

Standard Operating Procedures(SOP)

Local Unmet Needs Coalitions

I. Introduction

During disasters, especially in the recovery phase, it is critical that a collaborative effort be established between government and the private non-profit community. Federal and state entities have specific guidelines and areas which can provide assistance, but this assistance is designed to meet minimum short term needs, i.e. to make those impacted safe, sanitary and secure. Volunteer organizations, interfaith groups, social service organizations, community action agencies and locally based state agencies all come together to define a complete assistance package for those impacted by the disaster. These local groups have various compositions and names, but all are designed to assure the same delivery of services.

II. Mission

Establish an inclusive community based group organized to identify and resolve emergency and long term disaster related unmet needs which cannot be met by traditional resources.

III. Objectives

- Provide a community network
- Provide a single point of contact
- Maximize existing resources
- Assure appropriate allocation of resources
- Provide an avenue for referral

IV. Concept of Operations

A. General

The primary function of unmet needs committees is to coordinate and access resources at the local level and utilize the organizational structure of local member agencies to access non-local resources. Non-disaster related functions include planning, training and mitigation activities.

B. Organization

Optimally, an unmet needs committee is organized before a disaster strikes. If an unmet needs committee is not in place, one needs to be organized as soon as possible after disaster strikes.

C. Participants

Composition of local or regional unmet needs committees is contingent on local resources and participation. These coalitions are usually formed utilizing viable core groups. Existing community service organizations which can provide a basis for an unmet needs committee are:

Local volunteer agencies active in disaster (VOAD)
Ministerial Association
Local Interfaith (see attachment #1)

As the committee progresses it will become inclusive of many other organizations and groups. (see attachment #2)

D. Support Groups

Technical assistance to unmet needs coalitions which are organizing provided technical assistance by statewide umbrella organizations as well as government agencies. Some of these resources for committee formation include, but are not limited to:

Emergency Management (ESF 15)
State VOLAG Officer
Voluntary Agencies Active in Disaster (VOAD)
Florida Interfaith Networking In Disaster (FIND)
Unmet Needs Committee Mutual Aid

V. **Responsibilities and Functions**

A. Response

1. Information and referral
2. Follow-up to response agency assistance (VOAD)

B. Recovery

1. Individual assistance

Utility deposits, rental assistance, and essential furniture replacement
Emergency protection, repair and rebuild of homes
Building supplies and volunteer labor
2. Crisis Counseling Seminars for Clergy and caseworkers

Interaction with the Department of Children and Families providers (see

attachment #3)

Referral to agencies providing mental health assistance

3. Advocacy, Work Crews and Phone Bank Volunteers

Community volunteer assistance

Liability/government coordination

Insurance for non-affiliated

4. Fund Disbursement, Tracking and Accounting

Maintain accounting ledgers for tax and auditing purposes

Coordinate outside funding assistance

5. Casework Management and Review

Salvation Army/Red Cross/Funded caseworker

Provide individual follow through

C. Planning/Training

1, Provide mutual aid for developing committees

2. Provide volunteer training and establish a data base
(ESF 15)

3. Co-ordinate with local Emergency Management in addressing shortfall
areas

D Mitigation

1. Local Mitigation Strategy participation

2. Flood Assistance Mitigation Grant Program coordination

3. Community Housing and Development funds

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