

## MVLTRQG Resource Table Process Documentation

### Intent of Resource Table

To consider the potential allocation of resources to meet disaster case managed individuals' recovery needs where the cost of their recovery exceeds the resources they can personally marshal.

### Eligibility Standards for Repair & Rebuild Resourcing Consideration

#### Individual Eligibility Criteria

- Individuals must have been living in their owner occupied (owner of record), tornado-impacted residence at the time of the tornado (May 27, 2019)
- Individuals must be working with a disaster case manager who will assist them in developing their recovery plan, collecting required documentation, scheduling for damage assessment and estimate, and navigating any related processes
- Individuals must provide required documentation including proof of property ownership, residency, income, any insurance settlements and FEMA awards and the disposition of any such funds
- An assessment of the household's resources (e.g. income, savings, insurance settlements, FEMA benefits, etc.) must show that the household is under-resourced for the recovery plan developed with the client's disaster case manager.

#### Property Eligibility Criteria

- Resource requests are considered for tornado damaged primary residences
- Residences must have been owner occupied at time of tornadoes (May 27, 2019)
- Construction goals are to bring residences back to safe, sanitary, secure and functional condition
- The primary allocation of MVLTRQG resources for any Repair and Rebuild effort will be for essential living space in the main residential building on a property. Auxiliary structures – detached garages, sheds, fences, etc. are considered only in extraordinary circumstances
- Non-owner occupied properties including those that were vacant at time of tornadoes or are rental or investment properties are ineligible

### Process Outline

1. Disaster case manager, in working with individual, identifies that client possesses a primary residence, owner occupied at time of tornadoes (5/27/19), that purportedly incurred storm related damage.
2. Case manager completes a Repair Estimate Request Form that is immediately sent to the Construction Coordination team
3. For clients that are FHLB eligible, case manager concurrently assists them in preparing their application package
4. Construction management conducts an assessment and prepares a detailed estimate of any tornado related damage
5. Assessment/estimate package is provided to the case manager who can then determine if there is a resource gap, and if so the magnitude of that gap
6. Assessment/estimate/FHLB-DR package provided to FHLB Sponsor to pursue funding on behalf of client
7. Case managers present cases with gaps to the resource table for consideration
8. Resource table has the ability to apply volunteer labor, materials and money to close individual case resource gaps

## Resource Table Preparation

### Checklist - The following must be in place prior to resource table presentation

Disaster case management confirms the following have been vetted and are on file. Select information from these checklist resources will be used to complete the Resource Table Request Form.

1) Validate and collect related supporting documentation:

- Client's release of information\*
- Individual's identity\*
- Evidence that household was disaster impacted\* (residence listed on County, ARC, FEMA damage assessments)
- Evidence of property occupancy at time of disaster (May 2019 DP&L or Vectren statement)\*
- Household composition (names, ages)\*
- Proof of income for all household residents (and statement on no income as relevant)\*
- Duplication of benefits checks\*

*\* Basic disaster case management service eligibility assessment documentation*

- Insurance settlement and documentation as to spending of any proceeds (as applicable)
- FEMA damage compensation and documentation as to spending of any proceeds (as applicable)
- Property ownership (county property records)
- Property taxes in arrears or tax lien sold
- Proof of insurance or *statement of no insurance*
- SBA eligibility and approval amount (as applicable)
- FHLB-DR eligibility preliminary eligibility determination

2) LTRG construction assessment and estimate

- Scope of work summary
- Volunteer appropriate (all/some/none)
- Components requiring contract labor
- Identification of any specific construction components recommended for FHLB-DR funding
- Relevant photos

3) FHLB-DR packaging (as applicable)

4) Completed *Resource Request* form (includes the following form elements detailed on next page)

### Resource Table Request Form (to be completed by DCM)

Tornado impacted individuals are ultimately responsible for their own recovery and are expected to leverage their own resources and actions to recover. The resource table has been established to help disaster impacted, case managed individuals who are unable to marshal the full extent of resources they require to execute their recovery plan attain further resources to close the gap. Resource allocation may involve the application of some or all of the following – skilled volunteer labor, donated materials, money. Please keep in mind that:

- An assessment of the household's resources (e.g. income, savings, insurance settlements, FEMA benefits, etc.) must show that the household is under-resourced for the recovery plan developed with the client's Disaster Case Manager.
- The primary allocation of MVLTRG resources for any Repair and Rebuild effort will be for essential living space in the main residential building on a property. Except in the event of extremely unusual circumstances on a case by case basis, fences, sheds, detached garages and landscaping are a few examples of the things that will not be considered for resources.

## Resource Table Preparation

- Materials, appliances and finished surfaces selected for a Repair and Rebuild project may be limited to either materials donated through the MVLTRG or the procurement of basic, common, retail-grade materials

### Who sits at the resource table?

- MVLTRG Executive Committee
- MVLTRG Executive Director
- Disaster Case Manager for individual client
- Disaster Case Management Supervisor
- LTRG Construction Coordinator (\*bring full assessment/estimate package to table)
- LTRG Construction Manager
- Construction Manager of build partner (specific skilled labor team or local resource if known)
- Volunteer Coordinator

### What Materials are Present for Reference at the Resource Table?

- Resource Request Form (DCM – copies for all members' review)
- Full Case File (DCM possession)
- Full Construction/Estimate Package (DCM & CM – copies for all or couple of copies for build partner review?)
- Warehouse Inventory (CM & VC awareness)
- FHLB-DR Package and Status (FHLB Sponsor Partner)
- Volunteer Schedule Availability (VC)

### Resource Table Presentation (Resource Table Request Form is in table members hands, Construction Assessment/Estimate in CM related hands) – Draft 1.0 of this section (~35 minutes per case)

- Brief DCM overview (3-5 minutes) - DCM
  - Client first name
  - Client age
  - High level story/highlights – including jurisdiction, risk/prioritization factors, special circumstances
  - Monthly income/source
  - Insurance & FEMA filings/outcomes
  - Scope of work requested
  - Any client funds contribution and gap
- Brief CM overview – scope of work, costs, volunteer appropriate (5 minutes) - CC
- Resource Table Q&A and discussion (10 minutes) - All
- Resource allocation (10 minutes) – ED, Exec Team
- All participant reference forms stay/are shredded