Best Practices in Community Engagement

2018 CDBG-DR Problem Solving Clinic

Atlanta, GA   |   December 12-14, 2018
Welcome & Speakers

• Session Objectives
  • Share information and ideas on effective community engagement strategies in disaster recovery

• Speakers
  • Kelly Price, ICF
  • LaParry Howell, Director, Office of Federal Programs, City of Tuscaloosa, AL
  • Ransford Reinhard, Agency Operations Manager, South Carolina Disaster Recovery Office (SC DRO)
Agenda

• Discuss the role of community engagement in disaster recovery
• Present some specific grantee experiences
  • Immediate Post Recovery planning at the city and neighborhood level from Tuscaloosa
  • Conveying program design & availability of program resources to residents in a very large, primarily rural area of a state via South Carolina
• Ask questions, share information!
Community Engagement – What is It?

• CDBG-DR grantees required to have & adhere to Citizen Participation Plan with key components:
  • Outreach efforts
  • Public hearings
  • Availability of plans, reports, etc.
  • Public comment process
• Beyond the CP...effective community engagement & input critical to assess needs, determine programs & make funding decisions (planning process)
• Ongoing community outreach critical to inform public about programs, availability of assistance, progress, etc.
Tuscaloosa, Alabama: Inclusive Post-Recovery Planning
April 27, 2011 Tornado

- Category EF-4
- 6 minutes
- 53 fatalities
- 5,300 homes destroyed or damaged
- 421 businesses destroyed or majorly damaged
- 12.5 percent of Tuscaloosa destroyed
1 ½ miles wide & 6 miles long
Aftermath of the Storm
Citizen Participation Plan...starting point

• The Citizen Participation (CP) Plan was designed to meet requirements of Housing & Community Development Act of 1974, as amended
• The CP Plan provides for & encourages the participation of citizens in the development of the Disaster Recovery Action Plan, any substantial amendments to the Action Plan & associated performance reports
• The Plan also provides for the participation of citizens in the development of local applications for the CDBG-DR & throughout the implementation of funded CDBG-DR projects
• The City aims to encourage participation by LMI persons, residents of LMI areas, homeless, persons with disabilities, persons living with AIDS and representative organizations of these groups
Beyond the CP Plan...Tuscaloosa’s Community Vision

• To courageously create a show piece of quality of life through vital and unique neighborhoods that are healthy, safe, accessible, connected & sustainable
How was this Vision Developed?

- Kept looking for opportunities to listen
- Unprecedented public dialogue
  - Citywide meetings with public engagement/input
  - Community and district conversations
  - Citizen input during council and public meetings
  - Citizen input surveys
  - Direct dialogue with citizens
  - Face to Face Meetings
- Demystified the decision making process
- Got the right people in the room
- Managed expectations
From Vision to a Recovery Plan

• Your City/County is full of a diverse number of people from different populations, races, ethnicities, nationalities & age groups who share common values that will continue to enhance your community into the future
• We (government, citizens, visitors, sister cities, etc.) are responsible for shaping your City/County’s past, present & future and are committed to recovery and dedicated to creating a positive sustainable and equitable future for our City/County
• Comprehensive planning will continue to be essential to preserving your neighborhoods, promoting economic development & ensuring a high quality of life for your residents
• People will continue to work together toward the goal of rebuilding a beautiful city where people will want to live, work & play
• All citizens will continue to be safe in all areas of your city. If and when trouble arises, whether crime, fire, or an act of nature, your response will continue to be swift and effective
Why a Plan?

• Creation of a more **EQUITABLE, RESILIENT, and STRONG** rebuilding process
Citizen Participation Moving Forward

Tuscaloosa FORWARD
A STRATEGIC COMMUNITY PLAN TO RENEW AND REBUILD
Tuscaloosa Today
South Carolina Disaster Recovery Office – Community Outreach Lessons Learned
Recent South Carolina Disasters

• Prior to 2015, South Carolina had not been hit by a major hurricane or other major disaster since September 1989 (Hurricane Hugo)

• October 2015 - Hurricane Joaquin brings 1,000-year flooding to 24 (of 46) counties across the state

• October 2016 - Hurricane Matthew also hits 24 counties, 16 of which were also declared in the October 2015 flooding event
Plan Where To Go

- Know in advance where you can go (locations) – Declared areas, most impacted & distressed areas
- Use SoVI to determine where to go - Where are the most vulnerable?
- Know the locations within those areas that are close to LMI communities
South Carolina County-level Social Vulnerability Index (SoVI) Summary

2010 - 2014 Census Tract Data
(NOT ZIP CODES!)

Sources: - Dr. Christopher Emrich, HVRI, USC
Let People Know How & Where to Apply for the Program

• Have a good Public Information Officer & strategy
• Explain what paperwork is required as well as locations and dates/times to apply
• Use a variety of communication channels (next slide)
Use a Wide Range of Communication Channels

- Coordinate & leverage other organizations involved in response & recovery
  - Volunteer Organizations Active in Disasters (VOADs)
  - Long Term Recovery Groups (LTRGs)
- Coordinate with community & political leaders
- Hold stakeholder briefings & town hall meetings
- Use technology
  - Social Media
  - Website

- Use traditional methods – go where affected people are
  - Flyers/brochures (thru schools & churches)
  - Community meetings (e.g., church services)
- Have effective disaster case management
  - Example: Have a single number with staff to answer during business hours and ability to leave messages after hours
South Carolina Disaster Recovery Office
HURRICANE MATTHEW RECOVERY PROGRAM
Toll Free 844.410.8560 | www.scdr.sc.gov

1. Applicant will complete intake by submitting an application with all required documents.

2. Applicant’s Preliminary Eligibility and Priority Level will be determined. Priority 1 applicants will be served first, then 2-8.

3. Applicant will be called to schedule a “One Knock” meeting once Preliminary Eligibility and Priority are determined. If found ineligible, a Denial Letter is mailed to applicant.

4. Applicant will participate in “One Knock” meeting at their home within 30 days of scheduling. At “One Knock” the following will occur: 1- Damage Assessment 2-Environmental Assessment 3-Construction Planning

5. Applicant will be mailed Award Letter detailing award and next steps if home passes all inspection in “One Knock” meeting. If on-site inspections are failed, a Denial Letter is mailed to applicant.

6. Applicant will sign contract agreement, forgivable promissory note and 3-year lien, and select construction options.

7. Applicant will move belongings out of home and make arrangements to temporarily relocate during repairs and construction. Construction will promptly begin.

8. Applicant will be notified of construction closeout and move back into their safe, sanitary, and secure home.

* “One Knock” is a meeting in which all necessary on-site inspections take place in one meeting.
* Promissory note and lien ensure funds are used for intended purpose and are forgivable after 3 years.
Go to the Affected Areas

- Have static intake sites in Most Impacted and Distressed areas (MIDs)
- Use mobile sites (key to rural disasters)
Resources


• [https://www.tuscaloosa.com/business/disaster-recovery/tuscaloosa-forward](https://www.tuscaloosa.com/business/disaster-recovery/tuscaloosa-forward)

• [https://www.scdr.sc.gov/](https://www.scdr.sc.gov/)
Questions