

FORT BEND RECOVERS

MISSION STATEMENT

Fort Bend Recovers ("FBR") is a collaborative network that addresses the long-term needs of Fort Bend County following a disaster.

Scope:

FBR will determine the long-term recovery efforts that will be undertaken in Fort Bend County following each unique disaster and outline the Recovery Plan for that specific disaster. Given the resources available, FBR will prioritize which needs can be addressed. It is understood that long-term recovery could extend into the months and years following a disaster. (See Attachment 1 for the Disaster Recovery Timeline.)

BYLAWS

Article 1. Purpose

FBR is a collaborative network established and maintained on behalf of the individuals, families, businesses, and communities in Fort Bend County to facilitate and implement a coordinated response to disaster recovery needs.

Article 2. Membership

FBR membership is comprised of non-profit, faith-based, governmental organizations, and business partners that provide material, manpower, or financial support for the recovery efforts of Fort Bend County.

Participating organizations must agree to and sign a Fort Bend Recovers Participating Agency Agreement (see Attachment 2). Membership can be withdrawn for failure to abide by the practices and standards set forth in the Participating Agency Agreement.

Article 3. Eligible Voters

Only members of FBR shall be eligible to vote on matters coming before FBR meetings, whether quarterly or disaster meetings. Voting by proxy and cumulative voting are not allowed. Organizations/businesses shall have one vote per agency regardless of the number of FBR members associated with the organization. Non-FBR members shall not have a vote.

Article 4. Steering Committee

The purpose of the FBR Steering Committee is to provide administration and coordination of partners and resources, to maintain open communication among the workgroups, and to provide a forum for conflict resolution in a highly accountable way.

The FBR Steering Committee will be comprised of a United Way of Greater Houston and a Fort Bend County Office of Emergency Management representative and two representatives from each of the FBR's work groups. They will work to achieve consensus in all matters related to FBR Steering Committee business.

FBR Steering Committee reserves the right to withdraw an individual's or agency's membership in FBR for not abiding by the FBR Participating Agency Agreement.

Article 5. Meeting Facilitators

United Way of Greater Houston and/or Fort Bend County, through its Office of Emergency Management, agree to facilitate FBR meetings.

Article 6. Meetings of FBR

All meetings will be at the call of the facilitator. For quarterly or regularly called meetings, advance notice shall be provided at least one week (7 days) prior to the meeting. For disaster-called meetings, as much notice as possible shall be provided prior to the meeting.

Quarterly Meeting

Quarterly meetings may be held for the purpose of preparedness, planning, and mitigation for recovery purposes. Quarterly meetings may be held in January, April, July, and October of each year.

Disaster Meetings

Disaster meetings shall be held as often as needed to coordinate recovery efforts.

Article 7. Quorum

FBR will strive to reach consensus on discussion and recommended items. For items that have not reached consensus, a vote shall be taken. A quorum shall exist among all those present at a meeting. Each entity has one vote.

The FBR Steering Committee will determine which items need to be brought forth to FBR as a whole for consensus or voting. A motion from the floor can also be presented during a meeting to be voted upon. Robert's Rules of Order will be followed only when a motion is made from the floor.

Article 8. Workgroups

FBR will consist of workgroups and ad hoc workgroups that will meet as often as needed to review long-term recovery activities. Workgroup meeting notes will be taken and shared with FBR via the FBR listserv to foster collaboration and communication.

Standing workgroups under FBR consist of:

- Case Management
- Donations Management
- Mental and Spiritual Health
- Repair/Rebuild
- Unmet Needs
- Volunteer Management

See Attachment 3 for workgroup descriptions. The FBR organizational chart is located in Attachment 4.

Each workgroup will select a chair and secondary representative. These two individuals will serve on the FBR Steering Committee, representing their designated workgroup. FBR members can serve on multiple workgroups however an individual cannot chair more than one workgroup at a time.

Ad hoc workgroups can be created as needed to address a particular need by the consensus of FBR. The ad hoc workgroup will develop and finalize a workgroup description upon the formation of the workgroup.

Examples of ad hoc workgroups include:

- Clean-Up
- Fundraising (encourages joint-grants, funds raised for the benefit of recovery priority areas – not just a single organization)
- Economic Development
- Education (in terms of school districts)
- Housing (interim and/or long-term)
- Basic Needs (to address immediate (short-term) disaster needs prior to disaster case management and unmet needs being established)

Article 9. Communications

An FBR listserv and website has been established (www.fortbendrecovers.org) to serve as the official communications vehicle for all long-term recovery activities. This listserv and website will be maintained through the Fort Bend County Office of Emergency Management.

Article 10. Financial Oversight

The FBR Steering Committee will monitor and review revenues and expenditures on behalf of FBR.

For any grants written on behalf of FBR, the grant writing agency will act as the fiscal agent and follow all legal and regulatory requirements and provide monthly expenditure reports to the FBR Steering Committee.

Article 11. Amendments

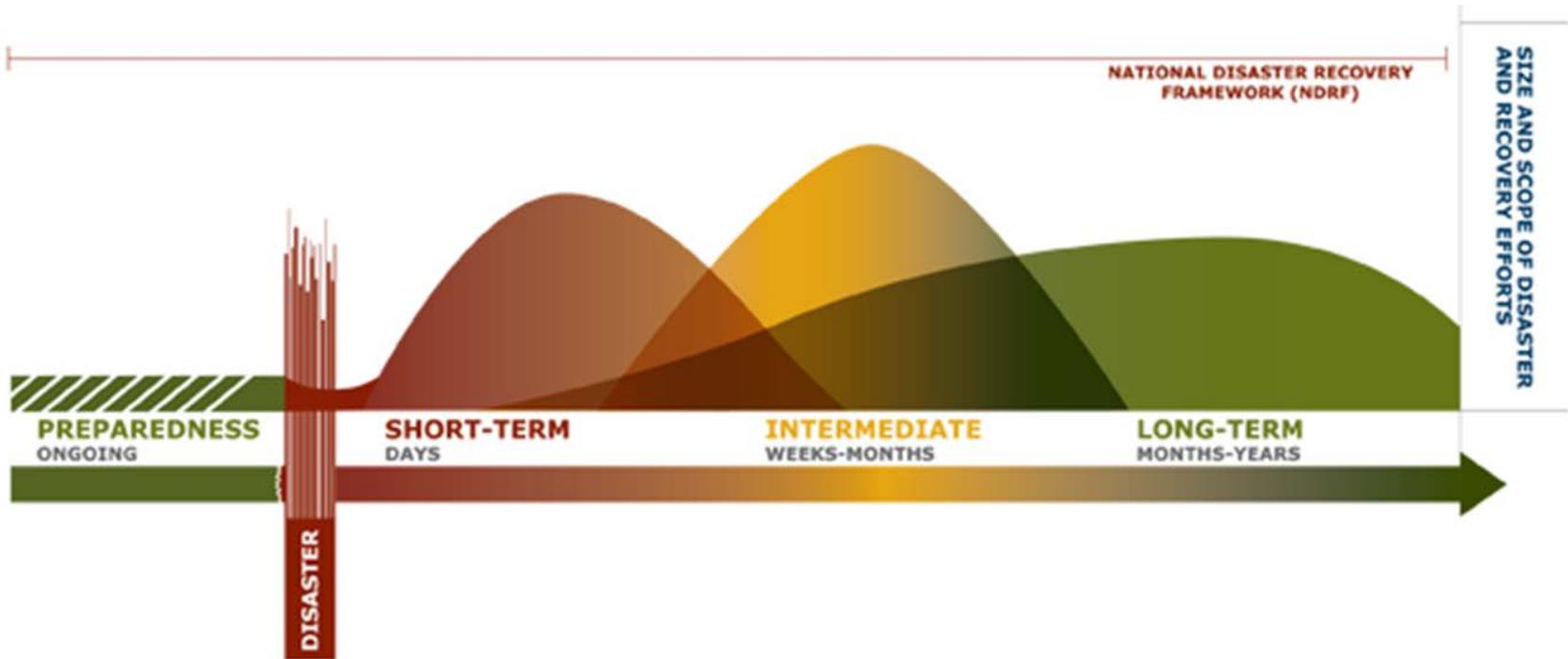
These Bylaws may be amended at any quarterly meeting of FBR by a simple majority vote of the voters present, providing that a full written account of the proposed changes have been sent to all FBR Members two weeks (14 days) prior to the meeting.

Attachments:

Attachment 1	Disaster Recovery Timeline
Attachment 2	Participating Agency Agreement
Attachment 3	FBR Workgroup Descriptions
Attachment 4	FBR Organizational Chart

FORT BEND RECOVERS

Attachment 1: Disaster Recovery Timeline



FORT BEND RECOVERS

Attachment 2: Participating Agency Agreement

See separate document.

FORT BEND RECOVERS

Attachment 3: FBR Workgroup Descriptions

Workgroups Descriptions:

- Case Management
- Donations Management
- Mental and Spiritual Health
- Repair/Rebuild

Case Management Workgroup:

The Case Management Workgroup will assist individuals to recover after a disaster. Case Managers will focus on assisting individuals and families in accessing housing, home repair, household goods and other needed services. The case management process will help empower affected families to move forward by developing and implementing a recovery plan with clients.

FOR CASE MANAGEMENT:

The most important task that the case management workgroup can do to support disaster survivors is to **identify resources** in the County. As local experts, they are aware of and familiar with invaluable resources that may be useful to disaster survivors. Members of the case management workgroup should work to identify and create a guide of all the locally-available resources for disaster survivors. These resources will be an invaluable source of reference for case managers to refer disaster survivors for various forms of local assistance.

Case manager job description is attached as **Appendix A**. They will also focus on assisting individuals and families in accessing the identified resources as listed below. Case managers will be required to have access and update CAN (Coordinated Assistance Network) for detailed notes pertaining to what services and scope of work was provided. Referral agencies with CAN access will also update the CAN system.

Resources/providers for disaster recovery services may include, but are not limited to:

- Advocacy
- Aging services
- Agricultural aid
- Building permits and inspections
- Construction and rebuild assistance
- Crisis counseling and mental health
- Debris removal
- Employment assistance
- Food resources
- Furniture and household items
- Health and human services
- Housing assistance
- Insurance information
- Legal services
- Medical needs
- Social Security
- Tax assistance
- Transportation
- Utilities
- Veterans assistance

See Voluntary Agency Liaisons (VALs) for example resource lists of disaster recovery services.

Other tasks that the case management workgroup can coordinate include performing community outreach and educating the community about the procedures and uses of the case management process. Members of the case management workgroup serve as crucial liaisons between case managers and the community, and work to promote case management within the community to ensure that everyone who is in need of aid receives that aid.

Members of the case management workgroup can also help brainstorm and implement ways of providing transportation for clients to get to meetings with the case managers and other sources of aid

as well as taking on some responsibility for liaising between case management and the DCM host site, and other officials.

APPENDIX A

Case Manager (CM) qualifications include:

- Good verbal and written communication skills
- Proficient in data entry and computer skills
- Ability to coordinate collaborative efforts among a variety of local and national organizations
- Adaptable to changing situations
- Must have reliable transportation
- Two years job related experience within the field of social services
- High School Diploma/GED required, Bachelor's degree from accredited university or college with major in social or behavioral sciences preferred
- Bilingual preferred

Overall responsibilities of the CM would include but not limited to completing assessments of each client to gather information; direct services (encounters with clients) and indirect services (record documentation, follow-up and management of client caseload); formulate recovery plans to help clients meet their needs, maintain caseload as determined by position's funding source; maintain knowledge about and adhere to agency policies and procedures as well as compliance with funding source's requirements and standards. CM is responsible for advocating on client's behalf with external parties, such as legal services, insurance organizations and other social service organizations; make home visits as needed. CM will attend conferences, seminars and meetings as required.

Donations Management Workgroup:

The Donations Management Workgroup solicits, inventories, and distributes items donated for disaster recovery efforts. The Donations Management Workgroup also oversees the management of the donations warehouse (if applicable).

FOR DONATIONS MANAGEMENT:

The Donations Management Workgroup works closely with the Case Management Workgroup, Repair & Rebuild Workgroup, fundraising entities, and Donations Warehouse manager to determine the donation needs for the recovery effort and seek out those materials. This includes serving as the main point of contact for donors.

In-Kind Donations:

Donated time, equipment, services, and materials are invaluable to the mission of Fort Bend Recovers because they stretch the dollars that are available to the recovery group and the survivors being assisted.

In-kind support includes:

- Volunteers who bring experience to key positions in the recovery group and provide skilled or unskilled rebuilding labor.
- Materials the recovery group needs for rebuilding.
- Office and warehouse space.
- Equipment and supplies.
- Transportation and shipping.
- Services for recovery group or clients (legal counsel, mental health services)
- Material assistance for survivors—household items, building materials, food, infant and school supplies.

Managing in-kind donations:

- Know exactly what is needed and ask for it based on the program that is being launched.
- Think weeks and months ahead when developing a donations list. It may take time to generate and receive the materials needed in long-term recovery. Have an alternate plan if expected donations don't arrive.
- Arrange for an appropriate, secure, weather-protected and transportation-accessible storage space, or know where to divert items.
- Discourage donations of clothing and food unless there is a specific need. An appeal for these items will probably generate far more than is needed.
- Base any donations appeal on what motivates donors—good feelings, tax deductions, reducing inventory, etc.
- Ask donors to take responsibility for appropriate packaging, labeling, palletizing, and transportation.
- Educate donors about the advantages of cash donations.
- Be prepared for occasional out-of-pocket expenses associated with deliveries and for insuring the materials if valuable or irreplaceable.

Mental and Spiritual Health Workgroup:

The Mental and Spiritual Health Workgroup contains mental healthcare practitioners as well as pastors, ministers, chaplains and other clergy who work in partnership with one another to help the disaster-affected community recover their mental, emotional and spiritual well-being.

FOR DISASTER BEHAVIORAL HEALTH:

Mental and spiritual care during a disaster is different than the care that therapists, pastors, ministers, and the clergy may provide on a day-to-day basis. The Mental and Spiritual Health Workgroup contains both mental healthcare practitioners as well as pastors, ministers, chaplains and other clergy who work in partnership with one another to help the disaster-affected community recover their mental, emotional and spiritual well-being. Workgroup members should take care to ensure that they are providing emotional care to survivors regardless of the survivors' faith, denomination, religion, culture, or lack of faith and be sure to respect the survivor's wishes and beliefs, even (and especially) when they differ from the beliefs of the emotional and spiritual counselor. Spiritual Care counselors should make referrals to Mental Health counselors and vice versa, as needed, to encourage survivors to use all of the resources available to help them recover their mental, spiritual and emotional well-being.

The Mental and Spiritual Health Workgroup may also wish to offer their skills to the Long Term Recovery Group (FBR) itself in an effort to offset burnout and help maintain morale and energy and focus.

Activity Suggestions for the Mental and Spiritual Health Workgroup:

- Initiate or support special worship services, counseling, commemorative events, and other events that enhance the spiritual well-being of disaster survivors.
- Form and train a spiritual and mental health taskforce in outreach techniques and providing resources to survivors and the community at large. Advocate for appropriate delivery of services where mental health issues are identified.
- Prepare and distribute information on common disaster reactions, coping mechanisms, self-care, where to get help, etc.
- Use gathering opportunities beyond church activities to communicate recovery—meals, study groups, free classes, musical events, and specific culture-oriented occasions.
- Provide support, as requested, with the set-up and operation of Family Assistance Centers. Will work closely with those entities to ensure appropriate mental and spiritual health care is provided to survivors through information, gathering sites, and programs on an as needed basis.
- Assess mental or spiritual needs of individuals and the community.
- Coordinate with other local and county entities with plans for behavioral health care in disasters such as: **Fort Bend County Behavioral Health Services' Disaster Behavior Health Plan.**

Understanding Caregiver Vulnerability

Particular to FBR may be concern about the over-extension and extreme pressures put on the leadership and members of the network, the EM personnel of the area, and other organizations and volunteers.

A few notes here to serve to remind caregivers of your own vulnerability and need for emotional and spiritual support and care.

Three Levels of Vulnerability to Trauma

Suffering the trauma caused by even one of the levels below may be overwhelming, but often disaster caregivers find themselves in all three levels.

Primary Traumatization – The effects of the survivors' first-hand experience of, and exposure to, traumatic events.

Secondary Traumatization – The effects of experiencing the traumatization of others, such as friends, family, and neighbors, with whom one has a relationship and for whom he/she feels responsible.

Vicarious Traumatization – The effects (for example, on a caregiver) of repeatedly experiencing another's trauma, as a result of one's empathic engagement with clients while in a helping relationship.

Compassion Fatigue

Helpers/caregivers become emotionally drained because of hearing about the pain and trauma of their clients and dealing with their own trauma. The helpers still care and want to help, but they do not have the emotional energy to do so.

Taking time off and nurturing self can usually help them return to being healthy, helpful caregivers. In extreme cases, professional help may be warranted in order to regain personal emotional and spiritual health.

Repair & Rebuild Workgroup:

The Repair & Rebuild Workgroup oversees the basic home repairs and rebuilding of homes (as applicable) of affected homeowners to a safe, sanitary, secure and functional condition. This includes performing clean-ups, assessments and estimates, project prioritization, assignment of work crews and construction management.

FOR REPAIRS/REBUILDS:

Requests for repairs/rebuilds should come from the Case Management Workgroup. The Repair & Rebuild Workgroup provides an estimate of the project, coordinates repair/rebuild materials to be procured under the budget limit for each project (determined per disaster), and coordinates volunteer crews along with the volunteer management workgroup (see section on volunteers below). The Repair & Rebuild Coordinator must sign off on the budget and approve the project by making sure that the case has all the proper documentation.

TO BE ESTABLISHED BY REPAIR & REBUILD WORKGROUP:

Qualifications

- Home Owner, impacted by the recent disaster
- Considered low-income
- Elderly (60 or older)
- Persons with disabilities
- Households with small children

Required documentation from Case Management

- Home repair assessment/application
- FEMA Duplication of Benefits Report
- Any recent support fund granted above/beyond FEMA grant
- Release of Information to LTRC, proof of homeownership
- Most recent mortgage statement, proof of current residency
- Proof of income
- Pictures of home damage – should be included in assessment

Required documentation from Repair & Rebuild Project Manager

- A detailed project estimate
- Homeowner repair agreement with initial homeowner sign-off
 - Commitment on homeowner's contribution towards repair
 - Commitment is to include any granted funds through FEMA or loaned funds through SBA
- Proof that alternate funding has been secured if project cost after client capacity exceeds set LTRC limit for construction projects **OR** if request is for letter noting that contingent funding has been approved, include plan to procure additional funding

Final Report

- Copies of all receipts related to repair/rebuild project
- Final Homeowner sign-off – work completion and satisfaction
- Pictures of all completed work
- Copies of permits, if applicable

COORDINATING WITH VOLUNTEER MANAGEMENT:

If Fort Bend Recovers decides to do repairs or rebuilds, there are many possible configurations of Volunteer Teams that are available, from both local and national organizations and faith based groups.

Long-Term versus Short-Term Volunteer Teams:

There may be enough jobs to use both **short term** (week-end, week-long, 2-week teams) and **long-term** (examples: UMCOR, LDS, Texas Baptist Men, Mennonites) teams.

- Long-term teams provide their own long-term (3-week, monthly, or longer) highly-skilled construction managers who will oversee and manage their own volunteer teams working in disaster impacted areas. They will work closely with partner organizations and bring assurance of quality work backed up by their own national organizations' history and track record. Most long-term teams will require assistance with housing, food, and sometimes travel expenses.

CONSTRUCTION COORDINATOR (CC) qualifications might include:

- Empathy for people affected by the disaster
- Experience in staff oversight
- Knowledge of carpentry, building trades, and building materials
- Knowledge or willingness to learn local building styles and codes and enforce them
- Administrative experience
- Good personal relations skills
- Skilled in coordinating a multiplicity of simultaneous activities
- Ability to coordinate collaborative efforts among a variety of local and national organizations
- Adaptable to changing situations

Overall responsibilities of the CC would include working with volunteer coordinator/coordination systems to channel skilled or unskilled rebuilding volunteers where they will meet the greatest building need. Duties may include:

- Working closely with volunteer, donors, agencies in the affected area and disaster survivors to connect labor with critical needs
- Monitoring donations of building supplies and equipment closely with local agencies, churches, civic groups, and organizations
- Identifying worksites and scheduling work for volunteers and/or contractors
- Working with construction vendors and professional contractors (*electrical, plumbing, foundation, etc.*) to obtain needed materials, supplies and services
- Worksite supervision or direction
- Coordinating the use of donated materials and volunteer time and skills.

FORT BEND RECOVERS

Attachment 4: FBR Organizational Chart

Facilitated by Fort Bend County Office of Emergency Management and United Way of Greater Houston



FORT BEND RECOVERS

Participating Agency Agreement

Mission:

Fort Bend Recovers (“FBR”) is a collaborative network that addresses the long-term needs of Fort Bend County following a disaster.

We will strive to:

- Provide coordinated management of the long-term recovery process.
- Provide long-term recovery assistance to individuals and families affected by disasters who do not have adequate personal resources for their unique recovery plans.
- Provide advocacy for Fort Bend County’s most vulnerable residents, especially seniors, individuals with access and functional needs and lower income families.

Fort Bend Recovers Objectives:

Fort Bend Recovers will meet as needed and otherwise communicate on an ongoing basis to assure the most productive possible collaboration in addressing its mission.

Fort Bend Recovers will assure appropriate linkage for communities with government and nongovernmental disaster response organizations.

Fort Bend Recovers will develop data collection and reporting systems for needs analysis and resource matching.

Fort Bend Recovers will encourage the availability of training to agencies who have had limited or no direct interaction with disaster recovery or recent prior disaster recovery training.

Fort Bend Recovers will work together to assure public visibility for disaster recovery efforts.

Fort Bend Recovers will seek to build constructive relationships with other long-term recovery groups and community groups engaged in long-term recovery efforts.

Guiding Principles:

In our practice, we will strive to:

- Embrace a spirit of cooperation
- Support every organization’s ability to contribute according to their capacity and capability
- Uphold ethical standards of our fields of practice
- Maintain quality and accountability
- Honor openness and fairness
- Be good stewards of the resources entrusted to FBR
- Do no harm to residents and clients – protect clients in any way you can

Membership Expectations:

As participants, we expect to:

- Have access to the Unmet Needs Fund
- Have access to information collected or generated by Fort Bend Recovers
- Have access to resources collected by Fort Bend Recovers

As participants, we agree to:

- Participate constructively in Fort Bend Recovers and honor its mission and guiding principles
- Regularly attend meetings or send a representative if necessary
- Work with the long-term recovery collaboration
- Serve on applicable Fort Bend Recover workgroups and ad hoc workgroups when appropriate
- Address problems and concerns openly with a focus on resolution
- Provide material, manpower or monetary support for the work of Fort Bend Recovers
- Collect and report data according to the standards developed by each work group
- Maintain confidentiality of client data within FBR
- Reduce the occurrence of duplicated services and duplication of efforts
- Communicate long-term recovery activities and updates via the Fort Bend Recovers listserv
- Understand that participation is voluntary and can be withdrawn at any time by providing written notification to the FBR Meeting Facilitators (United Way and/or FBC OEM)

Fort Bend Recovers Steering Committee:

The purpose of the FBR Steering Committee is to provide administration and coordination of partners and resources, to maintain open communication among the workgroups, and to provide a forum for conflict resolution, in a highly accountable way.

The FBR Steering Committee will be comprised of a United Way of Greater Houston representative and a Fort Bend County Office of Emergency Management representative and two representatives from each of the FBR’s work groups. They will work to achieve consensus in all matters related to Steering Committee business.

Facilitator: United Way of Greater Houston and Fort Bend County, through its Office of Emergency Management, agree to facilitate the meetings.

Participating Agency Agreement

Agency Name: _____

Signature of Authorizing Official: _____

Title: _____

Date: _____