

Corporation for National and Community Service

10.7.11

DISASTER SERVICES UPDATE

Friends and Partners,

Our hearts continue to go out to the many that have been affected by the spring storms, tornados, wildfires, flooding and most recently throughout the Northeast, Hurricane /Tropical Storm Irene. Our federal and nonprofit partners including FEMA, the State Service Commissions, Hands On, National VOAD members, all of our grantees and the National Civilian Community Corps (NCCC) have extraordinary disaster response capabilities and have been working tirelessly for many, many, months. I'd like to take this opportunity to recognize the dedication and commitment demonstrated by these extraordinary groups.

If you would like to learn more about you can help visit www.serve.gov or <http://www.fema.gov/rebuild/recover/howtohelp.shtm> If you would like to learn more about how to prepare your family and or community please visit www.ready.gov.

TROPICAL STORM LEE

Tropical Storm Lee was the twelfth named storm and thirteenth system overall of the 2011 Atlantic hurricane season, developing from a broad tropical disturbance over the Gulf on September 1. It was designated as Tropical Storm Lee the next day.

"In Pennsylvania, Tropical Storm Lee is turning out to be much worse than Irene, dropping more rain in some areas than Agnes did in 1972". Bernard Brown, CNCS State Director, PA

Senior Corps:

Retired Senior Volunteer Program (RSVP)

Foster Grandparents Program (FGP)

The Retired Senior Volunteer Program (RSVP) of Schuylkill County is mobilizing volunteers to staff the Office of Senior Services table at the Disaster Recovery Center in Pine Grove, PA. Two additional RSVP participants are assisting the American red Cross with shelter operations at three different sites throughout the county.

Lackawanna County (Scranton):

The flooding along the Susquehanna has been severe and staff of our RSVP sponsor, the Voluntary Action Center of Northeast Pennsylvania, which also serves as the local volunteer center, has been involved in coordinating the general volunteer response (reporting difficulty working with the Red Cross). A few RSVP volunteers are involved in the coordination effort at the VAC office, and about 40 have been referred so far to other response activities.

Luzerne/Wyoming Counties (Wilkes-Barre area):

The Foster Grandparents Director for Luzerne/Wyoming Counties reports that power only recently came back on in the Wilkes-Barre area. The dikes held in Wilkes-Barre, but apparently there was a lot of flooding in neighboring areas.

Corporation for National and Community Service

Capital Region: Dauphin, Adams, Cumberland, Franklin, Perry, Counties (Harrisburg area and surrounding rural areas)

Our RSVP grantee reports a lot of flooding in the Susquehanna Valley and along tributaries. The RSVP staff has been involved in the response, and volunteers will be involved in coordinating (and working on) recovery and rebuilding.

Beaver County (north of Pittsburgh) the RSVP sponsor reports that volunteers (I'm still working on finding out exactly how many) have been involved in cleaning up after flooding in Aliquippa on August 19th.

AmeriCorps NCCC Atlantic Region

A team of seven NCCC members are expected to arrive at the Joint Field Office in Pennsylvania on 9.29.11. The team will be serving in the Bloomsburg area. A second team of NCCC members is expected to arrive on the ground next week.

TEXAS WILDFIRES

On Sept 5 a wildfire raced through rain-starved farm and ranchland in Central Texas, causing an evacuation of almost 5,000 residents and destroying 500 homes.

Central Texas

Washington Conservation

American Youthworks

Under the authority of a FEMA Mission Assignment two AmeriCorps grantee programs 30 members deployed to Austin, Texas where they are coordinating a Volunteer Reception Center and facilitate donations management.

Deployment Dates Sept 19 – October 30

HURRICANE/TROPICAL STORM IRENE

August 20-August 29th Hurricane Irene wound up by most estimates as one of the top ten most destructive and deadly hurricanes to hit the United States since 1980. While ultimately not as powerful as many had predicted, the storm still killed at least 27 people along its path from the Caribbean to the eastern seaboard. Transportation was shut down all along the east coast, stranding residents and tourists in shelters, airports, and train stations. More than 5.8 million customers lost electricity, thousands of flights were cancelled, flooding washed out roads and destroyed homes, and evacuation orders were issued for hundreds of thousands. Gathered here are pictures from the Hurricane's path. -- Lane Turner

Connecticut

AmeriCorps NCCC Atlantic Region

A team of 7 NCCC members will deploy on September 7, 2011 to Middletown, CT under the authority of a FEMA Mission Assignment to assist in operations post-Hurricane

Corporation for National and Community Service

Irene. Members will be responsible for supporting the capacity of Voluntary Organizations Active in Disaster, coordinating volunteers, and supporting donations management.

Massachusetts

Homeland security Corps, an AmeriCorps State program, deployed one member to support the American Red Cross in conducting damage assessments throughout Massachusetts.

AmeriCorps NCCC Atlantic Region

Two NCCC Teams (approximately 20 members) deployed to assist the city of Springfield with long term recovery in the Springfield area.

New Jersey

AmeriCorps NCCC Atlantic Region

Trenton, NJ

One Atlantic Region team deployed 9.6.11 to Trenton, Parsippany, Union, and Neptune, NJ, under the authority of a FEMA Mission Assignment, to assist in consolidating data from the 211 call system, the Commission office and supporting the state VOAD in the Joint Field Office (JFO).

Teach for America

3 Teach for America Volunteers are supporting New Jersey Cares an affiliate of Hands on Network. Members are registering volunteers and processing calls.

The state of New Jersey asks that you: "Please, do not collect or send food, water, clothing or household items unless you have a specific request and a delivery location. These items generally cannot be used in the midst of the disaster -- and it can be said that they create a second disaster. If you would like to assist, monetary donations to a non-profit of your choice is the best way to assist in a disaster."

New York

Volunteer Florida

Volunteer Florida (State Service Commission) is supporting the New York State Emergency Management Office (SEMO) in response to Hurricane Irene and Tropical Storm Lee through the deployment of Volunteer Florida's Director of Emergency Management on an two week mission, 9/16/11- 9/30/11. Support duties include staffing the SEMO Donations Management Group; coordinating donations management, deployment of NCCC teams under NY Mission Assignments, and volunteer and donation efforts with FEMA Voluntary Agency Liaisons.

UPDATE *AmeriCorps NCCC Atlantic Region*

7 NCCC members deployed 9.23.11 to New York to partner with All Hands in Schoharie County, NY. The team will be on a two week assignment assisting in mucking and gutting operations. This deployment has been extended until 10.31.11

Corporation for National and Community Service

UPDATE *AmeriCorps NCCC Atlantic Region*

One Atlantic Region team deployed on 9.21.11 to Green and Schoharie counties under the authority of a FEMA Mission Assignment to help with donations management. The deployment end date is 10.31.11

New York City

Homeland Security Corps, an AmeriCorps State program, deployed one member to support the American Red Cross in conducting damage assessments in NYC.

Schenectady, NY

On Thursday & Friday Sept. 1st & 2nd AmeriCorps and Youthbuild volunteers from Northeast Parent & Child Society deployed to the Stockade area of Schenectady to help victims of Hurricane Irene clean up their homes. WTEN, Channel 10 was there to document the event and did a feature story about the staff and students who helped people to reorganize their lives. <http://www.wten.com/Global/category.asp?C=172705&autoStart=true&topVideoCatNo=default&clipId=6213887&flvUri=&partnerclipid>

NY State Service Commission: New Yorkers Volunteer

In addition to the activation of the NCCC AmeriCorps Teams, please find information regarding the AmeriCorps*State activity of five members in response to Hurricane Irene in New York State. I'll continue to update you as other members are activated. If you have any questions please feel free to contact me at 518-473-8882.

- Regan Miller and Liesl Schanz are assisting with Mass Care in the Red Cross Central New York Region, specifically in Oneida and Herkimer Counties.
- Naishah Hempfield is assisting with Mass Care in the Lower Hudson Valley where she will provide support to shelters in the region.
- Caitlin Foley is assisting with Partner Services in the Lower Hudson Valley where she will act as a government and community liaison.
- Elvis Hernandez is assisting with the disaster response efforts in the Northeastern NY Red Cross Region due to short staffing for the current response. Elvis will assist with Personnel Services as well as Logistics and Mass Care.

North Carolina

UPDATE *AmeriCorps NCCC Southern Region*

October 11 – December 8

A 10 member NCCC Team will lead donations management, provide support at the volunteer center and muck/gut homes in Pamlico County in response to Hurricane Irene.

Coastal Community Action

A Coast Community Action member, whose Newport, NC community was flooded, served at shelters over the weekend. The shelter served over 150 people and 60 pets.

Pennsylvania

AmeriCorps NCCC Atlantic Region

Corporation for National and Community Service

Two NCCC Staff members deployed under a FEMA Mission Assignment to the Joint Field Office (JFO) in Harrisburg, PA. They are on a MA and are working with the FEMA VAL to help assess the need for possible CNCS help (donations and volunteer management, warehousing, debris removal, mucking/gutting etc.) and then assist in the coordination of requesting needed CNCS assets.

UPDATE AmeriCorps NCCC Atlantic Region

Harrisburg

AmeriCorps NCCC Atlantic Region

Under the authority of a FEMA Mission Assignment two NCCC staff members will deploy to Pennsylvania to assist FEMA and the PA State Emergency Management Office is assessing damages and needs as a result of Tropical Storm Lee.

Two NCCC Staff members deployed under a FEMA Mission Assignment to the Joint Field Office (JFO) in Harrisburg, PA. They are on a MA and are working with the FEMA VAL to help assess the need for possible CNCS help (donations and volunteer management, warehousing, debris removal, mucking/gutting etc.) and then assist in the coordination of requesting needed CNCS assets.

One Atlantic Region team deployed to Bloomsburg, PA on 9/29/11 and is scheduled to be there until 10/31/11.

One Atlantic Region team deployed to Bradford, PA on 10/03/11 and is scheduled to be there until 10/31/11.

South Carolina

AmeriCorps NCCC Atlantic Region

Carolina Low country American Red Cross RSVP

An RSVP member was deployed to Richmond, VA to help with transportation and logistics in response to the hurricane. Additional RSVP volunteers will be mobilized as needed. Twenty-six Carolina Low country RSVP volunteers have been trained to respond as needed.

Virginia

RSVP of the VA Peninsula

Approximately 50 volunteers are working with faith-based organizations and Kiwanis to distribute water and work the phones.

ALABAMA TORNADOES

Severe thunderstorms, winds and massive tornadoes moved through the South on April 27, 2011 and caused significant damage and loss of life.

UPDATE AmeriCorps NCCC Southern Region

October 14 - December 8

Corporation for National and Community Service

Habitat Tuscaloosa has ramped up its building efforts in response to the April 27, 2011 tornados. An 11 member NCCC team will focus on leading volunteers in all stages of new home construction.

UPDATE AmeriCorps NCCC Southern Region

November 11 – December 8

A 12 member NCCC team is working with Hale Empowerment and Revitalization Organization (HERO) and Habitat for Humanity of Hale County to build a new home for a family displaced by the April 2011 tornadoes. The team will lead volunteers in all stages of home building.

AmeriCorps NCCC Atlantic Region

One AmeriCorps NCCC members deployed on September 6, 2011 to Alabama under the authority of a FEMA Mission Assignment. Members will be responsible for recovery operations as a result of the tornado that hit the area earlier this year.

NORTH DAKOTA FLOODING

UPDATE NCCC North Central Region

AmeriCorps NCCC, North Central Region

9 NCCC members deployed to Minot to serve with Lutheran Disaster Response. The members are focusing on gutting and mucking homes impacted by 2011 flooding from the Souris River.

LOUISIANA

UPDATE NCCC Southern Region

Lafayette, LA

October 11 – November 6

The team is working with Habitat and Rebuilding Together Acadiana with a primary focus on rebuilding in Rayne, LA, in response to the devastating March 2011 tornado. With LHFH, the team would lead local and visiting volunteers on new builds. With RTA, the team will lead volunteers in repair and rebuilding projects in Rayne.

UPDATE NCCC Southern Region

Venice, LA

October 11 – October 14

Two teams (21 members) will prepare 4,000 GulfSaver Bags (biodegradable bags with enriched soil), which future volunteer groups will use to plant vegetation to reinforce the coastline and guard against potential future oil spills.

SOUTH DAKOTA FLOODING

UPDATE NCCC North Central Region

AmeriCorps NCCC, North Central Region

National Service Disaster Brief

www.nationalservice.gov

10.7.11 / 12:00 pm

Corporation for National and Community Service

11 NCCC members deployed to Pierre to serve with Lutheran Social Services of South Dakota. The members are focusing on gutting and mucking homes impacted by 2011 flooding from the Missouri River.

NATIONAL PREPAREDNESS AND RESPONSE CORPS

Irene Response

- Three members have deployed from New Orleans, taking Emergency Response Vehicles to North Carolina and Virginia'
- All six members in Philadelphia are supporting response efforts there.
- One member from St. Louis is in Raleigh, NC working in logistics.

UPDATE SPOT LIGHT ON RHODE ISLAND

Rhode Island



Serve Rhode Island Hurricane Irene Activity Report September 29, 2011

Activity Report: Serve Rhode Island, the RI Commission for National & Community Service, has a contract with RI Emergency Management Agency to coordinate the State's Citizen Corps Program and disaster volunteers. Tropical Storm Irene led to a great deal of activity:

Volunteer Pre-Registration: On Thursday, August 25th SRI put out a call for volunteers to register response and recovery volunteers. From Thursday through Sunday (when the storm hit RI) 332 volunteers were pre-registered. This pre-registration proved critical with the resulting loss of electric power in the state (over 380,000 Rhode Islanders were out of power) and phone service interruptions that lingered over the next week and made communication challenging. The registration portal remained open through August 31st and a total of **377 volunteers** were registered. SRI maintains an ongoing list of community volunteers registered with the agency. Currently that registry is at 9,000.

Volunteer Training: On Saturday, August 27th, SRI provided **disaster volunteer orientation and a briefing** for experienced disaster volunteers. The briefing utilized technology new SRI, as it was simulcast as a webinar. A total of 75 volunteers participated.

Corporation for National and Community Service

Volunteer Recruitment and Placement: SRI was able to successfully recruit and schedule volunteers for a number of our partners:

- **RI Emergency Management Agency** – Phone Response and Administrative Support, to meet increased call volume and assist RIEMA staff in supporting agency operations. 36 volunteer shifts were filled, providing 164 hours of support from August 27 through September 1.
- **RI Red Cross** – Red Cross utilized SRI volunteers for staffing shelters and multiple feeding operations. At the peak of the storm (8/28), 13 shelters and 2 pet shelters were open. The last shelter closed on 9/2. Feeding continued beyond that date due to extended loss of power for 30,000 RI residents (over 380,000 at peak). 75 volunteers were recruited by SRI for Red Cross operations August 27 through September 1; these volunteers provided 900 hours of service.
- **United Way 2-1-1 in RI** – Call Center Staffing, to assist with the surge in calls and to provide callbacks to those requesting assistance. 50 volunteers provided 200 hours of service. From August 26 through September 4, they received 23,619 incoming calls and provided over 4,000 outgoing callbacks.
- **RI Department of Health** – HEALTH utilized 15 volunteers as Food Inspectors. The volunteers were trained by HEALTH staff and deployed, in teams, to monitor food temperatures and safety at commercial food establishments. They provided approximately 90 hours of service.

SRI also utilized volunteers for a **Call 10** – WJAR NBC 10 conducted a “Call 10” phone bank during programming the night before Irene’s landfall (Saturday, Aug. 27). 6 volunteers from SRI provided information and referral to callers (24 hours of service).

Clean Up Coordination: Serve Rhode Island managed the coordination of volunteer cleanup efforts after Tropical Storm Irene. SRI coordinated the statewide volunteer clean up efforts for RI homeowners that were impacted by the storm (preference was given to individuals without insurance, low income, the elderly, individuals with disabilities, and single parent households). SRI was the point of contact for coordinating volunteers, which included: out of state volunteer groups coming in to assist: local volunteer groups (including SRI’s RI Serve Corps Disaster Team (RI SCDT) and faith-based groups); and spontaneous, unaffiliated volunteers who were led and assisted by members of the RISCDDT. As occurred in the 2010 Floods, All Hands Volunteers (formerly Hands On Disaster Response) graciously provided SRI with web access to their clean up coordination database. UW 2-1-1 in RI took requests for tree and green waste removal, which were forwarded to SRI to enter into the database, assess and either assign to a volunteer team or refer to other services. 279 work requests were received. SRI screened these requests by phone to determine whether work still remained to be done, and to document the damage in more detail. NCCC members, working with SRI staff and volunteer group assessors, in some cases conducted on site damage assessments, including photo documentation, to determine what work could be performed by the volunteer groups (i.e. some jobs were too dangerous and will require specialized equipment and skills beyond those provided by the volunteer groups. Crews on the ground included 2 teams from the Mennonite Disaster Services (MDS), 2

Corporation for National and Community Service

AmeriCorps NCCC (Moose 5 and Buffalo 7) teams, 2 from churches associated with LOVE RI, and 2 SRI crews. Clean up work started on September 1st and concluded on September 29th.

NCCC – RI VOAD (RI Voluntary Organizations Active in Disaster, of which SRI is a founding and active member) sponsored two CNCS (Corporation for National and Community Service) AmeriCorps NCCC (National Civilian Community Corps) teams. The first team was provided by NVOAD (National VOAD). These AmeriCorps teams worked full-time, 6 days per week, and were available to RI for as long as the need was justified. SRI coordinated housing, which was provided by Camp Aldersgate in N. Scituate, and food, through the RI Community Food Bank, to support these teams and Mennonite Disaster Services teams. The first NCCC team, Moose 5, a 7-member team, arrived in early September. 3 of the members arrived on September 2nd and were stationed at 2-1-1. The remaining 4 arrived on September 6. Once the full team was in RI, 3-7 members (depending upon the day and tasks at hand) were stationed at SRI, assisting in coordinating clean up efforts, conducting on site damage assessments, working in the field with the Mennonite Disaster Services group and recruiting and scheduling volunteers. Moose 5 made a significant contribution to the operations of 2-1-1, the management of the work request database at SRI, and working out in the field on clean up jobs, but it was decided that an NCCC team with sawyer (chainsaw) training and expertise would be more valuable to accomplishing the cleanup tasks. As a result, Moose 5 departed on September 18 and Buffalo 7, a team of 6 sawyers, arrived on September 19. 5 of Buffalo 7's members have been working independently in the field on cleanup jobs assigned by SRI, 1 has been stationed at SRI assisting with the management of the client database and 1 has been stationed at 2-1-1 assisting with call center operations and providing support to RI VOAD. Buffalo 7 completed their work in RI on Thursday, September 29 and departed the State on September 30.

SRI also worked with the following volunteer groups, identifying logistics support (i.e. housing and food) and assigning and tracking work requests:

- **New England Baptist Convention** – a small assessment team came into the state operating out of Camp Canonicus just after the storm. They began initial damage assessments and determined that the damage did not meet their threshold for response. The team then relocated to assist in VT.
- **Mennonite Disaster Services** – An original team of 3 members arrived from PA to assist in RI clean up. They were housed at Camp Aldersgate. The Team worked September 4 through the 9. A second team of 2 arrived on September 9 and worked in RI until the September 26. Several members of the AmeriCorps NCCC teams worked with them in the field pulling brush. MDS completed 52 cases.
- **City Team Ministries** – a team of 5 members arrived Saturday, Sept. 10 for one week of service. They worked on projects from East Providence down to Newport. City Team completed 17 cases.
- **AmeriCorps NCCC Buffalo 7** – With 1 member stationed at UW 2-1-1- and 1 stationed at SRI assisting with database management and cleanup coordination, the remaining 4 members worked in the field on cleanup jobs as they were equipped with chainsaws. SRI anticipates that Buffalo 7 will complete 28 jobs. They completed 26 jobs, contributing

Corporation for National and Community Service

183 hours of service through September 29th and departed from the State on September 30.

- **Living Hope Christian Church with LOVE RI (partnership of churches)** - On Saturday, Sept. 3 two teams from this North Kingstown church completed 8 cases of storm clean up in North Kingstown, Warwick and West Warwick. 16 volunteers provided 96 hours of service. Members of SRI's RI SCDT served as team leaders.
- **RI Church of Christ with LOVE RI** – On Sunday, September 11, members of the RI Church of Christ completed 7 cases. 18 volunteers provided 108 hours of service. Members of the RI SCDT served as team leaders.
- **Brown Disaster Relief** – On Saturday, September 24, 5 volunteers from Brown Disaster Relief worked with Buffalo 7 and 2 members of the RISCDT to completely wash and sanitize a house that had been flooded during the storm and subsequently overtaken by mold. 13 volunteers provided 45.5 hours of service.
- **SRI Volunteer Teams** – SRI recruited and deployed 3 small teams of 8 volunteers that performed chainsaw and yard clean up duties. 3 cases were completed and 56 hours of service were provided.

Local and National Partnerships: SRI is an active participant in RI VOAD and participated in daily conference calls with member organizations to stay updated on the impacts of the storm and efforts to meet community needs. Membership includes: United Way 2-1-1, American Red Cross, Salvation Army, RI State Council of Churches, Jewish Federation, Diocese of Providence, RI Community Food Bank, Love RI (a coalition of churches), Adventist Community Services, RI Community Action Agency, Church World Services, New England Baptist Council, City Team Ministries, Rebuilding Together, Meals on Wheels, and many other non-profit organizations. RIVOAD was responsible for obtaining the two NCCC teams that assisted at SRI and 2-1-1.

Number of TOTAL Volunteers Registered on SRI Website	374
Number of Volunteers SRI Placed with Partners	191
Total Number of Volunteer Hours Served with Partner Organizations	4978
Damage Requests from 2-1-1	279
Screened Requests Needing Clean Up Assistance	160
Total Clean Ups Completed	119
Total Volunteer Hours	1085
Total Number Volunteer Hours Assisting with Cleanup Coordination	524

Corporation for National and Community Service

Number of Disaster Volunteer Groups Participating in Assessment and Clean Up	7
Total Cases Completed by Homeowner or Through Other Means	106
Total Cases Rejected for Safety Reasons	41
Total Cases Rejected for Various Other Reasons (Requested financial assistance, food, housing, rebuild, etc.)	13
Total Number Volunteer Hours	6587
Total Value Volunteer Time (using Independent Sector's - \$21.36 per volunteer hour)	\$140,698.32

RHODE ISLAND AmeriCorps NCCC Atlantic Region

A team of 7 AmeriCorps NCCC members deployed on September 2, 2011 to Providence, RI under the authority of a FEMA Mission Assignment to assist in operations post-Hurricane Irene. Members will be responsible for supporting the capacity of Voluntary Organizations Active in Disaster, coordinating volunteers, and supporting donations management.

Washington DC

FEMA's ESF-6* partners are working in support of the National Recovery Coordination Center (NRCC) and are providing close coordination of ESF-6 activities. CNCS is currently staffing a desk in the FEMA NRCC Red Room.

ESF– Emergency Support Functions. ESF's provide the structure for coordinating Federal interagency support during an emergency.

ESF #6 - Mass Care, Emergency Assistance, Housing, and Human Services Coordinates the delivery of Federal mass care, emergency assistance, housing, and human services when local, tribal, and state response and recovery needs exceed their capabilities.

RESOURCES

Google has partnered with FEMA's Ready.gov for National Preparedness Month to make information about how technology can be used prior to / during a disaster available to first responders and the public. Check out some of these innovative tools by exploring the links below.

- [National Preparedness Month landing page](#) with new case study videos
- [Updated Tools and Resources Page](#) with new case studies and templates
- [Get Tech Ready resource for the public with FEMA and ARC](#)
- [Blog post with stats on the internet and crises](#)
- [Campaign blog post](#)

Corporation for National and Community Service
