

**Disaster Recovery Coalition of Luzerne County
January 2012 through May 2016**

Program Summary Recent Activities:

- The Coalition has continued to meet on a quarterly basis, in order to maintain ties between the collaborators. Community organizations, faith based groups, funders (United Way and the Luzerne Foundation), and Emergency Response, have maintained presence at the quarterly meetings. In 2013, the DRC launched a new effort. Under an agreement with FEMA, the regional contractor for the FEMA Buyout, the homeowner, and the volunteers, we have begun 'harvesting new items that had been installed in the homes that started re-construction but then opted for the FEMA buyout. The agreement stipulates that harvested items can only be used in other disaster impacted homes. To date, we have harvested items from more than 14 homes across Luzerne County. The items have been sent to 10 other disaster impacted communities. Because of the success of the program, the Luzerne County Office of Community Development approached the Luzerne County DRC and asked about a like agreement for County buy-out properties. In 2013, the Disaster Recovery Coalition of Luzerne County was awarded 'Program of the Year' by the Non-Profit Community Assistance Center. We also presented as a Best Practice on the Harvesting Program at the Pennsylvania Emergency Management Agency's Annual Conference in May 2016. To date, we have harvested at minimum pproximately \$500,000 worth of furnaces, hot water heaters, doors, windows, appliances, kitchen cabinets, bathroom fixtures and vanities, and electrical boxes. Utilizing faith based skilled volunteers, we have accumulated additional hours of assistance. The following groups provided volunteer harvesting hours: UMCOR, Volunteers in Mission, Carpenters' Helpers, Neighborworks, and Hand-Up Foundation

These items were taken to 9 different communities across eastern and central Pennsylvania, to Maryland, and to New Jersey, to aid in rebuilding efforts in areas affected by Irene, Lee, Sandy, and other similar disaste

Program Summary History of DRC LC:

The program faced considerable initial start-up obstacles, resultant from Luzerne County not having a formalized long-term recovery unit in the recent history, if ever. Creation of Case Management job descriptions, advertising efforts, interviewing, and candidate selection chewed valuable time away from an initial long-term response. Through the guiding collaboration of the United Methodist Ministries, the Lutheran Ministries, the Presbytery of Lackawanna County, and FEMA, the local agencies tied to the Luzerne County Disaster Recovery Coalition were able to formalize a management structure and push through the initial growing pains. We were able to locate an individual with both case management experience and extensive disaster response accomplishments. That individual was only able to work part-time, but his efforts soon demonstrated incredible organization and efficiency. While we did hire an additional part-time case manager, that position simply proved to be unnecessary. We have not looked back since. We were fortunate to collaborate with the Lackawanna Presbytery to hire as an independent contractor a Volunteer Coordinator, who, as demonstrated below, managed to coordinate volunteers from as far away as Seattle, WA. Likewise, through our Case Managers collaboration with the United Methodist Ministries, we were able to utilize a Project/Construction Coordinator through UMCOR, in addition to accessing local volunteers for project coordination.

The fiscal prudence and collaborative nature of our Coalition was demonstrated in other areas. By connecting our disaster clients to other local funding sources, the Case Manager was able to obtain nearly \$88,000 in services that otherwise would have been left to the expense of the Coalition. These funds, while noted in

the attached fiscal report, were provided directly to the pre-approved construction contractor and were noted channeled through the Coalition, even though our application on behalf of the clients procured the money. In addition, the Coalition was able to procure two tractor trailers full of reconstruction materials to be used throughout Northeastern Pennsylvania (we are, however, unable to parcel out how many items and of what value were used specifically in Luzerne County). We were also able to obtain 5,000 square feet of storage space as an in-kind donation from Cal-Star Industries for building materials and supplies, which we share with Wyoming County's long-term recovery unit. The Coalition's fiscal prudence is also demonstrated through the use of volunteers for the muck/gut and deconstruction/construction tasks. The value of volunteer hours, using the 2011 RSVP rate is currently at \$303,383.92 for our efforts. This fiscal prudence led to program funds being underspent, while outcomes were achieved.

In addition to the activities listed below, the Coalition was able to develop and implement a web-site to provide information to the community and help coordinate organizational efforts. The web-site and logo design were developed as a Marketing Class project of students at Misericordia University, saving, once again, the coalition thousands of dollars. The site can be visited at thedrclc.org .

Measureable Outcome:

The proposal provided for service to 70-120 flood affected families over a two year period. A second outcome was to create a sustainable structure to provide long-term disaster response for Luzerne County, precluding critical time-consuming ramp-up of such efforts. A tertiary goal is to establish case management activities that would provide enhanced access to local resources for disaster assistance.

Goal 1: 70-120 families to be served. Through July 31, 2013, sixty-seven (67) cases have been completed, meaning requested assistance was provided. The number does not include cases that were closed due to requests for inappropriate assistance or non-compliant applicants. At present, we have no cases open across Luzerne County. A work list of completed tasks for each household is attached.

Goal 2: The Luzerne County Disaster Recovery Coalition is comprised of 24 different organizations. Weekly meetings have been held over the past 21 months, with regular representation from 12 of the entities. Attendance at the weekly meetings has been consistent at 12-15 people. A separate VOAD (Volunteers Organized to Assist Disasters) has been formed from the group with the express purpose of assuring long-term sustainability. Formal structure is being implemented.

Goal 3: Access to other available local resources has been demonstrated through the acquisition of over \$87,000 in services from the Commission on Economic Opportunity (\$18,000) and NeighborWorks (\$69,000).

Case Management Activities:

Callouts

PHASE I (through July 25, 2012):

FEMA provided the DRCLC with a list of homes that met the criteria established by the DRCLC for initial help. **These homes sustained over \$11,000 in damages, homeowner was age 60+ or disabled.**

Calls were made to homeowners in Berwick, Dallas, Drums, Duryea, Exeter, Exeter Twp.,

Hanover Twp., Harveys Lake, Hunlock Creek, Jenkins Twp., Mocanaqua, Nanticoke, Nescopeck, Pittston, Pittston Twp., Plains Twp. Plymouth, Plymouth Twp., Shavertown, Shickshinny, Swoyersville, Shickshinny, Wapwallopen, Wilkes-Barre, West Pittston and Wyoming.

308 homes were identified according to our criteria, calls were made to all on the list.
239 homeowners completed a quick survey of needs to see if the DRCLC could be of assistance.
119 homeowners had completed repairs or did not need further assistance.
69 homeowners either did not respond to DRCLC calls or the contact information provided was no longer any good.
120 homeowners remained on our potential list of homes needing assistance.

PHASE 2 (through December 19, 2012)

Calls made to an additional 99 of 134 homeowners provided through the FEMA list. Of these, 84 homeowners have already completed work and require nor request further assistance. 8 homeowners had messages left, but no return calls were received. 4 homeowners had disconnected lines with no forwarding telephone number. Phase 2 eligibility requirements include:
Age – 60 + with damage less than \$11,000 or Under 60 with damage over \$11,000. Failed FEMA income test required for any age group.

Volunteers

754 volunteers have been registered by the DRCLC to assist homeowners in their recovery efforts. Many local volunteers have helped in the recovery efforts as well as volunteers from; Apollo, Beaver, Butler, Camp Hill, Clarion, Export, Lansdale, Philadelphia, Pittsburgh, Punxutawane, and West Middlesex in Pennsylvania. Out of state volunteers came from some of the following areas; Boston, MA, Caldwell, NJ, Chicago IL, Findlay, OH, Greensboro, NC, Huntsville AL, Modesto, CA, Seattle, WA, Tazewell, VA, Washingtonville, NY, Westminster, MD and Youngstown, OH.

Volunteer Hours total 16,531 through March 31, 2014

Value of volunteer hours, calculated on the 2011 AARP established value rate of \$20.51/hour, is \$339,050.81.

Cases

67 homes have had tasks/projects completed through July 31, 2013. These projects include variety of tasks including but not exhaustive from muck/gut to drywall, insulation, spackling, accessibility ramp, and cabinet installation.

The following are the homes that the DRCLC have opened a file to work on. These cases were

identified by callouts, municipal officials, social service and religious organizations and self referrals.

Completed Cases

Homes that have been repaired within the ability and resources of the DRCLC:

67 Completed

- 9 Duryea
- 1 Exeter
- 4 West Nanticoke
- 1 Mocanaqua
- 3 Jenkins Township
- 15 Plains Township
- 3 Hunlock Township
- 1 Hanover Twp
- 8 Shickshinny
- 1 Harvey's Lake
- 18 West Pittston
- 2 Wapwallopen
- 1 Wilkes-Barre Township

The Following Individuals/families have cases/ projects that were worked on by the various volunteer teams and the requested tasks have been completed .

1. widow 65 ,THU , Mitigated the mold from second floor bedrooms, front and back bedroom and stairway closet. Cleaned out the mud from basement. Yet to be done depending upon funding:Put up new insulation, drywall, and install bead .(Back in home)
2. 44, unemployed ,1 son in home, Finished installing carpeting and molding that the resident had already has secured.(Living in home)
3. 87 single male, Debris removal from yard, referral to Housing authority. Debris removal completed on 3/24/12, referral to Luzerne County Housing Authority has been completed and has been accepted for an efficiency within the next 30 days.Home condemned and now living with relative. May 24,2012 (living in highrise) Home bought out and demolished
4. 64 year old couple . The home was mud and gutted to mitigate the spread of mold spores in the community. Project was completed week of April 20,2012.
5. 68 year old widow Wind and water damage to basement and back door . Volunteers mitigated mold and replaced door (Back in home)
6. separated male 58 completed muck & gut first floor of home and mold mitigated(Living in home) House fire in October 2012 Residing in a travel trailer
7. married couple 47 grandmother 80 daughter 22, 4 persons in home, , finished hanging drywall on 10 foot ceiling and walls, spackling and sanding(Back in home)
8. 85 year old couple adult daughter and nephew with stage four cancer Muck & gutted mold mitigated from spreading in the community completed May 8,2012(Home on Buy out list)

9. 66 year old single woman Muck and Gut and mold mitigation to prevent spores from spreading in the community completed May 10,2012 (Home on buy out list)
10. 86 year old couple , THU home was gutted, mold mitigated drywall installed,debris removed walls painted (Back in home, Mr S died before returning to home)
11. 68 year old widow removed mud and debris from basement, installed toilet and vanity, put down linoleum floor in bathroom and kitchen and painted livingroom, built handicapped ramp (Back in home)
12. 62 year old couple 2 children muck & gut home partially completed stopped at homeowners request(On buy out list)
13. 68 year old handicapped female with handicapped son finished sanding railing finished basement windows,installed toilet second floor, powerwash front porch(Back in home)
14. 62 yr old single woman resides in old funeral home remove flood mud from air conditioning unit (Back in home)
15. 40& 38 year old couple with 2 children family finish drywall spackling (Back in home)
16. 76 year old woman hearing impaired THU repair bathroom area replacement purchased trailer so she can leave THU (Back in home)
17. 75 year old male completed back porch railing , finished crown molding in front stairwell,television room and foyer (back in home)
18. 41 year old married couple disabled 2 children transplant recipient finished painting rooms, finished tile floor in laundryroom. (back in home)
19. 70 year old widow THU finished hanging cabinets putting down floors(back in home)
20. 73 year old handicapped married couple THU finished fence and fixed porch roof
21. 87 year old female painted cellar wooden frame, painted iron porch railing,installed indoor/outdoor carpeting on back porch(Back in home)
22. THU 57 year old woman with adult son finished drop ceiling and installing front window(back in home)
23. widow 64 year old THU walls rebuilt spackled sanded (Back in home)
24. 55 year old couple Handicapped couple mitigate for mold, remove remainder of drywall ,cabinets and fixtures
25. 54 Year old married couple THU residing with 21 year old daughter in plank home, sanded, finish primer painting putting down flooring (Back in Home)
26. 52 year old male THU finish drywall, sand spackle,livingroom,kitchen, diningroom,foyer (back in home)
27. 54 year old couple with 2 children installed insulation, installed drywall, spackled, sanded applied first coat primer paint(Back in home)
28. 69 year old widow insulation, rebuilt porch, drywall, install flooring, sand, spackle, apply primer paint, hang cabinets Back in home)
29. 66 year old widower THU spackle, sand ,
30. 87 year old muck and gut home mitigate for mold (BUY OUT)
31. 41 year old male father of 2 Plains THU modular double wide, (BUY OUT)
32. 57 year old handicapped separated male , plank house, individual is selling house as is. No further services requested
33. 74 year old female, muck and gut walls and kitchen cabinets remove debris from home, mitigate for mold(living elsewhere)
34. married couple THU 2 children put down floor, apply primer paint. Hang kitchen cabinets(Back in home)
35. 59 year old disabled male , , rebuilt with insurance, 2 children, installed insulation secured from CEO grant (Back in home)
36. 69 year old handicapped female THU, install insulation, drywall,spackle, sand (client took R&R in Las Vegas after assault by tenant) No return date given
37. 62 year old married female family of 4 water damage to bathroom and kitchen , floor in bathroom collapsing
38. 41 year old male family of 4 .home gutted and mitigated for mold/rental property also gutted. Put home up for sale
39. 50 year old female, , home basement carpeting damaged, laundry room damaged needed drywall in basement laundryroom (Back in home)

40. 32 year old, Muck and gut home family beginning to rebuild
41. 54 year old male home completed , oil/kerosene smell in home .referred to agency dealing with contamination/oil smells and spills (Back in home)
42. 65 year old male, living with 80 year old mother , removal of flood damaged debris from large wooden shed damaged by the flooding (back in home)
43. 59 year old male home and basement gutted furnace damaged on buyout list
44. 55 year old male with 88 year old mother, home is almost completed, wanted help with rental property that had damage in basement and with chimney falling down.
45. 83 year old male, home damaged floors damaged daughter owns home, is on buyout list doesn't want anything done to house
46. 32 year old female, and husband, home gutted, flooded furniture ,drywall, appliances removed from home,wants siding for home
47. 71 year old male, flooded basement ,needs carpeting removed
48. 45 year old female, home flooded,needs new doors installed, needs carpeting and a new computer
49. divorced male THU mitigated mold, gutted home, installed insulation, hung drywall, spackled Contractor will finish home
50. 21 year old single male THU new beams in livingroom, drywalled home, installed flooring, primer paint (back in home)
51. 71 year old couple 2 THU's 5 people in home hang drywall, install flooring, hang cabinets,install bathroom fixtures
52. 30 year old couple, THU spackle walls on first floor, sand,add primer paint hang cabinets install bathroom vanity and fixtures
53. married couple 66 +, THU sand add one primer coat in bathroom drywall ceiling or install drop ceiling
54. 44 year old handicapped female THU gut basement, install insulation, drywall spackle, sand primer paint (failed to comply with FEMA guidelines)
55. 55 year old handicapped couple, gutted home, needs electrical, insulation, drywall spackle, sand and add corner bead
56. 54 year old single male, drywall, den and livingroom, spackle,sand both rooms, add primer paint to both rooms
57. 54 year old couple at Harvey's Lake clean up cellar, drywall, livingroom ceiling damaged by water
58. 68 year old male, married couple. THU West Pittston, handicapped child. Applied primer paint, drywall house, installed toilet on first floor. Install cabinets.
59. 32 year old married couple. Family of 4. THU Exeter repaired concrete pads moved trailer installed on new foundation.
60. 60 year old divorced male. THU Shickshinny . Cleaned out debris, filled garage before new pre-fab home was built on property.
61. 60 year old married couple. THU Exeter. Home destroyed. Repairing mobile home with new windows, new hot water hear, and new furnace.
62. 53 year old female, West Pittston. Installed front and rear doors, installed sub-flooring, carpeting, and kitchen cabinets.
63. 54 year old couple with child. Duryea. Installed drywall, spackle, install window frames, sand , and apply primer paint.
64. 83 year old with one adult. THU Hanover. Lay sub-flooring and floating floor, install drop ceiling in bathroom, spackle bathroom, sand & patch wall in living-room and apply primer paint.
65. 45 year old divorced female, mother of two Mountaintop, Modular home destroyed , used home purchased by family, needed windows, DRCLC replaced the windows.
66. 43 year old couple, with several children, home destroyed in Plains, bought a used double wide, moved it to Hunlocks Creek,needed a new roof, DRCLC paid a contractor to put on a new roof.
67. 97 year old at Hunlocks Creek. Mucking, gutting and mitigating for mold. Built a new back set of steps, installing subflooring throughout the first floor, putting in insulation and drywall on the first floor of the home in six rooms and began spackling the drywall. Installed interior doors ,lower kitchen cabinets, painting the ceiling, installed insulation in the basement beams and primer painted the walls in every room. Finished staining the interior steps, installing

insulation around the plumbing and painting the front steps. Neighborworks grant paid for the electrical work to be completed, and the DRCLC paid for a plumber to do the plumbing. Finished the installation of the interior doors, fix broken windows and install the remainder of kitchen cabinet .

The Disaster Recovery Coalition of Luzerne County has worked diligently with other funding sources to accomplish its prodigious accomplishments and supplement services to homeowners. For example, the Case Management unit of DRC-LC accessed resources through the Commission on Economic Opportunity for 12 homeowners for a total of \$18,295. Likewise, \$68,900 was accessed for 12 homeowners through the Neighborworks Grant of the Scranton Diocese.

July 2013 through December 2013 Activities:

The Coalition began a new phase by 'harvesting items, with the approval of FEMA, that had been installed in homes where the homeowner later opted for the FEMA 'Buyout'.

Carpenter's Calling spent 2 full days harvesting the items from the home in the 'Patch'. They harvested kitchen cabinets, internal and external doors, furnace, hot water heater, light fixtures, fans, windows, appliances, sinks, and bathroom vanities. An enclosed 30 foot trailer was filled with harvested items. Items will be taken to Resden, MD, which was severely damaged by Hurricane Sandy in 2012.

A tool trailer was purchased by the Presbytery of Lackawanna County and was renovated by the West Side Vocational Technical School. Tools for future disaster response were purchased and installed.

The Coalition also participated in a video production by the Synod of the Trinity (serving Pennsylvania and West Virginia) of the Presbyterian Church of the USA. The video will be used to show how faith based communities can help during disaster recovery.

A late request for assistance came to the coalition for an elderly couple living in Duryea. The couple did not fail the income test and were thus not part of the initial targeted groups. Case management arranged for an appraisal of work needed, and the information was turned over to the Unmet Needs Committee. Committee will pay for half of the appraisal to repair damage to the foundation. Work to commence in the Spring of 2014.

The Coalition continues to meet to maintain the important network it has formed. Meetings are quarterly and will continue. Current balance of funds is at \$71,000, which will be used to jump start response to the next disaster.

Harvesting Summary:

Program	Source Houses	Destinations	Organizations
FEMA Harvesting Program	Mitchell St, Plains, PA (3 houses)	Sonestown, PA	UMCOR
	Roberts St, Plains, PA	Mt. Carmel, PA	Volunteers in Mission
	River Rd, Jenkins Twp, PA (4 houses)	Elysburg, PA	Carpenters Helpers

Susquehanna Ave, West Pittston, PA
Jennings St, Plains, PA
Miller St, Plains, PA
North St, West Pittston, PA

Paxinos, PA
Shamokin, PA
Sonestown, PA
Catawissa, PA
Hillsgrove, PA
Eagles Meir, PA
Crisfield, MD

**Luzerne County Harvesting
Program**

Susquehanna Ave, West Pittston, PA
Luzerne Ave, West Pittston, PA

Neighborworks
HandUp Foundation
UMCOR
Volunteers in Mission

Totals

14 houses harvested

10 communities received items
Multiple homes in each community

5 supporting organizations
Harvesting and/or deploying

Members of the Disaster Recovery Coalition of Luzerne County



American Red Cross



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Lutheran Disaster Response





Voluntary Action Center
of Northeastern Pennsylvania

www.thedrcl.org