

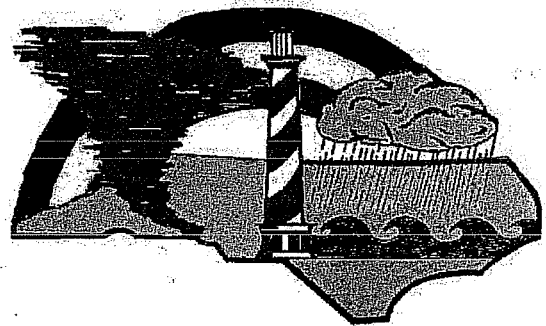


**A TRAINING TOOL
FOR USE BY THE LOCAL INTERFAITH
IN DISASTER RESPONSE**

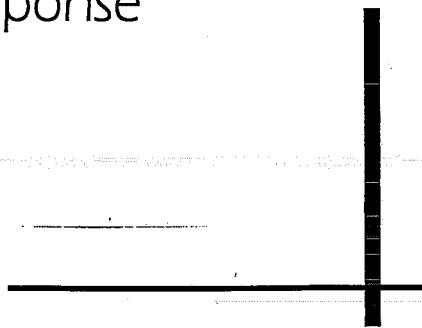
**PREPAREDNESS GUIDELINES,
EARLY RESPONSE TASKS,
A PLAN FOR LONG-TERM RECOVERY**

*Prepared for use by the
faith community in
organizing for
disaster response*

*Raleigh, North Carolina
November 2002*



North Carolina Interfaith Disaster Response
2600 W. Vernon Avenue
Kinston, North Carolina 28504
(252-526-9908)



Introduction

This manual is designed to assist those in the faith community who work in disaster response and recovery and care for those in need.

The content here derives from materials and experiences gained while serving local interfaith programs in several States over a number of years. Most forms and formats were created on-site, designed to meet program needs. Others were collected (and sometimes edited) from other major response programs within the faith community. Those selected for this Manual were chosen because they have been found to be effective over time and in numerous settings.

They have been tested and fine-tuned most recently in the three-year Hurricane Floyd recovery work of local interfaiths in North Carolina since that tragedy in September 1999.

Concepts and forms have been updated and improved over the years, having evolved from interfaith directors working with interfaith boards to develop effective programs which will best serve those with unmet needs caused by natural disasters in their communities.

North Carolina Interfaith Disaster Response (NCIDR) works in close cooperation and conjunction with Church World Service (CWS) and other national faith-community responding organizations. CWS serves local communities following disaster with resources of immediate on-site consultants who offer capacity building and other consultative services for the start-up and management of local interfaith recovery programs. NCIDR offers similar services at the NC State level only and in cooperation with the CWS program. Many of our efforts and materials derive from common faith-based resources as sharing is ongoing among all those working with and within CWS and the National VOAD organizations.

Much found here reflects common training and shared faith-community experiences over the years. There are available numerous resources from a variety of faith groups which can and should be studied for the best choice of running a local interfaith program in your particular community and situation. Training of the writer by CRWRC consultants and UMCOR programs is clearly reflected in the content of this Manual.

This is an attempt to include, in a concise and summary fashion for easy use, those major elements and resources needed for developing and maintaining a local interfaith board and program.

We hope it will serve the purpose for which it was written, to serve those in our world whose lives are adversely affected when they are touched by disaster. May it help you to "reach out and touch" those hurting in your community. We hope you will use it to offer a healing hand, along with the love of God, to our neighbors in this world who are now in need.

Local Interfaith Disaster Preparedness Committee Guidelines

- Establish yourself as a separate entity, a 501c3 Nonprofit according to the State guidelines. If necessary, make changes to this end as soon as possible. If time is needed, use only NCIDR as your umbrella organization for the short period of time it takes for you to acquire your own 501c3.
- In determining an official name, maintain name "Local Interfaith Disaster Response" or Recovery in your title for identification and clarity as to your purpose and connection with NCIDR.
- Develop your mission statement as a Local Community Disaster Response organization.
- Establish structure needed by electing Executive Officers, a Board of Directors, and developing Articles of Incorporation and by-laws to maintain your mission, determine policy, and set goals.
- Establish and maintain a single designated point of contact to liaise with major denominational disaster resource groups and individual helpers. This may be your Board President or someone active as disaster coordinator in your area from your Board, who can be available.
- Provide contact information of your designated contact and any other one back-up contact to appropriate persons and groups in the disaster response community.
- Maintain continuous relationship with NCIDR as your major resource of information for response and recovery resources and for information and connection with government programs.
- Develop a local faith community response plan according to your local needs and resources and involve all available resource parties to your meetings as members or as resource providers.
- Maintain continuity with others in the faith community active in response and recovery.
- Create and maintain an updated local Directory of Disaster Response Resources for your area.
- Maintain a balance of funds for immediate response to get your recovery center started, trusting that more will come once the faith-based effort is begun.
- Maintain a Checklist of Resources Needed for an Interfaith Recovery Center, for both start-up and continuation in time of need. (NCIDR provides this resource).
- Establish a plan for keeping business records of any Local Interfaith Recovery Program or Center, to be stored securely for a 5-7 year period after program closure. You need to designate a responsible person and a place of storage to secure financial and client records.
- Plan to meet often enough between disasters to maintain contacts and be "ready to respond."
- Contact North Carolina Interfaith Disaster Response for assistance and resources of forms and formats for any of the above steps in setting up and maintaining your Response Committee.

Early Response Tasks For the Local Interfaith

**A Local Interfaith Plan
For
Long-Term Recovery**

LOCAL INTERFAITH RECOVERY PROGRAM

NEEDS CHECKLIST

- Office which is accessible for those needing assistance
- Adequate space for work and privacy for interviews
- Office needs: phones, computer, fax, desks, file cabinets
- Staff: director, office assistant, casework manager, computer worker, work-site/construction manager
- Cases: Needs Assessment, home visitations, intake
- Casework documentation, eligibility, and follow-up
- Program Promotion and Interpretation: Brochures, flyers, publicity, communications by mail and phone to local faith and community groups and media
- Referral System: directory of disaster resources of government, local agencies, faith community
- Regular Meetings: Board, Unmet Needs, Community
- Grants and funding resources
- Pre-construction case assessment and approval
- Construction estimator and estimates
- Volunteer clean-up and small repair teams
- Volunteer skilled construction teams (major rebuilds)
- Consultation and assistance with any of the above

Local Interfaith Program Resources

**BY-LAWS OF
NORTH CAROLINA INTERFAITH DISASTER RESPONSE**

ARTICLE I. NAME AND PRINCIPAL OFFICE

Section 1. Name: The name of this corporation is North Carolina Interfaith Disaster Response.

Section 2. Office: The principal office shall be located at 501 Terrace Drive, Ayden, Pitt County, North Carolina.

ARTICLE II. PURPOSES

The corporation is organized exclusively for charitable, religious, or educational purposes within the meaning of Section 501 (c) (3) of the Internal Revenue Code of 1986; including (but not limited to):

- a. To establish and administer an emergency or disaster relief fund to assist victims of disasters occurring in the state of North Carolina, and to provide training in disaster assistance and preparedness.
- b. To accept donations, contributions and gifts of all kinds of property, whether real, personal or mixed, and to purchase, lease and otherwise acquire, hold, mortgage, convey and otherwise dispose of all kinds of property, and generally to perform all acts which may be deemed necessary in the execution of the objectives and purposes for which this corporation is created.

Provided, however, notwithstanding any other portion of these by laws, the corporation shall engage in only these activities which are consistent with the exempt status of organizations described in Section 501 (c) (3) of the Internal Revenue Code.

ARTICLE III. MEMBERSHIP

Section 1. Qualifications: The corporation is to have the following class or classes of members:

There shall be one class of members, consisting of at least one and not more than three representatives from all North Carolina religious denominations/judicatories which are active in support of the North Carolina Interfaith and which annually designate such representatives to be members of the Corporation; and one representative to be designated as a member by the North Carolina Council of Churches. After the first annual meeting of the corporation, designation of members by the denominations/judicatories shall be made by January 1st of each following year

Section 2. Annual Meeting: The membership of the corporation shall meet annually, immediately prior to the annual meeting of the Board of Directors, and at the same location, in order to elect Directors, as specified in Article IV herein.

Section 3. Quorum: At any meeting of the membership, a quorum shall consist of a majority of the membership.

Section 11. Annual Meeting: The annual meeting of the Directors shall be held at a location designated by the Board, at 10:00 a.m. on the second Tuesday of May of each year, beginning in 1998. If the Board deems this date to be in conflict with other meetings, the Board may schedule the annual meeting for the third Tuesday in May of each year, upon proper notice as provided herein above.

Section 12. Executive Committee: The Executive Committee shall consist of the officers of the Board. The President of the Board of Directors shall be the Chairperson of this committee. The Executive Committee shall have, except as noted below, all the authority of the Board. A majority of the Executive Committee shall have the power to act between meetings of the Board. Actions of the Executive Committee shall be recorded and shall be reported at the next meeting of the Board. The Executive Committee shall not have the power to:

- (a) Fill vacancies on the Board of Directors.
- (b) Amend or repeal the articles of incorporation or bylaws or adopt new bylaws.
- (c) Amend or repeal any resolution of the Board of Directors that by its express terms is not so amendable or repealable.
- (d) Approve a plan of merger; consolidation; voluntary dissolution; bankruptcy or reorganization; or for the sale, lease, or exchange of all or substantially all of the property and assets of the corporation otherwise than in the usual and regular course of its business; or revoke any such plan.
- (e) Establish the annual operating budget.

Section 13. Finance Committee: The Finance Committee shall consist of the Treasurer (as Chairperson) and at least two other members to be appointed by the President. The Finance Committee shall be a standing committee which shall: review and monitor the corporation's finances; prepare an annual operating budget for the Treasurer to submit to the Board of Directors; assist with the budget portion of any grant proposals submitted by the corporation; ensure compliance by the corporation with the requirement of Sec. 501 (c) (3) tax exempt status; and generally seek funding for the corporation.

Section 14. Other Committees: Other committees and their chairpersons may be appointed by the Board as the need arises to handle personnel matters, publicity, and so forth. Such committees shall function as either standing committees or ad hoc committees, as the Board may determine.

ARTICLE V. OFFICERS

Section 1. Title and Qualifications: The officers of the corporation shall be President, Vice-President, Secretary, and Treasurer, and shall be Directors of the corporation. No Director may hold more than one office concurrently.

Section 2. Election and Term of Office: Officers shall be elected annually by a majority vote of the Board members present at a meeting of the Board while there is a quorum present. Each officer shall hold office until his/her successor shall have been duly elected.

Section 3. Removal: The Board, by affirmative vote of two thirds (2/3) of the members present at a meeting at which a quorum is present, shall have the power to suspend or remove an officer for violation of the resolutions of the Board or of these By-laws.

ARTICLE VI. GENERAL PROVISIONS

Section 1. Fiscal Year: The fiscal year of the corporation shall be from January 1, to December 31. Section 2. Seal: The seal of the corporation shall have the name of the corporation suitably arranged upon a circular seal, as prescribed by law, and said seal shall be in the custody of the Secretary.

Section 3. Amendments: These By-laws may be amended or repealed and new By-laws may be adopted by the affirmative vote of two-thirds (2/3) of the Board of Directors, or not less than five (5) Directors, whichever is greater, present at a meeting at which a quorum is present. The meeting notice must include a copy of the text of the proposed change(s). Proposals to amend these By-laws may be initiated only by a Director of the Board.

Section 4. Dissolution: In the event of the voluntary or involuntary dissolution of the corporation: All of the assets and properties of the corporation will be distributed by the Directors exclusively to one or more organizations which qualify as tax exempt under the provisions of Section 501 (c) (3) of the internal Revenue Code of 1986 or under the corresponding provision of any future United States Internal Revenue Law

DECLARATION

We hereby certify that the foregoing is a true and accurate copy of the by_laws, adopted by the Board of Directors on the _____ day of _____, 1998.

President

Secretary

1998.

Other Agencies Client Has Talked to/Received Help from:

1. Name of Agency/Contact Person: _____

Help Received: _____

2. Name of Agency/Contact Person: _____

Help Received: _____

I have provided the information for this form, and verify the information to be accurate.

_____ I have been informed of the services available and do not wish to receive assistance from Wayne County Long Term Recovery Organization.

_____ I have been informed of the services available and request Recovery Casework Services be provided for me/my family.

_____ Client Signature

_____ Date

OUTCOME OF ASSESSMENT:

_____ No further services needed/desired _____ Information Provided Only

_____ Client is Ineligible for Services Reason _____

_____ Referral provided to: _____ Agency/Resource

Assistance/Type of Referral: _____

_____ Request Assignment of Recovery Caseworker

Recovery Caseworker Assigned: _____

_____ Urgent Needs to be reviewed _____

_____ Follow-up Visit scheduled: Site _____ Date/Time: _____

Assessment Conducted by: _____ Date: _____

**INTERFAITH
DISASTER RECOVERY CENTER**
(ADDRESS)

SORRY WE MISSED YOU !!

We called at _____ on _____.

We came by to find out how you are doing in your recovery from Hurricane FLOYD.

We have volunteers and funds to assist with repairs, rebuilds, and other unmet needs caused by Hurricane FLOYD.

Please call our office at one of the following numbers to let us know if you still have needs and if we can be of any help to you in your recovery.

You were visited by: _____

FINANCIAL STATUS

Monthly Source of Gross Income:

List all that apply: Employment, Social Security, Pension, Disability, Public Assistance

Head of Household Income	\$	\$
Spouse Income	\$	\$
Income Amount of Others	\$	\$
Other Family Income (rental, child support, other)	\$	\$
	\$	\$
	\$	\$
Total income	\$	\$

Sources of Income Verification:

Income Tax Forms SS Statements Pay Stubs Copies of actual checks
 Other _____

Employer's Name Address, Phone Number for Each of Above:

TOTAL ANNUAL INCOME CATEGORY: Circle One 1. Under \$10,000 2. \$10,000-15,000 3. \$15,000-20,000
 4. \$20,000-30,000 5. \$30,000-40,000 6. \$40,000-50,000 7. Over \$50,000

FINANCIAL ASSETS

Checking Account Balance	\$
Saving Account Balance	\$
Other Financial Assets	\$
	\$
Total Assets	\$

HAS FAMILY LOST INCOME DUE TO THE DISASTER Yes No

If yes, explain _____

MONTHLY LIVING EXPENSES

Mortgage/Rent	\$	Utilities	\$
Medical	\$	Pharmacy	\$
Food	\$	Gas	\$
Insurance	\$	Child Support	\$
Cable	\$	Phone	\$
	\$		\$
Total monthly expense			\$

Resources Available and Assistance Status

SUMMARY OF NEEDS

Resources/ Assistance	Denied	Pending	Applied (Date)	Received (amount)	Amount Remaining
FEMA					
SBA Loan				\$	\$
IFGA				\$	\$
State Grants/Loans				\$	\$
Salvation Army				\$	\$
Insurance				\$	\$
Personal Property				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$

Assistance is needed to meet the following UnMet Needs.

Immediate: ___ Health ___ Stress ___ Home Security ___ Inside CleanUp ___ Outside Clean Up ___ Food ___ Clothes
 ___ Other _____

Advocacy: ___ Health ___ Stress ___ Listening ___ Follow Up Call ___ Insurance Assistance ___ Housing
 ___ Referral ___ Help with FEMA, SBA, ARC, State Processes ___ Other _____

Expenses: ___ Rent/Mortgage ___ Utilities ___ Medications ___ Other critical expenses

Appliances: ___ Stove ___ Refrigerator ___ Washer ___ Dryer ___ Hot Water Heater ___ Furnace ___ Air Conditioner

Furniture: ___ Bed Frame ___ Mattresses ___ Dressers ___ Chairs ___ Tables ___ Couches ___ TV ___ Stereo
 ___ Other _____

Other: ___ Auto ___ Well ___ Septic System

.....
CONSTRUCTION NEEDS FOR HOMEOWNERS ONLY

Total Loss of House _____ If not total loss, give percentage of damage _____ %

___ Roof ___ Walls ___ Floors ___ Ceilings ___ Windows ___ Doors ___ Basement
 ___ Plumbing ___ Electrical ___ Foundation ___ Chimney ___ Furnace ___ AC ___ Other

Construction Information/Assessment for Rebuilding/Repairs

Type of dwelling: ___ Single House ___ Mobile Home ___ Condo ___ Duplex ___ Apartment
 If mobile home: Single-wide ___ Double-wide ___ Year model ___ Size _____

Pre-Construction Information:
 Assessed Value of Home _____ Mortgage or Lien _____ Mortgage Company _____ Amount Owed on
 Mortgage _____ Mortgage Co. Phone # _____
 Contractor Estimate of Repairs _____

Pre-Construction Evaluation:
 Amount of Water Inside House _____ Damage to Heating System _____ Clean-Out Completed _____
 House been sanitized _____ Is house dry now _____ Moisture Level Reading _____
 Building permit obtained _____ Hiring a Contractor _____ Using Volunteer Teams _____

SAMPLE -- WRITTEN CONSENT

I, *[First and Last Name of Person Giving Consent]*, born on *[Date of Birth of Person Giving Consent]* residing at *[Damaged Dwelling Address of Person Giving Consent]*, hereby consent to disclosure of the information collected by FEMA under my Application Number *[FEMA Application Number of Person Giving Consent]* to the organizations and/or individuals listed below. My phone number is *[Current Phone Number]*.

I specifically consent to have the following information disclosed to them:

[Be very specific about what you want to have released; include statement such as

- *My entire case files, including inspection report, amount of assistance, etc;*
- *My current contact information (name, address, phone number, e-mail address, and FEMA application number;]*

The above information may be disclosed to the following organizations and/or individuals:

1. _____
2. _____

[(Optional) Additionally, I consent to have the above named organizations and/or individuals speak on my behalf and represent me before FEMA].

*[(Optional) Additionally, I consent to disclosure of my information to any other organization that is a member in good standing of either the National Voluntary Organizations Active in Disasters (NVOAD) or that is participating in a FEMA or State recognized Long Term Recovery Committee (LTRC) for *[the FEMA Disaster Number for the applicant's registration]*].*

This consent is made pursuant to and consistent with 28 U.S.C. §1746. I declare, under penalty of perjury, that the foregoing is true and correct.

(Signature of Applicant Providing Consent and Date)

**NORTH CAROLINA
INTERFAITH DISASTER RESPONSE**

From CaseWork to Construction

**FOCUS ON THE
PRE-CONSTRUCTION
AND CONSTRUCTION STAGES
OF THE
WORK OF THE LOCAL INTERFAITH
DISASTER RECOVERY PROGRAM**

Dr. Carolyn Tyler, Executive Director

GETTING FROM CASEWORK TO CONSTRUCTION IN THE LOCAL INTERFAITH RECOVERY PROGRAM

CHANGING FACE OF YOUR VOLUNTEER TEAMS

The new CLIENT information is vital to your choice of and assignment of construction teams. Client verification and eligibility should be re-checked with FEMA/SBA/State Housing Recovery/American Red Cross/Local Agencies of your local Long Term Recovery Committee before assignment of construction teams is done.

On entering this major construction phase, it is important that you be clear with volunteers applying to work for you, that you can take only a very limited number of unskilled/semi-skilled teams (to finish up cleanup/small repairs). Your new information gives you a rationale for being more selective and saying "no" to teams you cannot place on work sites due to your changing needs.

When saying "no" to teams you cannot match with your client needs, ask if the teams are willing to do other work in the community. Refer them to other helping agencies. It might be helpful to contact local/State authorities to see if there are areas (parks, etc.) of cleanup need remaining where those volunteering might work. It is important to use as many teams as we can, but only where skills match.

I have included here a Construction Manual and forms for construction assignments, tracking volunteer hours, Covenant with Client/Release of Liability/Work completion sign-off. The Construction Manual I have developed out of need. Most other forms come from a variety of disaster response manuals .. and some I have altered to fit.

I have also included a sample of an easy-to-do "Certificate of Appreciation" which can be presented to each of your teams as they depart. Volunteer Appreciation should be included in your budget: sometimes T-shirts are possible, if funds allow; key-chains and other small items with your interfaith logo on them may better fit your budget. You can also ask your volunteers to chip in a small donation for each T-shirt, if needed. I found that even a very small item of appreciation, which can later serve as a memento of your organization where they served, is very much cherished by the volunteer workers.

Interfaith Disaster Recovery
Clean-up Work Assignment Sheet

Homeowner: _____

Address: _____

Phone Number: _____

Needs: _____

Work Team Name: _____

Work Done: _____

Remaining to be Done: _____

Comments: _____

Volunteer Hours Worked: _____

Date Work Assigned: _____ Signature: _____

Date Work Completed: _____ Signature: _____

DATE: _____

CASE WORKER: _____

CASEWORK ANALYSIS PRIOR TO CONSTRUCTION ASSIGNMENT

CLIENT NAME: _____

CHECKLIST COMPLETED: _____

Additional FORMS REQUIRED: _____

SUMMARY: _____

CLIENT FINANCIAL POSITION: Source of Funds: _____

Use of Funds: _____

SITE INSPECTION ANALYSIS: _____

CURRENT NEEDS BY PRIORITY:1)

2)

3)

4)

5)

SPECIAL NOTES:

Construction Questionnaire

Client Name: _____

Client Address:

Do you need assistance with living arrangements?

Do you need assistance with preparations for construction?

Moving Furniture

Storage of Furniture

Food Storage

Other

Do you have anyone who can/will be on site during construction?

Other Notes:

**Interfaith Disaster Recovery
Construction Assignment Sheet**

Homeowner: _____

Address: _____

Phone Number: _____

Needs: _____

Name of Work Team Assigned to Job:

Work Completed:

Remaining to be Done: _____

Comments:

VOLUNTEER HOURS WORKED:

Date Work Assigned: _____ Signature: _____

Date Work Completed: _____ Signature: _____

INTERFAITH DISASTER RECOVERY SKILLS SURVEY

Name of Sponsoring Church or Group

Contact Person

Address

Street

City

State

Zip

**** Please complete and return to the address listed above, THREE WEEKS PRIOR TO YOUR TEAM'S ARRIVAL. The more we know about your team, the more effectively your talents can be used in the rebuilding effort.**

Please use the terms below to describe your area and level or skill.
Example: Painter – B

Skills Areas

Skill Levels

General Contractor (specify)

A – Willing Helper

Window Installer

B – Do it Yourselfer

Electrician

C – Extensive Handy person, No Trade Experience

Engineer

D – Worked Trade Previously

Painter

E – Working Trade Currently as Helper, Apprentice, Journey

Roofer

Plumber

Drywall (hanging, finishing)

Carpenter (interior, framing, exterior)

Mason (tiletsetter, blocklayer, plasterer)

General Helper

Other – Be Specific

Youth / Adult

(Circle one)

Name _____ Skills & Levels (1)

(2) _____ (3)

Skills Interested in Learning

Hobbies, Interests, Activities

NC INTERFAITH DISASTER RECOVERY:
CONSTRUCTION POLICIES

Guidelines for All Staff and Volunteers

Casework/Paperwork Needed Before Beginning Construction

Long Form Application completed - with FEMA #
(OR EXPLANATION IN FILE AS TO WHY THERE IS NOT ONE
..with Release of Confidentiality Signed
& Family Demographics/ Household membership established

CONFIRMATION PROCESS COMPLETED: (INCLUDES)

Confirmed Income: Income Verification papers

Confirmed Home Ownership: Deed

(County Courthouse can be most helpful, if questions)

Confirmed Family Residency at Time of Hurricane:

(Copies of utility bills paid there) and assurance that they plan to continue to live there after repairs - we don't remodel to sell or help renters become homeowners:

Keep in mind our Goal: *Return the house to a state of being sanitary, safe, and secure*

Confirmed Assistance Received from Others: *FEMA, Red Cross, SBA, Insurance Companies, other UnMet Needs Committee Agencies, NC STATE FUNDING/HOUSING RECOVERY*

Confirmed Answers to Questions: *All Areas of Concern or Problems raised during Application and Casework Process that may impact our decision must be resolved.*

Confirmed That Advocacy Issues Resolved: *We do not enter into construction until all insurance/FEMA/SBA/STATE HOUSING RECOVERY processes are completed and we have exhausted those resources for the client.*

(Total Rebuilds will require many meetings with homeowner and work team managers and much more paperwork, depending on financial plan, to include: verification of Assets, Savings & Checking Accounts, etc. ...by us or others financing rebuild.)

**VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER
(Fall 2002)**

Adventist Community Services
American Baptist Men USA
American Radio Relay League, Inc.
American Red Cross
America's Second Harvest
Amurt
Catholic Charities USA
Christian Disaster Response
Church of the Brethren Emergency Response
Church World Service-National Disaster Response
CRWRC Disaster Response Services
Episcopal Relief and Development
Friends Disaster Service, Inc. (Quakers)
Humane Society of the United States
International AID
International Relief Friendship Foundation
Lutheran Disaster Response
Lutheran Disaster Service
Mennonite Disaster Services
National Emergency Response Team
National Organization for Victim Assistance
Nazarene Disaster Response
Northwest Medical Teams International
Phoenix Society for Burn Survivors, Inc.
Points of Light Foundation
Presbyterian Disaster Assistance
REACT International
Salvation Army
Southern Baptist Convention-N.A. Mission Board
St. Vincent de Paul
United Jewish Communities
United Methodist Committee on Relief
United States Service Command
Volunteers in Technical Assistance
Volunteers of America
World Vision
Week of Compassion (Christian Church Disciples)