norms will be respected as they pertain to the repairing and rebuilding of the client’s home. This may depend upon the resources available to the LTRG.
- Members should, when feasible, assist, promote, strengthen and coordinate, with local and/or regional organizations, efforts to maintain, and where applicable, increase the local affordable housing stock for both year-round renters and homeowners.

Cleanup Definitions and Practices



Document Resource nvoad.org

- **Highlights best practices and standard operating guidelines**
- **Addresses cleanup activities conducted by National VOAD organizations**
- **Improves coordination before, during and after cleanup activities.**

Creates a common foundation on

- **Standardized language**
- **Definitions**
- **Organizational accountability**

Creates greater

- **Efficiencies**
- **Cohesiveness**
- **Speed**
- **Consistency**



Many Types of Guidelines

- **Construction guidelines (repair/rebuilding)**
 - **Main structures**
 - **Essential living space only**
 - **Deferred Maintenance**
 - **Out buildings/fencing**
 - **New Homes/Mobile homes**
 - **Hired professionals required**
 - **Electricians, plumbers, HVAC, engineers, legal**
 - **Material quality/grade**
 - **Suggest construction-grade products**
 - **Engineering requirements**



Criteria guidelines

Program requirements



Project Priority Guidelines

Volunteer skillsets



Construction Management

To create a successful operation, it is strongly advised to develop Construction Management concurrently with Case Management to avoid the dreaded bottleneck.





Building Codes

- **Codes are always changing – confirm with local building official which one they are working with.**
 - **International Residential Code (IRC)**
 - **Local code**
 - **Discrepancies between the two, use the highest standard**
 - **City and county codes can be different**
- **Create a relationship with the local inspection office**
- **Restrictions: what a volunteer can or can not do (electrical, plumbing, HVAC etc.)**



Permits and Inspections

- In all permit application processes, the property owner is named and must sign the permit application. Fees may be waived by BD.
- General Contractor applies for the permit
 - The contractor is responsible for construction activities.
- If the LTRG applies for permits
 - The LTRG becomes the contractor
 - Is liable for all the activities related to the project
- All permits and inspections should be copied and placed in client's file





Contract Labor

- Professionals hired to do a specific project scope of work/task
 - Always licensed [by the State, County or Municipality] with liability insurance
 - Electricians, plumbers, HVAC
 - Verify license and liability insurance
 - Document or copy
 - Insurance Certificate
 - Contract
 - Include specified material list
 - List to include warranties for large items, appliances and installation
 - Including start/completion dates and milestone inspections
 - Payment schedule
- Warranties – Typically 1 year for labor and materials, then material warranty takes over.
- Permits



Defining Safety Issues

Imminent Danger



Repair and Rebuilding Goal

Creating an Environment for People to Return Home



- Safe**
- Sanitary**
- Secure**
- Functional**





Existing, Pre-event or Deferred Maintenance

Reasons to address:

- **Zoning/Code Requirements**
 - **Must build back to code**
- **Safety Issues**
 - **Protect staff/volunteers**
 - **Protect client**
- **Return individual/household to a “Safe, Sanitary, Secure and Functional” environment**





The 50% Rule

The 50% Rule or Substantial Damage Rule

- States a structure must be brought into compliance if damaged, by any cause, when the repair costs are 50% or more of the structure's value
 - Electrical upgrade to code
 - Plumbing upgrade to code
 - HVAC upgrade to code
 - Current mitigation requirements



Flood Plains

Who Should Know the Rule

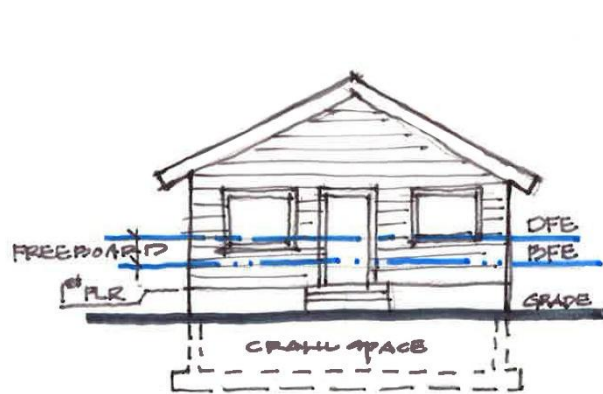
Long Term Recovery Group (LTRG)
Case Management
Construction Management



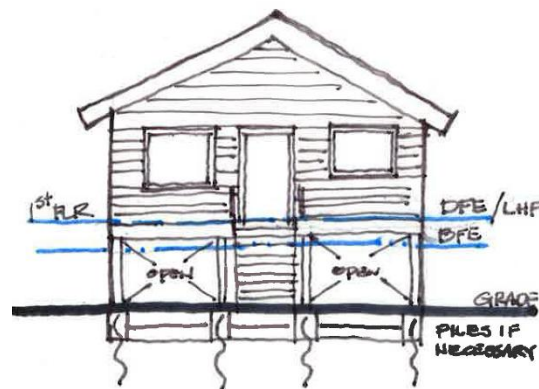


Elevation

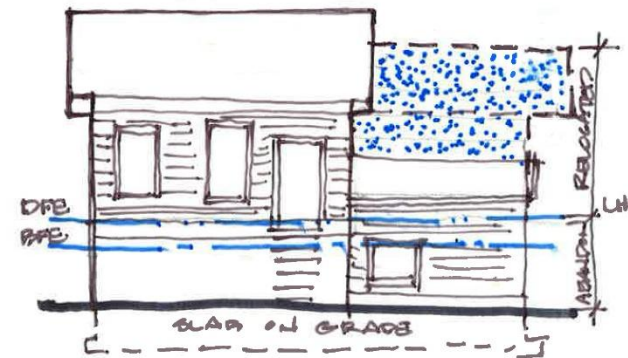
Elevation is defined as a “permanent” effort to reduce the risk to property and people while mitigating the effects of future flood damage to a property. There are many forms of elevation of a structure.



Existing



Elevate, add



Elevate, abandon,
relocate



Mitigation

Mitigation is defined as an ongoing effort to reduce a disaster's effect on people and property by taking action to reduce or eliminate long-term risk from hazards and their effects.

Examples of recommended mitigation practices are:

- Increased wind speeds in coastal zones
- Fire resistance in areas of fire danger
- Earthquake resistance in seismic zones
- Flood elevation of homes





Mitigation Practices

Caulking Windows



Maintain Gutters





Mitigation Practices

Elevating Equipment



Material Typology





Questions and Answers



Lunch

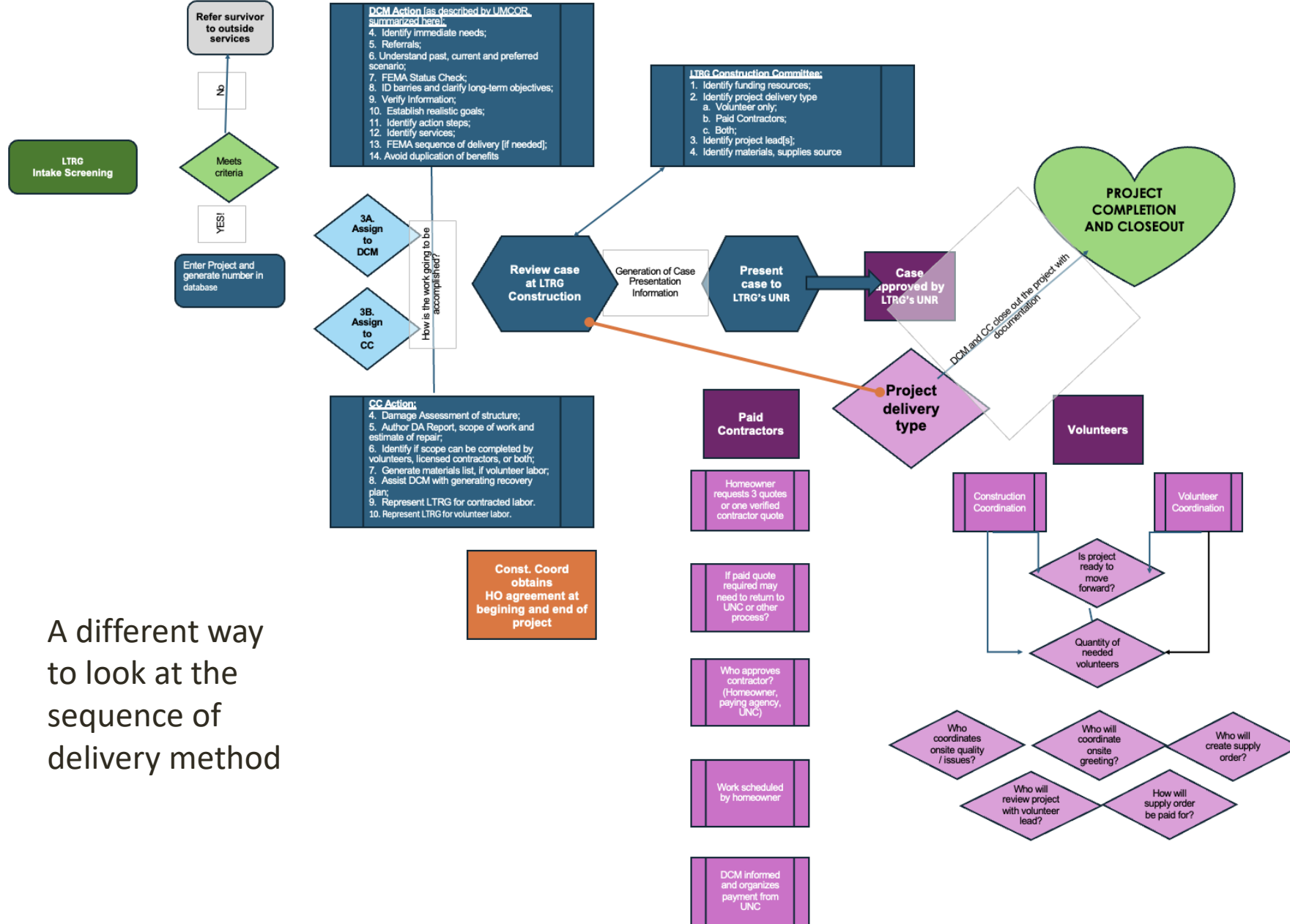
12:00pm – 1:30pm



Coordinating Construction

Safe, Sustainable Disaster Recovery

Part II



A different way to look at the sequence of delivery method



Types of Estimates

- **Funding Estimate**
 - Generalized material listing
 - Square foot pricing
- **Itemized Estimate**
 - Detailed material listing
 - Exact pricing
- **Contractors Estimate**
 - Valid for limited timeframe
 - Approximately 30 days
- **LTRG Estimate**
 - Valid for extended timeframe
 - 4-6 months or longer

QUANTITY		ITEM	UNIT PRICE	TOTAL COST	TOTAL	STYLE / COLOR	ITEM #
DRYWALL ECT.							
1	Texture	Acoustical / popcorn 200 sq.ft.	\$8.48	\$8.48		Lite	448956
INSULATIONS							
1	40. sq per	R-13 Insulation - 16" OC	\$7.60	\$7.60			375004
1	48.96 sq per	R-19 Insulation - 16" OC	\$19.10	\$19.10			372620
1	Staples	1/4" Standard 1000 per pack	\$2.34	\$2.34		Arrow	198807
NAILS							
2	5#	ad CC nails	\$3.27	\$6.54			944319
1	50#	16d CC nails	\$16.30	\$16.30			428264
1	1#	#6 finish nails	\$1.16	\$1.16			192686
1	1#	#4d galvanized nails	\$1.58	\$1.58		soffit nails	N/A
2	5#	#6d galvanized siding	\$6.92	\$13.84			926702
ANCHORS / CLIPS / TIES							
27	2x4	Joist hangers	\$0.29	\$7.83			462144
54	2x6	Joist hangers	\$0.42	\$22.98			462152

Location	Description	Unit Type	Unit(s)	Unit Cost	Total
Direct Damage by Event					
				\$0.00	\$0.00
					\$0.00
					\$0.00
					\$0.00
				Sub-total	\$0.00
Damage exacerbated by Event					
					\$0.00
					\$0.00
					\$0.00
				Sub-total	\$0.00
Mitigation needs					
					\$0.00
					\$0.00
				Sub-total	\$0.00
				Sub-total of Work	\$0.00
	General Conditions			20%	\$0.00
				Sub-total	\$0.00
	Overhead and profit			10%	\$0.00
					\$0.00
				ESTIMATE TOTAL:	\$0.00
With Volunteer Labor					
	Deduction if volunteer labor is used for a portion of the work. Note:			50%	\$0.00
				Sub-total of Work	\$0.00



Construction Estimate Packet

- Packet contains:
 - Assessment Worksheet
 - Itemized Estimate
 - Statement of Understanding



ASSESSMENT WORKSHEET



ESTIMATOR : Dale & Jean Peercy

DISASTER: June '06 flooding

DATE: 8/30/2006

CASE # 100069

NAME:

STREET ADDRESS: 8443 Murrary Rd

PRESENTLY AT: 4785 E. 84th

PHONE#: 555-255-8100

Alt: 555-341-7462

NEEDS: The family is unable to stay in this home and it also needs to be elevated, but before it is they need to have the drywall hung. The family has worked very hard on the home so far and seems they will be able to continue working on the home and assistance from volunteers always a great blessing to the family. After the drywall is hung the family will need to complete the elevation process before any further work should be done. The movement of the home could crack any finishing that would be started. They understand the elevation/plumbing/electrical process. After the elevation has passed inspection then the drywall can be finished, painted, doors, trims and cabinets installed and finish with floor coverings.
The exterior walls need to be insulated before the drywall is hung. In very few places in the house are the walls removed up to the ceiling. The insulation can be pushed up behind the remaining drywall. It can be a slow process, but the insulation can really assist the family.
The hall bath has not been completely removed and this needs to be completed before the bath room is repaired. The kitchen has been torn out and will need to be "neatened up" before kitchen repair can be completed.

MATERIALS (ESTIMATE ONLY)

See attached.

VOLUNTEERS NEEDED:

At this time:

1-2 Skilled drywall hangers per rm

2 helpers per rm

3-4 general help (insulation)

2-4 general help (tearout)

FINANCIAL HELP NEEDED? Yes

ESTIMATED TIME: 2-3 days

QUANTITY		ITEM	UNIT PRICE	TOTAL COST	TOTAL	STYLE / COLOR	ITEM #
DRYWALL ECT.							
1	Texture	Acoustical / popcorn 200 sq.ft.	\$8.48	\$8.48		Litex	446956
INSULATIONS							
1	40. sf.per	R-13 Insulation - 16" OC	\$7.60	\$7.60			375004
1	48.96 sf.per	R-19 Insulation - 16" OC	\$19.10	\$19.10			372620
1	Staples	1/4" Standard 1000 per pack	\$2.34	\$2.34		Arrow	198807
NAILS							
2	5#	8d CC nails	\$3.27	\$6.54			944319
1	50#	16d CC nails	\$16.30	\$16.30			428264



Insert a line item into the estimate for debris removal

ANCHORS / CLIPS / TIES							
1	unit	Debris Removal		\$350.00	\$350.00	Per Load	
E116							

SUB-TOTAL	\$2,127.91
TAX	\$127.67
Margin (15%)	\$319.19
GRAND TOTAL	\$2,574.77

ESTIMATE FOR:
 Tweetie Bird
 5555 Bird Seed Drive
 Feathers, Texas 77465

LUTHERAN DISASTER RESPONSE
 DAFFY DUCK
 CONSTRUCTION COORDINATOR
 3/3/04 Revised 6/7/04

Approved by: Agency: _____

Signature: _____ Date: _____



Statement of Understanding

- Important agreement
 - Between homeowner and LTRG
- Some volunteer groups may have their own
- Leave signed copy with homeowner
 - During project and completion

Statement of Understanding with Homeowner

I, _____, am the owner of the property at _____. I give permission to volunteers of Long Term Recovery Group to work on my property for the purpose of restoring my home and recovering from the damage caused by _____ in my neighborhood. I understand Long Term Recovery Group has no insurance coverage for protection against legal claims or liability damage suits that might arise in or from their volunteer work on my home and property. Therefore, in consideration of the voluntary services rendered, or to be rendered to me or on my premises by members of the above organization, I hereby waive any and all claims or demands that may arise or accrue to me, growing out of any action or omission by said organization or any of its members or helpers in rendering such voluntary service and specifically covenant not to sue it or them for any of said acts or omissions.

Homeowners Responsibilities:

Scope of Work: (Use additional forms if needed)

I understand that any changes to the above listed repairs must be discussed and approved by the funding agents and the construction manager and only those repairs listed will be completed.

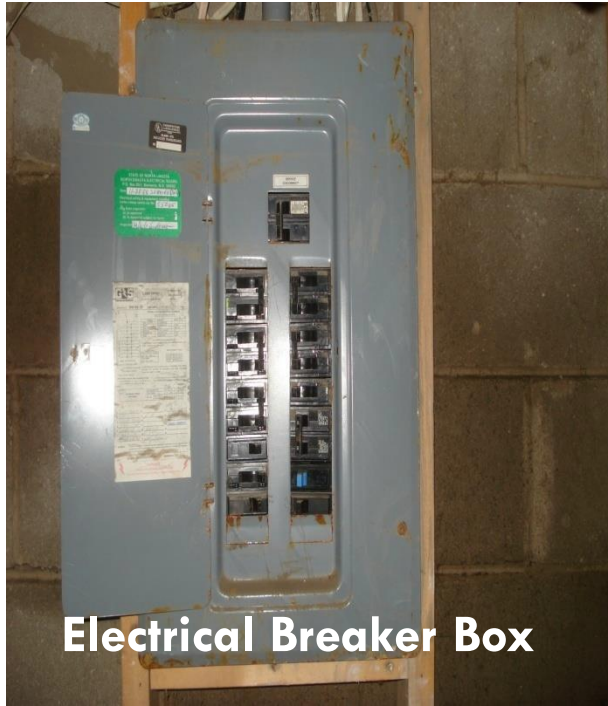
Homeowner's Signature: _____ Date _____

The above list of repairs has been completed to the best ability of the volunteers and to my satisfaction.

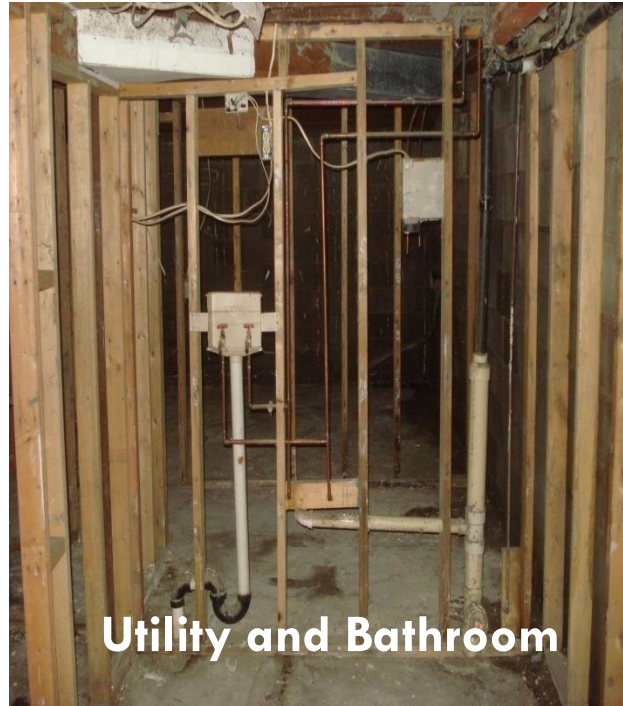
Homeowner's
Signature: _____
Witness: _____

Taking Pictures of the Home





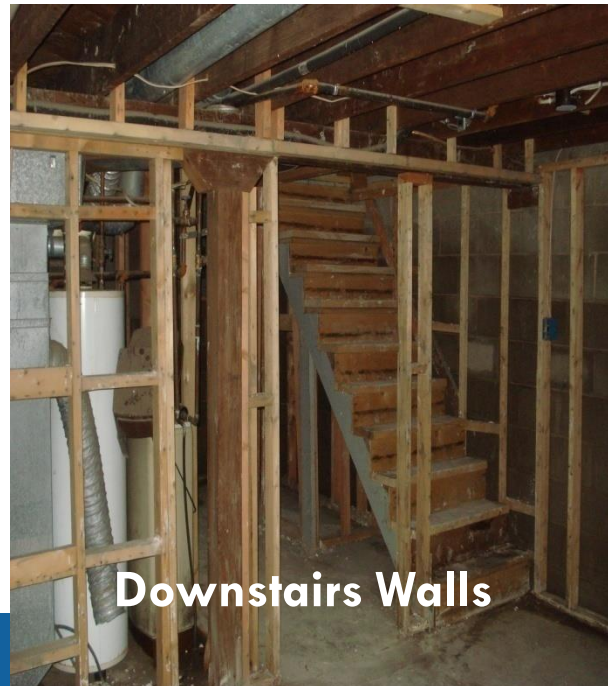
Electrical Breaker Box



Utility and Bathroom



HVAC Source



Downstairs Walls



Kitchen

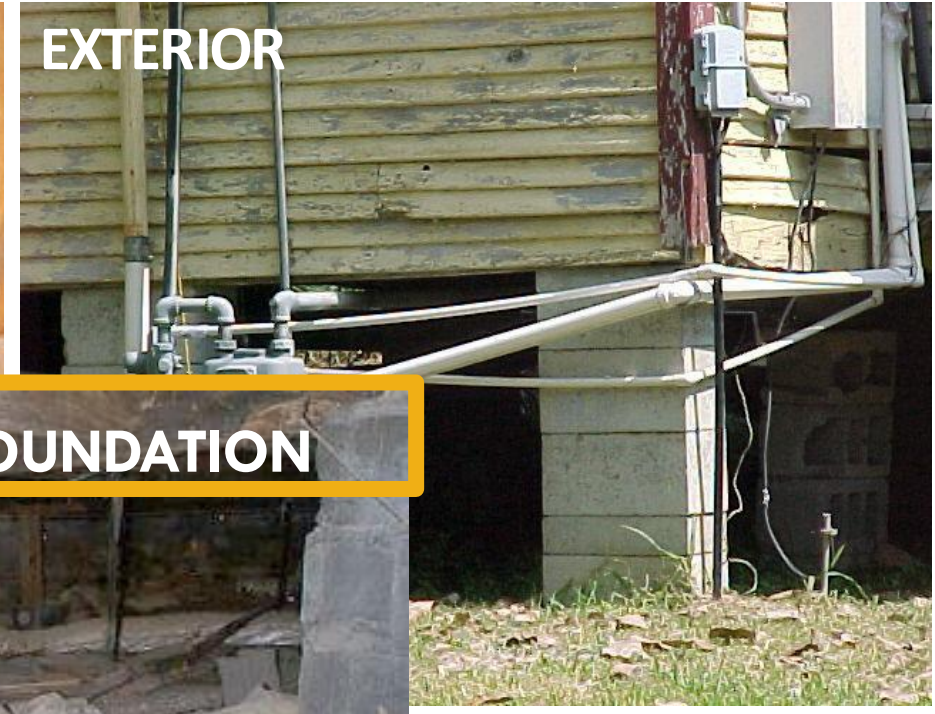


Living Room

HVAC



EXTERIOR



FOUNDATION



ELECTRICAL



PLUMBING





Environmental and Health Hazards

- **Contaminants in a damaged home, may include some or all of these:**
 - Sewage
 - Mold
 - Gases or vapors
 - Carbon monoxide
 - Sewer gas
 - **Bacteria or viruses—known and unknown types**
 - **Hazardous Materials**
 - Lead
 - Asbestos
- **Recommend using licensed certified specialist when handling hazardous material**



Safety or Risk Management

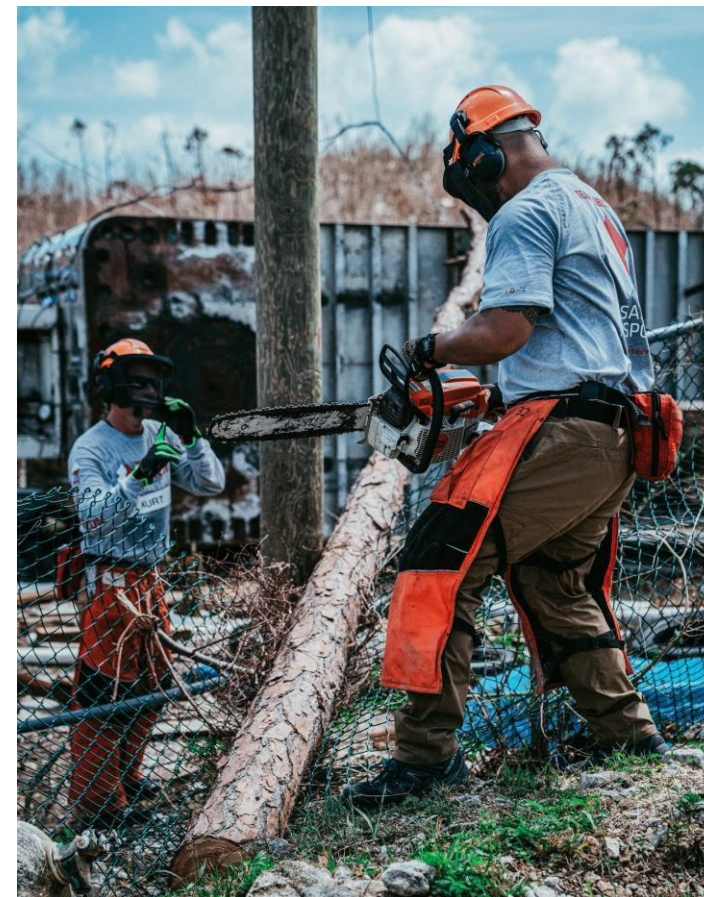
- Safety policies must be developed before volunteers begin
- Protection for all associated with the project
- Orient/train youth and adults before going out





Common Safety Practices

- Personal safety equipment
- Age limits
 - Working with power tools
 - Working at heights
- Policies on “in the event of”
 - First Aid kits
 - Hospital/urgent care location
 - Emergency contact information





Keeping Yourself Protected





Stay Safe With Common Sense





NOT !!!!





Volunteer Age Limits

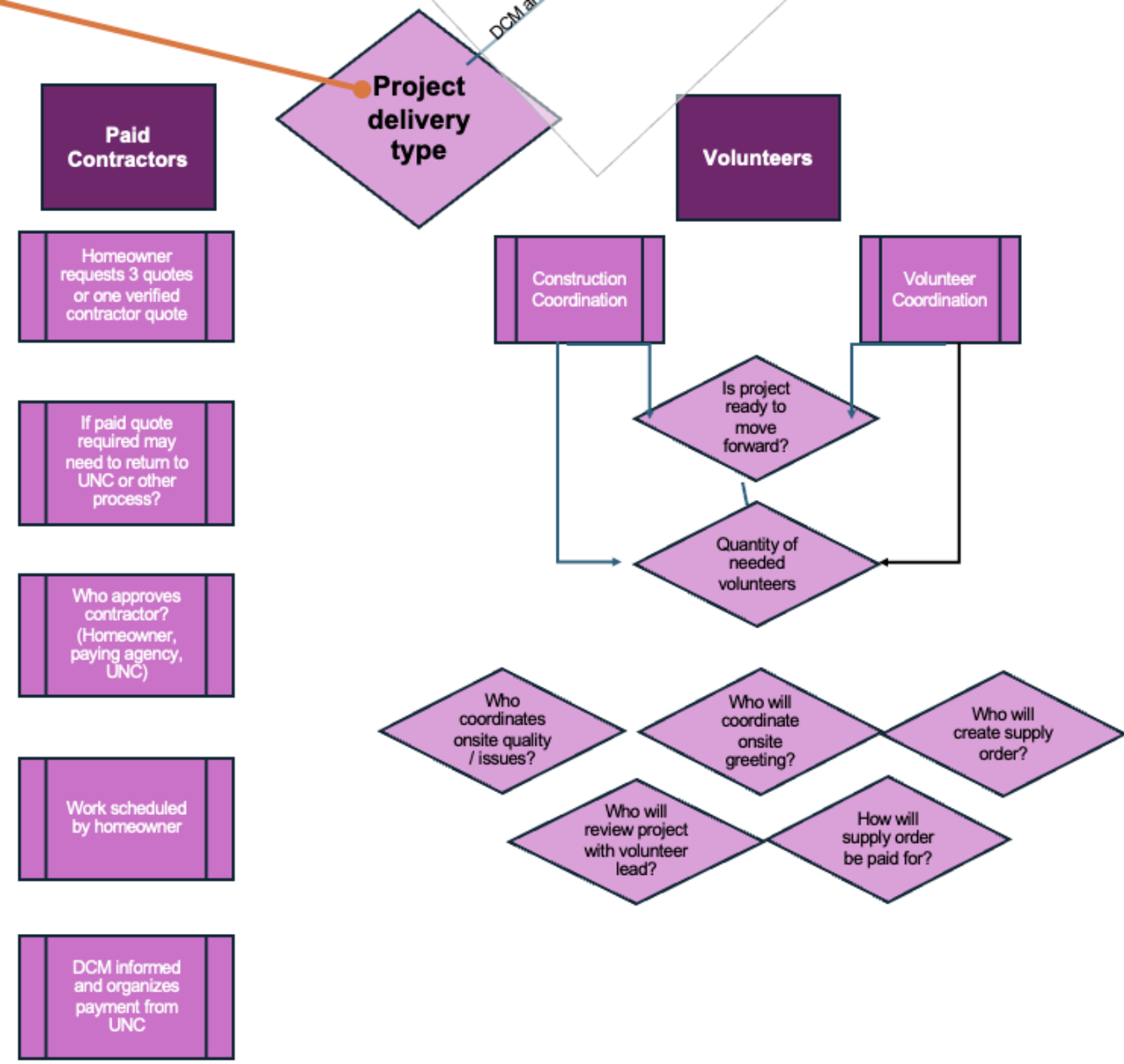
How to determine volunteer age policy

- **Federal, state and/or local labor laws**
 - **May restrict what volunteers under the age of 18 can do such as using power and pneumatic tools, and working at heights**
- **Youth volunteers need adequate skilled supervision**
- **LTRG's capacity to provide supervision**
 - **Ensures volunteer safety**
 - **Quality workmanship and training**
 - **Verify insurance policy coverage**



Liabilities and Insurance

- **Every volunteer and client should sign an appropriate Release of Liability form prior to starting work**
- **Liability Insurance** policy should be obtained and/or verified prior to volunteers working on a project. Providers could be:
 - Long Term Recovery Group (LTRG)
 - Organization or Agency
 - Some already carry insurance as part of their commitment
 - Individual volunteers supply their own coverage
 - Volunteer groups
 - May be a temporary policy as part of their “mission trip” planning
 - Spontaneous volunteers should be affiliated with a group that carries coverage, when they do not carry their own



Job Site Supervision



- Case managed projects
- Meaningful work
- Be prepared
 - Projects identified
 - Materials, tools and equipment
- Project Supervisor
 - Decision maker
 - Knowledgeable in construction
- On site quickly





Job Site Supervision

For Skilled Volunteers

- Especially those volunteers from out of state
 - State and Local Codes
 - Safety compliance
- Materials
 - How and where
 - To get building materials
 - To purchase/delivery materials
- Quality workmanship



Job Site Supervision

Without Supervision



Can cause unnecessary complications

- Poor workmanship
- Waisted time and material
- Misunderstanding scope of work
- Unsuccessful volunteer experience
- Lose credibility
- Accidents





Job Site Supervisor

On site training

- **Volunteers come:**
 - **Skilled**
 - **Semi-skilled**
 - **Unskilled**
- **On-site training may be necessary at times**





Project Boards

- Project tracking
 - Project status
 - On hold
 - In progress
 - Project priority
- Funding source
- Assign Projects
 - Group information
- Project timeline
- Houses completed

Project Queue											
Project	Address	Owner	Funds	Dept	Col	PM		Oct	Nov	Dec	Jan
4423	D'Armeau St	Pete	CHO	000	EV						
4121	Jumonville	Johnson	CHO	000	JV						
018	Pine	Tyler	CHO	000	SJ				Swath		Swath
1191	Coffin	SBP	CHO	000	AC				Swath		
1805	Lamariche	SBP	CHO	000	AC				Swath		
1805	Sherway Dr	Luxen	CHO	000	TV	K.G.			Swath		Swath
1701	Deshaux	Swath	CHO	000	SJ	K.G.			Swath		Swath
607	FRANCO	Pivops	NPS	000	EV						
642627	GAULIER	Carzoff	NPS	000	SV						
3121	Whitmore	Pierre	CHO	000	EV	TZ					
11433	Curran Blvd		CHO	000	EV						

MMFs		WORK ITEMS						MMFs	
Input Queue (10)	In Progress (3)	Analysis	Dev	Deployment	Validation	Done			
Chicago Apps	NFC Challenge	in progress (3)	work (3)	local done	done				
Claim your Business	Tupa Skits								
Medium Bugs	Round Table Improvements								
to do	Steering Group Setup								
done	Senior Hire								

Project Allocation and Cost Report

Per Individual / Family



DATE	VENDOR	CLIENT	LTRG	LDR	Sal. Army \$2850.00	
1/31/2005	Permit cost		\$81.00			
2/1/2005	Lowe's		\$200.23			
2/1/2005	Joe's Plumbing		\$728.23			
2/2/2005	Home Depot			\$28.97		
2/4/2005	Home Depot			\$35.46		
2/5/2005	Clean Glass		\$16.95			
2/7/2005	Lowe's		\$500.12			
2/10/2005	Quick Carpet Installer		\$1,200.58			
Totals		\$0.00	\$2,727.11	\$64.43	\$0.00	Project Total \$2,791.54



Project Volunteer and Cost Tracking

Client ID	Estimated Cost	Allocated per Funder	Actual Cost per funder	Vol Hours by Org	Total Cost
CC1425-Gar	\$10,032.09	\$5,000.00 LTRG \$5,032.00 HO	\$4,893.21 LTRG \$5,032.00 HO	1251 UMCOR 214 LDR	\$9,925.21
1439-100062	\$2,512.13	\$2,512.13 LTRG	\$1,981.87 LTRG \$498.65 WH	914 WR	\$2,480.52
104002	\$28,946.75	\$5,000.00 LTRG \$10,000.00 Govt Prog. \$10,000.00 Sr. Prog. \$3,946.75 Unmet Need	\$3,945.87 LTRG \$1,054.13 WH \$9,987.23 Govt Prog \$8,798.23 SR. PR \$2,423.19 Unmet Need	200 LDR 1500 PDA 300 UMCOR	\$26,208.65
TC-306	\$1,425.13	\$1425.13 LTRG	\$1319.78 LTRG \$498.18 WH	314 LDR	\$1,817.96



Questions and Answers



Disaster Case Management

Supporting and Empowering Survivors to Access Recovery Resources



Defining Disaster Case Management

DISASTER CASE MANAGEMENT is

- A **time-limited** process
- By which a skilled helper (Disaster Case Manager or DCMgr)
- **Partners** with a disaster-affected individual or family (Client)
- To plan for and achieve **realistic goals**
- **For recovery** following a disaster.

Principles of DCM



All people have inherent worth, dignity, and autonomy

- Respect
- Self-determination
- Right to privacy
- Inclusive

Empowerment

Continuity

Confidentiality

Basic Needs

Mutual Accountability



DCM vs “Blue Sky” Casework

Disaster Case Management

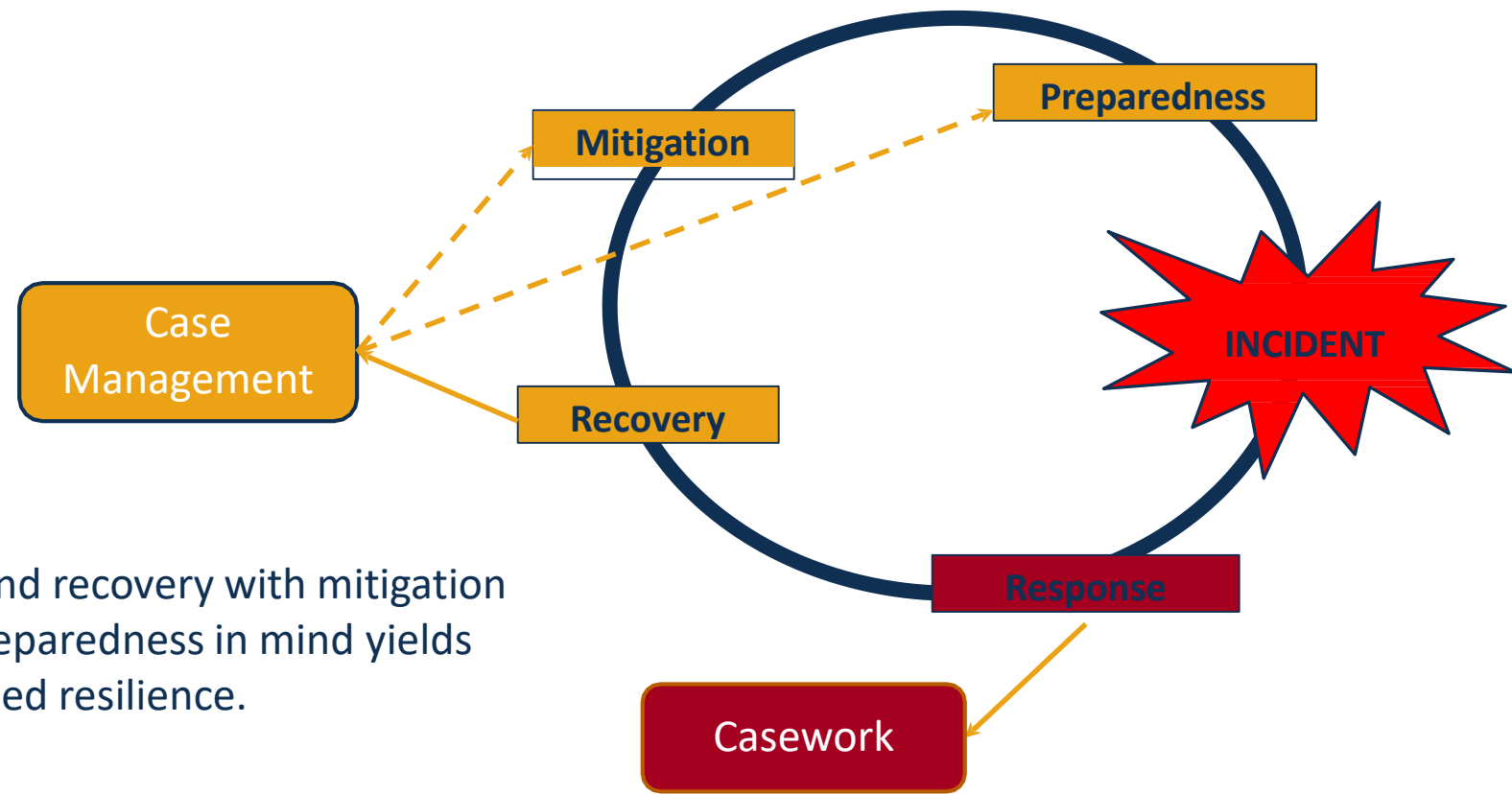
- Starts with an event
 - A disaster disrupted stability
- Addresses disaster-related needs
- Ends when recovery goals are met
- Guided by sequence of assistance
 - Disaster-specific programs and existing community resources

“Blue Sky” Casework

- Rooted in ongoing life circumstances
- Focuses on chronic or systemic needs
- Long-term or open-ended timeline
- Serviced by local agencies, using existing systems
 - Works with social service networks



Disaster Casework (DCW) vs DCM

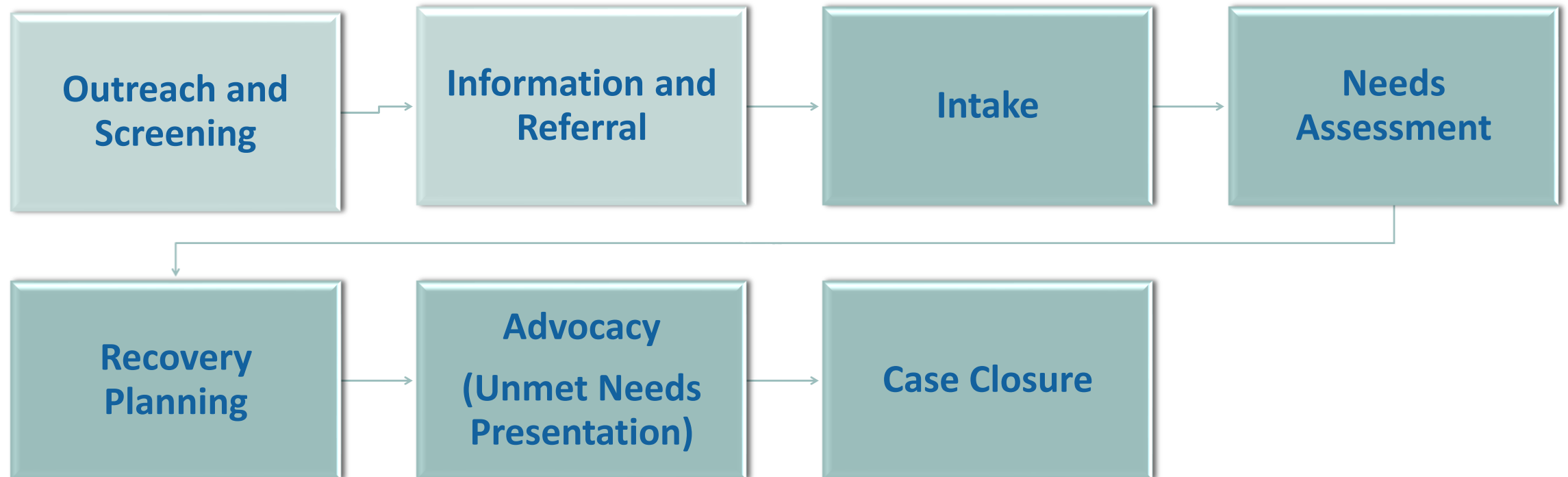


DCM and recovery with mitigation and preparedness in mind yields increased resilience.

FEMA Course IS288

“Role of Voluntary Agencies in Emergency Management”

Process of Disaster Case Management





DCM Models | LTRG Funded

- **Can be implemented regardless of a declaration**
- **Funded through donations and fundraising**
- **Service area defined by the LTRG**
- **Duration depends on available funding/volunteers**
- **Follows LTRG bylaws and structure**
- **Can be implemented quickly**
- **Relationship-based and flexible**



DCM Models | Independently Funded

- Activated in declared or undeclared disasters
- Typically grant-funded, supported by agency resources
- Agency determined service area
- Duration flexible or dependent on available funding
- Aligned with agency mission and priorities
- Program structure varies by agency
- Brings experience and scalability
- Usually in partnership with a Long-Term Recovery Group



DCM Models | Government Funded

- **Activated in declared disasters**
- **Funded by federal/state sources**
- **Defined service area**
- **Duration typically up to 2 years (possible extensions)**
- **Must follow federal/state requirements**



Disaster Types Impact DCM Models



Small Events (Home Fires)



Low-Attention Events (Localized Flooding)



Large-Scale, Declared Events (Hurricane)

The Disaster Case Management “Team”



- **Disaster Case Manager**
- **Disaster Case Management Supervisor**
 - Provides guidance and oversight to Disaster Case Managers
 - Supports case review and ensures quality and consistency
 - Assists with complex or high-barrier cases
 - Reinforces policies, documentation standards, and ethical practice
 - Serves as a bridge between DCMgrs and LTRG committees
- **LTRG Disaster Case Management Committee**



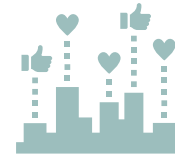
LTRG DCM Committee



Coordinates efforts
across agencies



Defines service
criteria and
recovery priorities



Shares resources
across DCM teams



Provides training
and support



Offers peer review
and mentorship



Communicates
needs and patterns
to LTRG

Typical membership:

- **LTRG liaison or chair connection**
- **DCM Supervisors**
- **Subject matter experts (housing, benefit, etc.)**
- **VOAD/COAD partners**



DCM Relationship to the LTRG



- DCMs help LTRGs understand client trends and needs
- LTRGs help DCM understand what resources are available and what those providers need to assist clients
- DCM both supports and is supported by all LTRG functions

Activity



Scan the QR Code or go to
[menti.com | 6430 1003](https://www.menti.com/join/64301003)





Questions and Answers



Networking Break

3:00pm – 3:30pm



Unmet Needs & Case Study

How Verified Needs Move from Assessment to Coordinated Support



What is an Unmet Need?

Unmet Needs are:

- **Disaster-related needs that remain after all available resources are explored (ex: FEMA, SBA, insurance, or existing resources)**
- **Verified and documented gaps in recovery**

Unmet Needs are NOT:

- **Needs not related to the disaster or recovery**
- **Needs already covered by another source (duplication of benefits)**
- **Wants vs necessary recovery needs**
- **Incomplete or unverified needs**



Unmet Needs Committee

A decision-making body that:

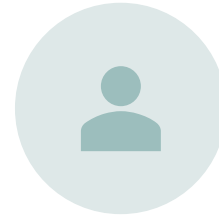
- Reviews cases
- Prioritizes funding
- Allocates resources collaboratively
- Ensures equitable distribution of resources



How the Unmet Needs Table Works



**MEETING(S)
SCHEDULED**



**DCMS PRESENT
VETTED CASES**



**RESOURCE
PROVIDERS
SEEK CLARITY**



**FUNDING
COMMITMENT
S ARE MADE**



**CASE TRACKED
TO
COMPLETION**



Who's at the Unmet Needs Table?

- **Unmet Needs Committee Chair/Facilitator**
- **DCMs**
- **Funders/Resource Providers**
 - **Example: Red Cross, Salvation Army, Catholic Charities**



Funds Managed by the LTRG

What can
funds be used
for?

Who can
authorize the
resources?

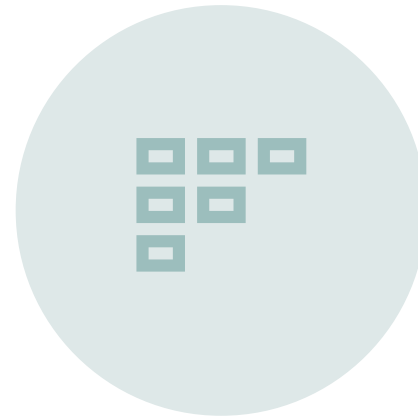
What are the
legal
requirements?



Knowing Your Funders



FUNDER EXPECTATIONS



FUNDER PRIORITIES



FUNDER REQUIREMENTS

Guiding Principles for Decision-Making



- Focus on disaster-related recovery needs
- Avoid duplication of benefits
- Prioritize safety, habitability, and basic needs
- Promote equitable outcomes
- Respect funder intent and restriction



How a Case Moves to Unmet Needs



**SURVIVOR
WORKS WITH
DCM**



**NEEDS ARE
IDENTIFIED
AND VERIFIED**



**ALL OTHER
RESOURCES
ARE EXPLORED**



**GAP IS CLEARLY
DEFINED**



**CASE IS
PREPARED AND
PRESENTED**



Case Presentation Components

- **Eligibility & Prioritization Factors**
 - Income, vulnerability, barriers to recovery
- **Documentation & Verification**
 - Confirmed damage, estimates, supporting documents
- **Household Disaster Impact**
- **Assistance Received & Remaining Resources**
 - Insurance, FEMA, other support
- **Unmet Need (Verified Gap)**
- **Funding Request & Intended Outcome**
 - What is being requested and how it moves recovery forward

Confidentiality at Unmet Needs Tables



- Share only what is necessary for decision-making
- Do not use names or identifying details
- Do not discuss cases outside of the meeting
- Follow signed confidentiality agreements
- Protect all documents and case information
- Participation is limited to those with resources and the authority to commit them



Case File Example

Lutheran Services of the Carolinas DCM Recovery Plan



Survivor ID: _____

Survivor Name: _____

Case Manager: _____

Section 1 –Housing Information

Temporary Housing

1) Was the pre-disaster address the survivor's primary residence at the time of the disaster? Yes / No

2) Is the survivor currently displaced from the pre-disaster residence? Yes / No

If yes: Has the survivor identified temporary housing? Yes / No

If no: Is pre-disaster residence safe? Yes / No

Homeowner Housing

3) Whose name is on the deed? First: _____ Last: _____

4) Is the survivor paying the mortgage and for temporary housing? Yes / No

5) Is this an heir property? Yes / No

Please explain _____

6) Are there other individuals who have a financial interest in the residence (ex, inherited property)? Yes / No

If yes: Does, the survivor have permission to make repairs to the residence? Yes / No

If no: Can the survivor obtain permission to make repairs? Yes / No

7) Is there a mortgage on the property? Yes / No

If yes: Is the survivor behind on any mortgage payments? Yes / No

If yes: How much does the survivor owe? _____

Is the property in foreclosure? Yes / No

8) Does the survivor own the land on which the residence is located? Yes / No

If no: Does, the survivor have permission to make repairs on the property? Yes / No

9) Are the property taxes current? Yes / No

If no: How much is owed in property tax? _____

Is the property in tax foreclosure? Yes / No

Is the survivor signed up for a payment plan? Yes / No



10) What is the survivor's permanent housing goal?

- Remain in pre-disaster residence as HOMEOWNER after repairs are made
- Remain in pre-disaster SUBSIDIZED HOUSING after repairs are made
- Purchase a NEW MOBILE HOME / TRAILER / CAMPER / RV on pre-disaster lot
- Relocate to a NEW PRIVATELY OWNED home / mobile home / trailer
- Relocate to NEW SUBSIDIZED HOUSING
- Relocate to NEW APARTMENT
- Relocate to LIVE WITH FAMILY / FRIENDS
- Other Explain:

Renter Housing

11) Landlord Information

Landlord / Rental Company Name: Phone Number:
Street Address: City: State:
County: Zip: Email:

12) Is the survivor behind on paying rent? Yes / No

If yes: What amount is currently due?

Is the survivor facing eviction? Yes / No

If yes: What is the survivor's plan?

13) Will the survivor continue to rent at the current location? Yes / No

If yes: Is the landlord making repairs? Yes / No

If no: Did the survivor request the return of the security deposit? Yes / No

If yes: How much was returned?

14) What is the survivor's permanent housing goal?

- Remain in pre-disaster residence as a RENTER after repairs are made
- Remain in pre-disaster SUBSIDIZED HOUSING after repairs are made
- Purchase a MOBILE HOME / TRAILER
- Relocate to a NEW PRIVATELY OWNED home / mobile home / trailer
- Relocate to NEW SUBSIDIZED HOUSING
- Relocate to NEW APARTMENT
- Relocate to LIVE WITH FAMILY / FRIENDS
- Other:



Section 2 – Damage Assessment

15) Has a damage assessment of the residence been completed? Yes / No

If yes: Date of Assessment: _____

Who completed the assessment? _____

- FEMA
- Insurance Adjuster
- Private Contractor
- Other _____

If no: Is an assessment scheduled Yes / No

If yes: Who will be completing the assessment? _____

- FEMA
- Insurance Adjuster
- Private Contractor
- Other: _____

Section 3 – Survivor Narrative

1) PRE-DISASTER SCENARIO: What was the survivor's life like before the disaster? What happened immediately before, during, and after the disaster (regarding housing)?

2) CURRENT SCENARIO: What has been the impact to the survivor? What has the survivor achieved so far? What are the survivor's primary concerns? Is the survivor living in permanent housing? If not, what is preventing permanent housing?



3) PREFERRED SCENARIO: What are the survivor's expectations for recovery? What does the survivor expect from the Disaster Case Management Program?

Empty text box for response to question 3.

Section 3 – Family Information

4) Did any family members pass away or were any injured? Yes / No Please describe:

Empty text box for response to question 4.

5) Do any family members have special needs? Yes / No

Select: Maintaining independence Communication Transportation Supervision Medical care

Empty text box for response to question 5.

Section 4 – Survivor Recovery Plan

Survivor Name: _____

Survivor ID: _____

Disaster Case Manager: _____



Recovery Goals	Responsible Person	Target Date	Date Met	Outcome	Signature



Section 6 – Survivor Storm Story & Intake Notes
FEMA VERIFIED ON FEMA DATABASE

FEMA \$ Amount:

Description (Home Repair, Rental Assistance, etc.):

Insurance Flood? Yes / No

Insurance HOI? Yes / No

Verified By (Initials):

Date Verified:

Survivor Storm Story (summary):

Intake Service Notes (intake notes, dates called, referrals made, etc.):



Section 7 – Case Management Eligibility

PRIORITY

- Emergency
- Urgent
- Assigned for short-term case management
- Assigned for long-term case management
- Information & Referral Only
- Not urgent needs but case management needed

ELIGIBILITY FOR CASE MANAGEMENT

- INELIGIBLE: Applicant does not meet all criteria
Initial: _____ Case Closed – Letter Sent
- ELIGIBLE: Applicant meets all criteria – Case is OPEN
Initial: _____ Files updated on tracking board
Case Worker Assigned: _____
- ELIGIBLE: Case is TRANSFERRED
Initial: _____ Survivor transferred to: _____

Section 8 – Services & Referral Tracking

Refer to intake form and document all services, programs, and agency referrals.

Service/Program/Referral: _____

Survivor Accessed: Yes / No / Pending

Date(s) of Access: _____

Survivor Deemed Eligible: Yes / No

Notes:

Enter information from Recovery Round Table (RRT) below:

Date Presented to RRT: _____

Assistance Type: _____

Agency Referred: _____

Date of Need Completed: _____



Section 9 – Verification Checklist

Please provide as much verification/documentation as possible at the time of application.

- Identification (driver's license, SSN, passport, etc.)
- Proof of current assets/resources (bank statements, savings, etc.)
- Proof of current residence (lease, title, mortgage, utility bill)
- Proof of residence in disaster-affected area
- Verification of household income (pay stubs, unemployment, disability)
- Retirement account statement (if applicable)
- Social Security Letter (if applicable)
- Verification of disaster-related job loss (termination letter)
- Verification of FEMA application (FEMA letter)
- Verification of income pre-disaster
- Verification of needs (bills, damage assessments, repair estimates)
- Current property card
- Insurance award/rejection letter
- Contractor repair estimates
- Home inspection/state report
- Mortgage statement/title/deed
- Utility/building permits/certificates
- Photos of damages
- Applicant unable to provide the following verification because: _____



Disclosure Statement

I/We certify that the above information is true and correct to the best of my/our knowledge. I/We realize that failure to provide all information requested could result in my/our application being invalid. I/We authorize you to check any references necessary to complete the processing of this application for the purpose of receiving case management for disaster recovery. I/We also understand that any information received will be kept confidential and will be used strictly for determining my/our eligibility for available resources via Lutheran Services Carolinas and collaborating resources.

Head of Household:

(Signature) Date: _____

Spouse/Partner:

(Signature) Date: _____

Case Manager Signature:

(Signature) Date: _____



Documentation & Verification

- ✓ Releases obtained
- ✓ Client ID verified
- ✓ Financial need verified
- ✓ Pre-disaster residence verified

Supporting documentation available such as contractor estimates



Activity

Case Presentations to Funders



Questions and Answers