

**Calendar of Significant Events
in Long-Term Disaster Recovery Efforts
for FEMA Disaster #1610**

OCTOBER 2005

Sunday, October 9: Worst effects of the weekend's rains occur in five counties of New Hampshire (Belknap, Cheshire, Grafton, Hillsborough, Merrimack and Sullivan). Most horrendous damage occurs in Alstead, NH, where a culvert breaks loose and causes a wall of water to move thru the town, taking most everything in site. Homes, land, possessions and lives were lost. Immediate emergency response from municipalities, American Red Cross and Salvation Army begins. Monadnock United Way (MUW) calls American Red Cross chapter to see where we can help.

Monday, October 10: Federal Holiday – Columbus Day. MUW solicits partner agencies and area corporations and businesses, via email, to check if they sustained any damages and/or have any employees that are not able to come to work because of damages to personal property. Receive calls about temporary office space from several churches and businesses. In touch with the Red Cross to see if MUW can be of assistance in finding volunteers.

Tuesday, October 11: MUW compiles current disaster information and emails first edition of the “Running List of Assistance and Information” to those affected by the floods to our board of directors, partner agencies, General Campaign Loaned Employees; Team Captains; and Division Chairs (as a method to reach local businesses). Assist Red Cross in getting volunteers to assist in Disaster Assessment Training.

Wednesday, October 12: More information is compiled and the second edition of the “Running List of Assistance and Information” is sent out from MUW.

Thursday, October 13: Third edition of the “Running List of Assistance and Information” is sent. Keeping in contact with American Red Cross and MUW member agencies. MUW works to find food and supplies for homeless shelters that were flooded out.

Friday, October 14: Fourth and fifth editions of the “Running List of Assistance and Information” are sent out and are posted to the MUW website. News release distributed on Citizen's Bank Foundation contributing \$50,000 to establish Flood Emergency Assistance Fund, to be administered by Southwestern Community Services (SCS).

Saturday, October 15: Town of Alstead holds Town Meeting. Still being served by American Red Cross and Salvation Army. ARC Shelters in Keene and Alstead remain open.

Monday, October 17: Learn there is a volunteer group attempting to form in Alstead that will work to support those affected by the floods. MUW offers to attend meeting to assist in figuring out what to do. Invite the Monadnock Volunteer Center to come to meeting, as well.

Tuesday, October 18: Applications taken for Citizen's Bank Flood Assistance Funds in Keene and Newport offices of Southwest Community Services. Over 100 families show up to register.

Wednesday, October 19: Send out the sixth edition of the “Running List of Assistance and Information” and find out that these emails are getting sent out to Human Resource departments in businesses, to friends and family, and churches, etc. Calls come in to MUW looking for referrals.

Red Cross shelters in Keene and Alstead closed. Service Centers still open.

Thursday, October 20: NH VOAD (Volunteer Organizations Active in Disaster) meeting takes place in Concord, NH and the Monadnock Volunteer Center attends in the morning. MUW and Monadnock Volunteer Center attend meeting with Alstead Flood Relief committee of five volunteers at the Town Hall. Issues of organizing volunteers and assessing need are at the forefront of the agenda. MUW tours devastated area with Emergency personnel and takes photos.

Friday, October 21: Seventh edition is sent out via e-mail. Banks are offering special loan funds for flood victims.

State Legislature and statewide TV station WMUR host a telethon to raise money for NH Floods during the evening broadcast hours. Approximately \$330,000 is raised. Representative Elizabeth Hager chaired the effort. The local NH Flood Recovery Organization will distribute this money.

Monday, October 24: Governor John Lynch hosts a Disaster Meeting in Keene at the Pub Restaurant, where local (ARC, MUW, SCS, MFS), and state agencies (BEM, DRED, Dept. of Safety, FEMA, Governor’s Office Staff) attend. He makes it clear that the disaster victims will be served and that no one fall through the cracks and asks how that will be accomplished. Bureau of Emergency Management staff are ready to open up an office in Keene and announce a meeting on Wednesday, October 26 for local agencies and national, state and local volunteer groups known as VOAD.

Tuesday, October 25: NH VOAD meeting is held in Keene at the Salvation Army offices specifically to begin the work of developing a long-term recovery plan. Many volunteer organizations, faith-based groups and social service agencies were present. Meeting conducted by Bureau of Emergency Management staff and Salvation Army/VOAD staff.

Wednesday, October 26: President Bush signs the Governor Lynch’s request to declare a major federal disaster in NH areas affected by the floods. Work begins to open the Disaster Recovery Center in Keene where FEMA and SBA will register those affected.

Second meeting of NH VOAD held to continue development of long-term recovery plan, focusing on case management and fund-raising. Monadnock United Way, Community Network Team, Southwestern Community Services representatives discuss enhancing the supported referral work already being done by the Community Network Team to include case management of those affected by the floods.

Thursday, October 27: A positive decision by Community Network Team leadership to expand their operation to include flood relief case management was agreed to and plans for opening a local disaster relief office were pulled together. The State offered space in the building where

FEMA and SBA would be housed at 25 Roxbury Street. Plans were to open on November 1st matching the FEMA and SBA openings in both Keene and in Alstead.

Since time would be needed before professional staff could be hired, a training program for volunteer intake workers for the local effort was planned and announced through emails to MUW member agencies, the Monadnock Volunteer Center and other social service agencies.

Friday, October 28: An organizational meeting with staff from Community Network Team (CNT), Monadnock United Way (MUW), Southwestern Community Services (SCS) and the states' Bureau of Emergency Management (BEM) was held to continue planning for the November 1 ramp-up of local relief effort including location of funding for professional staff, setting up office with phones, furniture and computers, developing the intake document and securing volunteer intake workers. Intake training scheduled for the following Monday, Oct. 31.

Local Disaster Recovery Steering Committee meets for the first time. Members include:

Bill Marcello, Executive Director, Southwestern Community Services
John Manning, CFO, Southwestern Community Services
Laurie Jewett, Director of Homeless Services, Southwestern Community Services
Melinda Feola-Mahar, Executive Director, Monadnock Collaborative
Jen Seher, Project Director, Community Network Team
Katherine Snow, President, Monadnock United Way
Ellen Avery, Director of Community Building, Monadnock United Way
Arlene Magoon, Coordinator of Volunteers, NH Dept. of Safety, Bureau of Emergency Mgt.
Mike Poirier, State Coordinator, NH Dept. of Safety, Bureau of Emergency Mgt.

Monday, October 31: Local Disaster Recovery Intake Training takes place with 35 volunteers participating, conducted by the staff of the Community Network Team. Some intake workers were reassigned by their employers to work a certain number of hours up until the Thanksgiving Holiday. Three intake workers would work each shift. The Monadnock United Way was responsible for scheduling.

Governor Lynch assigns two Bureau of Emergency Management staff, Mike Poirier and Dave Vaillancourt, to work solely with the families in Alstead, NH that were the most devastated, literally losing their homes and for some even their land.

November 2005

SCS Housing Rehab program for flood victims is created and is funded in part by the Community Development and Finance Authority (\$250,000) and NH Housing and Finance Authority (\$250,000). Brochures are sent to all those that experienced damage to their homes.

Tuesday, November 1: **The NH Disaster Recovery Office opens in Keene** covering the hours of 9:00 am to 8:00 pm. with a full compliment of volunteers.

Governor John Lynch hosts an update session in Concord with local and state agency representatives. MUW, SCS, Salvation Army represented the local agencies.

The Community Network Team conducts an interview for the full-time Program Director position. Funding for the position was being sought after thru the Bureau of Emergency Management.

NOTE: By the time professional staff was hired and started working on December 1, there were 65 volunteers representing 20 state and local agencies that provided critical intake for over 200 households, from November 1 thru November 23rd.

Friday, November 4: The Alstead office of NH Disaster Recovery opens in the basement of the Third Congregational Church, along with FEMA, SBA and the NH Bureau of Emergency Management.

November 2,7,9,10,14,17 and 29: Operations & Allocations Committee meets to discuss needs of the moment for both intake locations. Policies and procedures are developed for telethon money distribution (see Allocations procedures), cases are reviewed for the most immediate of needs (housing, heat, plumbing and vehicles).

Members of the committee:

Arlene Magoon, Coordinator of Volunteers, NH Bureau of Emergency Management*

Laurie Jewett, Director of Homeless Services, Southwestern Community Services*

Ellen Avery, Director of Community Building, Monadnock United Way*

Jen Seher, Project Director, Community Network Team

Eileen Fernandes, Project Director, Operation Flood Recovery

* Signifies Allocations Committee.

Group decides to change the name of the long-term effort to ***Operation Flood Recovery*** and begins work on producing an informational brochure, stationary, and business cards designed by MUW staff.

Tuesday, November 22: First distribution of telethon money by ***Operation Flood Recovery (OFR)*** Allocations Committee. The decision was to provide up to \$2,000 to anyone registered with us that had either lost his or her vehicle or had severe damage to the vehicle. 25 letters were sent out to those people inviting them to contact the ***OFR*** office.

December 2005

Thursday, December 1: Eileen Fernandes begins as Project Director for ***Operation Flood Recovery***. AM Dillon begins as a VISTA volunteer, dividing her time between the American Red Cross, NH West Chapter and OFR.

*Thursday, December 1,8,15,22 and 29:****OFR*** Operations and Allocations Committee decides to meet once a week to support Eileen in her work and to approve allocations requests.

Thursday, December 22: Holiday gathering for Operation Flood Recovery team including 26 representatives from Alstead Flood Relief; Alstead Selectmen; Monadnock United Way, Southwestern Community Services, Community Network Team, and NH Bureau of Emergency Management.

January 2006

Thursday, January 5, 12, 19 and 26: **OFR** Operations and Allocations Committee meets once a week to support Eileen in her work and to approve allocations requests.

Monday, January 9: Steering Committee meets to review funding and allocation process and discusses possible grant opportunities.

Thursday, January 19: Re-convened NH Flood VOAD group to introduce Eileen as the OFR Project Director. To better serve the affected households and assist them in their recovery process, the organizations were encouraged to share the total amount of cash donations received and what was spent to date. Of the organizations present, it was determined that over \$1.8 million dollars had been donated and that roughly \$300,000 was still available between all the groups.

February 2006

Thursday, February 2, 9, 16 and Friday the 24th: **OFR** Operations and Allocations Committee meets once a week to support Eileen in her work and to approve allocations requests.

Monday, February 13: Sam Harvey begins work as the second VISTA Volunteer, working solely for **OFR**.

Thursday, February 16: **OFR** Steering Committee meets to get updates on building rehab program thru SCS; learn more about the State's proposed buy-out program; see latest statistics on households served, cases closed, and financial statement for funds distributed and town-by-town stats; and volunteer "building" opportunities for the summer.

March 2006

Operations and Allocations Committee continues to meet on a weekly basis.

Thursday & Friday, March 2- 3: First on-site meeting with organizers from Christian Reformed World Relief Committee – Disaster Response Services, a volunteer faith-based organization, to discuss their involvement in building new homes for selected households, this coming summer.