

## FUND DISTRIBUTION PROTOCOL

### Who is Operation Flood Recovery?

The local organization for long-term recovery is ***Operation Flood Recovery*** and is a collaboration of the following agencies: The Monadnock United Way, Southwestern Community Services, The Community Network Team and Service Link with state support thru the NH Department of Safety and the Bureau of Emergency Management. Many other agencies are involved in direct service to the affected persons.

### What is our task?

The mission of ***Operation Flood Recovery*** is to strengthen area-wide disaster recovery coordination in the affected areas by sharing information, simplifying resident access to services and fiscal resources, and jointly resolving cases of those ravaged by the floods. Through active and professionally guided case management, we will support and advocate for the affected individuals and families as they direct the restoration of their infrastructure and vital life support systems along with the resumption of their routines of daily living and the initiation of plans for permanent housing (repair, restore, rebuild, re-locate).

---

### Distribution of Funds to those Affected

In the sequence of delivery for long-term recovery, case management staff will determine where the clients fall in the unmet needs continuum. Upon review of all open cases, confirmation of assistance received by FEMA, other governmental agencies, victim's personal resources (including insurance) and community social and human service agencies will be calculated. At that time, the case management staff will determine unmet needs and make the referral to the Fund Committee for a grant.

### Hierarchy of Needs

- Basic Needs (food, shelter, clothing, fuel, vehicles, medicine)
- Personal Property replacement for transitional housing situation
- Rebuilding/Rehabilitation of home or business
- Material and Financial donations

### Levels of Immediacy of Need

Getting people back into permanent homes is the ultimate goal for long-term recovery.

Please note, that the 19 families that have lost everything (house, land, personal property and for some, members of their family) and will be supported by NH Department of Safety and Bureau of Emergency Management key staff. They will work in coordination with the ***Operation Flood Recovery*** case management staff, town organizations and local human and social service agencies. This does not exclude those families from any support that may be available.

Those affected individuals we want to initially support are:

- Homeowners/Businesses whose primary structures are determined safe to live/work in, yet need new equipment for heat, hot water and electricity, and have **no ability to pay** for the work to be done.
- Homeowners/Businesses whose primary structures are determined safe to live/work in, yet access by private road or bridge to the house has been damaged, so much so that emergency vehicles and fuel delivery trucks are not able to service.
- Individuals/Businesses that are employed and whose vehicles were destroyed or are in need of repair.
- Individuals that have lost their jobs as a result of business no longer being open.
- Displaced renters with loss of majority of personal property
- Displaced renters with added expenses due flood

### **Allocations Procedure**

All monies received by ***Operation Flood Recovery (OFR)*** are available to any individual or family who suffered damage and/or loss from the floods in October 2005 AND has registered with OFR. They must live in one of the five federal disaster-declared counties of Belknap, Cheshire, Hillsborough, Merrimack or Sullivan by the Federal Emergency Management Administration.

OFR Allocations are based on unmet need. In all likelihood, OFR will not be able to cover 100% of the unmet need for the most extensive of cases and will look at the most immediate concerns for these clients.

The OFR Project Director is responsible for managing on a case-by-case basis and determining the level of need taking into consideration personal finances, FEMA awards, SBA Loans, insurance payments, donations from outside sources (American Red Cross, Civic Groups, Foundations, etc.), and personal expenditures on flood related items. The Project Director may determine that a particular undertaking can best be handled by an outside agency and submit the findings and recommendations on behalf of the client.

Once unmet need is determined, the Project Director presents each case to the Allocations Committee, made up of three representatives. Cases are presented weekly at the Operations and Allocations meeting. Once a determination has been made, two signatures from the Allocations Committee are required on all check requests and are submitted to the Business Office at Southwestern Community Services. Checks are cut once a week and preferably made out to the vendor providing the service.