



Bowling Green / Warren County
Disaster Recovery

Guidelines
&
Considerations

SEPTEMBER 19, 2023

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PURPOSE AND EXPLANATION

The activation of Bowling Green/Warren County Disaster Recovery, and use of these Guidelines and Considerations, are needed when a disaster of great magnitude occurs. This event overwhelms the community to the point that damages and losses go beyond what can be handled at the local level, and outside assistance is necessary.

Every “Disaster” will be unique, however, there are essential, reoccurring core areas that will need to be addressed regardless of the type, size, and scope of the incident at hand. These Guidelines and Considerations are not “policies and procedures” that dictate how to handle specific disasters, but rather, necessary, recurrent issues to be contemplated and acted upon when any disastrous event occurs.

These Guidelines and Considerations are divided into four (4) “Stages” of a disaster **Rescue, Response, Recovery and Reflection**. While these stages may overlap to some degree, each stage will evolve with the change in needs, that occurs over time. Disaster work is fluid and changes very quickly, so adaptability is very important. Even while you are amid one stage, you must constantly plan and prepare for upcoming stages.

Special Notes:

When a disaster occurs, volunteers and donations will pour in **immediately**. It is imperative that decisions in these two areas be made expeditiously.

Volunteers can come in several forms. It is important to know where they are interested in serving, and what capabilities (skills, training and equipment) they have available for use. There will be a large number of volunteers in the Rescue Stage through the Response Stage. But, as things begin to “look normal” to the general public, needs change, and progress becomes much slower, volunteers may need to be recruited throughout the Recovery Stage.

Credentialed Volunteer Organizations – These are officially trained volunteers who are specialists in disaster relief efforts. They have a wide variety of skill, experience, and equipment that is available for response. They generally respond in conjunction with and under the direction of government officials and emergency personnel to quickly and effectively deal with immediate needs. These needs often include the ability to assist in the clearing of debris and roadways in order for emergency personnel and utility companies to gain access into the affected areas. A few examples of credentialed volunteers: Kentucky Baptist Disaster Relief, Team Rubicon, Samaritan’s Purse, Christian Appalachian Project, St Bernard Project, etc.

Spontaneous Community Volunteers – These volunteers may or may not have any form of training in disaster relief but just want to help in some way. Often the first volunteers to respond are local individuals or organizations who live and work around the affected area. As time progresses, others may come from different cities, states or even countries.

Donations will come from two (2) sources: *individuals and corporations*; in at least three (3) forms: *monetary, physical goods, and meal preparations*. Immediately, upon public notification of a disastrous occurrence, an UNBELIEVABLE amount of goods will begin pouring in. Be prepared for more than you can even imagine.

Individual donations – Physical goods will be donated as people clean out their closets, their garages, and their attics; some may go to a store to purchase items specifically to donate; others may want to provide financial assistance from their own bank accounts. These donations typically arrive by personal vehicle and are hand delivered. A few examples are: clothing, toys, tools, cases of bottled water, canned goods, bedding, kitchenware, small furniture and appliances, etc.

Corporate Donations – Any financial contributions can be substantial and physical goods will arrive by the pallet loads on semi-trucks. Loading docks and equipment, such as pallet jacks and forklifts, will be needed. A few examples of what manufacturers, stores, and name brand companies may send by the truck loads: laundry detergent, household cleaners, tools, health care items, non-perishable food, bottles/jugs of water, clothing, toilet paper, hand sanitizer, baby supplies, etc.

Monetary Donations – All financial donations for Bowling Green Warren County Disaster Recovery should be directed to:

**The Community Foundation of South Central Kentucky
PO Box 737
Bowling Green, KY 42101-0737
Ref: Bowling Green Warren County Disaster Recovery**

Finances in this account may be used for the purchase or rental of necessary assets. These needs may include things such as the hiring of temporary personnel, physical items, computer software, internet site access, heavy equipment, building and warehouse space, etc.

Additionally, outside entities, such as churches and civic groups, will have donated finances that may contribute to the needs identified by BGWCDR. The Unmet Needs Committee (page 20) is responsible for the coordination of these funds and how they are allocated, in cooperation with the individual entity's desires.

Physical Goods – People will need to know what items are needed or NOT needed and where to take them. A storage facility and personnel should quickly be put in place to sort, inventory, and store donations, as there will be a wide variety of everything. Depending on the scale of the disaster and the generosity of donated

goods, there may be a need for Warehouse space and a Distribution Center to supply these goods to disaster survivors. The Distribution Center should ideally be housed with FEMA and American Red Cross for the disaster survivors' convenience.

Meal Preparations – These are ready to eat meals provided to disaster survivors, first responders, volunteers, disaster coordinators and other workers. These are prepared and donated by restaurants, food trucks, churches, and other non-profit agencies; such as Red Cross, Salvation Army, and other credentialed volunteer organizations. A designated “Meal Coordinator” (page 10) will need to be appointed immediately in order to find staging locations, schedule feedings, and work with the “Public Information Facilitator” (page 9) to notify the public of this information.

Disaster Case Management (DCM) – DCM provides assistance to targeted populations of disaster survivors. These populations generally include, foreign-born, single mothers, renters, elderly, special needs, low income, and the homeless. Approximately 30% of the disaster survivors will fit into one of these targeted populations. DCM is an organized structure for keeping track of and providing for, individual needs. Whether needs are physical, financial, or emotional; DCM is the connection between disaster survivors and the ability to receive any requested assistance. Disaster Case Managers should be trained by a reputable agency and work with an organization that provides oversight and tracking of all disaster survivors. There should be 1 Full Time Disaster Case Manager for every 30 survivors.

Mental Health is something that is important to EVERYONE involved in a disaster situation. Survivors, caregivers, first responders, professionals, and volunteers alike are all effected by the situation. Especially as the Rescue and Recovery phases begin and progress, all involved in the process are susceptible to trauma and fatigue. This is an issue that must be continually monitored and assessed in all stages, even as individuals endure the longer term processes of Recovery and Reflection.

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RESCUE STAGE – DISASTER OCCURS

Rescue Stage: This is the timeframe for emergency response and information gathering. Although this stage will vary widely depending on the incident, this will “typically” be about the first week (7 days). The Rescue Stage will occur from the immediate onset and aftermath of the disaster until all search and rescue efforts are exhausted and clean-up can safely begin. Most of the decision making and communications, at this stage, will revolve around First Responders and Government Officials. The area involved may even be “Closed” to any non-credentialed personnel until it is deemed “Safe” for civilian assistance.

This is, however, also the time for an immediate activation by Bowling Green/Warren County Disaster Recovery (BGWCDR). Crucial decisions will need to be made (in conjunction with First Responders and Government Officials) to get necessary individuals/groups in place, find staging areas, and locate storage facilities. These are vital decisions necessary in the organization and effective use of volunteers and donations, both physical and financial, that will be needed in future stages of the disaster recovery. BGWCDR must start identifying **WHO** is going to fill key roles; **WHERE** to stage initial services; and **HOW** services will be provided; all while planning for future stages of the disaster. Accurate and timely communications will be key, however, be aware that communication systems may be compromised at this point.

**** WARNING: There will be an OVERWHELMING influx of volunteers and donations that will arrive, almost immediately. This is when planning begins and preparations are made that effect the whole recovery process moving forward. ****

I. Identify Bowling Green/Warren County Disaster Recovery (BGWCDR) Members and Support Team (Members will consist of both Organizational Entities & Individuals)

A. Traits Needed Within All Positions:

1. Must have good decision making skills.
2. Must be able to work with little to no supervision.
3. Must be able to multi-task.
4. Must have good people skills.
5. Must have organizational skills.
6. Must be able to function in high stress situations.
7. Previous large scale organizational/coordination experience is helpful.
8. Previous supervision experience is helpful.

B. BGWCDR Steering Committee Members

1. Chair
 - a. Chief executive officer.
 - b. Presides over all BGWCDR meetings.
 - c. Performs other functions as deemed necessary.
2. Vice Chair
 - a. Serves as support for the Steering Committee Chair.
 - b. Presided over any BGWCDR meetings in the absence of the Steering Committee Chair.
 - c. Performs other functions as deemed necessary.
3. Treasurer
 - a. Directs all monetary funding to the Community Foundation of South Central Kentucky.
 - b. Serves in conjunction with The Community Foundation of South Central KY to receive, deposit and account for all financial matters.
 - c. Provides regular financial reports to the BGWCDR Steering Committee.
 - d. Performs other functions as deemed necessary.
4. Secretary
 - a. Records and preserves all BGWCDR meeting minutes
 - b. Notifies all members of meetings and necessary communications.
 - c. Performs other functions as deemed necessary.
5. At Large Member – A community liaison
 - a. Attends all meetings for local input.
 - b. Performs other functions as deemed necessary.

C. BGWCDR Sub-Committee Chairs

1. Case Management Coordinator
 - a. Oversees and administrates case management for disaster survivors.
 - b. Identifies the needs of disaster survivors.
 - c. Coordinates and communicates with other sub-committees to provide for disaster survivors' needs.
 - d. Provides regular case management reports to the BGWCDR Steering Committee.
2. Volunteer Coordinator – Should be in connection to the Warren County Emergency Operations Plan.
 - a. Keeps track of incoming volunteers, interests and capabilities.
 - b. Works with the EVD Liaison (page 11) to strategically and effectively assign volunteers.
 - c. Reports back to BGWC Disaster Recovery and any other pertinent people or entities.

- d. Assist volunteers in locating lodging if needed.
- 3. Donations Coordinator
 - a. Responsible for the inventory, cataloging, and distribution of donations that the community has or will receive.
 - b. Assist in locating both a Distribution Center Manager and a Warehouse Manager or Managers (depending on warehouse needs) **See I. D. 3 & 4 (page 11)*
 - c. Coordinates between the Distribution Center and Donations Warehouse(s) to assure proper communication between the on-site managers.
 - d. Helps on-site Distribution and Warehouse Managers with any logistical needs.
 - e. Directs all monetary funding to the Community Foundation of South Central Kentucky.
 - f. Reports back to BGWC Disaster Recovery and any other pertinent people or entities.
- 4. Mental Health/Spiritual Needs Coordinator
 - a. Oversees and tracks the assistance provided to those who have been traumatized by the disaster.
 - b. Reports back to BGWC Disaster Recovery and any other pertinent people or entities.
- 5. Unmet Needs Coordinator
 - a. Organizes other funders or organizations that want to provide assistance to survivors.
 - b. Oversees and tracks assistance provided to disaster survivors by way of referrals from Case Management.
 - c. Coordinates and communicates with other sub-committees, or pertinent entities or people, to provide for disaster survivors' needs.
 - d. Reports back to BGWC Disaster Recovery and any other pertinent people or entities.
- 6. Construction Coordinator
 - a. Oversees and tracks the coordination and scheduling of repair/rebuild projects approved by BGWCDR.
 - b. Coordinates and communicates with other sub-committees or pertinent entities to provide for disaster survivors' needs.
 - c. Reports back to BGWC Disaster Recovery and any other pertinent people or entities.

D. Support Team

- 1. Public Information Facilitator
 - a. Disseminates information to the public
 - i. What has happened and what is known at any given time.

- ii. Whether the disaster area is **OPEN or CLOSED** to the public, at any given time.
 - iii. Where the public can look for continuing updated information.
 - iv. A telephone # and/or website that the public can contact for questions.
 - v. Specific request for volunteers and donations – what is needed or unneeded.
 - vi. Where volunteers need to go in order to assist.
 - vii. Where donations need to be taken.
- b. Means of Information Dissemination
- i. Traditional Media Releases
 - (A) Local/Regional Television stations.
 - (B) Local/Regional Radio stations.
 - (C) Local/Regional Newspapers.
 - ii. On-line Outlets
 - (A) Facebook
 - (B) Twitter
 - iii. Websites
 - (A) BGKY.org
 - (B) WarrenCounty.gov
 - (C) BgwcDisasterRecovery.org
 - (D) Kyem.ky.gov
 - (E) Other known outlets as they arise
 - iv. Telephone Numbers
 - (A) Bowling Green Police (non-emergency) (270) 393- 2473 (393-BGPD)
 - (B) City of Bowling Green (270) 393-3000
 - (C) Warren County Emergency Management (270) 781-8776
 - (D) Warren County Fiscal Court (270) 843-4146
2. Meal Coordinator
- a. Coordinates with restaurants, food trucks, churches, and other non-profit agencies; such as Red Cross, Salvation Army, and other credentialed volunteer organizations for emergency mass feedings.
 - b. Locates staging areas and schedules times for the various feeding efforts
 - c. Coordinates with the Public Information Facilitator to notify everyone involved of these feeding opportunities.
 - d. Works with the EVD Liaison (page 11) to coordinate needed volunteer assistance with food service or assisting with pick up and/or delivery services.

3. Emergency Volunteer & Donations Liaison (EVD Liaison)
 - a. EVD Liaison is one of the members who attends the Emergency Briefings and shares relevant information with the Volunteer, Donations, and Meal Coordinators, so that appropriate resources can be targeted to specific needs and areas.
 - b. Notifies Volunteer Coordinator of areas that are available or unavailable for volunteer work.
 - c. Communicates with Donation Coordinator in regards to what items are needed and to stop the intake of unneeded items.
4. Distribution Center Manager
 - a. Reports to the Donations Coordinator.
 - b. Works with the Donations Coordinator on any logistical needs or equipment.
 - c. Works with the Donations Coordinator to stock and re-stock the Distribution Center as needed, with donations provided for disaster survivors.
 - d. Keeps track of any “loaned” property, from various entities, to be used by the Distribution Center.
 - e. Tracks incoming and outgoing donations within the Distribution Center.
 - f. Tracks disaster survivors’ needs, contact information, and any Distribution Center assistance provided to them, both physically and financially. (Case management begins)
 - g. Works with the Volunteer Coordinator to help staff the Distribution Center.
 - h. Supervises Donation Center volunteers.
 - i. Sees that any “loaned” property is returned to the rightful owner upon closure of the Distribution Center.
5. Warehouse Manager(s)
 - a. Reports to the Donations Coordinator.
 - b. Works with the Donations Coordinator on any logistical needs or equipment.
 - c. Works with the Donations Coordinator to transfer inventory to the Distribution Center as needed.
 - d. Keeps track of any “loaned” property, from various entities, to be used by the Donations Warehouse(s).
 - e. Tracks, sorts, stores and transfers donated inventory.
 - f. Works with Volunteer Coordinator to help staff the warehouse(s).
 - g. Supervises warehouse volunteers.
 - h. Sees that any “loaned” property is returned to the rightful owner upon closure of the Donations Warehouse(s).

II. Emergency Briefings

A. Who generally attends?

1. Emergency Management (County and State)
2. Heads of necessary first responder agencies (Police Chief, Fire Chief, Sheriff, KSP... etc.)
3. Heads of City and County Governments (City Manager, County Judge... etc.)
4. Heads of any impacted entities; would depend on the damage and locations effected (may be Utilities, School Systems, KYTC, WKU... etc.)
5. Emergency Volunteer & Donations Liaison – Will need to identify who this is and they will in turn report emergency needs to Volunteer Coordinator and Credentialed Disaster Relief Team Directors for effective/specialized utilization of volunteer efforts.

B. Where are briefings held – Typically at the Emergency Operations Center (EOC)

C. How often are briefings provided? – Typically briefings are held more frequently, early on in the event, and become less frequent over time. As Rescue stage ends, the public safety agencies fall back and the community organizations take on a larger role.

III. Volunteers

A. Volunteer Assignments

1. How will information be received from the EVD Liaison?
2. How will disaster needs be tracked to effectively/efficiently coordinate volunteer assignments?
3. How will volunteer hours, personnel, and assignments be tracked and reported?
4. What skills and equipment will be called for to do needed tasks?
5. What useful skills and equipment do volunteers possess?
6. What can volunteers do and where can they be useful, at this moment in time?

B. Where to Stage?

1. Location/Facility that is far enough away from the disaster to prevent interference with emergency operations.
2. Location/Facility that is large enough to support staffing needs and organize the initial influx of volunteers.
3. Location/Facility that is easily accessible with adequate parking for the initial influx of volunteers.

IV. Donations

A. Coordination of Donations

1. How will information be received from the EVD Liaison?
2. How is the intake and distribution of inventory going to be tracked for efficient/effective use?
3. What skills and equipment will be needed for the proper sorting, storage, and transfer of the donations?
4. How will the Donation Coordinator communicate with the Distribution Center Manager and Warehouse Manager(s) when inventory transfers are required?
5. Donations come in two forms
 - a. Individual
 - i. Mostly used items from around homes including clothes and other household items
 - ii. Must be sorted by type and a portion will be unusable
 - b. Corporate
 - i. Large Volume delivered by semi-truck from various manufacturers
 - ii. Typically, pallet loads of a single item, must have equipment to move pallets around

B. Where to Stage

1. Location/Storage facility that is far enough away from the disaster to prevent interference with emergency operations.
2. Location/Facility that is large enough to support staffing needs and organize the initial/ongoing influx of donations.
3. Location/Facility that is easily accessible for semi-trucks and other vehicles for the initial/ongoing influx of donations.

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RESPONSE STAGE – THE AFTERMATH

Response Stage: This is the timeframe following the emergency response activities, as the focus shifts toward the immediate needs of those effected by the disaster. Although this stage will also vary widely depending on the incident, this will “typically” last about a month (30 days). This stage begins as the search and rescue efforts ends. At this point the public safety involvement tapers off and the community groups take a more active role in providing assistance and services.

This stage is where the decisions made by BGWCDR in the Rescue Stage come into fruition. Volunteers are directed toward clean-up efforts and assisting survivors with individual needs. Donation and Distribution Centers are established. Donations are received, inventoried, sorted, stored, and required deliveries are made. Survivors apply for emergency assistance for food, clothing and housing through FEMA, Red Cross, and other disaster relief organizations. Disaster Case Management begins to develop survivor database and starts providing assistance and coordinating needs.

I. Meal Coordination

- A. How will the Meal Coordinator communicate with meal providers?
- B. How will the Meal Coordinator communicate with the Public Information Facilitator and the EVD Liaison?
- C. What method will be used to schedule meal providers, dates, times and locations?
- D. How will meal providers, dates, times, locations, and number of meals served, be processed, tracked and reported to BGWCDR?

II. Distribution Center Operation

- A. How will Distribution Center donations be tracked?
- B. How will disaster survivors and provided assistance be tracked?
- C. Will survivors be crossed referenced with other charitable establishments and if so, how?

III. Disaster Case Management

- A. How will Disaster Case Managers be trained?
- B. How will survivors' needs be vetted before referring them to other committees for assistance?
- C. How will information be tracked, processed, and transferred to the appropriate BGWCDR subcommittees or agencies for survivors to obtain assistance?
- D. How will the Case Managers coordinate with other appropriate BGWCDR subcommittees to attain pertinent survivor assistance?
- E. How will information, reference current needs in open cases and case closings, be tracked and reported back to the BGWCDR?
- F. How will "unmet needs" be defined?
- G. What constitutes an "unmet need"?

IV. Donations Warehouse Operation

- A. How will intake and distribution of donations be tracked and reported?
- B. How will personnel and their hours be tracked and reported?
- C. How will staging location be organized for sorting, storage and transfer of donations?
- D. How will items be sorted, how will they be categorized?
- E. How many people will be needed for sorting, storage, and transfer of donations?
- F. What equipment or supplies will be needed to sort, store, transfer, track and report on donations and personnel?

V. Ceasing Distribution Center & Donation Warehouse Operations

A. Transition Decisions

1. When will the acceptance of donations stop?
2. When will the Distribution Center and Donations Warehouse(s) be closed to the public.

3. When and how will “loaned” items/equipment be returned to their rightful owners.
4. When and how will the Distribution Center and Donation Warehouse locations be cleared, cleaned and returned to the property owners?
5. Where and how will leftover donations be sent (or stored for later use) and how will this be tracked and reported?

B. Transition Responsibilities – Donations Coordinator

1. Oversees the transfer arrangements of goods, during the transition into and the Recovery Stage, as the Distribution Center and Donation Warehouse(s) prepare to shut down.
2. Oversees the closing of the Distribution Center and Donation Warehouse(s) during the transition into the Recovery Stage.
3. Oversees the returning of “loaned” items/equipment to their rightful owners.
4. Reports back to BGWC Disaster Recovery and any other pertinent people or entities.

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RECOVERY STAGE – THE LONG HAUL

Recovery Stage: This is the timeframe following assistance with emergency provisional needs, as the community and survivors begin transitioning back into a sense of normalcy. Although this stage will vary widely depending on the incident, as well, it will take much longer, “typically” about a year and a half (18 months).

This is when BGWCDR takes the lead. Outreach to impacted areas is very important in this stage. There will be a portion of disaster survivors who now realize that they do not have the resources to recover on their own, these will have to be located and informed as to what assistance is available and how to access it. Community events will need to be hosted and publicized in order to reach these households. The Disaster Case Management that began identifying survivors during the Response Stage, continues to expand with those who may not have asked for previous assistance.

Ongoing trauma is real as survivors struggle with replacing property losses, repairing/rebuilding/refurnishing their homes or finding new places to live, returning to work/school, and coping with long term mental health/spiritual needs as a result of their traumatizing event. Both survivors and disaster worker will experience fatigue as the process slows and frustration mounts from a variety of sources: dealing with FEMA, insurance companies, contractors, living in temporary housing, trying to access funding, etc. In addition, landlords and business owners will experience frustration due to there being no funding available for commercial properties.

This stage is a flurry of construction and repairs of damaged structures. Case Managers will be navigating funding to assist underinsured survivors and coordinating with Unmet Needs to provide other assistance. The Sub-Committees work together to advise and walk a survivor through the recovery process. Celebrate when you have wins, to combat the fatigue.

I. Case Management Committee

- A. Cases are continually reviewed, updated, and reported upon by the Case Management Coordinator.
- B. Previous open Disaster Cases may continue.
- C. New Disaster cases are opened as a result of Outreach events.
- D. Survivors’ cases continue to be vetted before assigning them to the other various committees.

- E. Information continues to be tracked, processed, and transferred to the appropriate BGWCDR subcommittees or agencies for survivor assistance.
- F. Case Management continues to report information, reference current needs in open cases and case closings, back to the BGWCDR.

II. Unmet Needs Committee

- A. How will the Unmet Needs committee receive and process information from Case Management?
- B. What criteria will be used to determine whether or not assistance can be provided, and if so, in what form will it be provided and how much can be spent monetarily?
- C. How will the Unmet Needs committee coordinate with other appropriate BGWCDR subcommittees for survivors to attain pertinent assistance?
- D. How will the Unmet Needs committee locate funding sources?
- E. How will the needs and outcomes be tracked, processed, and reported back to Case Management and BGWCDR?

III. Mental Health and Spiritual Care Committee

- A. How will the Mental Health/Spiritual Care committee receive and process information from Case Management?
- B. How will the Mental Health/Spiritual Care committee coordinate with other appropriate BGWCDR subcommittees for survivors to attain pertinent assistance?
- C. How will the needs and assistance provided be tracked, processed?
- D. How will information be reported back to BGWCDR?

IV. Construction Committee

- A. How will the Construction committee receive and process information from Case Management?

- B. How will the Construction committee coordinate with other appropriate BGWCDR subcommittees for survivors to attain pertinent assistance?
- C. How will you identify staffing, resources, and provide training?
- D. What is the policy/plan to assess impacted properties and determine what repairs will be overseen?
- E. How will the needs, assistance provided, and project status be tracked, processed?
- F. How will information be reported back to BGWCDR?

V. Donations Committee

- A. How will the Donations committee receive and process information?
- B. How will the Donations committee coordinate with other appropriate BGWCDR subcommittees for survivors to attain pertinent assistance?
- C. How will the needed donations be tracked, stored, and transferred to the appropriate location?
- D. How will information be reported back to BGWCDR?

VI. Volunteer Committee

- A. How will the Volunteer committee receive and process information?
- B. How will the Volunteer committee coordinate with other appropriate BGWCDR subcommittees and outside entities for housing and supply needs?
- C. How will volunteer assistance needs be coordinated, provided and tracked?
- D. How will information be reported back to BGWCDR?

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REFLECTION STAGE – CRITIQUE & PLAN

Reflection Stage: This is the timeframe when the current disaster recovery is near completion and preparations are made for future occurrences. Previous disasters are reviewed and critiqued, and plans are revised and updated in hopes of improving a more effective response and recovery in subsequent events.

I. Critique Past Event

- A. Review what went well, what did not go so well, and what may be needed in the next disaster.
- B. In hind-sight, what could be have been done to make things better?
- C. In the future, what things or personnel would you have in place differently?

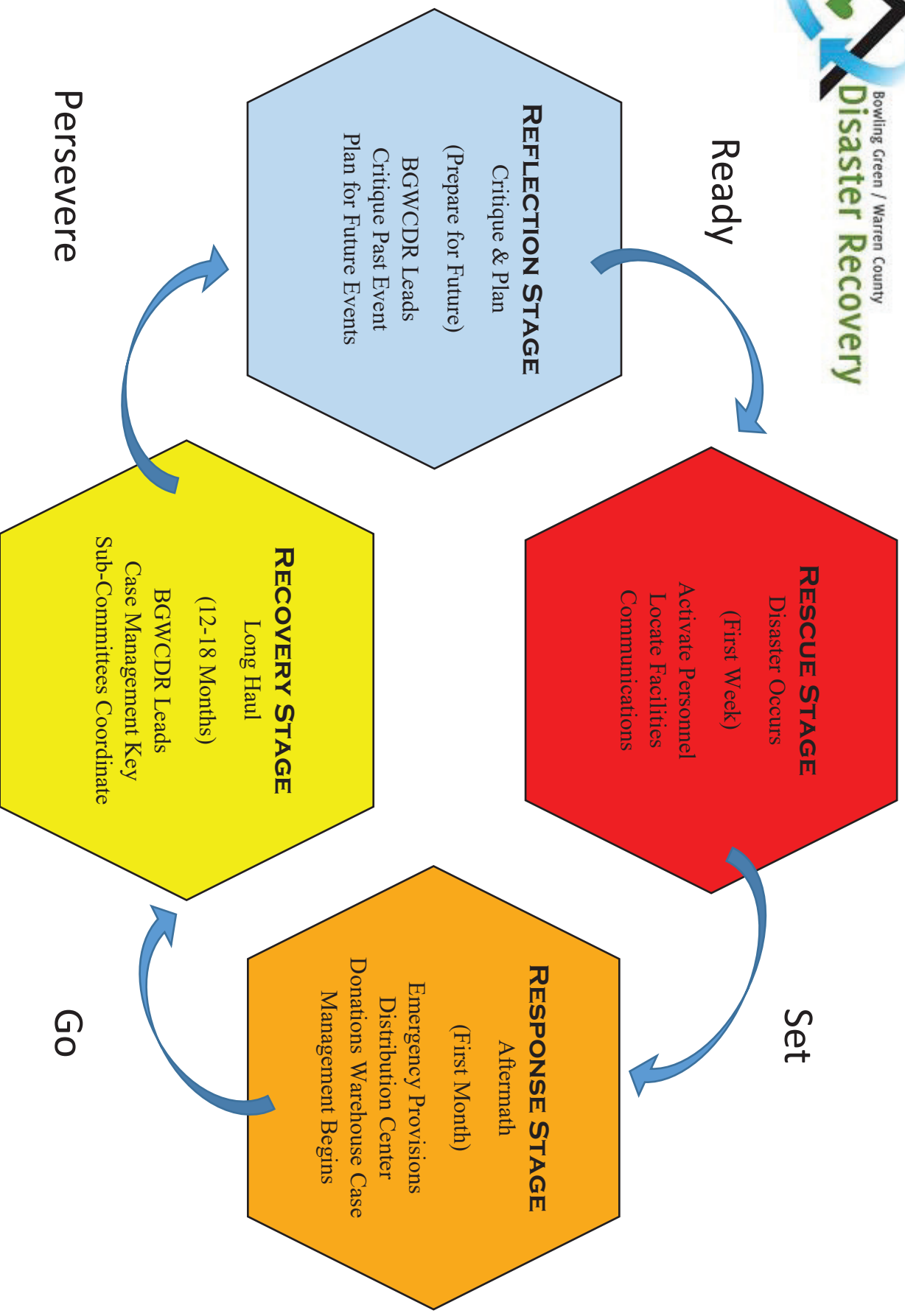
II. Plan for Future Events

- A. Update existing plans and adjust future plans accordingly.
- B. Make sure all partners of BGWCDR and other pertinent entities receive a copy of the updated plans.

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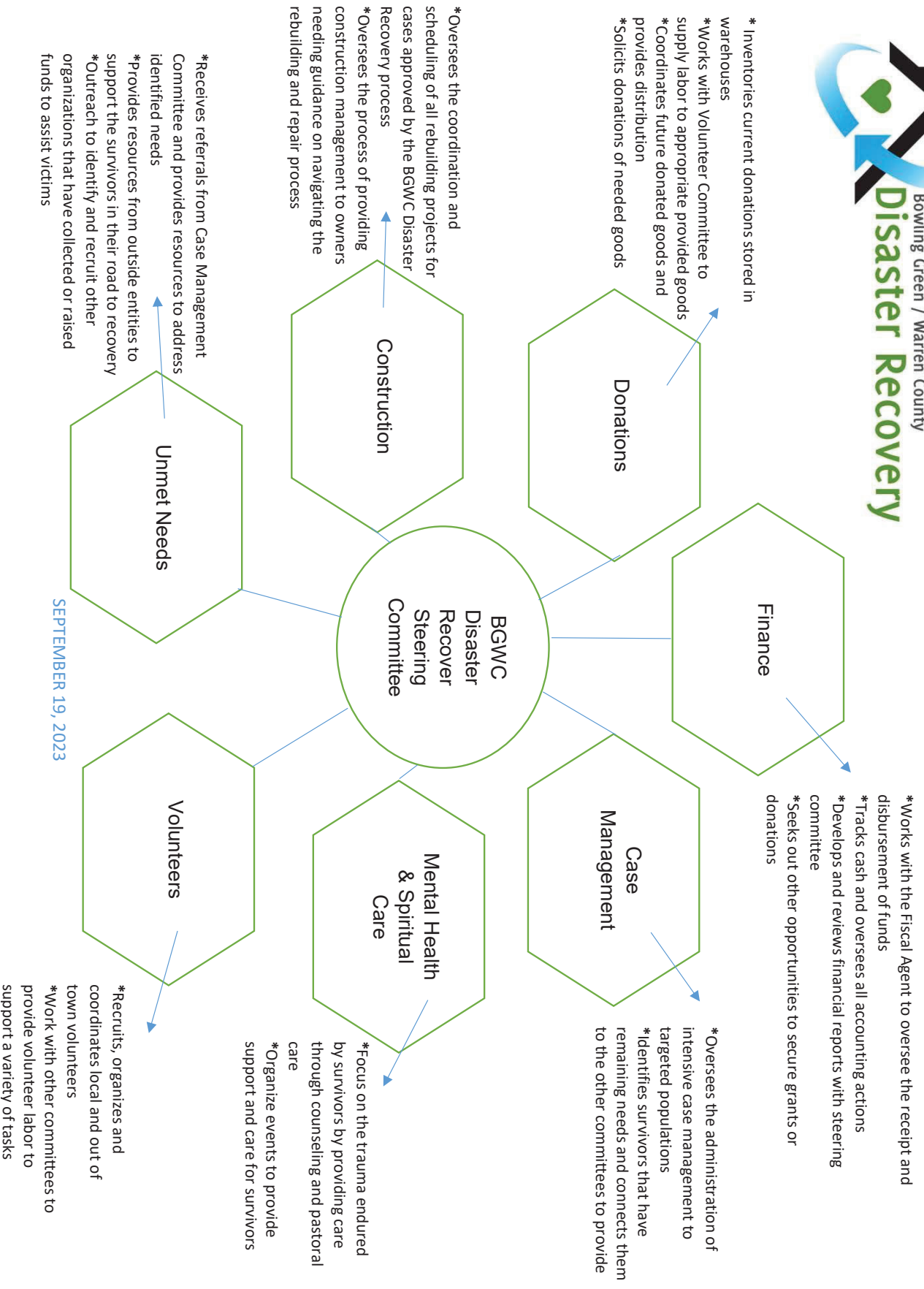
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Bowling Green / Warren County Disaster Recovery



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2021 Bowling Green/Warren County Tornado Personnel

Steering Committee Chair:	Brent Childers – City of Bowling Green
Steering Committee V. Chair:	Melanie Watts – LifeSkills
Treasurer:	Kim Myers – KY Comm. Tech. College
Secretary:	Marieca Brown – City of Bowling Green
At Large Member:	Mike Moseley – Pine Grove Neighborhood
Donations Chair:	Fuji Advic – Stryker Logistics
Construction Chair:	Rodney Goodman – Habitat for Humanity
Case Management Chair:	Steve Pankey – United Way & Christ Episcopal Church
Unmet Needs Co-Chairs:	Larry Snyder/Eric Reed – WKU & State St. Methodist
Volunteer Chair:	Vacant
Volunteer Coordination:	Living Hope Baptist Marieca Brown – City of BG (<i>Sears Distribution Center</i>)
Donations Coordination:	Hillvue Heights Baptist BG/WC School Systems
Distribution Center Manager:	Emily Angel – City of Bowling Green
Public Information Facilitator:	Karen Foley – City of Bowling Green
Warehouse Manager:	Bill Pharris – Warren County Fiscal Court Christian Appalachian Project Americorp

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Bowling Green-Warren County Disaster Recovery Mission Statement

The mission of Bowling Green-Warren County Disaster Recovery is to provide spiritual, emotional, physical and financial resources to survivors of disasters that occur in the Bowling Green and Warren County community. Recovery services will be provided to individuals and families affected by these disasters, regardless of race, creed, color, gender, sexual orientation, disability, or religious preference. The goal of Bowling Green-Warren County Disaster Recovery is to see all of our fellow residents fully recover from any disaster.

Bowling Green-Warren County Disaster Recovery By-Laws



ARTICLE 1 Long Term Recovery Group Name

Section 1: The name of the committee shall be Bowling Green-Warren County Disaster Recovery, commonly known as, BGWC Disaster Recovery or Bowling Green-Warren County DR.

ARTICLE 2 Purpose of the LTRG

Section 1: Bowling Green-Warren County Disaster Recovery sets forth these operational procedures to establish and maintain a network within and on behalf of the faith-based, non-profit, government, business, individuals and other organizations and agencies, which will provide a coordinated recovery effort to the tornadoes that impacted Bowling Green and Warren County on December 11, 2021 and January 1, 2022.

Section 2: Bowling Green-Warren County Disaster Recovery will provide coordinated management of the long-term recovery to residents and provide additional long-term assistance to individuals affected by the disaster who do not have adequate personal resources for basic needs as a result of the disaster.

Section 3: Bowling Green-Warren County Disaster Recovery will provide spiritual, emotional, physical and financial resources to those affected by the disaster regardless of race, creed, color, gender, sexual orientation, disability or religious preference.

ARTICLE 3 Membership

Section 1: Each participating faith-based organization, non-profit, government, business, individual and other organization and agency providing financial support, material, and/or labor for the work of Bowling Green-Warren County Disaster Recovery is considered a Member Organization.

ARTICLE 4 Eligible Voters

Section 1: Only one (1) representative of each Member Organization shall be eligible to vote on matters coming before Bowling Green-Warren County Disaster Recovery.

ARTICLE 5 Meetings of the LTRG

Section 1: All meetings of Bowling Green-Warren County Disaster Recovery will be at the call of the Chair or any two of the BGWC Disaster Recovery Steering Committee Members.

Section 2: Regularly scheduled meetings of Bowling Green-Warren County Disaster Recovery may be established. Notice of these meetings, giving the time and place and the proposed agenda, shall be electronically transmitted or given by written notice to all members.

Section 3: Special Meetings of Bowling Green-Warren County Disaster Recovery may be called, providing the call shall clearly state the purpose for the meeting and the time and place shall be given electronically or by written notice at least one week (7 days) in advance to all Individual Members.

ARTICLE 6 Quorum

Section 1: Quorum for transaction of business shall consist of at least 50% plus one voting Individual Members present.

ARTICLE 7 Officers

Section 1: There shall be elected from the Individual Members of Bowling Green-Warren County Disaster Recovery:

- A. A Chair shall preside at all meetings, as well as be the chief executive officer of and perform other functions as deemed necessary.
- B. A Vice-Chair shall serve as support for the Chair and in the absence of the Chair at Steering Committee & Bowling Green-Warren County Disaster Recovery meetings.
- C. A Secretary who shall record and preserve all minutes of the meetings, notify members of upcoming meetings and perform other functions as deemed necessary by the Steering Committee. If unable to attend a meeting, the Chair or presiding steering committee member shall appoint secretary pro tem for that meeting.
- D. A Treasurer who shall receive, deposit and account for any financial matters of Bowling Green-Warren County Disaster Recovery, providing regular financial reports to the Members, and perform other functions as deemed necessary by the Steering Committee. ~~The Treasurer will serve as the Chair to the Finance Sub-Committee.~~

ARTICLE 8 Steering Committee

Section 1: The Steering Committee of Bowling Green-Warren County Disaster Recovery shall provide direction.

Section 2: The Steering Committee shall meet at the call of the Chair to perform such actions related to administrative overview of the affairs of Bowling Green-Warren County Disaster Recovery, including but not limited to:

- A. Hiring, evaluating and terminating of staff, whether compensated or volunteer.
- B. Engaging and executing contracts and agreements.
- C. Public relations
- D. May call regular and special meetings.
- E. Receive reports and presentations from Sub-Committees.
- F. Development and approval of planning documents.

Section 3: Except as otherwise required by law or these Operational Procedures, the Steering Committee shall have all the authority of Bowling Green-Warren County Disaster Recovery in the management of BGWC Disaster Recovery during such time as BGWC Disaster Recovery is not meeting and may authorize contracts and agreements as required.

Section 4: A simple majority of the Steering Committee must be present to conduct business.

Section 5: The Steering Committee will consist of the Officers listed above and at-large member for a total of five (5) members.

ARTICLE 9 Sub-committees and Task Forces

Section 1: Bowling Green-Warren County Disaster Recovery may create such temporary or permanent sub-committees and task forces made up of its members or other persons as agreed upon. These sub-committees and task forces shall have such authority as BGWC Disaster Recovery directs.

Section 2: The following are sub-committees of Bowling Green-Warren County Disaster Recovery:

- A. **Donations Committee:** - Works to inventory, catalog and distribute donated goods and materials that the community has or will receive.
- B. **Construction Committee:** Oversees the coordination and scheduling of all rebuilding projects for cases approved by the BGWC Disaster Recovery process and oversees the process of providing construction management to owners needing guidance on navigating the rebuilding and repair process.
- C. **Case Management Committee:** Oversees the administration of intensive case management for targeted populations. Identifies other survivors that have unmet needs in the community and submits them to the Unmet Needs Committee and coordinates with other committees to provide services.
- D. **Unmet Needs Committee:** Receives and acts on referrals from Case Management Committee. Consists of members and non-members in providing financial support, materials, or volunteer labor crews to meet the needs of individuals who received case management services.
- E. **Volunteer Committee:** Works to organize and coordinate local and out of town volunteers that will provide a variety of tasks related to the reconstruction, rebuild and clean up.
- F. **Spiritual Care and Mental Health Committee:** This committee focuses on the survivors and the needs of their family based on the trauma that they endured because of the tornado.

The sub-committees should work together seamlessly to produce positive impacts in the lives and recovery of the survivors.

Section 3: Additional Sub-committee information

- A. Sub-committees may consist of as few as one, to many members.
- B. Membership of sub-committees may consist of both Bowling Green-Warren County Disaster Recovery members and other subject matter experts.
- C. Each sub-committee will be chaired or co-chaired by a member or members of Bowling Green-Warren County Disaster Recovery.
- D. Each sub-committee will be staffed by a "Coordinator."
- E. In some cases, the sub-committee "staffing" and the chair may be the same person.
- F. Staffing may be provided by hired staff, loaned staff, grant-funded positions, contracted services, volunteers, or any combination of the above.

ARTICLE 10 Vacancies and Nominating Process

Section 1: Any Officer vacancy shall be filled by a special election in accordance with these procedures concerning meetings of Bowling Green-Warren County Disaster Recovery.

Section 2: The Steering Committee shall determine the appropriate process for securing nominations from among the members for vacancies of any of the offices, announcing the nomination process and conducting an election.

ARTICLE 11 Fiscal Agent

Section 1: If a Fiscal Agent is deemed necessary for Bowling Green-Warren County Disaster Recovery shall be Community Foundation of South Central KY which shall accept and disperse donations on behalf of BGWC Disaster Recovery as directed by a vote of the Individual Members of the LTRG.

ARTICLE 12 Financial Reports

Section 1: Financial reports will be produced in accordance with direction of the Steering Committee and will be subject to approval of the Individual members.

ARTICLE 13 Rules

Section 1: Business of Bowling Green-Warren County Disaster Recovery will be conducted in accordance with Robert’s Rules of Order.

ARTICLE 14 Selection Criteria (Client)

Section 1: Selection Criteria of clients shall be established and approved by Bowling Green-Warren County Disaster Recovery, a written set of “criteria of assistance in priority order” to guide the work of BGWC Disaster Recovery and the case management process. These criteria or guidelines for distribution of funds may be amended in response to changing circumstances by vote at a regular or special meeting of BGWC Disaster Recovery called in accordance with these Operational Procedures.

ARTICLE 15 Amendments

Section 1: These Bylaws may be amended, subject to the charter of the group and the laws of the state of Kentucky, at any annual meeting or special meetings of the group by a two-thirds vote of the voters present, providing that a full written account of the proposed changes have been sent to all Members two weeks (14 days) prior to the meeting.

ARTICLE 16 Dissolution of LTRG

Section 1: An exit strategy will be developed that allows for the dissolution Bowling Green-Warren County Disaster Recovery, that ensures all cases are closed or forward to a member agency for completion and the dispersion of assets shall be determined by the Steering Committee and its membership.



APPROVED: March 3, 2022
AMENDED: April 25, 2022 (1st Revision)
AMENDED: October 13, 2022 (2nd Revision)



Sub-Committee General Roles

Donations Committee-Chair:

- Inventories current donations that are stored in warehouses
- Works with volunteer Committee to supply labor so that those goods are provided to families in need
- Coordinates future donated goods and provide for the distribution
- Solicits donations of needed goods to assist families in their recovery

-People familiar with inventory, storage, distribution, directing workers, (10 members)

Construction Committee-Chair:

- Oversees the coordination and scheduling of all rebuilding projects for cases approved by the Bowling Green-Warren County LTRG process
- Oversees the process of providing construction management to owners needing guidance on navigating the rebuilding and repair process

-People familiar with construction and understanding construction processes, (10 members)

Case Management Committee-Chair:

- Oversees the administration of intensive case management to targeted populations
- Identifies survivors that have remaining needs and connects them to the other committees to provide assistance

-People familiar with providing guidance to victims and people that have relationships to victims that can help identify and provide intake (10 members)

Unmet Needs Committee-Chair:

- Receives referrals from Case Management Committee and provides resources to address identified needs
- Provides resources from outside entities to support the survivors in their road to recovery
- Outreach to identify and recruit other organizations that have collected or raised funds to assist victims

-People that have resources to assist victims, people that can recruit additional organizations that have funding, and those that can review, ask questions and provide assistance. (10 members)

Volunteer Committee-Chair

- Recruits, organizes and coordinates local and out of town volunteers
- Work with other committees to provide volunteer labor to support a variety of tasks needed to assist victims

-People who are familiar with teaching and recruiting volunteers and organizing groups of people to accomplish goals

Spiritual Care and Mental Health Committee-Chair:

- Focus on the trauma endured by survivors by providing care through counseling and pastoral care
- Organize events to provide support and care for survivors and engage impacted neighbors

-People who are familiar with listening and counseling individuals and people who can organize events and people to reduce trauma from the tornados.

Funding Tracking Form

BGWCDR Unmet Needs Sub-Committee

Request Tracking Number: 001

Requested Funding Amount: \$11,130

Funding Request Originating Group, decision: Case Management Subcommittee, **support request** and refer to Unmet Needs

Unmet Needs Subcommittee Decision and Contacts: **Support request**, 11/3/2022

Larry Snyder (*****1@gmail.com)

Eric Reed (*****d@wku.edu)

Funding Sources/Donors to Meet Request (Groups and Amounts): *The following are to be invoiced upon completion of debris removal:*

*The Salvation Army of Bowling Green
PO Box 796
Bowling Green, KY 42102
(Send an invoice for \$3,000 and a copy of W9)*

*Diocese of Owensboro, Catholic Charities, Attn: Susan Gesser
600 Locust Street
Owensboro, KY 42301
(Send an invoice for \$5000 and a copy of W9)*

*State Street United Methodist Church, Attn: Tricia Hendrix
1101 State Street
Bowling Green, KY 42101
(Send an invoice for \$3130 and a copy of W9)*

Funding Request Narrative: *Project request is to cover the cost of cleanup of debris of a tornado-wrecked home at 4567 Anywhere St. The vendor doing debris removal estimates that the cleanup cost is \$11,130.00. The Case Management Subcommittee supported this request and referred it to the Unmet Needs Subcommittee. The Unmet Needs Subcommittee supports this request. Three donors have agreed to pay the vendor for lot cleanup at the completion of removal.*

Project Completed: Jan. 9, 2023

Vendor Name/Contact:

*Sample Lawn Care, LLC
John Doe, Owner
1234 Quarry Drive
Bowling Green, KY 42101
270-555-1234
*****4@gmail.com*

SEPTEMBER 19, 2023

BGWCDR Case Management Report

Month: _____
 Report Time Frame: _____

	Owners	Renters	Avg Financial Assistance Provided (Owners)	Avg Financial Assistance Provided (Renters)	Closed Successfully	Closed Unsuccessfully	Not Eligible	Moved Out of Area
Open Cases	20	50	\$ 12,550	\$ 5,000				
Closed Cases	70	150	\$ 68,000	\$ 1,500	160	40	15	5
Total Served	90	200						

(OPEN CASES) How many households need or have received assistance for:

LIST OF NEEDS	EXISTING		COMPLETED	
	Owners	Renters	Owners	Renters

SAMPLE: CASE MANAGEMENT REPORT

(OPEN CASES) How many Open Cases are:

	Owners	Renters
Living in KYEM or FEMA provided housing?		
In temporary housing other than KYEM or FEMA?		
Single Parent of children 0-18?		
Over the age of 65?		
Limited English speakers?		
In need construction (total or partial) of the home?		

Construction	Owners
Not Started	
In Process	
Completed	
TOTAL	