



Needs Assessment of Homeowner FEMA Applicants in Canarsie 2 Years After Sandy

Background:

One of the functions of FEMA Long Term Recovery Groups (LTRG) can be to provide community needs assessments following a disaster. Because their membership is comprised of local non-profits and community stakeholders possessing unique levels of integration into affected areas, LTRG's are ideal candidates for such work. To assist in identifying affected residents, FEMA may release its applicant information to LTRG's pursuant to the "routine use" provision of the Privacy Act of 1974. FEMA approved the Brooklyn LTRG's routine request in the summer of 2014. From October 21, 2014 to November 10, 2014, the Brooklyn LTRG and a team of 5 FEMA CORPS volunteers conducted phone banking outreach to homeowner FEMA applicants in Canarsie, Brooklyn.

Calling Campaign:

The Brooklyn LTRG chose to conduct its assessment via a phone banking campaign using the auto dialing program, Callfire. This program allowed us to easily track call results, collect polling information, and leave prerecorded voicemail messages informing homeowners of available recovery resources.

Each homeowner was asked to participate in a 5 question survey:

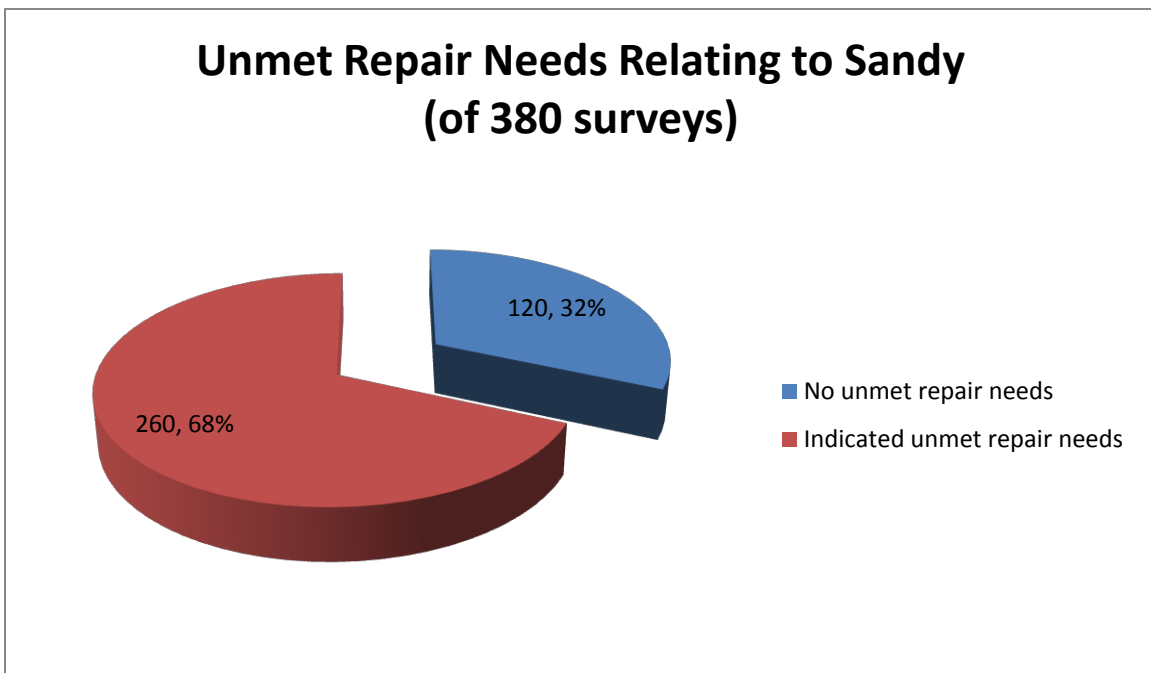
1. Do you have flood insurance?
2. Do you have a disaster case manager?
3. Have you done any mold treatment? If so, has the mold returned?
4. Are you having any trouble making your mortgage payments or do you anticipate any trouble in the future?
5. Are you registered for Build it Back?

All homeowners were provided information about the flood insurance website, Floodhelpny.org. Homeowners with unmet needs were given the numbers for Disaster Case Management and the Attorney General's Homeowner Protection Program Hotline. For calls that went to voicemail, Callfire left a prerecorded message providing both numbers.

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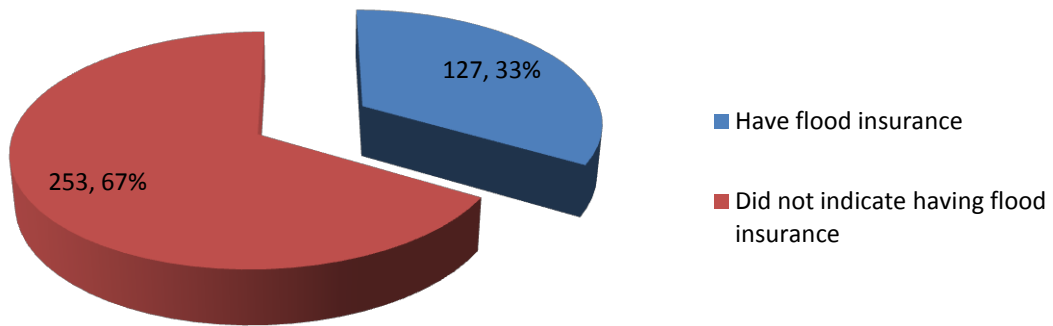
Campaign Results:

- There were 4,872 homeowners in Canarsie who applied for FEMA assistance after Sandy.
- 1,508 Live Contact Calls
- 366 Voicemails Left (Does not count Smart Drop calls of less than 1:22 in duration, which was the length of the recording)
- 1,874 Total Homeowner Contacts
- 380 Homeowner Surveys (16 had DCM's)
- 260 indicated unmet needs (11 had DCM's)
- 120 had no unmet needs (5 had DCM's)
- 127 have flood insurance
- 253 did not indicate having flood insurance
- 23 with unmet needs did mold treatment, but mold has returned
- 70 with unmet needs never did mold treatment
- 120 indicated that they are enrolled in Build it Back (118 still have unmet needs)
- 88 people indicated mortgage distress (3 have DCM's)

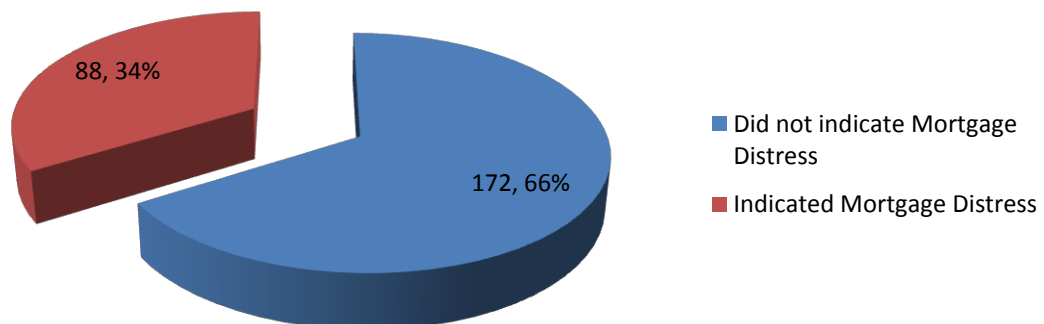


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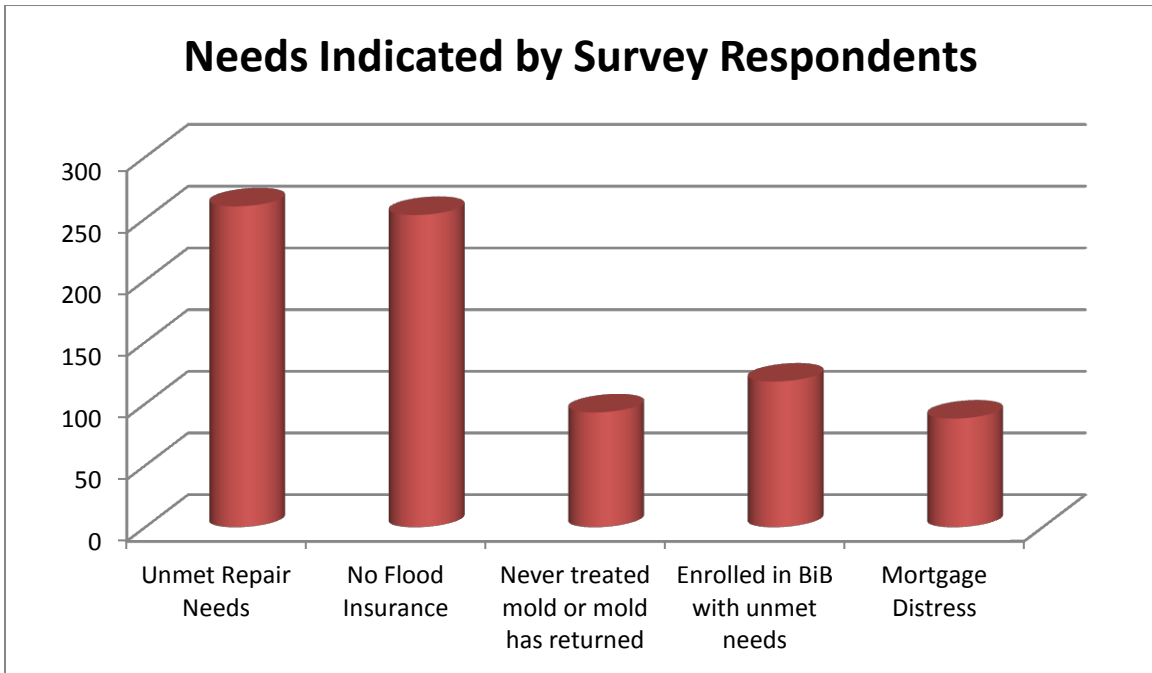
**Ongoing Need for Homeowner Education on
Flood Insurance (of 380 surveys)**



**Residents Indicating Mortgage Distress
(of 260 surveys indicating unmet needs)**



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Nominations

The Board of Directors proposes the following nominees for election to the Board for terms ending in 2017.

1. **Lisa Jones** is a seasoned community advocate, trainer and organizer with over twenty years of experience working with nonprofit organizations that address social, economic and health issues. Jones has worked in urban communities to mobilize around ending gun violence; educating youth around HIV/AIDS; overseeing youth development and mentoring programs; and most recently disaster relief and recovery efforts. As the Executive Director of Astella Development Corporation and the Director of the Hurricane Sandy Relief and Recovery Program at Brooklyn Community Services, Jones has led the program teams and volunteers to conduct outreach in Coney Island to identify people who were in need of assistance after the super storm. Jones is a tireless leader who effectively engages her staff, Community residents, Faith-based leaders, Community activists, and state and federal leaders in providing a comprehensive approach to emergency preparedness and disaster case management. Through her efforts, BCS has now supported over 5,300 residents in Coney Island. In addition to working at BCS, Jones conducts trainings and leadership development and is also a highly respected metal sculptor who has been featured in many one-woman and group art shows in the Mid-Atlantic region.

The following nominees are contingent upon adoption of amendments to the bylaws.

2. **Dana Nelson** is the Supervisor for the Brooklyn Division of the Disaster Case Management Program of Catholic Charities Brooklyn & Queens (CCBQ). She was originally hired by CCBQ in November 2012, directly after the Storm, as a supervisor of the case managers in the NYC Restoration Centers. She has worked closely with those affected by the storm for the last two years and understands how much work with in recovery still remains. For the last year, she has also had the pleasure of being the Co-Chair of the DCM Subcommittee of the Brooklyn Long Term Recovery Group. The DCM Subcommittee in conjunction with the Construction Volunteer and Donations Committee has made great strides in assisting clients with the repair and reconstruction of their homes and she looks forward to continuing this work with the BLTRG.
3. **Gillian Prince** is the Sandy Recovery rebuild coordinator for the New York Annual Conference of the United Methodist Church's (NYAC) in Brooklyn. For over two years she has been recruiting, coordinating, and overseeing volunteer teams from around the country to work on rebuild projects in our borough. Largely because of Gillian's faith-based dedication and thoroughness NYAC is a well-known and highly valued agency in Brooklyn. She is a key member of the CVD, routinely troubleshoots rebuild cases in DCM meetings, and works closely with clients, case managers, and partner rebuild organizations. Thanks to her deep background in the banking world, she has a head for figures and an eye on the big picture.



NYC Sandy Unmet Needs Roundtable¹

Monthly Statistics & Assistance Report - as of 12.31.14 v1

Overall Assistance-to-Date

- Households Assisted Total 23,936 (22,916)
- Households Assisted (TSA and UNR Hearings) 1,803 (1,733)
- Households Assisted (UNR Hearings) 853 (783)
- Households with Assistance Pending 21 (17)
- Households Assisted without FEMA Number 142 (123)
- Household Members Served (TSA and UNR Hearings)..... 4,769 (4,519)
- Household Members Served (UNR Hearings)..... 2,439 (2,189)
- Households Served by Borough (Notes pre-disaster address)
 - Brooklyn 792 (762)

Current Case Status Summary - UNR Portal (As of 12/9/14):

- Submitted 20 (35)
- Hearing Denied 16 (16)
- Revisions Requested..... 302 (270)
- Hearing Approved 15 (21)
- Funding Denied 19 (18)
- Conditionally Approved..... 77 (54)
- Funding Approved 743 (702)
- Created 479 (505)
- Withdrawn..... 179 (143)

Overall Assistance-to-Date by Type:

- Home Repairs Completed (UNR & Partners) 8,776 (8,722)
- Home Repairs Completed (Overlapping UNR & TSA) 1,426 (1,372)
- Home Repairs Completed (UNR) 476 (422)
 - Appliances 228 (218)
 - Building Supplies 20 (17)
 - Contractors (UNR)..... 133 (108)
 - Contractors (Private)..... 42 (38)
 - Furniture (with Mattress Program)..... 1,257 (1,235)
 - Furniture (without Mattress Program) 307 (285)
- Home Repairs (Active or Scheduled) 25 (18)
- Vehicles (Disable Drive Replaced)..... 6 (6)

¹ From http://www.nydis.org/nydis/nydis_recovery/downloads/NYC_Sandy_Unmet_Needs_Roundtable_Usage_Report_20141231.pdf?



NYC Sandy Unmet Needs Roundtable²

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Total Assistance-to-Date by Category:

- Total Assistance by Category
 - Emergency Assistance Cases Approved..... 200 (193)
 - Sustainable Recovery Cases Approved 1,645 (1,582)
 - Loan..... 0 (0)
 - NYLAG Referrals..... 179 (169)
- Hearing Denied 16 (16)
- Funding Denied 19 (19)

Assistance by Program to Date

- Grand Total \$8,413,609.32 (\$7,787,670.56)
 - Emergency Assistance \$457,682.89 (\$437,017.60)
 - Sustainable Recovery Total..... \$6,994,210.55 (\$6,388,937.08)
 - Sustainable Recovery \$2,953,734.54 (\$2,797,578.49)
 - Home Depot Portal-Appliances \$197,496.39 (\$179,881.66)
 - Home Depot Portal-Building Supplies \$40,936.32 (\$35,781.42)
 - Home Depot Portal-Contracting Services \$2,082,438.71 (\$1,735,968.56)
 - Home Depot Portal-Furniture..... \$801,871.75 (\$721,994.11)
 - TSA Mattress Program \$917,732.84 (\$917,732.84)
 - Hotel Extension Program \$961,715.88 (\$961,715.88)

Assistance by Borough to Date (Notes Pre-disaster address)

- Grand Total \$8,413,604.68 (\$7,787,670.92)
 - Brooklyn..... \$2,794,291.50 (\$2,518,131.09)

Households Assisted by Borough – Inception to Date (Notes Pre-disaster address)

- Grand Total 1,803 (1,733)
 - Brooklyn..... 792 (762)

Household Members Assisted by Borough – Inception to Date

- Grand Total 4,769 (4,519)
 - Brooklyn..... 2,272 (2,154)

NYLAG Referrals

- Grand Total 179 (169)
 - Brooklyn..... 88 (84)

² From http://www.nydis.org/nydis/nydis_recovery/downloads/NYC_Sandy_Unmet_Needs_Roundtable_Usage_Report_20141231.pdf?