



THE LANCASTER COUNTY VOAD

presents



Lancaster County VOAD

Prepared & Trained Citizens
Loss Prevention & Mitigation
Disaster Recovery Assistance

What is a VOAD?

- ***V**oluntary
- ***O**rganizations
- ***A**ctive in
- ***D**isaster

Disasters and Their Impact



WHO ARE WE?

*The VOAD is a coalition of organizations that work together in **long-term disaster response**. They come together before, during, and after disasters to conduct training, coordinate resources, volunteers, and activities throughout disaster recovery.

WHO ARE WE?

The Lancaster County VOAD is the only local VOAD which is formally organized as an incorporated 501(c)3 (non-profit organization) in the Commonwealth of Pennsylvania.

WHO ARE WE?

Many organizations and individuals who want to help after a disaster. It is important for these organizations to work **TOGETHER** to best serve the needs of the **SURVIVORS**

Volunteer Organizations

- * *Faith-based
Disaster Response Groups*
- * *Social Service Agencies*
- * *School/College Clubs*
- * *Individuals*

Major VOAD Affiliates

*Love From
Lancaster County*



NATIONAL
VOLUNTARY ORGANIZATIONS
ACTIVE IN DISASTER



PAUL DAVIS
Restoration & Remodeling



The School District of Lancaster



TOGETHER WE CAN



Lutheran
Disaster
Response



Habitat
for Humanity®



BRETHREN
Disaster Ministries



**American
Red Cross**



Millersville University
SEIZE THE OPPORTUNITY



Volunteers at Work



HOW DOES THE VOAD WORK?

The Lancaster County VOAD is partnered with the Lancaster County Emergency Management Agency as the lead organization for Long Term Disaster Recovery and disaster preparedness education in Lancaster County.

HOW DOES THE VOAD WORK?

- *The VOAD is in close contact with local, state, and federal emergency management agencies through Voluntary Agency Liaisons who keep the VOAD informed about resources available.

Purpose

To validate a disaster
survivor's unmet
needs.

Purpose

Make contact with survivors
and gather information
regarding their unmet needs in
face-to-face meetings
(casework).

Purpose

Establish the extent of assistance that the survivor has received and personal resources the survivor has available.

Need for VOAD Assistance

Survivor may not be eligible for FEMA benefits based on a specific disaster declaration.

Need for VOAD Assistance

Insurance coverage may be non-existent or the damage or loss is not eligible for assistance or the survivor's loss exceeds the limits of coverage.

Need for VOAD Assistance

Low income/aging survivors are often unable to recover from loss due to their limited resources.

Need for VOAD Assistance

In most cases, Federal Emergency Management Agency (FEMA) assistance and private insurance benefits are not sufficient to address the survivor's disaster-caused needs (thus “unmet needs”).

Process

Develop, with the survivor, a Recovery Plan and strategies for achieving the plan.

Process

Case Managers maintain contact with the survivor to verify existence of continuing unmet needs.

Process

If survivor has “muck-out/clean-out”, restoration, or rebuilding needs, a conference is held with a construction coordinator/estimator to set up a home visit.

Process

Construction coordinator/estimator visits the survivor in their home, then prepares a written estimate to return the survivor's home to a **safe, secure and sanitary** condition then discusses the plan with the case manager.

Process

- * The case is reviewed with the Case Management Committee.
- * The recommendations are then presented to the Unmet Needs Committee.

Process

Case Management Committee shares needs/concerns with the Unmet Needs Committee where partner affiliates are assigned the responsibility of providing volunteer assistance in meeting those needs.

Process

A case is closed when the survivor's needs have been met to the best of the VOAD's ability.

Case management/Survivor Relationships

Case managers may also recommend emotional or spiritual support for the survivor.

Case management/Survivor Relationships

The case manager helps the survivor to:

1. accept the reality of what has happened.
2. experience the pain of the loss.

Case management/Survivor Relationships

3. adjust to a new situation
4. withdraw emotional energy from the past and invest it in the future.

Individual Assistance Sequence of Delivery

Step 1: Voluntary Agencies

- Volunteers: rebuilding, minor repair
- Donations—food and small items

Step 2: Insurance

- Make insurance claim AS SOON AS POSSIBLE
- FEMA cannot duplicate benefits so insurance claims must be settled and shown to be insufficient before FEMA will disburse funds

Step 3: Federal Resources

- FEMA—Individuals and Household Program
- SBA—low-interest Disaster Loan Program

Step 4: UNMET NEEDS ARISE

- If none of these resources are able to meet a survivor's needs to bring them to safe, sanitary and secure conditions then the Unmet Needs unit attempts to address issues with federal resource programs and/or identify an appropriate assisting agency.

Individual Assistance Sequence of Delivery

Step One:

Voluntary Agencies provide emergency food, shelter, clothing and medical needs.

Immediate/urgent needs identified and addressed.

Individual Assistance Sequence of Delivery

Step Two:

Homeowners file insurance claim as soon as possible.

FEMA cannot duplicate insurance benefits so all claims must be settled and shown to be insufficient.

Homeowners may then be referred to any of the following programs:

- FEMA Housing Assistance

- SBA Loan

- FEMA/State ONA (Other Needs Assistance)

Individual Assistance Sequence of Delivery

Step Three:

Homeowners may be eligible for one of more of the following:

- Temporary housing (lodging expenses, rent assistance, mobile home/trailer)
- Repairs up to the IHP (roughly \$29,000)
- Replacement costs up to IHP
- Permanent Housing Construction

or

SBA Loans may be available:

\$200,000 for real estate

\$40,000 for personal property

Individual Assistance Sequence of Delivery

Step Four:

Unmet needs arise and are referred to the VOAD to investigate if other Federal or State programs are unavailable.

When homeowners have received the maximum amount of support allowed through governmental programs and still have needs they are referred to voluntary organizations (VOAD) for assistance.

Lancaster County VOAD Statistics for Tropical Storm Lee

- * *FEMA registrants contacted - 3,168*
- * *Cases assigned to Case Managers - 341*
- * *Number of unmet physical needs - 62*
- * *Number of unmet spiritual/emotional needs - 4*
- * *Number of survivors assisted with home repairs - 49*
- * *Number of survivors assisted with emotional needs - 4*
- * *Estimated number of volunteer hours – 8,150*
- * *Total funds expended for survivor assistance – \$18,856*

Grants to Lancaster County VOAD

- *Lancaster County Emergency Management Agency
- *Shell Oil Grant Administered by United Way
- *Eastern PA Conference, United Methodist church

How can **you** help?

- * **Volunteer** for a VOAD committee.
- * **Donate** resources e.g. skilled services, gift cards, cash.
- * **Train** to become a disaster case manager or a construction coordinator/estimator.
- * **Call** the United Way at 211

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Thank you!

LANCASTER COUNTY VOAD