

Disaster Recovery Resource Fair:

A Strategy to Provide Access and Reduce Barriers
to Disaster Program Assistance



UNIVERSITY OF MINNESOTA
EXTENSION

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Introduction

As helping persons and agencies who want to assist disaster survivors on the road to recovery, it is important that we understand the multiple challenges facing disaster survivors. By understanding these multiple challenges we can better devise helping strategies that reduce barriers and improve access to assistance programs.

Disaster survivors are dealing with multiple issues: damage to a residence and personal property; temporary or long-term relocation; loss of vehicles/transportation; communication challenges due to landline and cell phones being out of service, lost, or damaged; massive clean-up tasks; mounting financial issues; job loss due to the disaster that requires a job search or struggles to keep a job while dealing with disaster issues. Many survivors may be dealing with long-term fatigue, sickness, and injury. In addition to helping their children and spouses cope, they may be called upon to help other family members, friends, and neighbors affected by the disaster.

At the same time, disaster survivors may be dealing with unavoidable and ongoing mental health issues, including stress and depression, related to their losses and other stressors. There are many competing recovery demands on disaster survivors in the days, weeks, and months following a disaster.

With many issues to address, it is not surprising that disaster survivors may not receive information about disaster assistance programs that are available to meet their needs. Or if they do, it may be difficult for them to find the time and energy to identify and seek out the resources and then go to each assistance site and apply for the programs.

Another known phenomenon of disaster is that a portion of the population will find it difficult to seek and accept assistance. The easier the access and the normalization of the assistance process the more likely this group will reach out for the help needed.

In the 2007 flood disaster in Southeast Minnesota, Disaster Recovery Resource Fairs were piloted in the affected communities and were successful in reducing barriers and improving access to available assistance programs. This toolkit was developed as a guide to replicate the community-based approach to reducing barriers and improving access to disaster assistance programs. Currently, some communities may refer to Disaster Recovery Fairs as Multi-Agency Resource Centers (MARC's).

Purpose of Disaster Recovery Resource Fairs

Holding Disaster Recovery Resource Fairs in the affected community can help reduce many barriers people may encounter as they attempt to access disaster assistance programs and services. A Disaster Recovery Resource Fair is a local, one-stop shop for disaster survivors to access multiple assistance programs at one location. They are held at times when survivors may be available to attend and are offered on more than one occasion. More people participate when the resource fair is held in a familiar place within the affected community and is organized, promoted, and staffed by people familiar to the disaster survivors. A Disaster Recovery Resource Fair might resemble a Community Health Fair, trade show, or Home & Garden Expo where individuals can interact with a variety of resources in one setting.

Keep in mind that it may be helpful to have several resource fairs, perhaps three, in each affected community in an effort to reach the greatest number of people. Other components that lead to a successful Disaster Recovery Resource Fair are: a core team of volunteers from the community who will follow through on the organization and implementation tasks; cooperation and commitment to participate in the Disaster Recovery Resource Fair from agencies that provide assistance and services; multiple promotion efforts to get the word out; ample parking; handicap accessible location; available interpreter services; transportation if needed; complimentary child care and light refreshments; and the strategic use of greeters and hosts/hostesses to help normalize the experience.

How to Organize and Implement a Disaster Recovery Resource Fair

Develop a Leadership Team

Each affected community will need a small leadership team to organize and implement the fair(s). When possible, it is helpful to recruit people from the community or a nearby community unaffected by the disaster to be on this team. If your community is diverse, be sure to include in the core leadership team bilingual people who can represent the needs of non-English speakers in the planning and implementation process. This core community team will be familiar with the community, its resources, and the people within the community. A team of eight to ten active volunteers will ensure the human power needed to organize and implement Disaster Recovery Resource Fairs. Members of

the team may represent community volunteers, local or county government officials or staff, diverse elements of the community, clergy, etc.

See the following sections to identify what needs to be done before, during, and after the event. Tips, considerations, and suggestions are provided for each area, including what skills are needed by the leadership team and volunteers.

Identify a Location to Hold a Disaster Recovery Resource Fair

Find a location close to the affected area that is large enough to host the Disaster Recovery Resource Fair. The space will need to hold 15 to 30 tables, have onsite childcare if possible, be handicap accessible, restrooms, parking, and a small area with seating for light refreshments. School gymnasiums and place of worships may meet most of these criteria. Town halls, community centers, and banquet centers could also be effective locations.

Determine When to Hold a Disaster Recovery Resource Fair

Disaster assistance resources such as Red Cross, Salvation Army, FEMA, Public Health, etc., will flow into the community at various times. Deadlines for applications and services will start to be set. Depending on the degree of damage caused by the disaster and the rapidity with which resources start to be known, it may be best to hold your first Disaster Recovery Resource Fair effort 3 to 7 weeks after the disaster has occurred. Families and individuals will have had a chance to assess their losses and be more aware of their current and future needs. Many, but not all, of the agencies providing long-term recovery support for the community will be in place within 3 to 7 weeks of the disaster. NOTE: Long-term recovery can mean programs and assistance being available for upwards of two years depending on the long-term recovery efforts that are implemented in each community and the ability of the community to garner resources.

Determine dates and times for the Disaster Recovery Resource Fairs when disaster survivors may be most available and the agency program personnel are available to staff the fair. Most fairs will need to be scheduled after work hours or possibly on a weekend. If a major assistance deadline is nearing it may be timely to schedule the event prior to the deadline. It may be helpful to have several resource fairs, perhaps three, in each affected community in an effort to reach the greatest number of people.

Determine Length of a Disaster Recovery Resource Fair

It may take up to three hours for Disaster Recovery Resource Fair participants to learn about and connect with the agencies and programs important to their situation. Considering that you are asking

agencies to be present for the duration and you want ample time for participants to obtain needed information, no more than three hours is recommended. It is important to recognize that disaster agency staff may already be putting in extra hours at this time. Keep in mind that it may be helpful to have several resource fairs, perhaps three, in each affected community in an effort to reach the greatest number of people.

Identify Agencies to Provide Resources at the Fair

Two or three members from the leadership team are needed to contact and recruit the various local, state, and federal agencies providing the disaster resources or programs. Team members who are knowledgeable about the community and resources available and who are comfortable contacting agencies would be ideal for this task. Your local emergency management director will know who these agencies are and as you contact them you will learn about additional agencies to recruit. The types of agencies to involve will be dictated by the type of disaster and resource agencies available. Agencies may include, but are not limited to:

- | | |
|---|--|
| <input type="checkbox"/> Red Cross | <input type="checkbox"/> Cooperative Extension |
| <input type="checkbox"/> Salvation Army | <input type="checkbox"/> Emergency Management |
| <input type="checkbox"/> FEMA | <input type="checkbox"/> Workforce Development |
| <input type="checkbox"/> Public Health | |

Also consider agencies that provide information and assistance on:

- | | |
|---|---|
| <input type="checkbox"/> Food | <input type="checkbox"/> Septic system issues |
| <input type="checkbox"/> Shelter | <input type="checkbox"/> Food safety issues |
| <input type="checkbox"/> Financial issues | <input type="checkbox"/> Agricultural issues |
| <input type="checkbox"/> Legal issues | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Water testing | <input type="checkbox"/> Other counseling, etc. |

As agencies are contacted leadership team members will want to:

- Explain the concept of the resource fair, the importance of their participation, and how it will help them reach the people they want to serve.
- Explain the time commitment and share the locations, dates, and times set for the Disaster Recovery Resource Fairs.

- Let the agencies know that tables and chairs will be available and they will need to bring their program information to distribute to participants.
- Request a 50-word or less description of what programs or services the agency is offering plus contact information (phone, email, website, social media) which will be compiled into a easy-to-read guide that participants will receive from greeters as they arrive. The description can start out with the words: "We can help you _____."

Develop a Disaster Resource Fair Guide

Once all of the agencies are secured, develop the Disaster Recovery Resource Fair Guide listing the above information and indicating where each agency will be located at the fairs. Utilize bilingual team members to translate the guide into the languages being used within the community. Photocopy the guides so they are available in quantity at the fairs. The guide will have a short description of the programs or resources available. It will identify the table at which to find the agency at the fair and provide contact information for further follow-up after the event. A list of assistance program deadlines for application and the dates, times, and locations of upcoming Disaster Recovery Fairs could also be included in the resource guide.

The Disaster Recovery Resource Fair Guide can be saved by participants and referred back to as needed or shared with others not able to attend. It is a compilation of programs and services available with pertinent contact information. It can also be made available at strategic locations throughout the community. Format the guide so it can be easily updated. It is helpful to date the document each time it is updated for easy reference.

See the *Sample Guide* on page 20 as an example.

Promote the Disaster Recovery Resource Fair

One or more leadership team members with good writing skills will need to handle the promotion tasks for the event. This will include developing and distributing short media pieces announcing the Disaster Recovery Resource Fairs in the form of news releases, radio, TV public service announcements, child's school backpack flyers, posters placed in the community at strategic sites, website messages, social media, etc. Attention to translation of the promotional pieces is important in order to reach diverse, non-English speakers in the community who have been affected by the disaster. Besides the ideas for promotion listed below team members representative of the diverse groups in the community will be aware of the best strategies to use to reach non-English speakers.

Here are some important things to note about promotional efforts for this type of event.

- Because it is difficult for many people to ask for help, especially in times of crisis, it is important to promote the Disaster Recovery Resource Fairs as open to EVERYONE, emphasizing that ALL are encouraged to attend to learn about disaster assistance programs. The target audiences for the Disaster Resource Recovery Fairs are those personally impacted by the disaster, as well as neighbors, friends, and family members who can help support or provide assistance to those they care about.
- The newspaper articles, radio releases, and posters hung in the community should reach venues 10 to 14 days prior to the first resource fair.
- When hanging posters in the community, consider where people congregate or frequently visit, including community meal sites, grocery stores, gas stations, laundromats, places of worship, etc.
- School backpack flyers should go out five to seven days prior to the first resource fair.
- Radio and TV public service announcements should be utilized heavily in the five days leading up to the event.
- If the community has calling trees or phone trees, they can be valuable means to help spread the information.
- Word of mouth promotion is also important.
- Consider uploading a flyer about the Disaster Recovery Resource Fairs to local school, city, chamber, businesses, TV, radio and newspaper websites visited by those who have access to the Internet.

The Leadership Team may want to identify two or more volunteers to distribute the promotional pieces to the various venues in a timely manner. Many of the venues may provide promotion at no cost because the event is designed to help disaster survivors. Places of worship or other organizations may volunteer to print posters. Give these venues credit and thanks in a public manner if possible.

Additionally, it is important that the promotional pieces state that the resource fairs have community-wide support and endorsement rather than emphasizing the organizations that organize and implement the resource fairs. Sample promotional materials, including a flyer, news release, public service announcement and social media messages can be found beginning on page 14.

Logistics of the Disaster Recovery Resource Fair

It is important to plan the event with attention to details that will break down barriers to participation and provide a Disaster Recovery Resource Fair experience with ease of access to disaster assistance programs and agencies in an environment that is friendly, inviting, and comfortable.

Some things may seem insignificant, but utilizing greeters, providing childcare, transportation, refreshments, hosts, and seating options are important steps in reducing barriers to both access and participation. The following gives suggestions for the physical layout and key opportunities for contact during and after your Disaster Recovery Resource Fair. See the related *Sample Site Map* on page 26 for another example of the physical layout.

Entry/Intake Area

As disaster survivors arrive at the fair, two to three friendly **volunteer greeters** representative of the community are needed to welcome and register participants. They will explain how the resource fair is laid out, provide participants with the Disaster Recovery Resource Fair Guide and connect the non-English speakers to one of the trained interpreters/translators. Greeters will also let participants know they are welcome to refreshments at any time and indicate where they are located.

If the community has non-English speaking members who have been affected by the disaster, it is important to recruit **trained interpreters/translators** to help disaster survivors navigate the various assistance programs and complete disaster assistance applications which may be available only in the English language. These trained volunteers should be available at a table in the Entry Area.

When an individual has young children, a **designated volunteer** will escort the family from the entry area to the childcare area to meet the child care staff and involve the child(ren) in activities.

Greeters may also request survivors complete an **intake or registration form**. Resource fair organizers should check with disaster agencies to find out if there is a need for an intake form and what specifically should go on the form. The goal of any intake form would be to identify the needs of participants in an effort to match their needs to *existing* programs (not programs the organizers hope to “round up” in the future.) After resource fairs, the forms can also be useful in following up with participants with additional information as it becomes available. As the intake form is being created consider what resources/agencies will be available at the planned resource fair and only ask questions

related to those areas. Even if the disaster agencies are utilizing an intake form, resource fair organizers may still desire a separate registration form to collect contact information.

Whatever intake (or registration) form you end up using, it is important to explain to participants why you are asking them to complete the form. Give them the option of not filling out the form or filling out only portions of the form (unmet needs they have, etc.). Understand that many may have been inundated with similar forms.

See the *Sample Intake Form* on page 19. Please note that the sample form should NOT to be used as is but is rather just an example to get you started.

Child Care Area

Arrange for suitable **adult volunteers with youth helpers** to assist in the child care area. Perhaps a 4-H club, scout, or other community youth group could assist with this area. Ensure that you have one or more bilingual adults representative of the cultures for ease of communication with parents that are non-English speakers. Ensure there is adequate adult supervision. Provide a variety of activities for toddlers, preschoolers, and elementary age students. Include both quiet activities, such as books, and hands-on activities, such as play dough and building blocks, as well as other games. If the event is held in the evening the children may be tired after a long day and might simply want to sit and watch an appropriate children's movie. A check-in and check-out system should be utilized as parents drop off and pick up their children. Children should wear a name tag so the volunteers can call them by name. Light nutritious snacks should be available for children.

Resource Fair Area

To accommodate the actual Disaster Recovery Resource Fair area you will need a large room where disaster agencies (15 to 30) are located at individually numbered tables.

Each agency will be provided need one table with an 11 x 17-inch sign that clearly states the table number and the name of the organization. For example: "United Way # 5." Hang it so it is easily seen - do not lay it on the table. If you have access to a laminator, it works well to laminate these signs when providing multiple Disaster Recovery Resource Fairs so they can be reused.

Chairs should be available at each table for agency staff and for participants to sit down opposite the staff. Disaster survivors will be more open to information if they are invited to have a seat. It will be easier for them to look over materials and jot down notes. Additionally, seating is important to better accommodate elderly and individuals with disabilities seeking assistance.

Hosts or Hostesses are needed in the Resource Fair Area to answer questions and direct participants to the disaster assistance agency staff that best address their needs. The hosts and hostesses should represent the community's diverse population. It is helpful if these volunteers wear a common color shirt or hat so they are easily recognized. Hosts and hostesses need to feel comfortable walking up to people and asking if they can assist them. Like the greeters, if the hosts and hostesses are community members it may be easier for participants to approach them.

At some Disaster Recovery Resource Fairs, agencies who are providing emotional and mental health assistance have volunteered as hosts and hostesses. This works well as it provides the mental health professionals an opportunity to be available in an approachable and helpful role, opening the door to further assist disaster survivors in addressing depression and stress issues common to the disaster experience.

Refreshment Area

Choose a corner of the Resource Fair area where a small group of tables can be set up. Participants can enjoy a light snack, such as a cookie and coffee or water, and visit with other participants seated at the tables in the refreshment area. One or two friendly volunteers, youth and/or adult, can refresh snacks on the serving table and offer coffee or water refills.

As Participants Leave the Event

Assign a few volunteers (or ask the greeters) to talk with people as they leave to determine if their needs were met. Ask what else would be helpful to them. Record responses from the participants to share with the Disaster Recovery Resource Fair leadership team to review for needed changes. The leadership team may choose to utilize a short written evaluation.

Remind participants to keep their Disaster Recovery Resource Guide of agencies and programs for future reference or to share with others.

As Agencies Prepare to Leave the Event

Hosts/Hostesses can assist the agencies with gathering their materials together and retrieve the agency table sign to use at the next Disaster Recovery Resource Fair. They can talk to agencies and determine how the event went from the agencies' viewpoint and ask for suggestions to improve the event. Thank the agencies for participating and provide them with the date, location, and time of the next event. Write down key responses from agencies to share with the Disaster Recovery Resource Fair

leadership committee. The leadership team may choose to utilize a short written evaluation with agency representatives.

After the Event

Hold a follow-up Disaster Recovery Resource Fair Leadership Team Meeting or conference call within three days of the event. At the meeting, those staffing each area can share what went well and what could be improved. The team will review comments received from both participants and agencies as part of this process. Plans can be made to implement the identified changes prior to the next Disaster Recovery Resource Fair.

Sample Promotional Materials

Sample Flyer

Disasters are hard – finding help shouldn't be!

Attend a Disaster Recovery Resource Fair

Connect with agencies & receive information related to:

Cleaning up property
Rebuilding
Finances
Employment
Volunteer help
Agriculture issues

Legal assistance
Counseling for depression,
anger & overload
FEMA & SBA resources
Tax issues
& many more topics

Thursday, November 8

Tuesday, November 13

Tuesday, November 20

7-9 pm

Rushford-Peterson High School Gymnasium, Rushford, MN

Free child care & light refreshments will be available

Confirmed agencies that will be in attendance:

Southern MN Legal Services
SEMCAC
County Veteran Services,
Flood Recovery Partners
Internal Revenue Service
University of Minnesota
Extension: Family Resource
Management, Family Relations, &
Agriculture Educators
County Assessor
Lutheran Social Services

Lutheran Disaster Recovery
RADAR (Rushford Area Disaster
Alliance for Recovery)
FEMA (Federal Emergency
Management Agency)
SBA (Small Business
Administration)
Farm Service Agencies
City of Rushford
Rushford Village
Bankers

County Public Health
Minnesota Workforce Center
Fillmore County Commissioners
Catholic Charities
Rushford Community Foundation,
Red Cross
Salvation Army
County Social Services
Rushford City Council
Winona Health
United Way

Sponsored by Rushford Area Disaster Alliance for Recovery (RADAR)

For more information contact: local community members Susan Hoff (507-864-7596) or
Jo Anne Agrimson (507-875-2839) or the University of MN Extension Regional Office (888-241-4536)

Sample News Release

Disaster Recovery Resource Fairs Coming Soon

by Phyllis Onstad, Extension Educator, Family Resource Management

10/30/20XX, Rochester, Minnesota

Disasters are hard – finding help shouldn't be! Do you have any of these questions?

- I have all kinds of financial issues related to the disaster. Where can I get help to sort out my options?
- I have friends and family affected by the flood. Where can I get information to assist them?
- Where can I ask for volunteers to help me clean up my property and rebuild?
- I know that applying for FEMA and SBA financial assistance is important. Who can help me with the application process?
- My crops are ruined and my fences are gone. Where can I find assistance?
- I heard there was free legal assistance for people affected by the flood – where do I go to find out if I am eligible and what can an attorney help me with?
- My job was washed away with the flood. Where can I get help to find a job? Can I receive financial assistance until I find another job?
- I'm depressed, angry, and on overload. Where can I find someone who'll listen and help me get through this funk?
- Are there gas cards available? Free child safety seats?
- Where can I find out about the tax issues? The assessor came through – what does that mean for real estate taxes?
- Can I claim my losses on my income taxes? What documentation do I need?
- Where do I find out who issues building permits?
- Where do I find answers to these questions and others plus get connected to people that will help me assess my situation and help me connect with services and programs?

You can get help with all of these questions and MORE at the: Disaster Recovery Resource Fairs planned for: Thursday November 8, Tuesday November 13, and Tuesday November 20 at the Rushford-Peterson High School Gymnasium – Rushford, MN from 7 PM to 9 PM each evening.

Because there are so many important issues to address, the community-based RADAR (Rushford Area Disaster Alliance for Recovery) has invited multiple agencies and resource providers to be available at the upcoming resource fairs. They will be available at booths to talk with individuals and share

resources. You can select the agencies and programs you want to know more about. The agencies will explain their role in long-term flood recovery efforts and you can determine if the program or service will be of value to you, your family, or your friends.

Agencies that plan to be available with information include: Southern MN Legal Services, SEMCAC, County Veteran Services, Flood Recovery Partners, Internal Revenue Service, University of Minnesota Extension: Family Resource Management, Family Relations, & Agriculture Educators, County Assessor, Lutheran Social Services, Lutheran Disaster Recovery, RADAR (Rushford Area Disaster Alliance for Recovery), FEMA (Federal Emergency Management Agency), SBA (Small Business Administration), Farm Service Agencies, City of Rushford, Rushford Village, Bankers, County Public Health, Minnesota Workforce Center, Fillmore County Commissioners, Catholic Charities, Rushford Community Foundation, Red Cross, Salvation Army, County Social Services, Rushford City Council, Winona Health, and the United Way.

The Disaster Recovery Resource Fairs are sponsored by RADAR. Individuals personally impacted by the flood, their families, and friends are invited to attend one or all of the resource fairs to connect with resource agencies and services. The site is handicap accessible. Free child care and light refreshments will be available. No registration is needed – just show up! (*Mention here if you will have needed interpreter services available and in what languages*).

If you have questions call local community members Susan Hoff at 507-864-7596 or Jo Anne Agrimson at 507-875-2839 or the University of MN Extension Regional Office at 888-241-4536.

Source: Phyllis Onstad, U of M Extension, 507-536-6307, onsta003@umn.edu

Sample Public Service Announcement

60 Second Public Service Announcement

Disasters are hard – finding help shouldn't be! Area residents who have been impacted by the recent flood are invited to attend a Disaster Recovery Resource Fair. Connect with agencies and receive information related to cleaning up your property, rebuilding, finances, employment, volunteer help, agriculture issues, legal assistance, counseling resources for depression, anger and overload, FEMA and SBA resources, tax issues, and many more topics. Friends, family and neighbors helping flood-affected residents are also encouraged to participate. Plan to attend one or all three fairs which are scheduled for: Thursday, November 8; Tuesday, November 13; and Tuesday, November 20; all from 7-9 pm at the Rushford-Peterson High School Gymnasium in Rushford. Free child care and light refreshments will be available. The fairs are sponsored by the Rushford Area Disaster Alliance for Recovery. For more information contact: local community members Susan Hoff at 507-864-7596 or Jo Anne Agrimson at 507-875-2839.

30 Second Public Service Announcement

Disasters are hard – finding help shouldn't be! Area residents who have been impacted by the recent flood are invited to attend a Disaster Recovery Resource Fair. Connect with agencies and receive information on a wide variety of topics. Plan to attend one or all three fairs scheduled for: November 8, 13, and 20; all from 7-9 pm at the Rushford-Peterson High School Gymnasium in Rushford. Friends, family and neighbors helping flood-affected residents are also encouraged to attend. Free child care and light refreshments will be available. The fairs are sponsored by the Rushford Area Disaster Alliance for Recovery.

For more information on disaster preparation and recovery resources available from University of Minnesota Extension, visit <https://extension.umn.edu/home-and-financial-management#disaster>.

Sample Social Media Messages

Include hashtags and URLs as appropriate.

Disasters are hard – finding help shouldn't be! Visit the Disaster Recovery Resource Fair, Thursday November 8, Tuesday November 13, and Tuesday November 20 at the Rushford-Peterson High School Gymnasium – Rushford, MN from 7 PM to 9 PM each evening. www.XXX.org #XXX

There are resources to assist in disaster recovery. Visit the Disaster Recovery Resource Fair, Thursday November 8, Tuesday November 13, and Tuesday November 20 at the Rushford-Peterson High School Gymnasium – Rushford, MN from 7 PM to 9 PM each evening. www.XXX.org #XXX

Disaster case managers help survivors help themselves. Find out about this and other recovery resources at the Disaster Recovery Resource Fair, Thursday November 8, Tuesday November 13, and Tuesday November 20 at the Rushford-Peterson High School Gymnasium – Rushford, MN from 7 PM to 9 PM each evening. www.XXX.org #XXX

Disaster recovery case managers can provide access to resources. Find out about this and other recovery resources at the Disaster Recovery Resource Fair, Thursday November 8, Tuesday November 13, and Tuesday November 20 at the Rushford-Peterson High School Gymnasium – Rushford, MN from 7 PM to 9 PM each evening. www.XXX.org #XXX

Long Term Recovery Committees address unmet needs-individual, family, community. Learn about this and other recovery resources at the Disaster Recovery Resource Fair, Thursday November 8, Tuesday November 13, and Tuesday November 20 at the Rushford-Peterson High School Gymnasium – Rushford, MN from 7 PM to 9 PM each evening. www.XXX.org #XXX

Sample Intake Form

Complete the following questions as you feel comfortable. Resources will be explored and made available to you based on the information you share with us.

Name: _____

Are you a friend, relative, or neighbor of a resident affected by the flood? Yes No

of people in affected household: _____

I am a: Homeowner Renter

Current address: _____

Are you reachable by phone? Yes No

Your phone number: _____

Do you have access to the internet? Yes No

Do you have access to email? Yes _____ No _____

Your email address: _____

Are you feeling overwhelmed and want to know out what type of support is available? **

Yes No

Do you have a case manager? Yes No

Would you like to talk to a case manager? Yes No

Which of the following applications have you submitted? (Check all that apply.)

FEMA SBA

What assistance are you in need of? (Check all that apply.)

Medical Assistance

Food Support

Rebuilding

Livestock Fence Repair/Replacement

Home Clean-up

Yard Clean-up

Garage Clean-up

Other (please explain): _____

**You can talk to one of the agency staff at this resource fair or call 1-XXX-XXX-XXXX.

Sample Guide

Welcome to the Disaster Recovery Resource Fair!

We are here to help you find assistance and services needed for recovery from the recent disaster.

- Use this guide to find out who is here and what assistance they are providing.
- Visit with program assistance staff and agencies at the numbered tables.
- If you have questions, talk to a host or hostess wearing the orange hats and they will assist you.
- Refreshments are available in the Resource Fair area.
- Save this guide for future reference.

This Disaster Recovery Resource Fair Guide has been updated with assistance services currently available as of 10/10/XX.

The Resource Fairs will be held at the Rushford-Peterson High School Gymnasium from 7:00-9:00 PM on:

- Thursday November 8
- Tuesday November 13
- Tuesday November 20

Note that these deadlines are approaching:

- FEMA Disaster Assistance Loan – November 14, 20XX
- SBA Disaster Assistance Loans – November 14, 20XX
- USDA Farm Service Agency Loans – December 31, 20XX
- State of Minnesota Quickstart Home Loans – January 14, 20XX

For up-to-date-disaster recovery information visit: www.XXX.org

The Rushford Area Flood Recovery Resource Fairs are sponsored by the Rushford Area Disaster Alliance for Recovery (RADAR) – long-term community recovery non-profit and partner of the Rushford Community Foundation in cooperation with the agencies and programs represented. Thanks to the University of Minnesota Extension and the community volunteers who made the fairs possible.

Remember to save this guide for future reference!

Table Number	Booth Information
<p>Table 1</p>	<p>FEMA—Disaster Assistance <i>Deadline: November 14, 20XX</i></p> <p>The FEMA Individuals and Households Program helps families be safely housed and covers necessary expenses and serious needs following a disaster. FEMA provides assistance with temporary housing, repair, replacement and permanent housing construction, personal property, medical, dental, funeral and other items.</p> <p>To be considered for assistance the affected home must be your primary residence, the home must be located in the declared disaster area, your necessary expense or serious need must have occurred in the declared disaster area and you must be a United States citizen, a non-citizen national, or a qualified alien. Apply by calling FEMA at 1-800-621-3362 or 800-621-FEMA or visit us online at www.fema.gov.</p>
<p>Table 2</p>	<p>SBA—Small Business Administration Disaster Loans <i>Deadline: November 14, 20XX</i></p> <p>Visit with a representative of SBA to find out the details about:</p> <ul style="list-style-type: none"> • Loans to homeowners or renters to repair or replace damaged real estate or personal property. • Loans to businesses to repair or replace disaster-damaged property of a business. • Economic Injury Disaster Loans (EIDL) to small businesses and agriculture cooperatives to assist them through the disaster recovery period. <p>Call Customer Service at 1-800-659-2955.</p>
<p>Table 3</p>	<p>Quick Start Loans – State of MN Home Loan Program <i>Deadline: January 14, 20XX</i></p> <p>Application for Quick Start Loan– State of Minnesota forgivable loan program for homeowners in Houston, Fillmore, Dodge, Steele, and Winona counties contact SEMCAC at 507-474-4890.</p> <p>Olmsted County – Contact the Rochester HRA at 507-328-7150. Wabasha County – Contact Three Rivers at 507-732-8506.</p>
<p>Table 4</p>	<p>SEMCAC</p> <p>Quick Start Loan Application for Houston, Fillmore, Dodge, Steele, and Winona Counties. Examples of other services provided are weatherization, food shelf, energy assistance, and senior dining. Our mission is to assist people to achieve or maintain independence and self-reliance through their own and community resources.</p> <p>Please stop by SEMCAC’s booth for more information about our services.</p> <p>Wendy Todd, SEMCAC Outreach & Emergency Services Director: 507-474-4890 1756 Kraemer Drive, MN 55987</p>

<p>Tables 5 and 6</p>	<p>Lutheran Social Service/Lutheran Disaster Response (LSS/LDR) and The Salvation Army—Long Term Recovery Case Managers</p> <p>Both agencies provide you with a one-on-one long-term recovery relationship, which starts with assessing your needs and insures that you have safe, warm housing. We then problem solve with you and your family on what to do with your disaster-affected home. We assist in the decisions necessary to find funding and resources to rebuild and recover. We will do advocacy work for you as individuals and for the affected community as a whole. We access resources from as many sources as possible and connect the resources to our clients in a timely manner. Check out what we have to offer.</p> <p>Contacts: Liz Bickford & Joy Edge 507-864-4212 and Nancy Beers 507-864-4214</p>
<p>Table 7</p>	<p>Lutheran Disaster Relief/Lutheran Social Services (LDR/LSS) Volunteer Rebuilders Program</p> <p>Matches volunteer rebuilders with homeowners who need volunteers to help rebuild their homes. Contact 507-864-4215 for help with rebuilding.</p>
<p>Table 8</p>	<p>American Red Cross</p> <p>The Southeast Minnesota Chapter of the American Red Cross is committed to the long term recovery needs of Dodge, Fillmore, Olmsted and Wabasha counties. We work with LSS/LDR/The Salvation Army caseworkers to provide the identified unmet needs of individuals and families. We assist individuals and families by providing financial support for unmet needs of housing, food, clothing, health, mental health and utilities. In order to receive this assistance you must meet with a caseworker.</p>
<p>Table 9</p>	<p>Christian Reformed World Relief Committee (CRWRC) Disaster Response Services</p> <p>Helps to identify any gaps an individual has with personal, household or construction needs. If you have not completed the CRWRC Survey stop by our table and we will assist you. CRWRC is a partner with the local Rushford Area Disaster Alliance for Recovery and their work will help to fill in unmet needs of disaster survivors. Contact: Angie Brown 507-458-2404.</p>
<p>Table 10</p>	<p>Minnesota Workforce Center</p> <p>Visit with Employment Counselor – If you have lost your job due to flood you are eligible for unemployment to find jobs for six months or until you have earned \$12,000. This program provides access to jobs needed to help you recover.</p> <p>Contact Tami Scheff – Phone: 507-864-4091; Email: tscheff@wfdi.ws</p> <p>Workforce Development Center, 905 Enterprise Drive, Rushford</p> <p>Check the state government pages of your phone book for a MN Workforce Center near you.</p>

<p>Table 11</p>	<p>Flood Recovery Partners Provides outreach, emotional support, counseling, information and referral for anyone affected by the 2007 flooding. It is a federally funded program. The Fillmore County office is located at the old TRW building. We have computers with internet access, printer, and fax available for public use during office hours (Monday-Saturday, 10-6). Contact: Heather Geerts Fillmore, Olmsted, Dodge, and Steele Counties – 1-888-771-5109 Winona, Wabasha, and Houston Counties – 1-800-657-6777 or 1-800-973-7420</p>
<p>Table 12</p>	<p>United Way—CompuSwap Refurbished Computer Program Has applications available for individuals and not-for profit agencies to receive refurbished computers. Contact: Jeff at 507-287-2063 or jeffb@uwolmsted.org</p>
<p>Table 13</p>	<p>County Public Health Service Fillmore County Public Health Service Provides information on well disinfection, how to obtain a water testing kit, mold and other health-related issues. Public Health provides the Women, Infants, and Children’s (WIC) food supplement program, flu shot clinics, and a free child safety car seat program. Contact us at 507-765-2636.</p>
<p>Table 14</p>	<p>Fillmore County Veterans Service Office Provides support to veterans, widows of veterans, children of a deceased or disabled veterans, and parents who lost a son or daughter in military service. We help individuals apply for various federal and state veterans' benefits. We work with the Federal and Minnesota Department of Veterans Affairs, and other veteran organizations to inform veterans of the various benefits for which they are eligible. Where appropriate, we provide referrals to other agencies. 507-765-4937</p>
<p>Table 15</p>	<p>Fillmore County Demolition and Debris Removal Grant Debris Removal grants are being awarded for demolition and/or debris removal from a primary residence due to flood damage that occurred between August 18th and 31st. To be eligible for the grant, documentation must be presented that verifies that the costs were not covered by insurance, FEMA, or other sources. Applicants must also present invoices they have paid and show proof of proper waste disposal. Applications and complete criteria should be submitted to the Fillmore County Auditor/Treasurer’s Office, Courthouse in Preston. 507-765-3811</p>

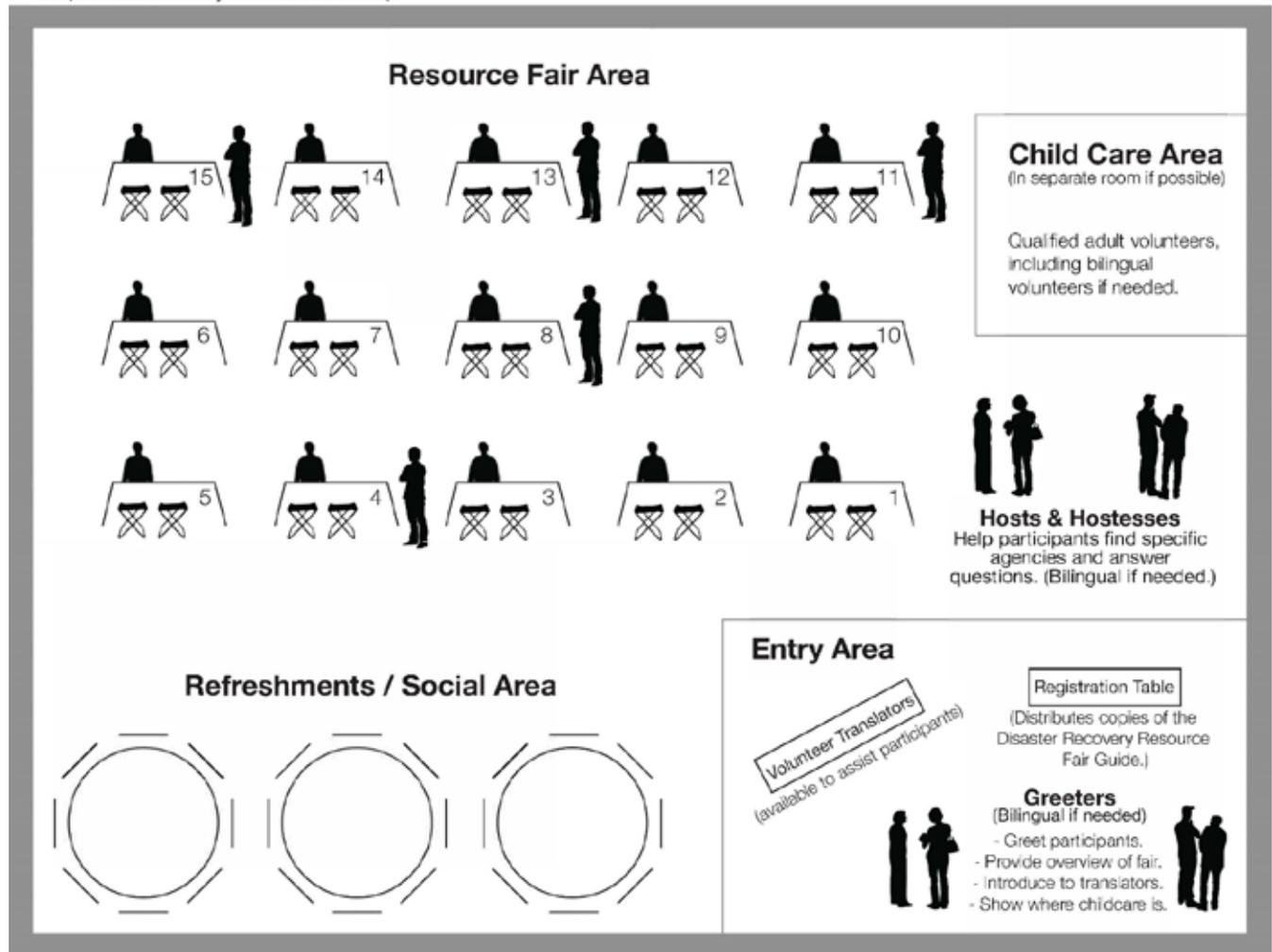
<p>Table 16</p>	<p>County Assessor Your property will be assessed at various points in the flood recovery process. Find out how that information will be used and why it is important to know the process. Fillmore County Assessor – 507-765-3868 Houston County Assessor – 507-725-5801 Winona County Assessor – 507-457-6300</p>
<p>Table 17</p>	<p>Rushford Village Visit with Rushford Village Clerk, Judy Graham, about how to get a building or demolition permit and rules for demolition and rebuilding. She will have building permit forms and information on how to hook up to city water. Share your issues or concerns about electric, sewer, and water service. Contact Judy at 507-864-7974.</p>
<p>Table 18</p>	<p>City of Rushford Visit with City of Rushford Clerk, Kathy Zacher, about how to get a building or demolition permit and rules for demolition and rebuilding. She will have building permit forms and information on how to hook up to city water. Share your issues or concerns about electric, sewer, and water service. Contact Kathy at 507-864-2444.</p>
<p>Table 19</p>	<p>Rushford Bankers We will answer general financial questions and/or help you formulate questions you could ask other agencies, lenders, and creditors. Associated Bank – Jeanne Feldmeier, President, and Kari Johnson, Person Banker Rushford State Bank – Dwayne Ostrem, Senior Vice-President</p>
<p>Table 20</p>	<p>University of Minnesota Extension – Family resource Management Educators We help those affected by the flood work through their financial options (pros and cons) by providing confidential and trustworthy education so individuals can make informed financial decisions. Arrange appointments by contacting Lutheran Disaster Recovery at 507-864-4214</p>
<p>Table 21</p>	<p>Family Means Consumer Credit Counseling Service (CCCS) Assists with personal budgeting & debt repayment plan options. Worksheets mailed for completion prior to meeting. To schedule an in-person or telephone meeting call 1-800-780-2890.</p>

<p>Table 22</p>	<p>Southern MN Legal Services, INC May be able to assist you with referrals on the following issues: Foreclosures, Bankruptcy, and Zoning. We will make every attempt to connect you with an appropriate legal referral through the local law firms in southeastern Minnesota, metro law firms, Volunteer Lawyers Network in Minneapolis, Legal Corps, and the Young Lawyers Division of the Minnesota State Bar Association. To be screened for an appointment, please contact Mary Stoos at 1-800-372-8168 or 507-454-6660.</p>
<p>Table 23</p>	<p>Internal Revenue Service Provides information to help them understand the federal income tax implications of their loss, how to access lost tax documents, what types of records and receipts will be needed to document the loss for tax purposes, how to claim the loss, etc. Visit with one of our staff. Contact Carol at Carole.A.Smith@irs.gov or call 651-726-1598.</p>
<p>Table 24</p>	<p>University of Minnesota Local and Regional Extension Educators Provide an Action List including deadlines, programs, and services available. Find in the Action List important steps to take as you develop your flood recovery plan. Extension will also provide research-based information to help you deal with farm and home flood related issues through fact sheets and access to web-based information that is research based. How to use a moisture meter will be demonstrated and information provided about septic systems and flood considerations. Contact the regional office at 507-280-2863.</p>
<p>Table 25</p>	<p>USDA Farm Service Agency <i>Deadline: December 31, 20XX</i> Provides information to farm and landowners about the flood assistance available for such things as crop loss, fence repair, etc. Fillmore County – 507-765-3892 Winona County – 507-523-2173 Houston County – 507-724-5261</p>
<p>Table 26</p>	<p>NRCS Natural Resources Conservation Service Provides assistance with erosion control- repair waterways, terraces, and ponds. Fencing and debris removal. Specific land retirement programs, Environmental Quality Incentive Program (EQIP), and other Federal programs. Fillmore County – 507-765-3878 Winona County – 507-523-2171 Houston County – 507-724-5261</p>

Sample Site Map

The community-based Disaster Recovery Resource Fairs model helps reduce barriers and provide access to disaster assistance programs. Use the model and adapt it as needed.

Sample Disaster Recovery Resource Fair Site Map



For more information on disaster recovery resources available, visit <http://www.extension.umn.edu/home-and-financial-management#disaster>

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Disaster Recovery Resource Fair: A Strategy to Provide Access and Reduce Barriers to Disaster Program Assistance was written by Phyllis A. Onstad and Sara R. Croymans, Extension Educators in Family Resource Management, University of Minnesota Extension Center for Family Development, August 2010. It was reviewed and updated November 2018 by Sara Croymans and Lori Hendrickson, Extension Educators in Family Resiliency, University of Minnesota Extension Center for Family Development.

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For more information on disaster preparation and recovery resources available from University of Minnesota Extension, visit <https://extension.umn.edu/home-and-financial-management#disaster>.

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