



Donations & Volunteer Management Annex

Primary Agencies	Clermont County EMA Clermont County Developmental Disabilities
Support Agencies	Clermont County Public Health Local Faith-based and Non-profit Partners Local Fire Departments Local Law Enforcement Agencies Ohio Valley Long Term Recovery Committee Tri-State Community Organizations Active in Disaster

I. Purpose, Scope, Situations and Assumptions

Recovery efforts begin as soon as the disaster occurs and run concurrently with response operations. Community members, faith-based and non-profit organizations, and private sector partners want to donate/volunteer goods and services to support the impacted jurisdiction and residents.

A. Purpose

The purpose of this annex is to provide for the organization, mobilization, and coordination of disaster donations and spontaneous and affiliated volunteers. The goal is to coordinate information and activities to maximize limited resources, reduce duplication, and ensure that the affected communities/residents receive the requested support immediately following the incident and throughout the entire recovery process.

B. Scope

This annex provides a flexible and scalable framework for managing spontaneous and affiliated donations and volunteers to support the recovery of individuals, families, and local communities. The management of donations and volunteers will evolve as we transition from short-term recovery activities into long-term recovery. A Donations and Volunteer Coordinator will be designated to facilitate the identification of unmet needs, identify and coordinate donation/volunteer resources, and establish a plan based on scope/severity of the disaster, geographic area affected and the unmet needs of the community.

- ☐ **Donations Management** - provides a process to organize the giving, receiving and distribution of both solicited and unsolicited donated goods so that the maximum benefit is derived for the communities and disaster survivors. The direct recipients of donated goods could be disaster survivors, voluntary organizations or community-based organizations, and/or governmental agencies. Immediately following an incident EMA, the EOC, and/or local jurisdictions may solicit and distribute donations to address emergency needs. As time passes, donations management will focus on the goods and resources needed to assist disaster survivors with implementing their recovery plan (e.g. household supplies, construction materials, financial assistance, etc.).
- ☐ **Volunteer Management** - Volunteers are a key component of disaster recovery. Since volunteers come with a variety of skill sets, it is important to place volunteers in roles that fit their ability. Those skills and abilities may include but are not limited to: debris removal, cleaning out homes, repairing and rebuilding homes, case management, program leadership, office skills, as well as professional services such as legal advice, accounting and computer expertise.

Immediately following an incident the County may activate the Volunteer Reception Center (VRC) to recruit, track, and manage spontaneous/unaffiliated volunteers. The County in conjunction with the affected communities will establish specific volunteer days. Volunteers will be processed through the VRC where they will be registered, assigned supervision, provided just-in-time training, and provided appropriate tools and personal protective equipment for the job duties assigned. The VRC will coordinate transportation, feeding, and accountability for the volunteers during the designated events.

Long-term volunteer management extends months to weeks after the incident and involves the coordination of affiliated volunteer groups. The LTRC will identify a Volunteer Coordinator to connect affiliated groups with the unmet needs of the affected community.

C. Situation

Clermont County is susceptible to disasters that could have significant long-term impacts on local communities. The availability of local resources may be limited, requiring the coordination of resources from other counties, the State of Ohio, neighboring states, the federal government, and faith-based partners, non-profit organizations, and the private sector. In many situations, donations and volunteers will become essential to the recovery process.

D. Assumptions

- ☐ Historically, persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, goods and services.
- ☐ Lack of an organized system of management for establishing needs, and receiving, sorting, prioritizing and distributing donations and volunteers could result in additional stress on the local community.
- ☐ Donation and volunteer needs may vary based on the type, magnitude, geographic area impacted, and unmet needs the impacted survivors.
- ☐ Local distribution sites should be reasonably convenient to the affected populations.
- ☐ The use of volunteers should be coordinated with the affected communities to ensure that volunteers are wanted/needed, supervised, and have a verified function to complete.
- ☐ Unless pre-planned for, an adequate number of personnel to manage donated goods and services may not be available.
- ☐ The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services.
- ☐ The collection and distribution of donated goods and services must be matched with the established needs.
- ☐ Monetary donations, staple goods, and items specifically requested best serve the needs of victims can be made on behalf of the "Ohio Valley Long-Term Recovery Committee."
- ☐ Donations of unsolicited, non-useful, and unwanted goods can be expected. These include loose, unsorted clothing, worn out items and extremely perishable items. These items should be directed to an existing faith-based or non-profit organization that accepts these types of donations, such as the Salvation Army, Goodwill Industries, and St. Vincent de Paul.
- ☐ People unaffected by the disaster may seek to receive donated goods; and those affected may seek more than their fair share by various means. As we transition to long-term recovery, the LTRC will have dedicated case managers to vet cases and assist the survivors with developing a recovery plan.
- ☐ Some donors will seek to bypass the established distribution system.
- ☐ An aggressive public information effort will expedite the collection and distribution of goods as well as limit an influx of unwanted goods.
- ☐ It is inevitable that there will be a surplus of some donated goods, which will require disposal. The LTRC will work with the participating organizations to determine the most appropriate way to disseminate/dispose of the remaining resources.

II. Concept of Operations

Coordination of the various governmental entities, non-governmental organizations (NGOs), private sector partners and grass roots efforts are vital to ensuring that individuals, families, and communities receive the necessary assistance needed to recover. It also maximizes limited resources, minimizes duplication of services, and provides a process for the equitable distribution of resources.

A. Preparedness

Activation of this annex is dependent on the type and level of assistance needed. In many cases the level of assistance needed will not necessitate activations, since some donation and volunteer needs during disaster may be handled by agencies as part of their normal disaster operations.

Any time the annex is activated, in whole or part, close coordination with the Public Information Officer is essential to ensure donations needs, information on the availability of donated goods, and pertinent information on the donations and volunteer management program is provided to the media for dissemination to the public.

B. Initial Response

Immediately following the activation of the EOC, a Donations and Volunteer Coordinator will be identified. Initially this position will be filled by the Clermont County Developmental Disabilities. A hotline number will be publicized (513.735.8500).

The Donation and Volunteer Coordinator will oversee the hotline and collection of information. The information can be recorded in WebEOC or the Donations and Volunteer Database (S:\EMA\Actual Incidents).

Information that will be collected:

<input type="checkbox"/> Date/Time of Call <input type="checkbox"/> POC Name <input type="checkbox"/> Organization (if applicable) <input type="checkbox"/> Phone Number <input type="checkbox"/> E-mail Address <input type="checkbox"/> Type of Assistance (Donation or Volunteer)	Donations: <input type="checkbox"/> Items to be donated <input type="checkbox"/> Quantity <input type="checkbox"/> Delivery details Volunteers: <input type="checkbox"/> Spontaneous or Affiliated <input type="checkbox"/> Number of volunteers in the group <input type="checkbox"/> Specialized skills/certifications <input type="checkbox"/> Areas of interest <input type="checkbox"/> Availability Specialized Services (Contractors): <input type="checkbox"/> Company name <input type="checkbox"/> Type of specialized service/equipment <input type="checkbox"/> Number of personnel in group <input type="checkbox"/> Donation or fee for service
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****Clothing donations should be directed to existing organizations that accept clothing such as the Salvation Army, Good Will, St. Vincent de Paul or other community organization.**

C. Donations Management

As the incident progresses, there may be a need to split the Donations and Volunteer Coordinator into two functions Donations Management and Volunteer Management. The Donations and Volunteer Coordinator will work closely with the Mass Care Coordinator to identify the emerging needs of the survivors and begin anticipating the recovery items that will be needed in the coming days.

Short-Term Emergency Donations will be managed by the EMA/EOC while the EOC is operational. The Donation and Volunteer Coordinator will work with the local community(s) and the mass care coordinator to identify Donation Drop-off Site(s) and Donation Distribution Site(s). Logistical considerations include: the type of donated items needed, space requirements, overnight and inclement weather storage, hours of operation, personnel needs to operate site(s). Below is a list of items that might be needed in the short-term.

Short-term donations (1-10 days) that might be needed, include:

Survivors:	Affected Community:
<input type="checkbox"/> Water <input type="checkbox"/> Personal care items (hygiene kits, toilet paper) <input type="checkbox"/> Infant care items (diapers, wipes, formula) <input type="checkbox"/> Board up materials (tarps, plywood, etc.) <input type="checkbox"/> Cleaning supplies (buckets, mops, cleaning agents, paper towels) <input type="checkbox"/> Yard equipment: (rakes, brooms, garbage bags)	<input type="checkbox"/> Food and Water <input type="checkbox"/> Warehouse space <input type="checkbox"/> Supplies to operate donation/distribution sites (tape, cones, plastic wrap, pallets, pallet jacks) <input type="checkbox"/> Specialized equipment (tub grinders) Faith-based/Non-profit Disaster Relief Agencies: <input type="checkbox"/> Cash <input type="checkbox"/> Material supplies

Long-Term Donations – The Donations and Volunteer Coordinator will work with the Recovery Lead and the Long-Term Recovery Committee (if established) to establish the process for managing long-term donation needs.

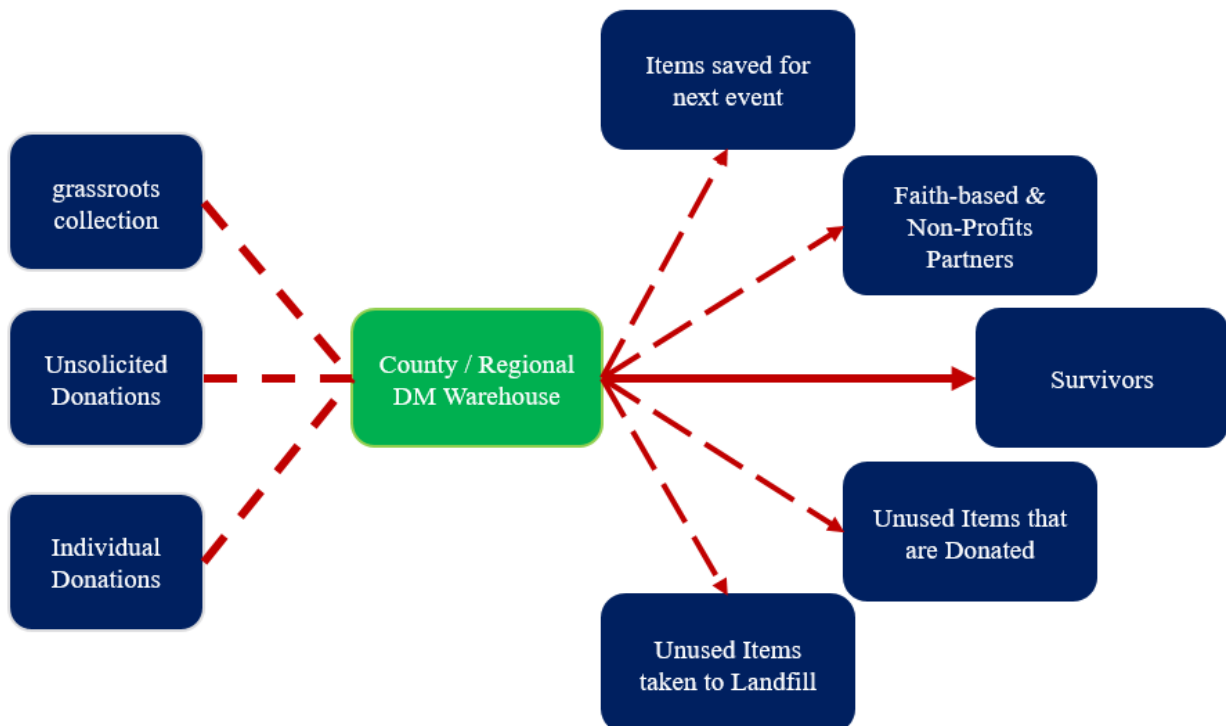
Long-term donations needs (1+ months) may include:

Survivors:	Affected Community:
<input type="checkbox"/> Household supplies <input type="checkbox"/> Furniture and bedding <input type="checkbox"/> Appliances <input type="checkbox"/> Construction Supplies <input type="checkbox"/> Legal Aid <input type="checkbox"/> Rental and utility assistance	<input type="checkbox"/> Specialized equipment (tub grinders) Faith-based/Non-profit Disaster Relief Agencies: <input type="checkbox"/> Cash <input type="checkbox"/> Material supplies <input type="checkbox"/> Volunteers

There are multiple approaches that can be utilized for managing long term physical donations.

- ☐ **Internal Management** – The EMA maintains the coordination for donations management throughout the long-term recovery process.
- ☐ **External Management**– Long-term donations management is coordinated by a faith-based/non-profit disaster relief organization.
- ☐ **Cash Management** - cash is vital to long-term recovery effort to ensure that the unique needs of the survivors are addressed.

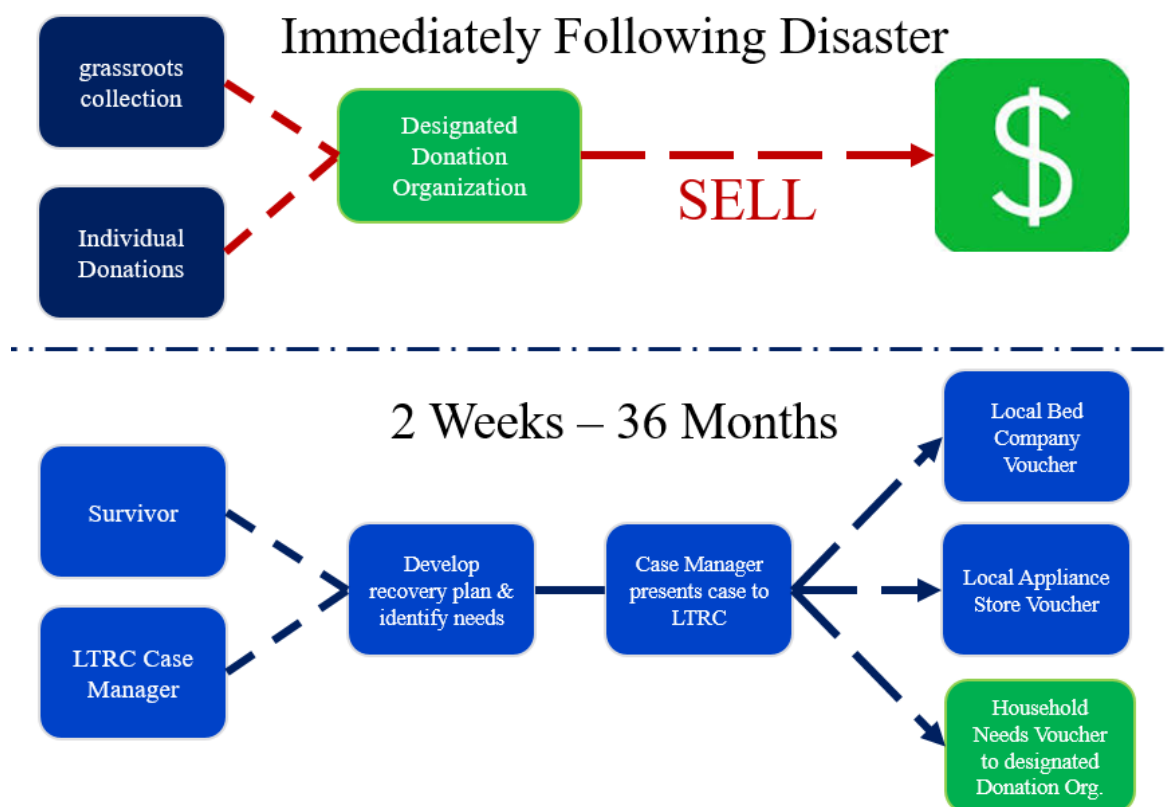
Internal Management – In this approach the EMA/Donations and Volunteer Coordinator coordinates with County Agencies to secure a centralized donations management warehouse space. Donated items are collected, sent to the centralized warehouse, where the items are stored until they are needed. EMA/Donations and Volunteer Coordinator would work with the Recovery Coordinator to identify and recruit a faith-based/non-profit to manage the Donation Management Warehouse, such as Adventist Community Services, Salvation Army, or St. Vincent de Paul. The LTRC case manager will work with the survivor to develop a recovery plan and will identify the items needed. This information will be sent to the Donation Management Warehouse for sourcing. A delivery plan will be developed and the supplies will be provided to the survivor. Generally, survivors will not be given the opportunity to shop in the donations warehouse. The Tri-State COAD Case Management Toolkit is in Appendix. It has all of the forms.



Logistical considerations include: Space requirements for the collection, sorting, storage, and distribution of donated items; personnel/affiliated organization to manage the site; hours/days of operation; how long will donations management process last (e.g. how long do you need the warehouse); coordination with the LTRC Case Management for the distribution of donated items; demobilization plan (e.g. how/where are unused donations distributed); Costs (e.g. warehouse space, office supplies, equipment rental, etc.).

This option would be utilized when all other options have been exhausted.

External Management – In this approach, all donations are directed to an established faith-based or non-profit partner that specializes in donation management. The organization sells the donated item for revenue. When disaster survivors are ready for supplies, they are provided a voucher to go to the designated faith-based/non-profit outlet to select the appropriate items. The LTRC case manager will work with the survivor to develop a recovery plan and will provide the client with the customized voucher for needed supplies.



The Southwest Ohio EMAs' have secured a commitment from the Salvation Army to handle donations management using this approach.

Spontaneous Unaffiliated Donations could be taken to any one of the six (6) drop-off locations

Batavia Corps 87 N. Market St. Batavia, Ohio 45103	Cincinnati Center Hill Corps 6381 Center Hill Ave. Cincinnati, Ohio 45224	Cincinnati Citadel Corps 120 East Central Parkway Cincinnati, Ohio 45202
Cincinnati West Side 3503 Warsaw Ave. Cincinnati, Ohio 45205	Covington Corps 1806 Scott Blvd. Covington, KY 41014	Newport Corps 340 W. 10th St. Newport, KY 41071

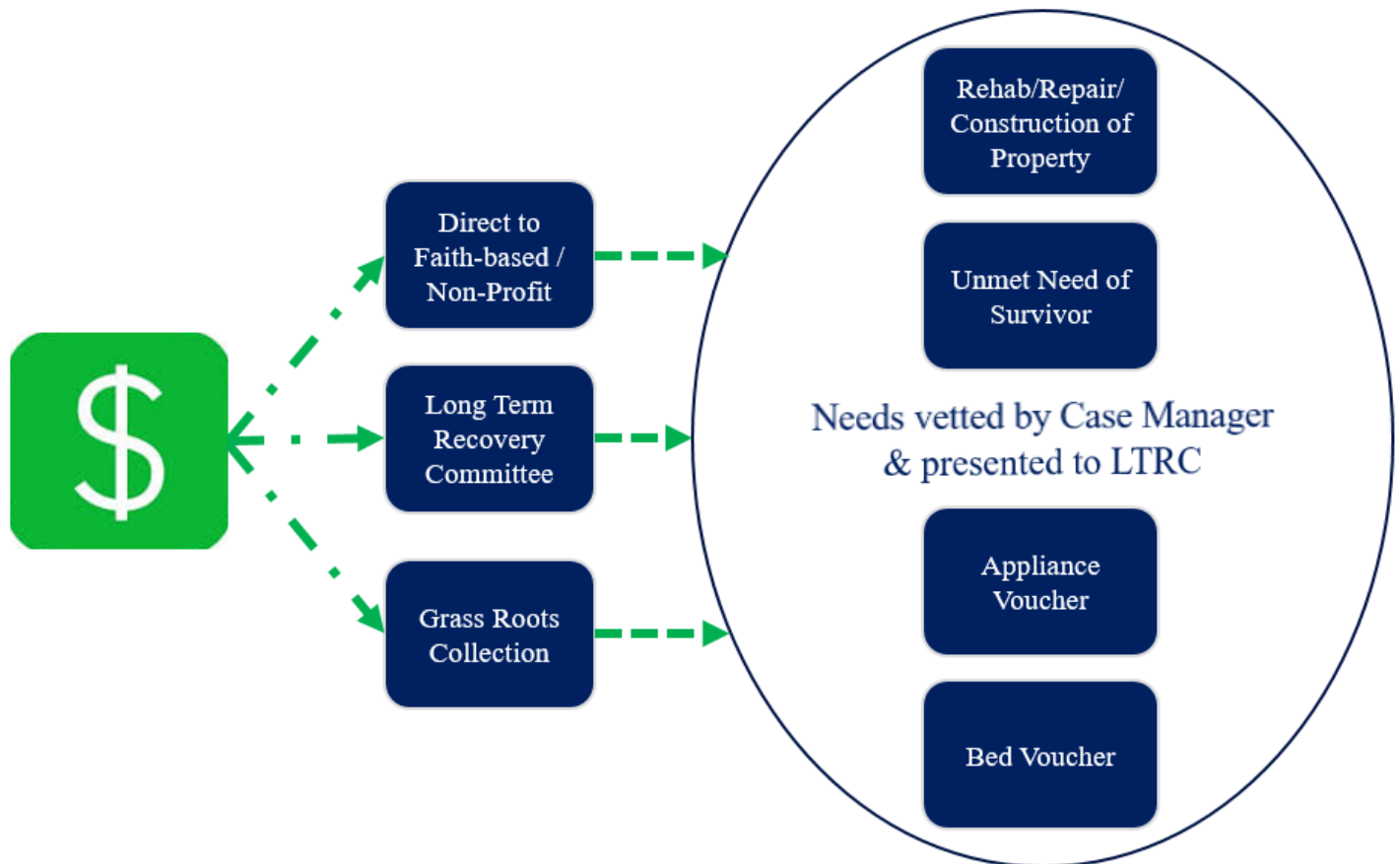
A distribution/disbursement plan would need to be established which could include having survivors go to a specific Salvation Army Store or to have the Salvation Army establish a mobile store.

Logistical Considerations: Communication to public on how their donations support the recovery effort of disaster survivors; establishing a mechanism to track donations and revenue generated from sales into a voucher program; distribution of resources to disaster survivors if a physical Salvation Army store is not convenient to the community that has been affected by the disaster.

Cash Management – EMA cannot take in cash donations. All government entities are strongly encouraged to avoid the management of cash donations.

Cash donations should be directed to:

- ☐ Local disaster relief organizations that are actively supporting the disaster
- ☐ Faith-based, non-profit and social service agencies that are participating or intend to support the Long Term Recovery Committee (LTRC)
- ☐ Tri-State Community Organization Active in Disaster (Tri-State COAD) – disaster relief fund. This account is maintained solely to hold funds until a LTRC is established. All funds are utilized for the survivors of the particular event that the funds were donated. Funds can be donated at Park National Bank.



Logistical Considerations: Communication to the public on how their cash donations support the recovery effort of disaster survivors: encouraging organizations to participate in the LTRC to ensure that funds are being distributed to vetted needs.

D. Volunteer Management

Short-term volunteer management will be coordinated through the Donations and Volunteer Coordinator. The Donations and Volunteer Coordinator will work with the Mass Care Coordinator and the affected communities to identify the number and types of volunteers needed, timeframe for when the local community can utilize volunteers, and the logistics of setting up the Volunteer Reception Center (VRC). A community volunteer event generally occurs 3-21 days following the disaster. Clermont County Developmental Disabilities (DD) is the lead agency for establishing the Volunteer Reception Center (VRC).

It is important that all decisions regarding the use of volunteers be coordinated with the local community(s). They will determine the specific jobs that volunteers will fill, identify personnel to supervise the volunteers, and ensure that additional resources are available. Immediately following an incident, volunteers are used to assist property owners with cleaning up private property and moving debris to the right of way so that it can be picked up by public works agencies. Volunteers have also been used to clean up public property and to support disaster relief organizations.

Initial Logistical Considerations:

- ☐ How many volunteers are needed and can local community manage them?
- ☐ What roles will volunteers fill and who will supervise them in the field?
- ☐ Do volunteers need to be background checked; do they need specialized skills?

The next step is establishing a **Volunteer Reception Center (VRC)** location. The VRC is the central point for registering, training, and assigning spontaneous volunteers to a specific assignment. DD can set up a VRC at a fixed location (e.g. school, government building, etc.) or at a mobile location (e.g. parking lot). DD has a VRC trailer that is stocked with supplies to administer the VRC in the field which includes: tables/chairs, registration paperwork, neon vests, and work gloves. A VRC location should have enough parking for all of the volunteers, a location to park the DD trailer, and bathroom facilities. Other considerations should include the ingress/egress for buses to transport volunteers to and from the work site(s), location for a port-o-let if bathroom facilities are not available, and be in close proximity to work location.

DD staff/volunteers will process all volunteers, provide a just-in-time training and safety briefing, and provide work details (e.g. supervision, assignments, where to get supplies) and amenities (e.g. restrooms, food, water, transportation). All volunteers will sign-in and complete a hold-harmless agreement at the start of the shift and sign out when they leave. The VRC staff will ensure that all volunteers have left the work site at the end of the work day. Any injuries should be reported the VRC staff.

Logistical Considerations

- ☐ Ensure DD staff has the necessary paperwork, personal protective equipment and supplies for volunteers
- ☐ Ensure the VRC has restrooms, food, and water
- ☐ Coordinate with Clermont Transportation Connection (CTC) to provide shuttles to and from the VRC and the work sites.
- ☐ Ensure the VRC, CTC, and the field supervisors have a means to communicate (e.g. radio, cell phone, etc.)
- ☐ Establish a start and end time for the VRC and volunteers
- ☐ Ensure that the Mass Care Coordinator has planned the necessary meals for volunteers during their work assignment.
- ☐ Contacting and verifying the appropriate number of volunteers. Generally it is easier to coordinate with affiliated volunteer groups (such as church groups) to amass a larger number of volunteers.
- ☐ Volunteers should be 18 years or older.

Long-Term Volunteer Management will be coordinated through the LTRC. A LTRC Volunteer Coordinator will be identified to connect volunteer groups with unmet needs. Volunteers and volunteer groups may be needed to support the repair and rebuilding of homes, case management, construction management, program leadership, office duties, and professional services (e.g. legal advice, accounting, and computer expertise). In general, the long term volunteer management is coordinated through affiliated groups. Spontaneous, unaffiliated volunteers will be directed to join the efforts of an affiliated disaster relief or social service organization.

III. Assignment of Responsibilities

A. Emergency Management Agency

- Maintain roster of government, faith-based and non-profit disaster relief organizations
- Coordinate with disaster relief organizations to identify who is providing services to reduce duplication and maximize limited resources
- Coordinate with all affected communities on unmet needs
- Coordinate emergency supplies and donations for distribution to local communities and disaster survivors
- Ensure a clear operational plan for the short-term donation and volunteer management
- Ensure a clear transition to the LTRC for long-term donation and volunteer management
- Work with the local community(s) and Office of Public Information to provide information to the public on the unmet needs
- Maintain documentation of personnel, equipment, and expenses

B. Local Communities

- Provide a liaison to the EOC, if activated, to coordinate with the Donations and Volunteer Coordinator
- Provide information to complete the daily situation report on the status of unmet needs
- Coordinate with EMA and mass care reps to receive/disseminate emergency goods and services
- Provide supervision for volunteers during community volunteer events
- Maintain documentation of personnel, equipment, and expenses

C. Clermont County Developmental Disabilities

- Respond to the EOC to begin collecting information on donations and volunteers.
- Track and monitor donations and volunteers until the local communities are interested/able to support the resources
- Assist with the development/initiation of an incident specific donations and volunteer management plan
- Activate the Volunteer Reception Center (VRC), if warranted. Document, assign and provide just in time training for spontaneous volunteers that are processed through the VRC.
- Maintain documentation of personnel, volunteers, equipment, and expenses

D. Clermont County Sheriff & Local Police Departments,

- Provide information to complete the daily situation report on the status of unmet needs.
- Maintain documentation of personnel, equipment, and expenses

E. Local Fire Departments

- Provide information to complete the daily situation report on the status of unmet needs.
- Maintain documentation of personnel, equipment, and expenses

F. Tri-State COAD & Ohio Valley Long Term Recovery Committee

- Identify and coordinate with disaster relief organizations that are operating in the field to maximize efficiency and assistance. Work to reduce duplication and gaps in services
- Identify potential social service agencies, non-profits, faith-based organizations that operate/service in the disaster area, have resources to contribute, address unmet needs identified by the local communities to join the LTRC
- Establish the initial LTRC meeting in which a Chair, Co-Chair, Secretary and Treasurer of the LTRC will be identified.
- Provide guidance and support to the LTRC during the process
- The LTRC should establish a process for Case Management, Spiritual and Emotional Care, Volunteer Management, Donations Management, and if necessary Construction Management.

IV. Administration and Logistics

A. Administration

- EMA is the lead coordinating agency for recovery activities in the EOC. A Donations and Volunteer Coordinator will be identified. Clermont County Developmental Disability will be the lead coordinating agency for the Volunteer Reception Center.
- Agencies will document all decisions made, resources needed/used, actions taken, and other important information. Actions taken will be based on the agency's standard operating guidelines.

B. Logistics

- Partners will provide regular reports to the EOC/Recovery lead.
- Resource requests should be submitted to the Recovery lead who will coordinate with the EOC Logistics Section.
- Any purchasing decisions will be based on the individual agency's procurement policy. Any expenditures that are to be charged to the County must be run through the EOC Finance Section / EMA and approved prior to purchase.
- Each governmental agency will maintain comprehensive records reflecting its efforts and expenditures, and complete the appropriate public assistance reimbursement forms at the conclusion of the incident response and recovery.

I. Authentication

Pam Haverkos

Pam Haverkos, Clermont County EMA

03/20/24

Date

Tab A: Volunteer Reception Center Procedure

Last Updated: 03/20/24

CLERMONT

DEVELOPMENTAL



COUNTY

If a disaster strikes Clermont County, the following events will take place after the need for volunteers is determined:

- 1) The Emergency Management Agency (EMA) will call all major players to the Emergency Operations Center (EOC) which is in the basement of the 911 Communications Center on the corner of Bauer Road and Clermont Center Drive, Batavia.
- 2) Lisa Davis will be notified and will respond. If she cannot attend, Dan Ottke will attend. If not Dan, Elizabeth Moran or Tim Vogel will respond.
 - a) During this time, Clermont DD will listen to instructions from the EMA. Staff who arrive first will be assigned a phone number in the Mass Care section of the EOC and all interested volunteers from the public will be directed to call this number.
 - b) Staff will jot down volunteer information according to the Phone Form (attached).
 - c) During this time, we will also determine a schedule of someone to work round the clock, in 4-hour increments. Additional staff will be called to cover these shifts.
 - d) We will be in conversations with EMA/EOC at all times. As it gets closer to discussions on opening the VRC, key staff will work on a schedule of first-shift workers. These will be in four-hour increments as well.
- 3) The EMA will determine when it is time to open the VRC. We are at their disposal and will let volunteers know this when they call.
- 4) **BEGINNING Incident Action Plan**
 - a) Work closely with the EMA and EOC to establish a location for the VRC.
 - b) Contact James Taylor, Clermont DD Facilities and Safety Coordinator, immediately after location is established, so he can deliver equipment/trailer to the site.
 - c) Contact staff to work the first shift, letting them know the date/time the VRC will open and the location of VRC. Additional shifts will be scheduled after the VRC is opened.
 - d) Once first-shift staff arrives, they will sign in.
 - e) Next, staff will conduct a Facilities Survey.
 - f) Staff will also conduct an Inventory Survey, making sure they have all components necessary to open the VRC. If not, they will call Clermont DD's main number (732-7000) and ask the switchboard operator to find a member of the Community Relations Department who will transport needed supplies to the VRC.
- 5) Once the VRC is opened, Lisa/Dan/Elizabeth/Tim or other available staff will contact Clermont DD Administrators/Managers. They will begin the Snow Chain/Emergency List to contact staff who can work additional shifts. We will schedule up to 4 days of shifts at a time.
- 6) If possible, the Volunteer Reception Center will be located near the disaster location. The EMA and other County departments will help determine this. They will supply a port-a-let and other necessary supplies. Clermont DD will supply a vehicle (such as a van or trailer) as well as signage.
- 7) Once open, VRC staff will work with the EMA and any local emergency staff (firefighters, police, Sheriff's Office, EMS, etc.) to determine locations where volunteers will be needed. If possible, a layout/drawing/plot of the disaster area will be kept at the VRC and marked accordingly as volunteers are assigned.
 - a) At least 5 staff needs to be at the VRC: 2 to register volunteers/process paperwork, 1 to check armbands, and 2 to give a safety briefing as volunteers are transported to the disaster site. (Safety information will come directly from safety personnel or Clermont County Public Health.) At least 1-2 staff needs to ride the transportation to

the disaster site so they can greet volunteers off the bus and make sure they go to the appropriate destination. This is also a good way to clear the volunteers at the end of the day.

- 8) All volunteers MUST sign in, fill out registration forms, and wear an armband so local emergency and law enforcement personnel know they have checked in.

9) **DAILY Incident Action Plan**

- a) Establish VRC hours according to EMA/EOC recommendations.
- b) Work with Public Information Officer for continued media coverage so that Just In Time volunteers will know where to report and stay out of the way of Law Enforcement/Emergency Personnel.
- c) Conduct staff briefings each time a new volunteer comes to work the VRC.
- d) Inventory supplies each day, to make sure there are enough Registration Forms/Waivers, pens, and wristbands.
- e) Replace supplies by contacting the Main Switchboard at 732-7000.
- f) Revisit safety briefing to make sure information remains accurate. Contact EMA/EOC to have someone in charge of safety update VRC staff accordingly.
- g) Post safety rules at the VRC (laminated if possible) so that volunteers see them multiple times before going to disaster area.
- h) Give each volunteer a smaller safety card to keep with them.
- i) Make sure a staff person is at the pick-up/drop-off location, reminding volunteers of safety rules and to SIGN-OUT at the end of the day.

- 10) Special needs of the volunteers will be taken into consideration at the time of registration.

- 11) Should a volunteer become injured:

- a) Contact 911 or the emergency personnel working with VRC.
- b) Alert EOC for Worker's Compensation issue.
- c) Fill out Accident/Incident Report.
- d) Submit report to EOC.

- 12) The VRC will remain open and staffed until instructions are received from the EMA to close. Hours will most likely be 8 a.m. until 6 p.m., unless otherwise instructed by the EMA.

13) **DEMOBILIZATION Incident Action Plan**

- a) Inspect VRC facility using the Demobilization Survey.
- b) Return all supplies to storage.
- c) Scan all completed VRC forms once you return to Clermont DD. Keep one file at Clermont DD in the Community Relations Department files; send the other file to the EMA in the event. Forms will include: registration forms, waivers, Facility Survey, Demobilization Survey, and accident/injury forms.

Tab B. Clermont County Volunteer Reception Center

VOLUNTEER REGISTRATION FORM

Name _____ Email _____

Cell # _____ Home Phone _____ Work Phone _____

Address _____ City _____ State _____ Zip _____

County _____

Occupation/Profession _____

Specialty _____ (Check skills/experience in box below)

Emergency Contact: _____ () _____

Name _____ Relationship _____ Phone _____

Health Limitations? ____No ____Yes. If yes, please explain: _____

Disaster Training (circle all taken) NIMS ICS ARC CERT Other _____

SKILLS & EXPERIENCE (check all that apply)

Communications ____Public Relations ____Other Office Support ____Clerical ____Office Management ____Other IT Expertise ____Data Entry ____Maintenance ____Other Licenses ____CDL ____Professional ____Other	Equipment Access ____Backhoe ____Generator ____Other Language Proficiency ____Spanish ____French ____Somali ____ASL ____Other Miscellaneous ____Education ____Personnel ____Volunteer Mgt ____Food Service ____Animal Care	Other Information: _____ _____ _____ _____ _____ _____ Licenses Verified (if applicable) ____Y ____N Added to WebEOC? ____Y ____N Reviewed by: _____ Name _____ Date ____/____/____
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VOLUNTEER RELEASE:

By signing this release, I will hold harmless and indemnify Clermont County, its Emergency Management Agency, Volunteer Reception Center and all other departments, programs, and services associated with Clermont County (including officers, directors, employees, assignees, representatives, agents, and volunteers) from and against any and all liabilities, claims, damages, losses, or expenses whatsoever arising out of my participating as a volunteer for this disaster response initiative. I am solely responsible for my own insurance coverage (medical, automobile, liability, other).

This release also gives my permission for Clermont County to use any photographs taken of me for public relations and historical purposes.

Printed Name

Signature

Date

Tab C: Tri-State COAD Case Management Toolkit



Disaster Case Management Points of Consensus

Purpose:

Disaster Case Management Standards provide voluntary organizations with guidance that promotes standardized delivery of Disaster Case Management services. Disaster Case Management Organizations establish policies and practices which reflect the National VOAD Disaster Case Management Values and Standards.

Disaster Case Management is a time-limited process¹ by which a skilled helper (Disaster Case Manager) partners with a disaster affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

Tri-State COAD members agree to adhere to the following:

1. Disaster Case Managers embrace the following underlying values for service:
 - Our commitment to caring and compassion for all people is the foundation for all we do.
 - Our work is accomplished in a respectful, non-judgmental, and non-discriminatory manner.
 - Trust, mutual respect, and equal partnerships of survivors and community service providers are essential elements of our work.
 - All people have inherent dignity, worth and autonomy.
 - Human relationships are essential to hope and healing.
 - Integrity is an essential component of our work and service in helping survivors navigate their recovery.
 - Services will be provided to all persons regardless of race, ethnicity, national origin, citizenship status, gender, sexual orientation, religion, personal values, age, disability, economic, or veteran status.
2. The Client must play an active or lead role in their own recovery.
3. The Disaster Case Manager serves as a primary point of contact, assisting the Client in planning and coordinating necessary services and resources to address the client's complex disaster recovery needs in order to re-establish normalcy.
4. Disaster Case Management Organizations work together with community partners to ensure that their clients access and receive services and resources necessary for recovery.
5. Disaster Case Management personnel are qualified as determined by the affiliated Organization or by the Long Term Recovery Committee (LTRC) by life experience, skills, education, and training to access and coordinate services on behalf of clients. Disaster Case Managers may be Employees or Volunteers. A lead Social Service Agency will be identified to coordinate Disaster Case Manager(s).
6. That Disaster Case Managers have specialized knowledge and skills regarding disaster recovery resources, advocacy and case presentation, assessment of the survivors and disaster recovery planning, the potential impact of the disaster on survivors' over-all well-being and ability to cope, and the recovery needs of vulnerable populations after a disaster. Case Managers must also have knowledge of national, state, and local organizations providing aid and how that is distributed in order to protect the client and maximize their possible

benefits. Collaboration is also with client insurance, local non-profits, and faith-based organizations.

7. The Disaster Case Managers and Organizations respect the client's right to privacy, protect client's confidential information, and maintain appropriate confidentiality when information about the client is released to others.
8. In communities wherein multiple organizations provide disaster case management and supportive recovery services, technical systems should be used to reduce duplicative case management efforts and to facilitate coordination between organizations and systems across the continuum of care.²
9. The LTRC has established assistance thresholds:
 - Immediate needs for food, gasoline, and household items (The Case Manager may provide gift cards up to a maximum of \$250 in value)
 - Direct financial assistance may be provided up to \$500
 - Contractor support may be provided for home repairs up to \$6,000; expenses that exceed \$6,000 will be approved by the LTRC during a meeting.
10. In communities wherein multiple organizations provide disaster case management and supportive recovery services, technical systems should be used to reduce duplicative case management efforts and to facilitate coordination between organizations and systems across the continuum of care.²
11. All information concerning client's personal and financial information is confidential. By necessity personal and private information may be disclosed during the course of LTRC business. Confidential information may not be released without appropriate authorization. Failure to maintain confidentiality may result in removal from the LTRC.
12. General information, policy statements, or statistical material that is not identified with any individual or family is not classified as confidential.
13. Retention of client records will be held and retained by the LTRC organization providing case management services. The records retention schedule will follow the retaining agency's current policies and procedures.

Certification:

I have read and agree to abide by the Disaster Case Management Points of Consensus. I understand that a violation of the Points of Consensus may lead to removal from the LTRC.

Name

Affiliated Organization

Signature

Date

¹ Outreach/Screening, Intake/Engagement, Assessment, Recovery Planning, Action and Advocacy, Monitoring, Closure

² <http://www.nydic.org/nasembly/documents/casemanagementbrief.pdf>



Clermont County
Long Term Recovery Committee

Disaster Case Management Job Description

Background:

Disaster Case Management is a time-limited process by which a skilled Disaster Case Manager partners with a disaster-affected individual or family (Client) in order to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs.

Role of the Case Manager:

The Disaster Case Manager serves as a primary point of contact, assisting the Client in coordinating necessary services and resources to address the client's complex disaster recovery needs in order to re-establish normalcy. The Client must play an active or lead role in his/her own recovery. The Disaster Case Manager reports to the Long Term Recovery Committee (LTRC) and the Lead Social Service Agency.

Scope:

On behalf of (agency/organization) serve as a case manager working with individuals and families who are recovering from (disaster) for the (areas affected).

Qualifications / Skills / Knowledge:

- Completion of a disaster recovery case management specific curriculum;
- Safety screening as evidenced by a Background Check by local law enforcement or affiliated social service agency;
- Able to maintain ethical conduct in accordance with organizational policy;
- Conduct business in a manner consistent with the mission, values, and policies of the organization;
- Able to maintain high standards for protecting client information, sharing confidential information only as agreed upon by the client and as evidenced by a signed release form;
- Able to work calmly and effectively to resolve conflicts in sensitive situations; able to work collaboratively with others;
- Computer literate, able to utilize word processing, database, and spreadsheet software, demonstrate ability to learn new and/or customized software;
- Possess excellent communication skills both written and verbal;
- Have a valid driver's license and vehicle to be able to drive long distances in all areas within the service area;
- Be organized and prepared for reports, meetings, briefings, and conversations with clients, staff and external partners;
- Able to work without close supervision on assigned duties, and be willing to seek and accept supervision as needed;
- Unquestioned confidentiality with sensitive financial and personal information;
- Possess no outside interest that may conflict with the organization's goals and objectives;
- Demonstrate helpful inter-personal skills, *such as*:
 - Genuine care and respect for individuals, families, and communities served;
 - Effective listening and interviewing skills;
 - Cultural and linguistic competence relative to the population served;
 - Ability to document, or to access an alternate method for documenting, in the client record;
 - Ability to recognize and draw upon client strengths;

- Sensitivity to the needs of individuals and families in crisis;
- Awareness of the impact of the disaster on the community, the family and the individual;
- Interest in exploring options with clients, with respect for their autonomy;
- Ability to maintain appropriate services boundaries; and
- Self-awareness.

Essential Functions:

- a) Perform **outreach** to identify vulnerable persons in need of services and referrals;
- b) **Screen** applicants promptly and responsively to identify urgency of need and direct individuals to appropriate services, providing accurate and timely **information and referral**;
- c) Perform **intake** interviews via phone and /or in person, linking survivors to resources for urgent needs;
- d) Conduct comprehensive, individualized, strengths-based, and culturally-responsive **assessments** of each client's disaster recovery needs and available resources;
- e) Engage each client to cooperatively participate in the development, implementation, and ongoing review of an individualized **disaster recovery plan**;
- f) **Empower** the disaster survivor to effectively access the resources available in accordance with the sequence of assistance for disaster recovery;
- g) Provide, refer, or otherwise arrange for individuals and families to receive needed services and resources identified in the recovery plan through the following actions:
 - Assist in the **restoration of pre-disaster social service benefits** for qualified individuals;
 - **Verify** unmet needs by obtaining records and/or contacting vendors;
 - **Network** with other organizations to guide client through sequence of delivery services without duplication of benefits and services;
 - **Advocate** with and for clients by activities including, but not limited to:
 - Preparing for and making case presentations on behalf of the client;
 - Actively participating in long term recovery groups where such exists; and
 - Providing support and advocacy with governmental and non-governmental agencies and organizations when necessary.
- h) **Monitor** client progress toward recovery goals;
- i) **Document** using standardized forms and enter relevant information into the client registry in a timely manner;
- j) Provide **continuity** of client services through case transfer or case closure;



Clermont County
Long Term Recovery Committee

Client Rights and Responsibilities

LTRC Case #: _____

As a client of the Organization, you have the right to...

1. Be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, citizenship status, sexual orientation, religion, personal values, age, disability and economic or veteran status.
2. Receive respectful treatment from others, including staff, volunteers and other clients.
3. Be fully informed about client services provided to you and to be told who will be providing the services. You also have the right to accept or decline these services.
4. Receive accurate and relevant information in a timely manner and in a manner understandable to you.
5. Confidential treatment of your information. Your personal privacy will be protected to the greatest extent permitted by law. When your information is shared, it will only be the minimum needed to obtain the goods or services you need.
6. Compliment or complain about the service received from this organization. Complaints will be addressed appropriately and in confidence.
7. Withdraw your request for services at any time.

It is the Disaster Case Manager's responsibility to...

1. Assist you to identify and verify your household's disaster recovery needs.
2. Work with you to develop a realistic recovery plan.
3. Provide accurate information about community resources and offer guidance as to how to access those resources.
4. Advocate for you, when necessary, to obtain services from available resources.
5. Obtain verification of your needs in order to secure resources and prevent duplication of benefits. For example, the case manager may request documented information related to your income, insurance, disaster benefits received, or requests for assistance.
6. Protect your personal information. Your case manager will provide a confidential and safe environment for communications with you, and will share information only as authorized by you.
7. Discuss progress with you and plan for closing your case file.

It is your responsibility to...

1. Share in the decision making process when developing a recovery plan in consultation with the case manager.
2. Take an active role in your recovery by following the recovery plan and exploring all available resources to the best of your ability.
3. Provide accurate information about your situation and to keep the case manager informed of any changes.
4. Ask for help and assistance when needed.
5. Treat others with respect.
6. Accept the limitation of the organization's assistance and services.
7. Distinguish between what you would ideally like to have and what you actually need in order to achieve recovery.

As a client of this disaster case management program, you are voluntarily partnering with this Organization and your case manager in your recovery. The rights and responsibilities are summarized here to establish a shared understanding of your role and of your case manager's role in this recovery process.

CLIENT's AFFIRMATION

I have been informed of my rights and responsibilities as a Client of the Organization and have had an opportunity to have my questions answered. I understand that I am ultimately responsible for my recovery, and that failure to meet my responsibilities may lead to a suspension of services by the Organization. I agree to work together with the disaster case manager and the Organization to the best of my ability.

Client Signature

Date

CASE MANAGER's AFFIRMATION

As a disaster case manager of this Organization, I agree to work diligently together with this Client, and to meet my responsibilities as outlined.

Disaster Case Manager Signature

Date



Consent to the Release of Confidential Information

LTRC Case #: _____

INSTRUCTIONS

Signing and returning this form authorizes _____
(afterwards referred to as The Organization) to share and receive certain personal information collected about you or your family with other disaster relief agencies, voluntary organizations and government agencies active in disaster recovery. The Organization needs to share and receive this information in order to coordinate available disaster relief services and assistance from multiple relief organizations. All organizations participating in disaster recovery are committed to respecting your privacy and using the information only to coordinate and provide disaster relief assistance.

With the exception of certain limited circumstances, such as when disclosure is required by law, it is the policy of The Organization not to release information about individual or family disaster relief assistance or other personal information without the written consent of the individual or family. Therefore, we need your written consent to share and receive information for disaster related services.

CONSENT AND RELEASE

I, _____, hereby authorize The Organization
(Print Client Name)

to share and receive any of my information, including but not limited to my name, address, personal information, relevant information and the type of assistance I am receiving with/from government agencies, and/or disaster relief and voluntary organizations in order to coordinate available services and assistance. I understand that I may revoke this consent at any time by contacting The Organization except when action has already been taken to obtain and/or release such information. My signature on this release indicates that I have read the above, or had it read to me, and that I understand the terms and conditions. I have also had the opportunity to ask any questions. I am also signing this release on behalf of my children that are under the age of eighteen (18).

(Optional)

- ☐ I wish to limit the information that is shared or released. The following information may not be shared:
- ☐ I decline to permit sharing of any information with the following agencies/organizations/individuals:

Signature Head of Household: _____ Date

Signature Co-Applicant: _____ Date

Signature of the Organization Representative: _____ Date



Clermont County
Long Term Recovery Committee

Interview Date:	<input type="checkbox"/> Unmet Needs <input type="checkbox"/> No Needs
County:	LTRC Case #:

DISASTER CASE MANAGEMENT – QUICK FORM

CONTACT INFORMATION	
Client Name:	Daytime Phone #:
Pre-disaster Address:	Evening Phone #:
	Alt. Contact #:
Current Address:	<input type="checkbox"/> Hotel <input type="checkbox"/> Relative <input type="checkbox"/> Shelter <input type="checkbox"/> Temp.
	<input type="checkbox"/> Other

DWELLING INFORMATION			
Type of Dwelling:	Status:	Total number in Household:	
<input type="checkbox"/> Single Family	<input type="checkbox"/> Own	Adults:	
<input type="checkbox"/> Mobile Home	<input type="checkbox"/> Rent	Children:	
<input type="checkbox"/> Apt./Condo	<input type="checkbox"/> Business	Insurance:	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Multi-Family		Flood Insurance:	<input type="checkbox"/> Yes <input type="checkbox"/> No

BASIC UNMET NEEDS				
<input type="checkbox"/> Food	<input type="checkbox"/> Clean-up Supplies	<input type="checkbox"/> Medical Support	<input type="checkbox"/> Transportation	<input type="checkbox"/> Household items
<input type="checkbox"/> Clothing	<input type="checkbox"/> Clean-up Assistance	<input type="checkbox"/> Medication	<input type="checkbox"/> Resource Information	<input type="checkbox"/> Furniture
<input type="checkbox"/> Shelter	<input type="checkbox"/> Home Repair	<input type="checkbox"/> Mental Health	<input type="checkbox"/> Assistance with forms	<input type="checkbox"/> Appliances
<input type="checkbox"/> Pet Supplies	<input type="checkbox"/> Utility Repair	<input type="checkbox"/> Spiritual and Emotional Care	<input type="checkbox"/> Legal Assistance	<input type="checkbox"/> Other

Referral Information Provided:			
Case Manager:		Date/Time:	
Entered into Case Management System? <input type="checkbox"/> Yes <input type="checkbox"/> No		Priority (4 being Highest)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4



Clermont County
Long Term Recovery Committee

Interview Date:	LTRC Case #:
County:	FEMA Case #:

DISASTER CASE MANAGEMENT - INITIAL NEEDS SURVEY

CONTACT INFORMATION

Client Name:	Social Security #:
Pre-disaster Address:	Daytime Phone #:
	Evening Phone #:
Current Address:	Alt. Contact #:

DWELLING INFORMATION

Type of Dwelling:	Ownership:	Housing Need (Present & Future):	
<input type="checkbox"/> Single Family	<input type="checkbox"/> Own/Buying	<input type="checkbox"/> Temporary	From: <input type="text"/> To: <input type="text"/>
<input type="checkbox"/> Mobile Home	<input type="checkbox"/> Rent – Furnished	<input type="checkbox"/> Permanent need by (date): <input type="text"/>	
<input type="checkbox"/> Apt./Condo	<input type="checkbox"/> Rent - Unfurnished	<input type="checkbox"/> No need for permanent housing	
<input type="checkbox"/> Multi-Family	Insurance: <input type="checkbox"/> Yes <input type="checkbox"/> No	Flood Insurance: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Directions to Disaster Affected Dwelling			
Client's Statement of Disaster Damage			

HOUSEHOLD INFORMATION

Permanent member(s) at time of disaster	Age	Sex	Relationship	Income Source	Work Status
Total # of persons in household at time of disaster:			Comments:	Income Codes: 1. Employed 2. Soc. Security 3. Pension 4. Disability 5. Public Assistance 6. Other	Work Codes: E. Employed P. Part Time U. Unemployed R. Retired D. Disabled S. Student O. Other



Clermont County
Long Term Recovery Committee

LTRC Case #:

FEMA Case #:

NEEDS ASSESSMENT

Current Recovery Status:	<input type="checkbox"/> Mostly Recovered	Comments:
	<input type="checkbox"/> Partially Recovered	
	<input type="checkbox"/> Not Started	
	<input type="checkbox"/> Situation is getting worse	
Client's statement of needs and concerns:		
Assistance Needed: <input type="checkbox"/> Food <input type="checkbox"/> Medical Support <input type="checkbox"/> Transportation <input type="checkbox"/> None <input type="checkbox"/> Clothing <input type="checkbox"/> Medication <input type="checkbox"/> Resource Information <input type="checkbox"/> Household items <input type="checkbox"/> Shelter <input type="checkbox"/> Mental Health <input type="checkbox"/> Assistance with forms <input type="checkbox"/> Furniture <input type="checkbox"/> Pet supplies <input type="checkbox"/> Spiritual and Emotional Care <input type="checkbox"/> Legal Assistance <input type="checkbox"/> Building Materials <input type="checkbox"/> Other, describe: <input type="checkbox"/> Labor		
Client's plan for addressing needs and concerns:		
Other Agencies/Organizations Client has talked to:		
Agency:	POC: (Name/Phone)	Assistance Received:
Agency:	POC: (Name/Phone)	Assistance Received:
Agency:	POC: (Name/Phone)	Assistance Received:
Has the Client filed an insurance claim?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	Insurance Company: (Name/Phone)
Has the Client filed with FEMA?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	Registration #: <input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Unknown
Has the Client filed with SBA?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	Registration #: <input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Unknown
Has the Client filed with Ohio EMA?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	Registration #: <input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Unknown

RESOURCES / ASSISTANCE	RECEIVED \$	ANTICIPATED \$	DESCRIPTION / COMMENTS
FEMA Individual Assistance			
SBA Disaster Loan			
Ohio EMA Individual Assistance			
Insurance			
American Red Cross			
Other			
Other			
Total Received			

Initial Assessment Completed by:	Contact #:
Signature:	Date:

Client's Affirmation: The information provided during the initial assessment was truthful and accurate to the best of my knowledge.	
Client Signature:	Date:

County:

Date of Request:

FEMA Case #:

Client Name:

[illegible]

Case Manager:

Contact #:

Signature:

Date:



Clermont County
Long Term Recovery Committee

County:	LTRC Case #:
Referred to:	[ORGANIZATION NAME]
Maximum Voucher Value:	

HOUSEHOLD NEEDS VOUCHER

CONTACT INFORMATION

Name:	Daytime Phone #:
Address:	Evening Phone #:
	Date Needed:

HOUSEHOLD NEEDS

QTY	Kitchen	QTY	Living Room	QTY	Office	QTY	MISC
	<input type="checkbox"/> Table		<input type="checkbox"/> Couch		<input type="checkbox"/> Desk		<input type="checkbox"/> Ironing Board
	<input type="checkbox"/> Chairs		<input type="checkbox"/> Recliner / Chair		<input type="checkbox"/> Chair		<input type="checkbox"/> Iron
	<input type="checkbox"/> Microwave		<input type="checkbox"/> End Tables		<input type="checkbox"/> Computer		<input type="checkbox"/> Air Conditioner
	<input type="checkbox"/> Toaster		<input type="checkbox"/> Coffee Table		<input type="checkbox"/> Book Shelves		<input type="checkbox"/> Fan
	<input type="checkbox"/> Mixer		<input type="checkbox"/> Entertainment Stand		<input type="checkbox"/> Radio		<input type="checkbox"/> Sweeper
	<input type="checkbox"/> Pots/Pans		<input type="checkbox"/> Television				<input type="checkbox"/> Towels & Wash cloths
	<input type="checkbox"/> Dishes		<input type="checkbox"/> Lamps		Bedroom		<input type="checkbox"/> Blankets
	<input type="checkbox"/> Silverware				<input type="checkbox"/> Dresser		<input type="checkbox"/> Sheets
	<input type="checkbox"/> Serving Utensils						<input type="checkbox"/> Comforter
	<input type="checkbox"/> Dishtowels						<input type="checkbox"/> School Supplies

Other Needs:

Notes:

Upon receipt of item client will date item, then date and sign bottom of form to show receipt.

Date:		Client Signature:	
Case Manager:		Contact #:	



Clermont County
Long Term Recovery Committee

County:

LTRC Case #:

BED VOUCHER

CONTACT INFORMATION

Name:	Daytime Phone #:
Address:	Evening Phone #:
	Date Needed:

TO BE REDEEMED AT:

[VENDOR NAME]

[VENDOR ADDRESS]

[VENDOR PHONE NUMBER]

TYPE OF BED				QUANTITY	VALUE (NOT TO EXCEED PRICE)
Twin	<input type="checkbox"/> Mattress	<input type="checkbox"/> Box Spring	<input type="checkbox"/> Frame		
Full	<input type="checkbox"/> Mattress	<input type="checkbox"/> Box Spring	<input type="checkbox"/> Frame		
Queen	<input type="checkbox"/> Mattress	<input type="checkbox"/> Box Spring	<input type="checkbox"/> Frame		
Other, describe:					
TOTAL VOUCHER VALUE: (NOT TO EXCEED)					

CASE MANAGEMENT INFORMATION

Case Manager:

Contact #:

Signature:

Date:

MAIL A COPY OF THE VOUCHER AND THE BILL TO:

[LTRC NAME OR SOCIAL SERVICE AGENCY]
[LTRC TREASURER OR SOCIAL SERVICE AGENCY REPRESENTATIVE]
[ADDRESS]

[PHONE]
[E-MAIL]

Upon receipt of item client will date item, then date and sign bottom of form to show receipt.

Date:		Client Signature:	
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Clermont County
Long Term Recovery Committee

County:

LTRC Case #:

APPLIANCE VOUCHER

CONTACT INFORMATION

Name:	Daytime Phone #:
Address:	Evening Phone #:
	Date Needed:

TO BE REDEEMED AT:

[VENDOR NAME]

[VENDOR ADDRESS]

[VENDOR PHONE NUMBER]

APPLIANCE	QUANTITY	VALUE (NOT TO EXCEED PRICE)
Refrigerator		
Stove <input type="checkbox"/> Gas <input type="checkbox"/> Electric		
Dishwasher		
Washing Machine		
Dryer <input type="checkbox"/> Gas <input type="checkbox"/> Electric		
Other, describe:		
TOTAL VOUCHER VALUE: (NOT TO EXCEED)		

CASE MANAGEMENT INFORMATION

Case Manager: Contact #:

Signature: Date:

MAIL A COPY OF THE VOUCHER AND THE BILL TO:

[LTRC NAME OR SOCIAL SERVICE AGENCY]
[LTRC TREASURER OR SOCIAL SERVICE AGENCY REPRESENTATIVE]
[ADDRESS]
[PHONE]
[E-MAIL]

Upon receipt of item client will date item, then date and sign bottom of form to show receipt.

Date:		Client Signature:	
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Clermont County
Long Term Recovery Committee

Closure Date:	LTRC Case #:
County:	FEMA Case #:

DISASTER CASE MANAGEMENT – CASE CLOSURE FORM

CONTACT INFORMATION

Client Name:	Daytime Phone #:
Pre-disaster Address:	Evening Phone #:
Permanent Address:	

CASE INFORMATION

Date Case Opened:	# of members in household at time of disaster:	
Agency(s) that provided services:		
Agency:	POC: (Name/Phone)	Services Provided:
Agency:	POC: (Name/Phone)	Services Provided:
Agency:	POC: (Name/Phone)	Services Provided:
Agency:	POC: (Name/Phone)	Services Provided:
Agency:	POC: (Name/Phone)	Services Provided:
Agency:	POC: (Name/Phone)	Services Provided:

Goals/Needs Met:

--

Reason for Closure:

--

Unmet Needs:

--

Case Manager:

Contact #:

Signature:

Date:

Client Signature:

Date: