

## Long-Term Recovery Quick Reference Guide

Long-term recovery is the time following a disaster when the impacted community and its residents focus on achieving permanent recovery solutions. A Long-Term Recovery Group (LTRG) is a collaboration of community stakeholders who join together to lead in this time, often encouraged and supported by partners with disaster recovery experience. The goal of any LTRG is to unite recovery resources with community needs in order to ensure that even the most vulnerable in the community recover from disaster (*Long-Term Recovery Guide*, p. 9). As a collaborative, community-led organization, an LTRG is positioned to build partnerships, conduct needs assessments, and coordinate data collection so that it can identify, locate, and channel the resources needed to help individuals and the community recover. LTRGs reflect their local community in makeup and in operations, so every recovery is as unique as the community affected; however, the fundamentals for LTRG development and operation are consistent. The National VOAD *Long-Term Recovery Guide* describes key elements and best practices of LTRGs which can be adapted for any community's response. This quick reference guide is an index for easily finding key topics.

### **Chapter 1: Disasters and Long-Term Recovery** (pp. 3-8)

- 1) What is Long-Term Recovery? (p. 3)
- 2) Disasters and local leadership (p. 4)
- 3) Why do we have Long-Term Recovery Groups? (p. 5)
- 4) Types of disaster declarations (p. 6)

### **Chapter 2: Organizing a Long-Term Recovery Group** (pp. 9-15)

- 1) Identifying early organizing partners (p. 9)
- 2) Forming a Long-Term Recovery Group (p. 10)
- 3) Developing guidance documents (p. 11)
- 4) Long-Term Recovery Group structure and framework of governance (p. 12)
- 5) Establishing policies (p. 13)
- 6) Handling finances (p. 14)

### **Chapter 3: Long-Term Recovery Administration** (pp. 16-23)

- 1) Building blocks for success (p. 16)
- 2) Developing a preliminary budget (p. 16)
- 3) Administration and personnel structure to facilitate day-to-day operations (p. 17)
- 4) Resource development (p. 18)
- 5) Financial controls and reporting (p. 19)

- 6) Major program elements of the LTRG (p. 21)
- 7) Measuring and evaluating progress, reviewing results (p. 21)
- 8) Final evaluation (p. 23)

**Chapter 4: Disaster Case Management in Long-Term Recovery** (pp. 24-29)

- 1) Disaster Case Work (p. 24)
- 2) Disaster Case Management (p. 25)
- 3) Confidentiality (p. 26)
- 4) Disaster Case Management in Long-Term Recovery Groups (p. 27)

**Chapter 5: Construction Management in Long-Term Recovery** (pp. 30-35)

- 1) Why do we need Construction Management? (p. 30)
- 2) Components of Construction Management (p. 31)
- 3) Risk management and safety practices, volunteer age limits (p. 32)
- 4) Statement of understanding (p. 33)
- 5) Deferred maintenance and mitigation in Long-Term Recovery (p. 33)
- 6) Tracking progress and record keeping (p. 34)

**Chapter 6: Volunteer Coordination in Long-Term Recovery** (pp. 36-39)

- 1) Different types of volunteers (p. 36)
- 2) Volunteer Coordination (p.37)
- 3) Elements in a volunteer program (p. 37)

**Chapter 7: Communications in Long-Term Recovery** (pp. 40-41)

- 1) Elements of effective communications (p. 40)
- 2) Protecting client confidentiality (p. 40)
- 3) Consider the audience (p. 40)
- 4) Embracing media personnel and social media (p. 41)

**Chapter 8: Donations Management in Long-Term Recovery** (pp. 42-46)

- 1) Understanding Donations Management (p. 42)
- 2) Methods of distributing donated goods, including warehousing (p. 43)
- 3) Staffing and transportation (p. 45)
- 4) Unsolicited vs. solicited donations (p. 46)

**Chapter 9: Emotional and Spiritual Care in Long-Term Recovery** (pp. 47-52)

- 1) Importance of Emotional and Spiritual Care (p. 47)
- 2) Disaster Emotional Care (p. 47)
- 3) Disaster Spiritual Care (p. 48)
- 4) Emotional and Spiritual Care assessments, activities (p. 49)
- 5) Commemorating anniversaries and organizing community services (p. 51)
- 6) Caring for caregivers (p. 52)

**Chapter 10: Unmet Needs** (pp. 53-56)

- 1) Understanding and assessing unmet needs (p. 53)
- 2) The role of Disaster Case Management (p. 54)
- 3) Developing and unmet needs process (p. 55)
- 4) When a need remains unmet (p. 56)

**Chapter 11: When the Work is Finished** (pp. 57-60)

- 1) Knowing when to begin a transition plan (p. 57)
- 2) Deciding the future (p. 57)
- 3) Implementation (p. 59)
- 4) An uplifting final note (p. 59)

**Appendices** (pp. 61-132)

- 1) Commonly Used Acronyms in Disaster Response (p. 62)
- 2) Common Terms and Definitions (p. 65)
- 3) Federal Disaster Programs (p. 70)
- 4) FEMA Regions Map (p. 80)
- 5) Sample Job Descriptions (p. 81)
- 6) Sample Forms (p. 90)
- 7) Example Documents (p. 120)