

# LESSONS LEARNED:

## A Response to Flood Recovery

A Summary of the Experiences of the Hancock County, Ohio Community During the August 2007 Flood



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With support from



In Partnership with the  
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## PROJECT HISTORY

In August 2007, Hancock County, Ohio experienced the second worst flood in its history with the Blanchard River cresting at 18.50 feet. This was soon followed by the fifth worst flooding event in its history in February 2008 when the river crested at 16.50 feet. In March 2009, the community prepared for flooding again with cresting occurring at 15.41 feet.

Soon after the August flooding event, Hancock County Commissioner Ed Ingold visited Grand Forks, North Dakota, a community similar in size to Findlay that experienced a flood 10 years prior. He returned with a renewed sense of hope and valuable information to share with community leaders that included a document titled *Lessons Learned: Grand Forks 1997 Flood Recovery*.

As this document was distributed, various agency directors and staff used this information to formulate questions about what Hancock County could expect in the ensuing weeks and months; response protocols were reevaluated based on the community's current experiences and projected needs. One such agency, for example, was the Alcohol, Drug Addiction and Mental Health Services Board (ADAMHS) who utilized data collected by the mental health community in Grand Forks to request and receive FEMA grants that provided mental health services to Hancock County in the year that followed.

Based on these experiences, The Findlay-Hancock County Community Foundation, in partnership with the Hancock County ADAMHS Board, the Hancock County Commissioners and The University of Findlay compiled this document, *Lessons Learned: A Response to Flood Recovery*, in an attempt to preserve history, increase community awareness, improve response in the event of future disasters, encourage preventative measures, and provide guidance to other communities similar to Hancock County who may experience a disaster.

This document is dedicated to all of the residents of Hancock County because in some way, great or small, a disaster impacts all. To those individuals who assisted as First Responders, we thank you for putting the needs of the community first. To those who helped neighbors and friends, we acknowledge all of your caring assistance which may have gone unnoticed. To those who have worked the past two years in long term recovery and mitigation efforts, we recognize that we will all be the beneficiaries of your dedication. Finally, to those individuals and families whose homes and businesses were impacted, we share your sense of loss and applaud your resilience.

The *Lessons Learned* Planning Committee  
August 2009

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## History of the August 2007 Flood Recovery in Hancock County, Ohio

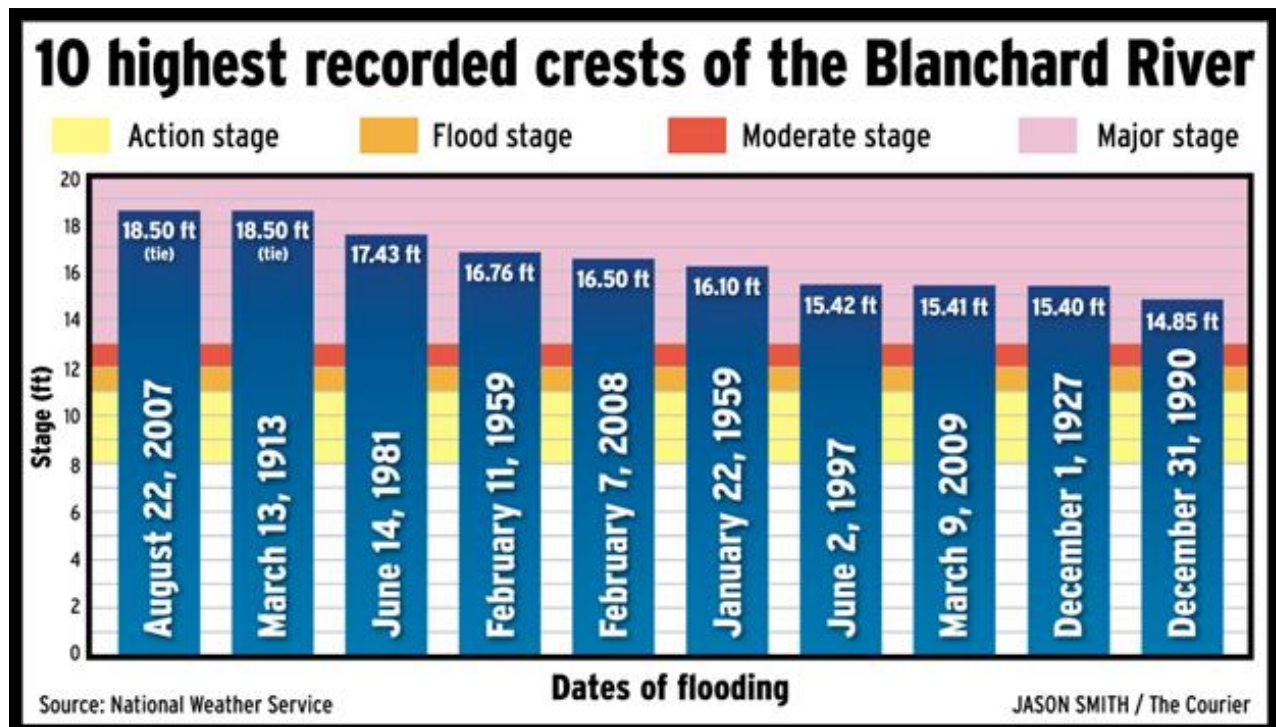
By Judy Reist

The Blanchard River runs north from Hardin County into eastern Hancock County where it turns to the west, flows past Ottawa and joins the Auglaize River in western Putnam County. Named after Jean Jacques Blanchard, a French tailor who lived on the river with his Shawnee wife in the late 1700's, it has also been known as Tailors River, Blanchards Fork, or the "Old Mill Stream." As the outpost of Fort Findlay was situated on the river during the war of 1812, the Blanchard played a role in moving supplies for the troops. Later, the city of Findlay would be built along its banks where the Fort stood.

As the city grew and expanded on both sides of the river, the north side of Findlay was reached from the south by boat. In March 1842, the county commissioners authorized a wooden bridge to be built that served until 1850 when a stone bridge with abutments was built for \$3,000.

While Tell Taylor depicts a tranquil, peaceful atmosphere in "Down by the Old Mill Stream" (published 1910), residents of Hancock County might paint a different picture. Historically, flooding has affected various parts of the state with the most serious damage in Hancock County in 1913 and again in 2007.

The following graph depicts the 10 highest recorded river crests:



**Flood stage is 11 feet:**

In the Blanchard River Watershed, the normal flow rate for the Blanchard is approximately 1,000 gallons per second. During the flood in August 2007, the rate was 116,700 gallons per second. Problems were exacerbated with additional flooding from Eagle and Lye creeks.

As flood waters rose in August 2007, residents found shelter with the Red Cross and local hotels, or stayed with friends and family. Some were rescued along with their pets by boat. The Red Cross shelter had to be moved when the original site at St. Andrew's United Methodist church on W. Sandusky St. was flooded. The city fire department was required to respond to gas leaks while continuing to assist with evacuations. Approximately 90 inmates were moved out of the Hancock County Justice Center.

Some who worked outside of Findlay were not able to return home immediately due to flooded road conditions. At best, they contacted family members or neighbors to check on their homes. At worst, they dealt with the destruction of personal property when they could return.

Some lost their cars and, with that, their transportation to work and medical appointments. Some needed tetanus shots or medications left behind when they evacuated. Neighbor assisted neighbor; all shared in the devastating loss. In total, over 3000 structures were affected.

In the aftermath, local farmers dealt with damaged crops. Standing water caused the mosquito population to soar. Local parks were not safe to play in for several weeks. Many businesses were closed for days and weeks, some permanently. Piles of soggy, damaged waste accumulated along curbs and roads as city and county workers struggled to keep up with waste disposal efforts. Volunteers came from other parts of the state to assist with clean up.

Initial damage assessments warranted a declaration of disaster on August 27 by President George W. Bush and FEMA workers began arriving. According to FEMA, floods are the most frequently occurring disaster in the country.

**The following statistics were reflected on the Courier website:**

- Approximately 900 persons were evacuated.
- The city had access to 35 rescue boats and assistance from the Coast Guard.
- 200 people stayed in the Red Cross shelter on Wednesday, August 22<sup>nd</sup>.
- Total cost for First Responders' staff response was \$890,575 (\$641,969 regular pay, \$248,606 overtime). An additional \$130,320 was required for 155 firefighters and 26 Emergency Medical Service personnel from neighboring communities.

**The American Red Cross supported disaster relief with:**

- 19,400 meals and 73,103 snacks served;
- 13 vehicles providing mobile meals;
- At least one night of emergency shelter for 212 people;
- 773 cumulative total of overnight stays by 212 people;
- Distribution of 3,963 clean up kits;
- More than 1,000 persons receiving care from Red Cross nurses and mental health professionals;
- 9,058 miscellaneous items distributed (rakes, dehumidifiers, toothpaste and other toiletries);
- 840 people meeting with case workers to arrange for shelter stay, meals, temporary housing, clothing, groceries, or referrals to other agencies.

\$92,000 was paid to Hancock County landfill for 7.3 million pounds of debris delivered through August 31<sup>st</sup>.

1,700 tons of flood waste per day was taken to the landfill for several days. (The average daily intake at the landfill is 450-500 tons.) Assistance with debris removal was received from the Ohio Department of Transportation.

**For 11 city-owned facilities, damage was just under \$3,600,000:**

- \$ 1,672,000 Water Pollution Control Center
- \$ 623,500 City Health Department
- \$ 551,250 Anchor Teen Center
- \$ 186,000 Riverside Park Pool
- \$ 183,608 Street Department
- \$ 182,640 Maple Grove Cemetery
- \$ 60,000 Utility Bill Office
- \$ 46,675 Municipal Building
- \$ 41,000 Rawson Park
- \$ 27,571 Former Parker Lumber Building
- \$ 6,000 Emory Adams Park

**In addition:**

- 250-400 headstones needed to be reset in Maple Grove Cemetery.
- 90 out of 270 voting machines were destroyed.
- \$750,000 in damages to the YMCA.
- Approximately \$2,500,000 in damages to Findlay-Hancock County Public Library.
- Approximately \$2,400,000 in damages in Findlay City School District buildings.
- 50 bridges damaged in Hancock County.

**In the city of Findlay:**

- At least 110 confirmed substantially-damaged buildings.
- Approximately 1,700 total properties affected.
- Approximately 2,200 residential and commercial buildings affected.

**FEMA's report for Hancock County as of March 11, 2008:**

- 2,743 households registered with FEMA.
- 1,746 households were approved for funding.
- Amount approved totaled \$7,138,959.14.
- Small Business Administration (SBA) Loans:
  - 69 Business Loans approved at \$5,768,700.
  - 204 Home/Personal Property Loans at \$5,951,900.

# SURVEY DEVELOPMENT

By Evelyn M. Buday

Of central interest with the Lessons Learned Planning Committee was to create a survey to measure the experiences of the flood survivors, and the organizations they encountered that would allow the community to see what specifically worked well, and what did not. The Grand Fork's Lessons Learned document was a valuable starting point for our project in that it focused on theories related to predicting the grief experiences of individuals in a community during a crisis. The Grand Fork's study used the grief work theories proposed by Kubler-Ross (1969) whose stages of grief are relatively well known in popular culture (Denial, Anger, Bargaining, Depression, Acceptance). Although Kubler-Ross' work is generally well accepted, its use beyond broad patterns of grief is limited.

A much more useful grief work theory was proposed by Corr (1992) which focused on coping with grief in four major areas of general wellbeing: Physical, Psychological, Social, and Spiritual. Corr maintains that when we experience grief, it is important to know what area of general wellbeing is most affected. When it comes to assessing how well our community was coping with the area floods, Corr's framework was determined to be a much better choice for answering the questions we had.

Three separate surveys were developed. The Survivor's Survey, the First Responder's Survey, and the Organizational Support Survey. In addition to assessing general background statistics regarding the flood experiences of survivors, first responders, and supporting organizations, each survey asked the respondent to specifically answer questions related to how well the help they received or the help they provided addressed physical, psychological (in our survey it was labeled as "emotional"), social and spiritual needs. Each organization was evaluated in terms of how well the survivors felt those needs were addressed. It was our goal to be able to demonstrate to what degree the goals of the first responders, and supporting organizations met with the experiences of the survivors.

For clarification purposes each of the four areas were defined in the surveys in the following manner:

In terms of **Physical Needs** we asked for information regarding how well the organization helped with food, clothing, shelter, medical care and personal hygiene. This also included money that was given to take care of any physical needs, such as gift cards, and home repairs.

In terms of **Emotional Needs** we asked for information regarding how well the organization helped with minimizing stress, anxiety and sadness.

In terms of **Social Needs** we asked for information regarding how well the organization helped with keeping in contact with family, friends and other community organizations that provided opportunities for socializing or entertainment.

In terms of **Spiritual Needs** we asked for information regarding how well the organization helped maintain a sense of hope and meaningfulness both during the crisis and for the future. This type of help need not have come only from religious organizations.

# FLOOD SURVIVOR'S SURVEY RESULTS

Total number of surveys included: **82**

Households: **74**

Businesses: **8**

## PROPERTY & POSSESSION LOSS DATA

1. At the time of the August 2007 flood, percentage of respondents who owned or rented the affected property.

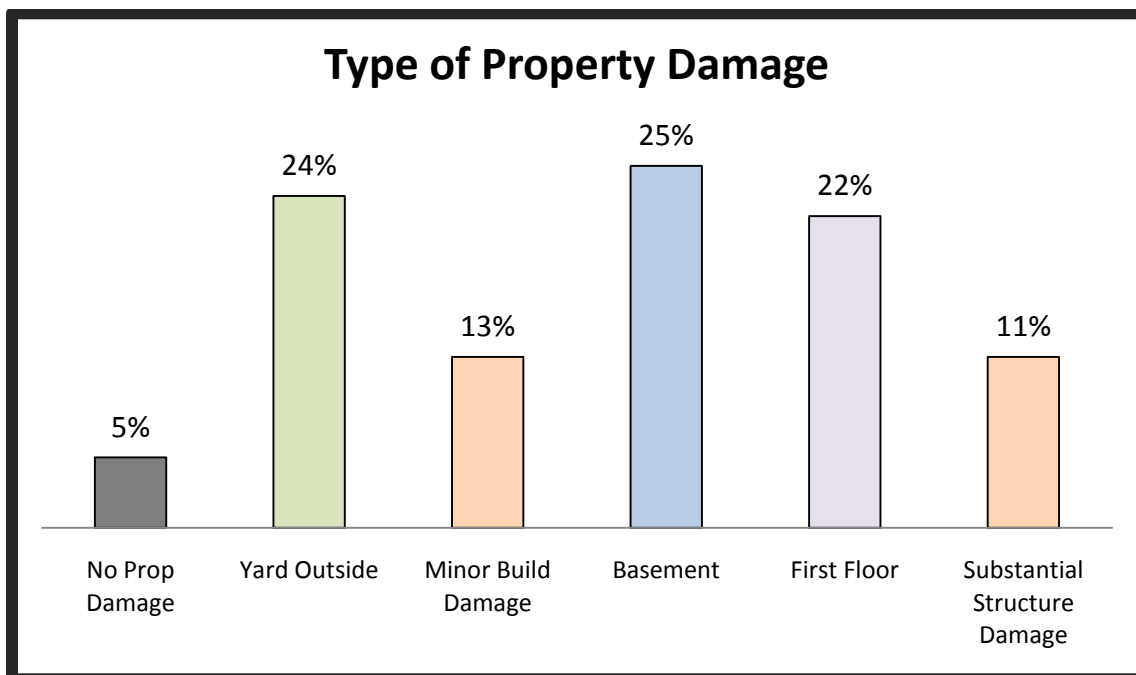


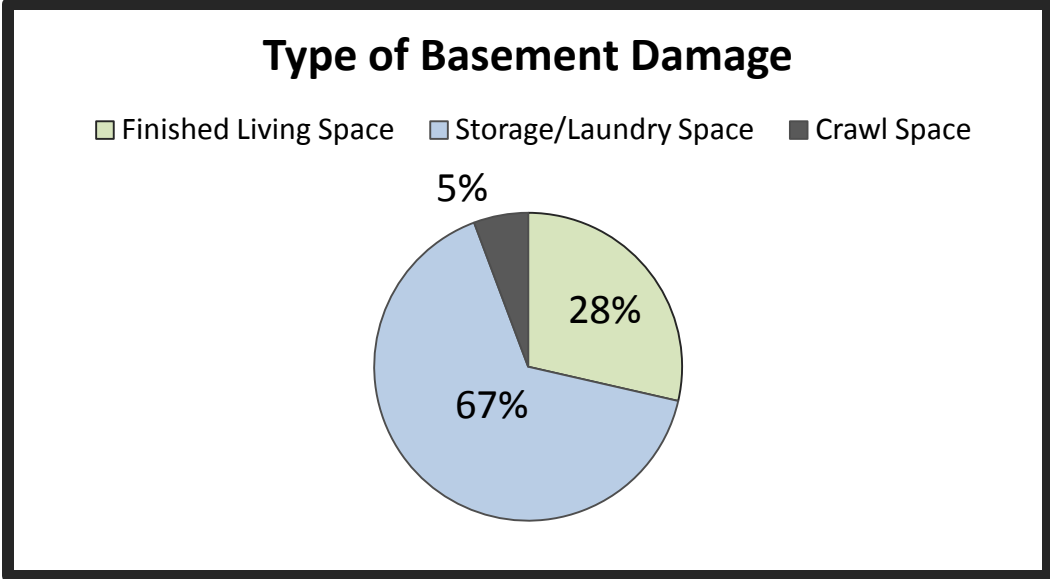
2. Total number of people living in the affected households at the time of the August 2007 flood.



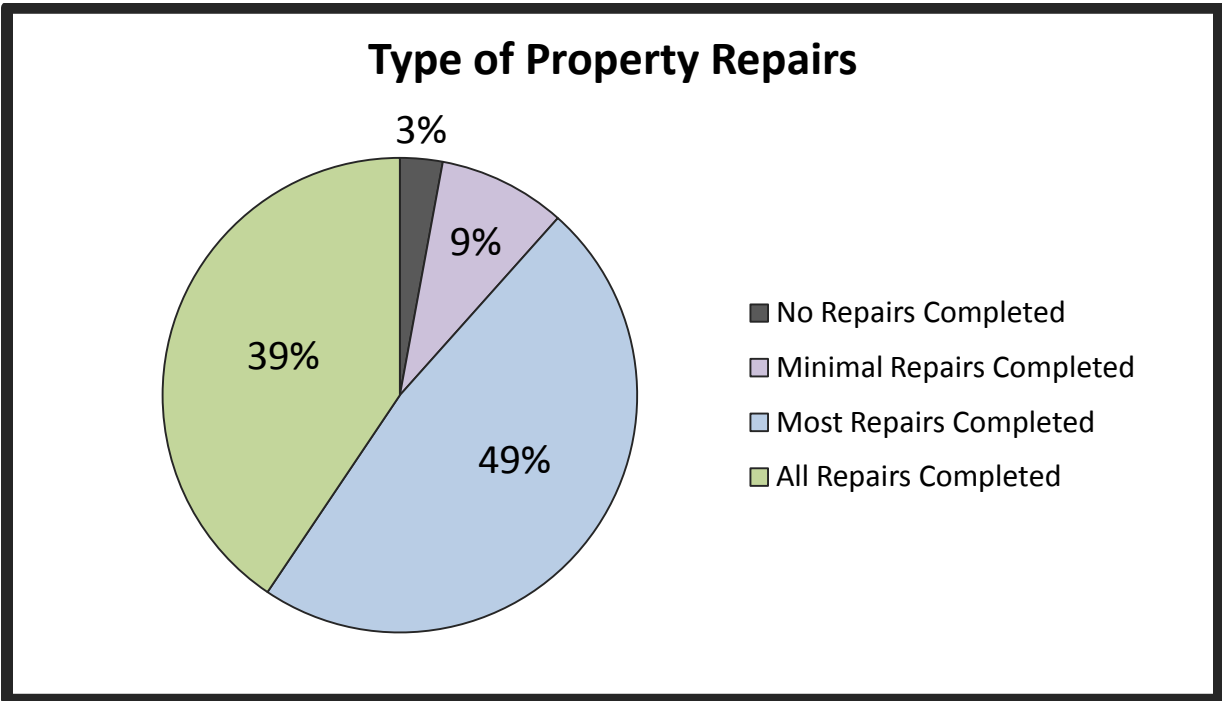
3. Total number of pets living in the affected household at the time of the August 2007 flood. **82**

4. Degree of damage occurring to affected property including the house or building structure during the August 2007 flood.

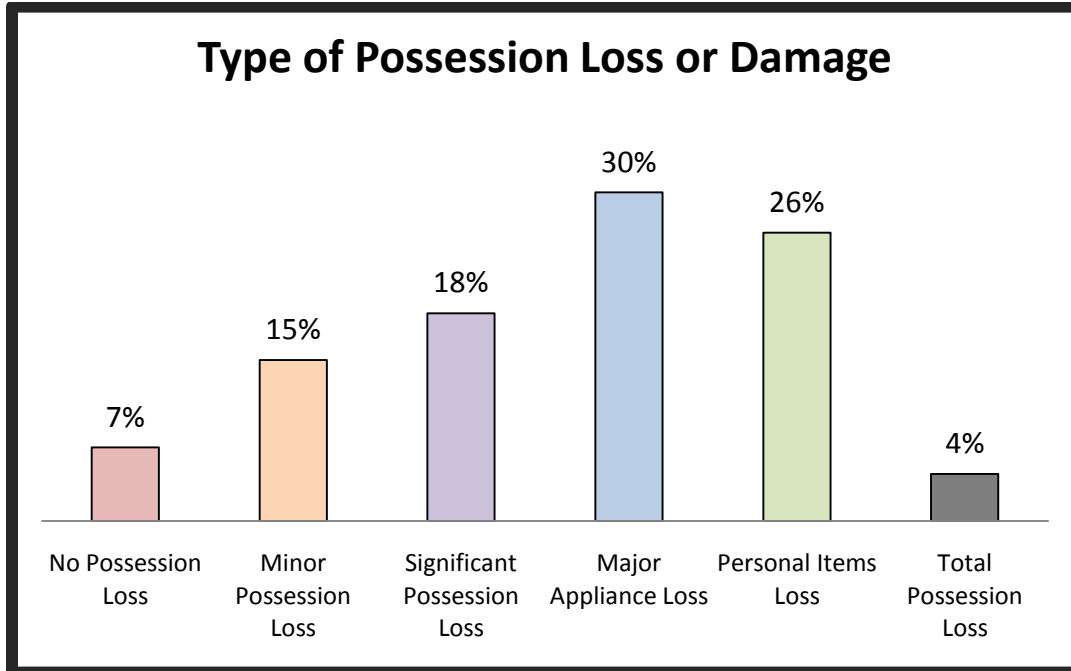




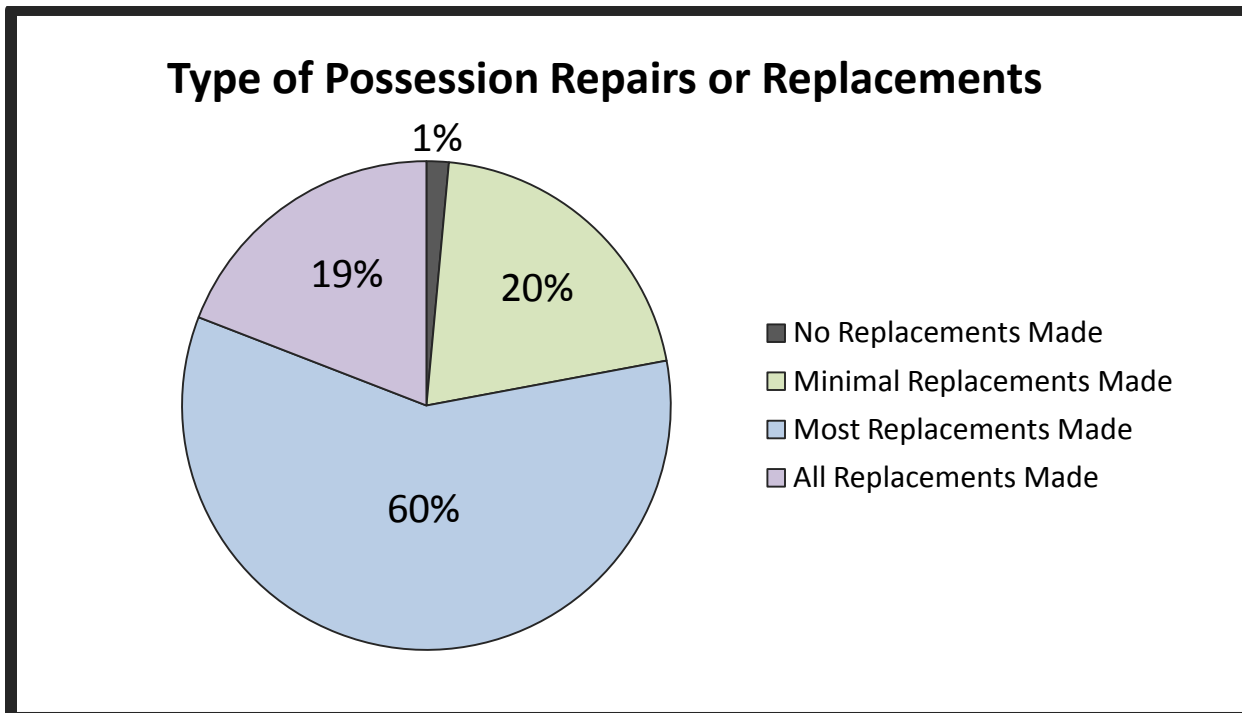
5. Percentage of flood property damage that has been repaired as of June 2009.



6. Percentage of loss or damage occurring to possessions during the August 2007 flood.



7. Percentage of lost or damaged possessions that have been repaired or replaced as of June 2009.



8. Percentages of reported lingering issues respondents are currently experiencing with regards to the August 2007 flood?

1. **19%** Fear of Another Flood
2. **17%** Decrease in Property Value
3. **10%** Loss of Irreplaceable Items
4. **9%** Stress
5. **9%** Debt
6. **8%** Anxiety
7. **7%** Unfinished Repairs
8. **6%** Anger
9. **6%** Repair Bills
10. **4%** Depression
11. **3%** Physical Health Issues
12. **1%** Fear for Your Children
13. **1%** Loss of Pet(s)
14. **<1%** Use of Drugs or Alcohol

**Narrative Reflections Related To Property & Possession Loss**

- Helpless, not able to do anything about the water coming in & no help in the aftermath. When you live alone & over 60, and have made an investment in your home & property, to see it damaged, you lose the ability to overcome.
- The sound and force of the river's pouring through our back door at 1:00am will never be forgotten. It was a terrible form of personal violation.
- Having 4 dogs at the time made the flood very stressful because there was no place to go with that many pets. The church that was providing shelter did not allow dogs. I was able to get transported to a friend's house that allowed me to take my pets. We were not able to get out in time to take the dogs to the Humane Society (I believe they were housing the community members' dogs during the flood). There needs to be a place for people with pets to go.
- It took us 20 months to get back in our house. We were hit by the August 2007 & Feb. 2008 floods, & finally we are just coming down to finishing projects this year.

- I learned that if you carry flood insurance, pay your bills on time, have good or excellent credit you get no help from FEMA! With many thousands of dollars in losses & damage we received approximately \$250.00, and could not even live in our home. In the United States of America, this was the greatest shock of all!
- The city of Findlay needs to update the sewer system. A lot of damage could be avoided if we had adequate sewers. The water in this flood was nasty sewer water. The water also rolled in the basement windows, causing the basement to fill to the top and spill over into our family, spa room. Water also came into the garage, pantry, & party room (about 4 inches). Please relay the same old story to city government...Up Date our sewer system. Control the Blanchard.
- Loss of memorabilia (i.e. high school, college & military memorabilia. Not replaceable. Payment by FEMA was not sufficient to reimburse for loss of personal property.
- Two weeks before the flood I had a hail storm. It got both of my cars and both of my roofs were damaged. It put small holes in my roof & dents in my cars. The first claim I've ever made on my homeowner's insurance after 15 years. The adjustor came out, looked at the roofs and cars and said, "I will let you know." One week later, my insurance dropped me and claimed "my roof was too old". With the flood I lost everything in my basement! I'm still in the hole \$5800 for the damage.
- Developers should quit building in the flood plains.
- A neighbor took my husband & me by their boat to our house, never dreaming of ever experiencing that. When we opened the door to our basement is when we realized of what all we lost- 7 ft of water in the basement-our pump couldn't keep up. Help wasn't able to get to us until Thursday to help pumping water out-2 days to get all water out. We didn't have electric. Slept in living room-so HOT and too cold showers. We were not in the flood zone until after the flood. Now we are paying close to \$2,000 a year for that. PLEASE city, do something to prevent this!
- I think the community as I saw it, did a great job at trying to help each other. I do feel that not enough has been done to solve the issue of flooding. My church has flooded 5 times!!!!
- A life experience I don't want to repeat.
- Helpless, disappointed, hurt, sad.
- My former place was my home since moving to Findlay. Now my rented place as well as many others in my former area are sitting empty. The area is so ugly. I feel the city could do more to either (most likely) tear down the houses. I feel because I am a low income person there is a lack of concern. I still live in the area, only on the 3<sup>rd</sup> floor of an apartment building. I feel because of my income status that our area is neglected. I do, and always have worked (40 hrs), yet qualify for Metro & food stamps. Many agencies (CAC) act like you are asking for their own personal money. They are by far the worst to deal with. I am trying to better myself, yet recently lost a day's pay because of flooding again. I am a server. No work = no pay.
- It was heartbreaking to see all of the damage my neighbors suffered. The saddest experience of my life!
- This flood was the "utopia" of all floods! I am deathly afraid of water due to a near drowning in childhood. This flood elevated my fear of water even more at that time.
- In the spring of 2007, we remodeled our second floor. We were so naïve when we were forced to leave our home-we were just hoping the water wouldn't reach the newly remodeled second floor. So when we were able to get into our home, we were relieved we only had 6 inches of water in the downstairs. We had no idea that the entire downstairs had to be gutted. I could not believe 6 inches could be so devastating. I was amazed, as we were given 30 minutes before firemen boated us out, we kept our heads clear enough to gather medicines, some clothes, dog food, and contact lenses.

The lingering effects are the fear it could happen again. Do we have enough insurance, and could we go through being relocated again? If it rains more than a few hours, those fears surface. There was one positive effect, our appreciation for our “new” home. We made improvements to our home, and that has helped us try to move on. A new appreciation for sleeping in your own bed, privacy, and independence. One more negative was feeling isolated. Although we don’t consider our home or street to be trashy, liked we lived on the wrong side of the tracks. We were surprised how some people treated us as though we had an illness. On that note, there were also people who were so good to us. Many people helped-it was overwhelming.

- Thank God for our friends, family & neighbors. They brought dinners for us, helped rebuild, volunteered for anything they could do. Several friends took home laundry and bedding, helped so much that we paid for very little labor. My brother-in-law let us use his RV to live in until our house was livable. He was here helping from sun up to sun down almost every day for 4 months. A couple of days we had about 6 to 8 people painting walls and ceilings. Your friends and family really are there for you when you need them. We were flooded before Findlay so we had no warning. No warning, woke up at 4:00am with a foot of water.
- If there was help out there, no one told us where or who to see for help.
- We evacuated before water came in house. Luckily I had friends that took us all in-including animals. Some in my neighborhood wouldn’t leave because the rescuers would not take animals. Not knowing how bad damage was for several days was awful, and then seeing & cleaning-up was worse. City officials not helpful or caring. We had 1<sup>st</sup> floor (36 inches) of water and mud-lost everything. Had good friends that helped us empty out belongings, pick through and save what little we could & gut the house within 3 days. We were lucky (no mold). We lived on the 2<sup>nd</sup> floor for 6 months while fixing, repairing and replacing. We had 2 close calls since then-but have been fortunate not to get it again, and I don’t care what the rest of the country seems to think- Bless & Thank FEMA- we couldn’t have “come back” without them.
- This was the worst feeling I ever had, not having a home and not knowing where I was going to live. I fell through our floor and was hurt and had to live in a 20 ft camper with 2 dogs for 2 months until we could do repairs. We constantly worry every time it rains; praying we never have to live through this again. Our son lost his home and is not able to be repaired. He still does not know what he is going to do; hoping the city will buy his home so he will have a deposit for a new home.
- I feel that City Government then and now are not committed to prevention of any flooding. When they fill major areas that catch overflow of rivers with dirt and leaves and have more land development they create more floods. The planning commission needs to look at future development and how it will affect the flood plain. There should be one data base locally that all agencies use so no one slips through the cracks.
- What I did learn was that it cost me all my savings and a whole lot more in cost wise, and I will walk away from everything if it ever happens again. Almost 2 years later and I am still dealing with it and after a lot of work and cost I may end up without my home of 25 years and in a lot more debt.
- First we were victimized by the flood. Second we were victimized by the mayor because trash pick up was premature and many people weren’t allowed to remediate their homes because of the permits required. By the time we were allowed back in our homes the trash pick ups stopped. Third we were totally screwed by FEMA, offering \$430, when all of our appliances, furniture, and clothing, carpet and personal possessions were ruined.

- My thoughts are, the smell was horrid. I thought the people who picked up all the garbage were a God send. I thought the greedy people that came and rummaged through our losses were awful. I still smell mold every time I walk into the backyard. I'm losing my foundation.
- My parents were told the house not in the flood plain so there was no flood insurance. When I inherited the house, I didn't get any either so I had to pay for everything myself. All the inspectors said I had "insufficient" damage but while the house might not have been destroyed, it was significant to me. When you don't have the money for repairs, it's significant damage.
- My neighbor called me at work to ask if I would try to get home to save pet & belongings. My neighbors had already taken some outside items to the highest deck. I had no idea the water had risen. To get to my house I walked through chest high water. Water was already coming through floor boards. A neighbor came over to turn off my power, and said he would be back in 10 minutes with a boat & to pack a bag. We were not able to take the cat at this point. My home had to be gutted and rebuilt as did my neighbor's. We are all very close now; however, we have suffered additional losses with high water in 2008, and again in 2009. All the water issues in my neighborhood started in late 2006 when the land was developed for Wal-Mart & Max & Erma's. We had no problems prior to that. No one wants to hear about high water. I have missed 7 days of work due to not being able to get out or having to clean mud and slime.
- We live in a uniquely built tri-level. All three floors are above ground. The 1<sup>st</sup> floor has my kitchen, dining room, pantry, family room, bathroom & utility room. We lost everything in all of these rooms. The piles of items lost was great. Everything in the kitchen (dishes, silverware, pots & pans, all my 30 years of Tupperware & Pampered Chef) gone by the flood. In the family room (trophies & plaques from my son's sports career at FHS) all gone. Everything on this floor lost to the flood. This floor had to be gutted and started over-like building a new house.
- I have never heard of some of these organizations in this letter until we filled out this paperwork. The people in my neighborhood have problems today with mud & water seepage. The water rose so fast that evening. If not for my basement we would have spent the night upstairs or the second floor. There were also bad gas odors. When we were rescued the next day, by my daughter and son-in-law, you could see the current in the road, it was that strong. When we went back, most everything in the shed was lost, and in the house we saved some furniture and TV. Saturday, up all night in lawn chairs in living room as the water came in.
- Even though we had been flooded before, it just filled the basement plus 2 feet in the first floor. All the furniture floated out of place, even the fridge which fell on the table and broke it. We had put some boxes upstairs of photos, but left some on top of hutch which fell down, breaking glass and ruining many irreplaceable items. When we were evacuated from the house, we went to a motel and could not go home until February 2008, just in time to be flooded again, filling basement, taking out duct work. Had to leave for two weeks as to no heat. This house is now forfeit to the bank through bankruptcy as I could not recover financially.
- Extreme anxiety trying to resolve repairs to house. Emotionally exhausting conversations with insurance adjuster & flood adjuster (FEMA). Much pressure by them to explain why & how the flood happened.
- Our home was built in the late 1800's and our basement is more like a cellar where canned goods and other food was stored. Our furnace and water heater are down there and it was where we stored old games and other toys from our childhood as well as items like my grandfather's fishing lures. We thought we were keeping ahead of the rising water, but after a few hours of sleep, we woke to only one of two sump pumps working and water too high to try and salvage anything. Some items may have been saved, but after spending all that time waiting for the water to recede and hauling everything up and out of the basement, the task of cleaning all that "stuff" was

overwhelming and we let it go. In hindsight, I wish I would have taken the time to clean some of it. But I guess now our basement is the cleanest it has been in years, and if there is another flood of that magnitude, the only things that are there now that could be lost are a furnace and a water heater.

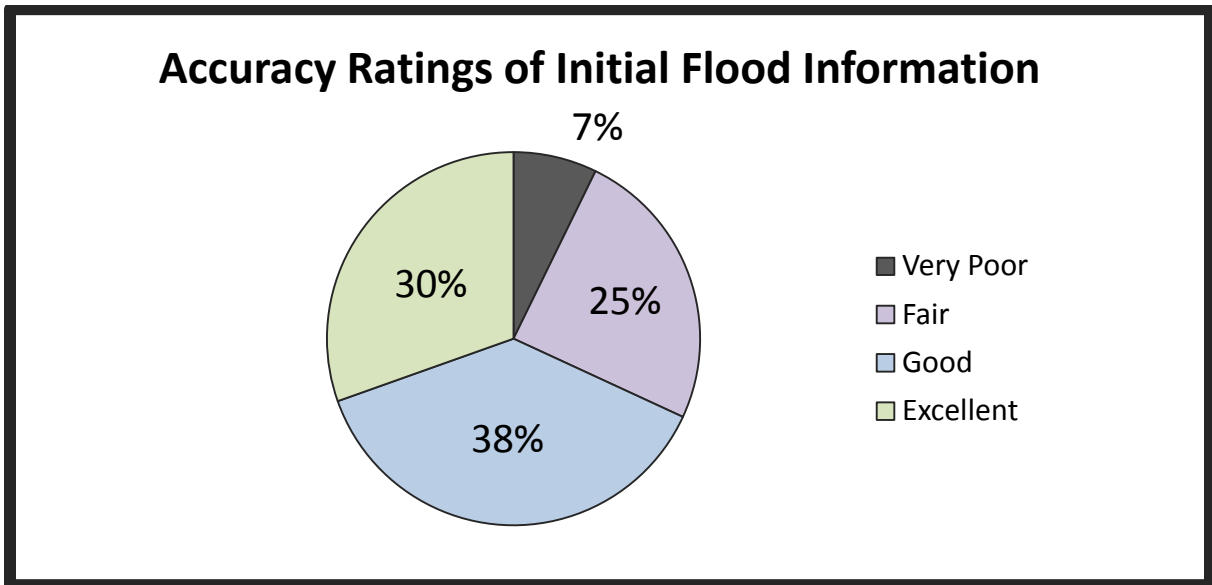
- I could relate to the Katrina victims or others affected by disasters. Feeling related to loss of possessions including sadness. I don't want to go through another flood again.
- There was a feeling of helplessness and fear as the waters rose. Thank God for a neighbor who banged on the door in the middle of the night, so we were able to get our cars and selves to safety. Friends and neighbors helped one another and offered support. It was a lot of exhausting work! It was smelly! When the waters rose again, we experienced fear and concern in ways we never had before; we had been traumatized the first time!
- Our thoughts are we have to do something about flood, the loss of property value, and the loss of possessions. We fear leaving the house for any length of time in case another flood happens.
- Try not to dwell. I can sum it up in one word: LOST. Our home was bought in 1996. We used equity on the property to elevate our home. The house was built in 1986 in the flood zone. Why didn't the zoning committee require that the home be built higher? This was the first flood to exceed the first floor. We took out a loan to make it livable. If you have any info on help for this cost please let us know.
- We have lived here for 36 years and until the city allowed a housing development to be built south of 6<sup>th</sup> St. on Brookeside Dr., we did not have to worry about our home flooding unless we had 4 to 6 inches of rain. In the last few years, 2 to 3 inches & it's in our yard. We weren't anxious all the time for 30 years about flooding. Now at 72 years of age, we are always anxious when it starts raining. We know there are many causing for flooding & we hope Findlay will finally do something about it. We thank the mayor for the work he is doing.
- I lost everything in my business. I got water and cleaning supplies at the Red Cross. People that helped me were employees and friends. No FEMA no SBA & no city help.
- The city and all other agencies should find a solution together with building owners.
- Was able to move vital records and equipment before the flood. You realize after the flood how you missed things in order to save other things. Finding out who your true friends are. Cannot thank them enough for all the help they provided after the flood.
- When the river floods we are usually hit before the rest of the city has issues. This is due to the small creek that runs behind our parking lot. As it overflows our parking lot fills and then Foulke Ave. is covered with water. In 2007 the city also had to shut down some valves which put more water on us. All we could do was pump and wait for the river to go down, we get back up from the sewers. We have water bugs on our sump pumps and this allows us to be notified by our alarm company if the pumps can not keep up with the water. It does not correct the problem, but will allow us to get in and try to pick up carpets and all items necessary to save them from being destroyed. In 2007 it came in too fast that is the reason we lost as much as we did.
- The biggest disappointment the floods brought to the downtown community was the loss of traffic. Because many downtown businesses were forced to close their doors permanently or for renovations, many people felt as if the downtown died. Upon our location's renovations we executed a strategic advertising campaign to let people know we were still in business.

# SOURCES OF FLOOD INFORMATION DATA

1. During the August 2007 flood, percentages of how respondents first learned of the crisis.

<b>1%</b>	I don't recall				
<b>17%</b>	Television	Top Stations:	<b>WTOL</b>	<b>62%</b>	
			WTVG		
<b>15%</b>	Radio	Top Stations:	<b>WFIN</b>	<b>39%</b>	
			WKXA	14%	
<b>5%</b>	Internet	Top Web Sites:	<b>courier.com</b>	<b>54%</b>	
			wfin.com	2%	
<b>9%</b>	Newspaper	Top Paper:	<b>Courier</b>	<b>99%</b>	
<b>2%</b>	Local Police				
<b>21%</b>	Friends or Neighbors	<b>9%</b>	Family	<b>21%</b>	Other

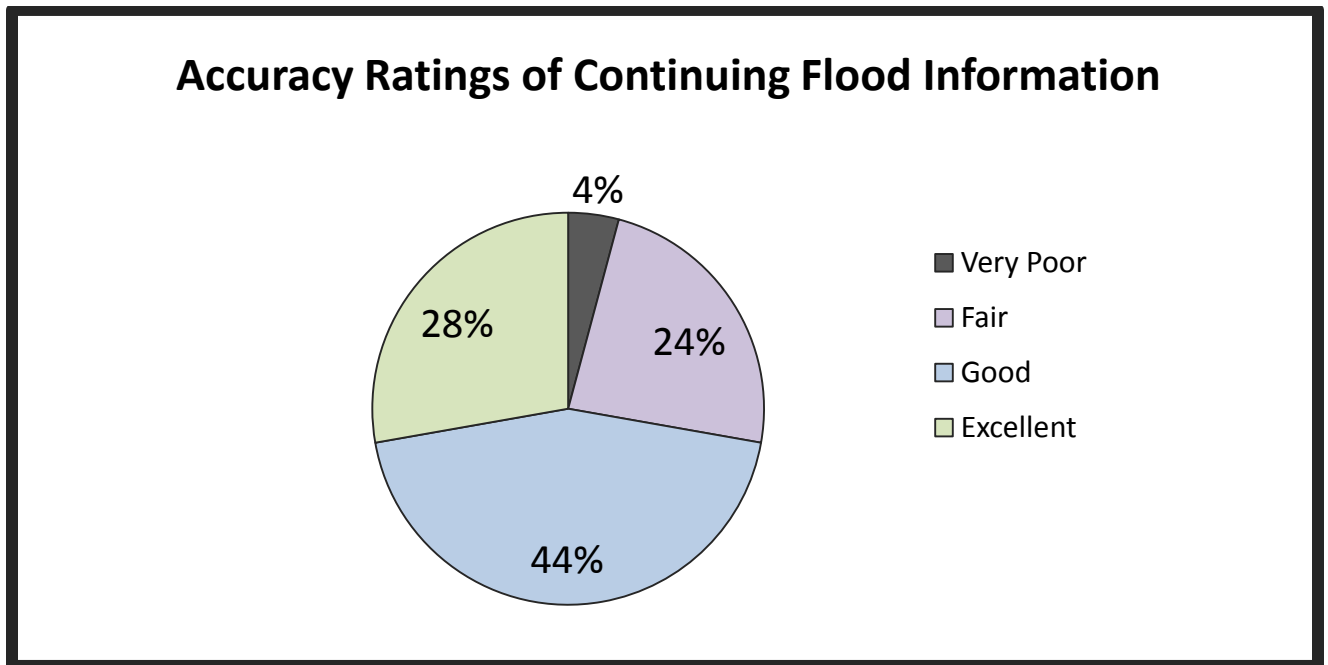
a. Percentages of rated accuracy and usefulness of the sources of information.



2. During the August 2007 flood, percentages of where respondents turned for continuing information during the crisis.

<b>2%</b>	I don't recall		
<b>21%</b>	Television	Top Station:	<b>WTOL</b>
<b>16%</b>	Radio	Top Station:	<b>WFIN</b>
<b>8%</b>	Internet	Top Web Site:	<b>courier.com</b>
<b>17%</b>	Newspaper	Top Paper:	<b>Courier</b>
<b>3%</b>	Local Police		
<b>18%</b>	Friends or Neighbors	<b>9%</b>	Family <b>6%</b> Other

a. Percentages of rated accuracy and usefulness of the sources of information.



# FIRST RESPONDER'S SURVEY DATA

Total number of First Responders surveys included: **5**

1. Prior to the August 2007 flood, percentage of organizations that had an established response protocol in place? **100%**

a. Percentage of organizations who reported missing elements in their response protocol that would have better helped the community. **100%**

Most reported missing elements:

Fine tuning protocol to better fit Red Cross

Knowing response protocols of other organizations

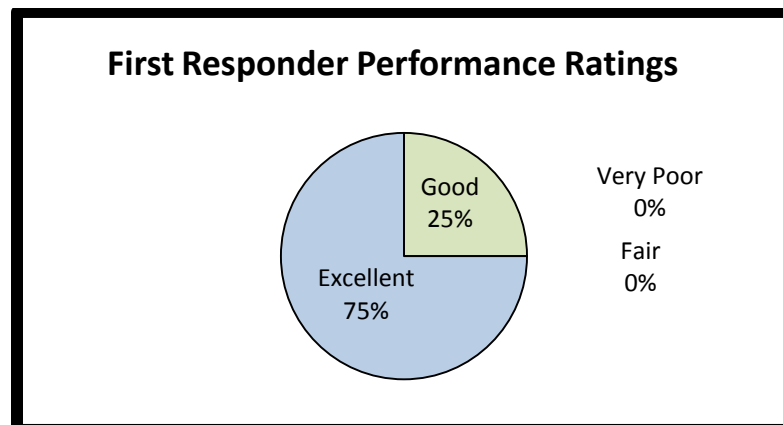
b. Percentage of organizations who made subsequent revisions to their response protocol to address issues. **100%**

2. During the August 2007 flood, approximate number of individuals the First Responder organizations provided immediate assistance to. **Over 10,000**

3. During the August 2007 flood, approximate number of individuals the First Responder organizations provided ongoing assistance to? **0**

4. Approximate number of individuals is the First Responder organizations are currently assisting as a result of the August 2007 flood? **0**

5. Self-reported percentage rankings of how well the First Responder organizations performed during the August 2007 flood?



a. Areas where the First Responder organizations reported positive response performance in relation to the August 2007 flood.

Coming together as one team to solve immediate problems.

Working to connect services between first responder organizations.

Communicating as a team.

b. Areas where the First Responder organizations reported negative response performance in relation to the August 2007 flood.

Dealing with their own organization's building being flooded

Because the city was not prepared, it took too long to activate the response protocol.

Difficulties experienced with other organizations that lacked clear response protocols.

6. During the August 2007 flood, approximate number of First Responder staff that were involved in providing assistance to the flood victims.

Over 100

7. Approximate number of First Responder staff providing flood assistance that were also personally impacted by the August 2007 flood.

6

8. Percentage of First Responder organizations who assessed whether any staff members were in need of flood assistance themselves?

100%

a. Number of First Responder staff who required assistance.

4

9. Percentage of First Responder organizations who assessed whether any staff members were in need of emotional support related to their work with the flood victims.

100%

a. Number of First Responder staff who required assistance.

4

10. Reported negative experiences demonstrated and/or reported by First Responder staff related to the August 2007 flood crisis (e.g. absenteeism, depression, cynicism).

Physical exhaustion

Mental exhaustion

Fear

Anxiety

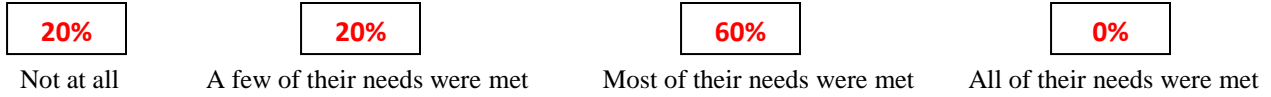
11. Reported positive experiences demonstrated and/or reported by First Responder staff related to the August 2007 flood crisis (e.g. working extra hours, taking on extra responsibilities).

Working extra hours without complaint.

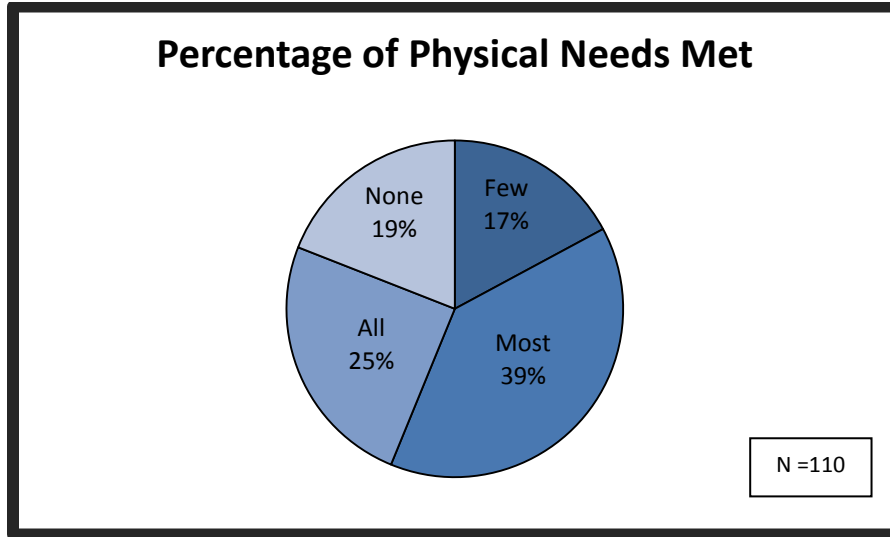
Working at a much quicker pace efficiently

# QUALITY OF ASSISTANCE DATA

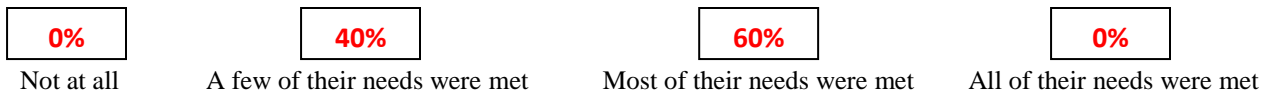
1. First Responder organizations reported percentages in terms of helping to meet the physical needs of the persons impacted, and minimize their physical distress?



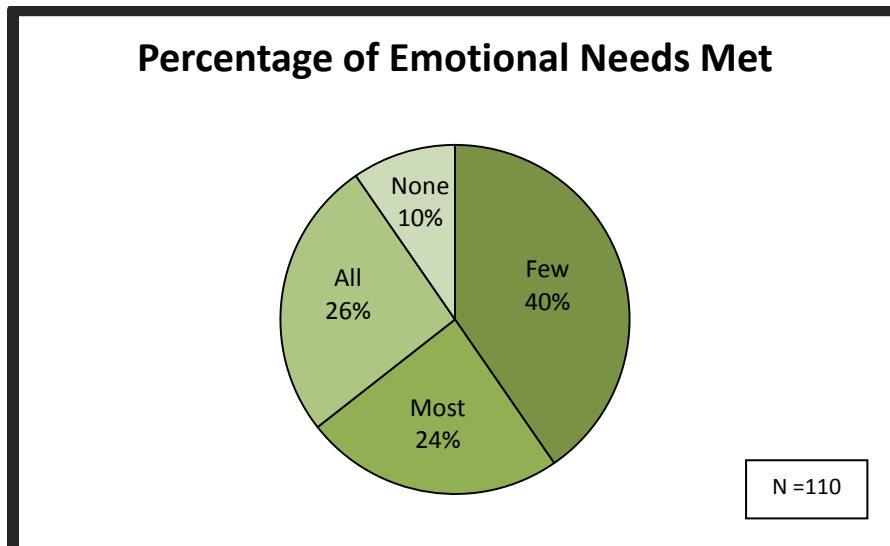
Flood Survivors' percentage rankings of the First Responders in terms of meeting their physical needs:



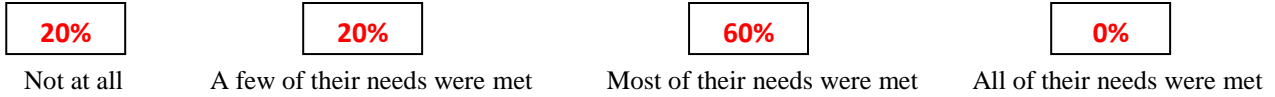
2. First Responder organizations reported percentages in terms of helping to meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?



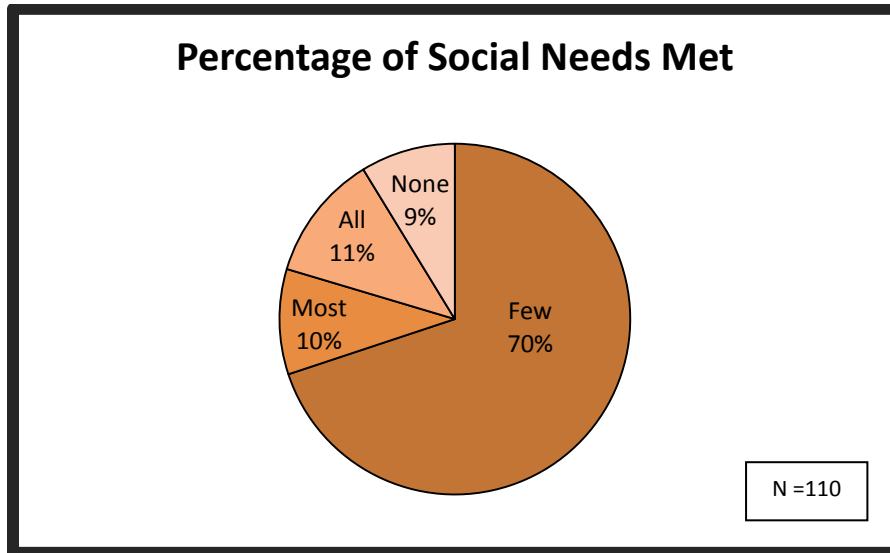
Flood Survivors' percentage rankings of the First Responders in terms of meeting their emotional needs:



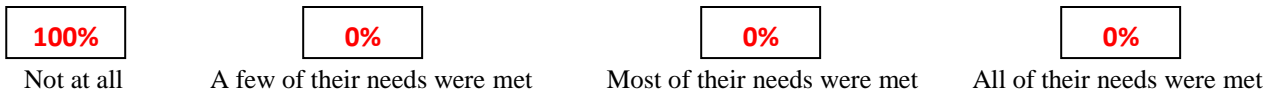
3. First Responder organizations reported percentages in terms of helping to meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?



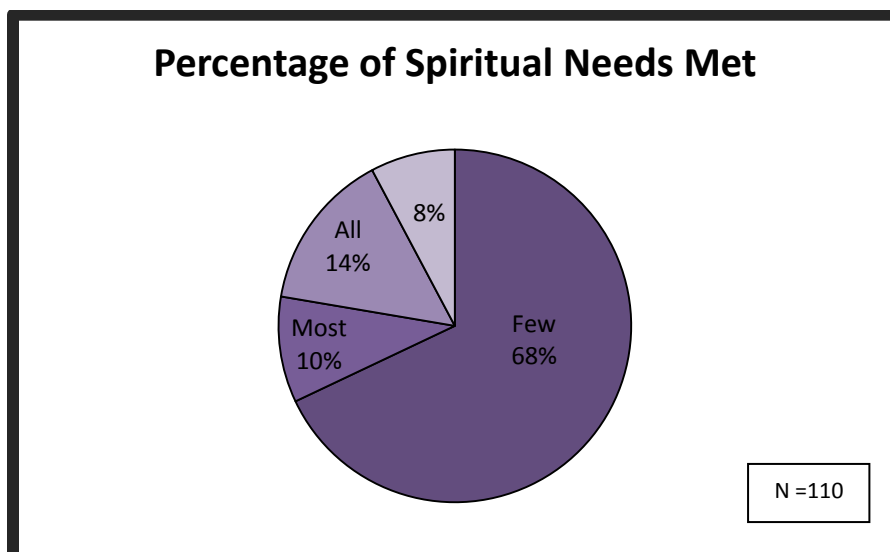
**Flood Survivors' percentage rankings of the First Responders in terms of meeting their social needs:**



4. First Responder organizations reported percentages in terms of helping to meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?



**Flood Survivors' percentage rankings of the First Responders in terms of meeting their spiritual needs:**



# THE UNITED WAY

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Set up in-house information and referral service
- Clean up assistance to hundreds of families
- Responsible for a group bringing 10,000 flood buckets and thousands of personal care kits into town and finding some warehousing space.
- The Volunteer Center processed 500 volunteer opportunities at the Cube during the first 5 days.
- Started a flood fund with 100% of the donations going directly to flood victims.
- Make the necessary contributions to help get our partner agencies up and running and to get the appropriate repairs made so they could operate effectively.
- Brought 100 dehumidifiers into the city/county and the West Ohio Food Bank (partner agency) was on the scene immediately with fresh bottled water and other food.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

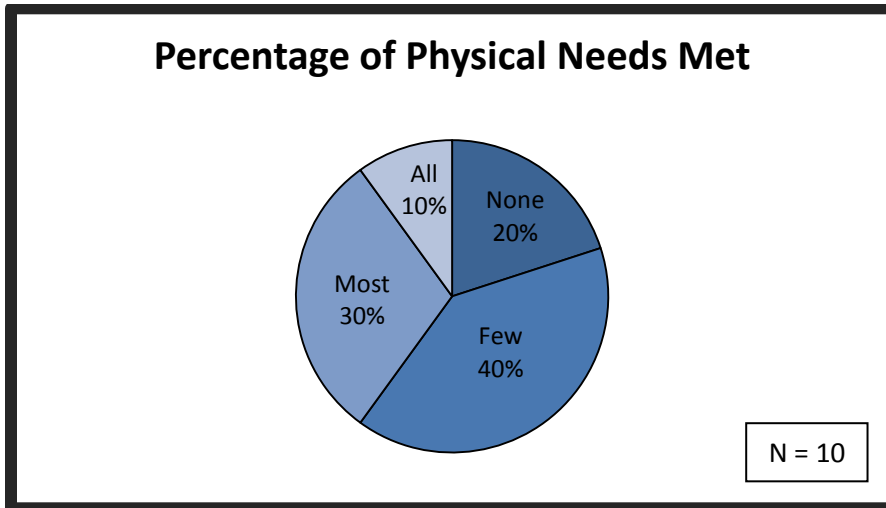
                                                                

Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

In what ways did your organization attempt to accomplish this?

Provided sources for flood buckets, personal care items, and utilized the flood fund to help replenish lost items such as furnaces, refrigerators, medications, other appliances and funding our agencies to meet needs specific to their programs. (food, housing, shelter, mental health)

**Flood Survivors' percentage rankings of the United Way in terms of meeting their physical needs:**



2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

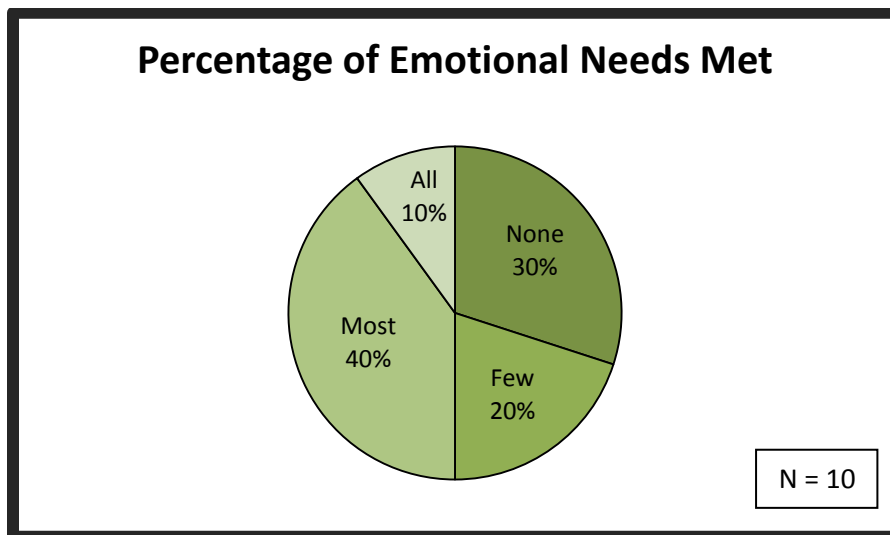
Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Our partner agency – Century Health and Family Resource Centers did an amazing job. Of course anything we could provide victims helped minimize stress to some degree

Also, we were present at the shelter and just talked with people and gave them the reassuring hugs, and cried with them.

**Flood Survivors’ percentage rankings of the United Way in terms of meeting their emotional needs:**



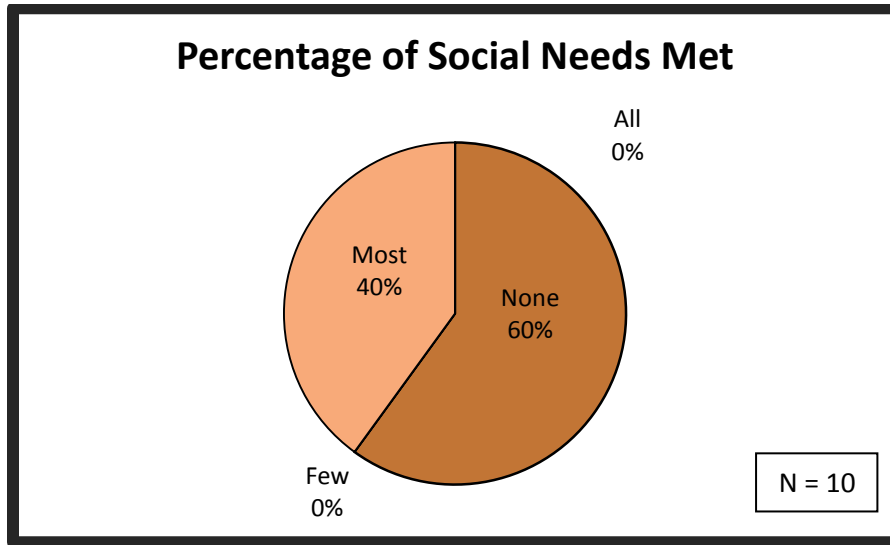
3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

By setting up the I&R service, we were able to direct victims appropriately.

**Flood Survivors' percentage rankings of the United Way in terms of meeting their social needs:**



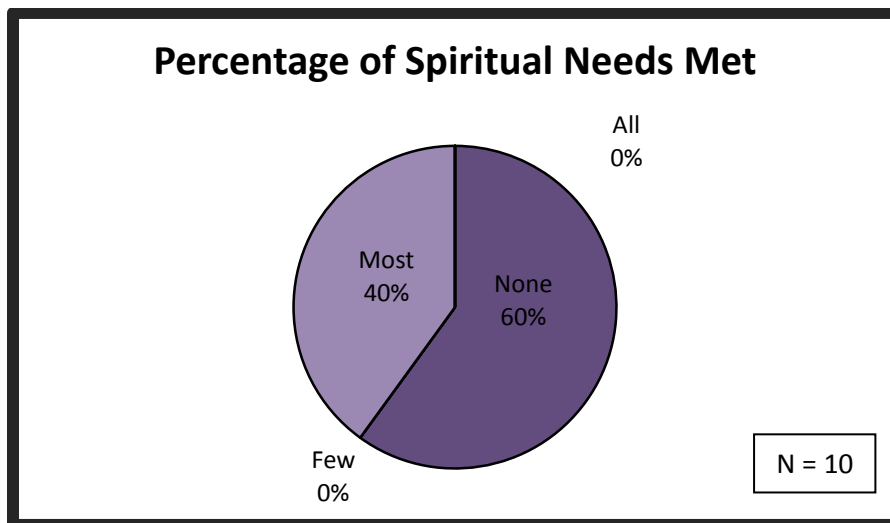
4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all       A few of their needs were met       Most of their needs were met       All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Our staff went through a training offered by Century Health that helped us to understand the long term process of emotional recovery from a catastrophe; therefore enabling us to understand the emotional state of the victims.

**Flood Survivors' percentage rankings of the United Way in terms of meeting their spiritual needs:**



## **Narrative Reflections Related To the United Way**

- The United Way was excellent and very kind and helpful to us. They provided a new washer & dryer, couch, end tables, TV stand & trunk to help us furnish our home.
- My sister gave me the number to contact someone to help with clean up and they sent three Mormons who came to town to remove my insulation from under the house.
- No help at all. Every time we went there all the items were gone, or the funds were for low income only. Everything there based on income in a time when everyone should be helped.
- I remember getting info, referrals and a dehumidifier from the United Way.
- Whenever we asked for help, they came through for us. I really appreciate it a bunch!
- They sent a group of young men to help clean up my house.
- The United Way gave us a gift card for \$80.00 which replaced my crock pot & bought meat (which was lost). We used that crock pot for 3 weeks! Lived in an old camper for 3 weeks before we found an apartment to live in for the next 5 months.

# THE AMERICAN RED CROSS QUALITY OF ASSISTANCE REPORT

## Organization Response Description to the August 2007 Flood

- Opened three shelters.
- Provided meals to shelter residents and volunteers.
- Provided meals to the communities affected through our Emergency Response Vehicles.
- Provided Disaster Assessment and provided financial assistance for food, shelter, clothing, & home repairs.

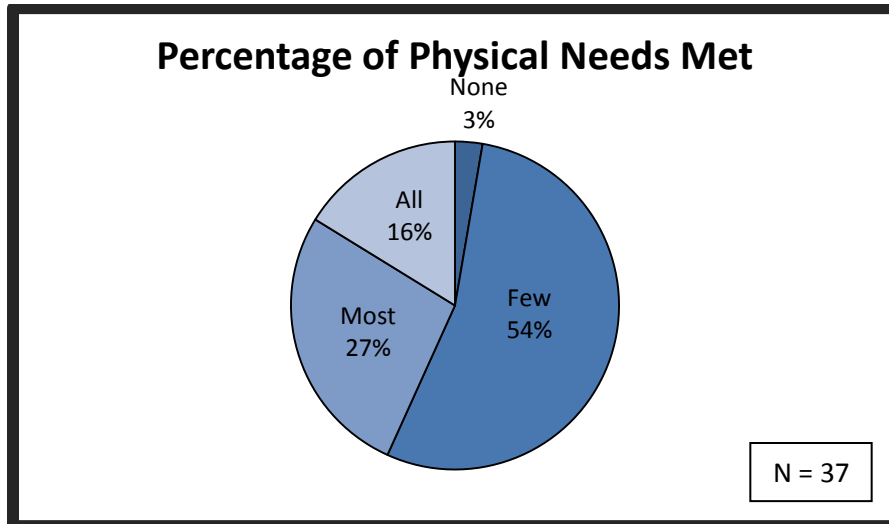
1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*By providing shelter, food, clothing, & financial assistance.*

**Flood Survivors' percentage rankings of the Red Cross in terms of meeting their physical needs:**



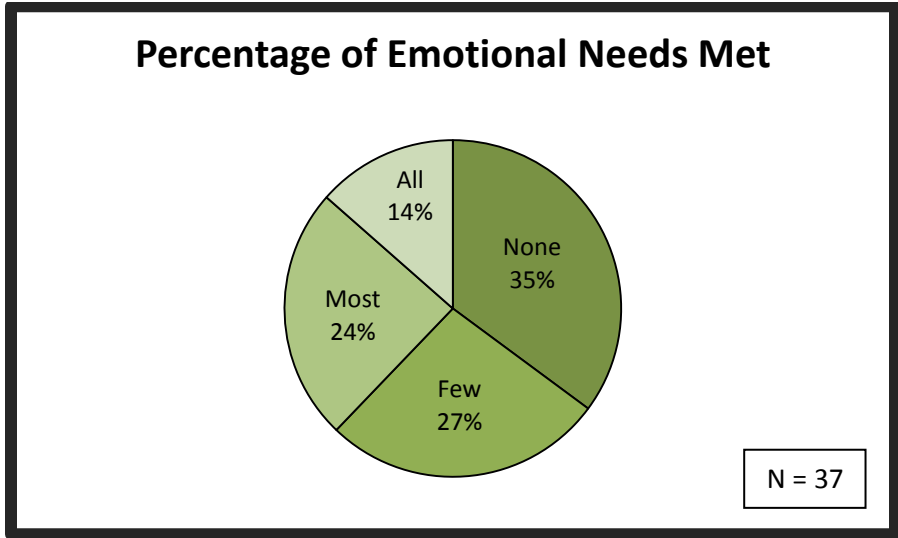
2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*Our role is to screen for those needing mental health services and to refer to the appropriate agencies.*

**Flood Survivors' percentage rankings of the Red Cross in terms of meeting their emotional needs:**



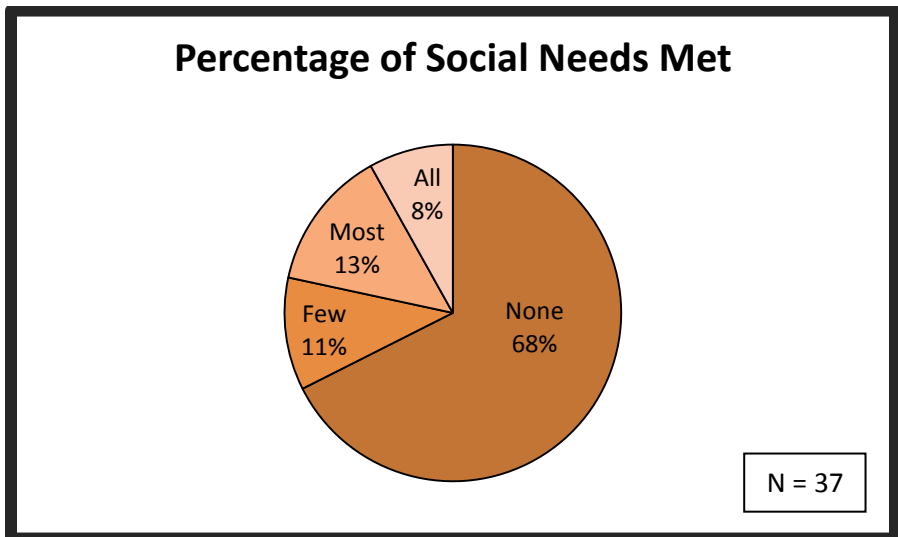
3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We referred our clients to the agencies in the community that could help them meet their needs.*

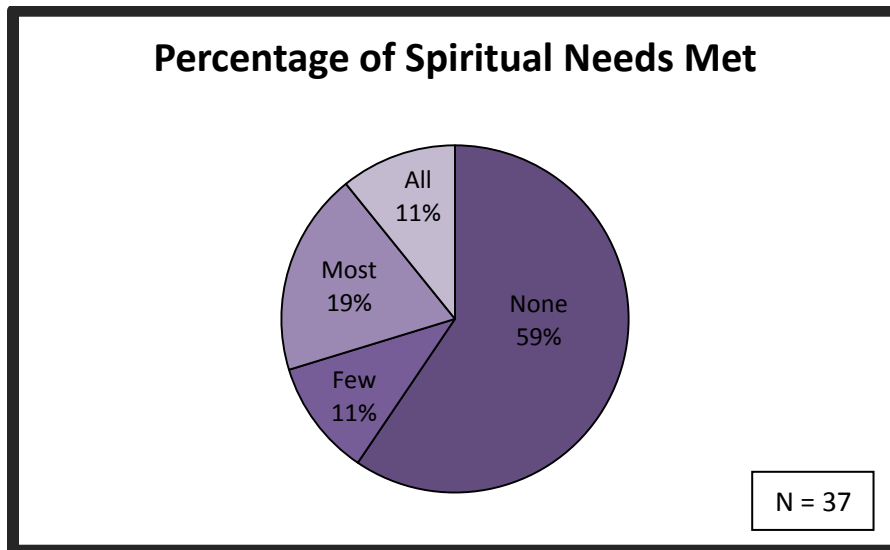
**Flood Survivors' percentage rankings of the Red Cross in terms of meeting their social needs:**



4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**Flood Survivors’ percentage rankings of the Red Cross in terms of meeting their spiritual needs:**



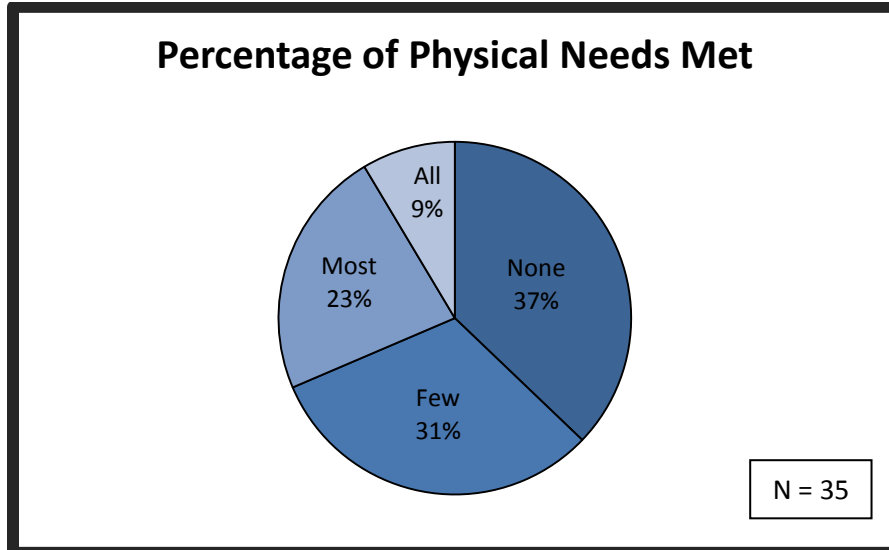
**Narrative Reflections Related To the American Red Cross**

- While working on our house they were there with meals, & gave us money for new bedding for all of us.
- Furnished cleaning buckets & other utensils.
- Evacuated me to Methodist church, and then to the CUBE. Provided cot, food, etc.
- The Red Cross did a nice job!!
- The Red Cross provided cleaning supplies and water. The young man that came from Belview, OH & I think was a firefighter, was very kind to us. He came several times and so very kind and caring. He even found my husband a shovel and a rake.
- Received cleaning supplies, food (meals), truck came by daily.
- They brought food, water, cleaning supplies to us while we were trying to gut the home and haul the belongings to the curb. They also provided eye doctor exams and new glasses for me and my son.
- We received some clean-up supplies. They were helpful.
- Donated cleaning supplies.
- Very nice workers. They worked many hours & remembered your name & needs. A nice touch was they had a system to keep order, drinks/snacks while you waited. They were some great people.
- I would like to extend my gratitude to the Red Cross for their care and concern during such a terrifying event of the flood. Thank God they are available in time of need! Kudos to each one!
- Very helpful in providing clean-up equipment.

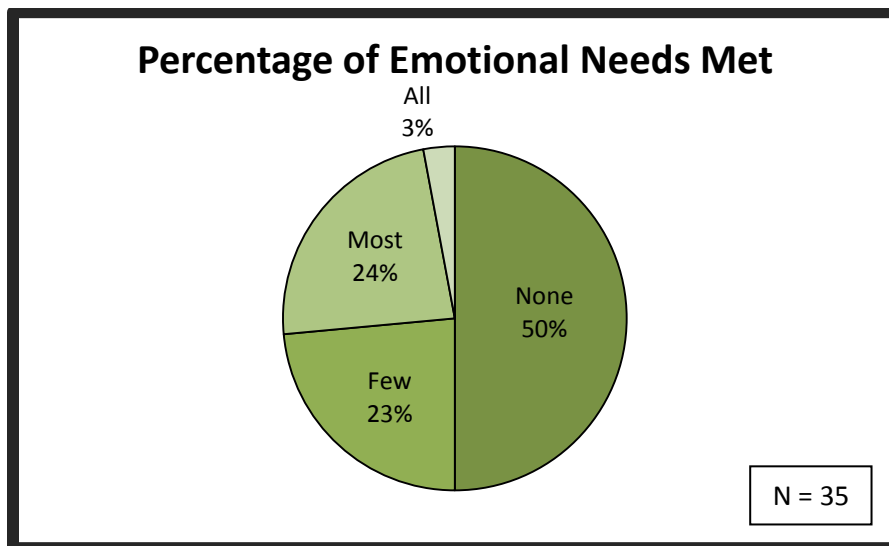
- I didn't need much, but I thought they did a good job dispensing supplies for clean-up and water/food.
- They provided cleaning supplies and food.
- The Red Cross gave us hot meals when we needed it the most and I don't think they know what it meant to us. They are wonderful people, and if ever I can afford to help them, I sure will.
- Provided monies, information, supplies & helped get the ball rolling with FEMA.
- Red Cross provided meals which were very helpful letting us work on our house and not having to leave to get fast food.
- They delivered water, cleaning supplies & hot meals once to our house. It was wonderful having someone there to help. I also went to get meals there a couple of times.
- Supplied food in our time of need.
- Their people were excellent to deal with. The meals they supplied helped greatly. The clean-up supplies helped.
- Red Cross supplied water and cleaning materials. It was nice to see them and know many people were ready to help out.
- With having no way to cook, the mobile food unit was great! We looked forward to it when it came around with meals. It meant we did not have to stop working to go somewhere to eat. Greatly appreciated!
- Asked us a lot of questions at the CUBE. Came by in trucks everyday with food & water. Was given cleaning supplies at the CUBE and water by the trucks. No other help was needed from them.
- Most of the funds for my motel, cleaning supplies, and shelter came from the Red Cross. After the initial flood, the lunch wagon fed us for many days-greatly appreciated!
- If it weren't for the Red Cross, I would be lost. The financial support was excellent.
- The Red Cross came around with meals for those who were at my house working. We were all exhausted and very happy to see Red Cross with meals for us.
- The American Red Cross did an outstanding job. They provided us with the cleaning materials we needed. They also drove around my neighborhood and provided meals and water. It was so nice for them to bring the things to us. Everyone was so nice and helpful. Fortunately, we did not need as much help as a lot of other people, but we were so grateful for what they did provide. Thank you so much!
- They kindly brought food and water to us.
- I filled out paperwork at the CUBE, but didn't need lodging, as friends took me in. Everyone was sympathetic, and gave me hope as I filled out paperwork. I was never contacted by anyone in follow-up.

# FEMA QUALITY OF ASSISTANCE REPORT

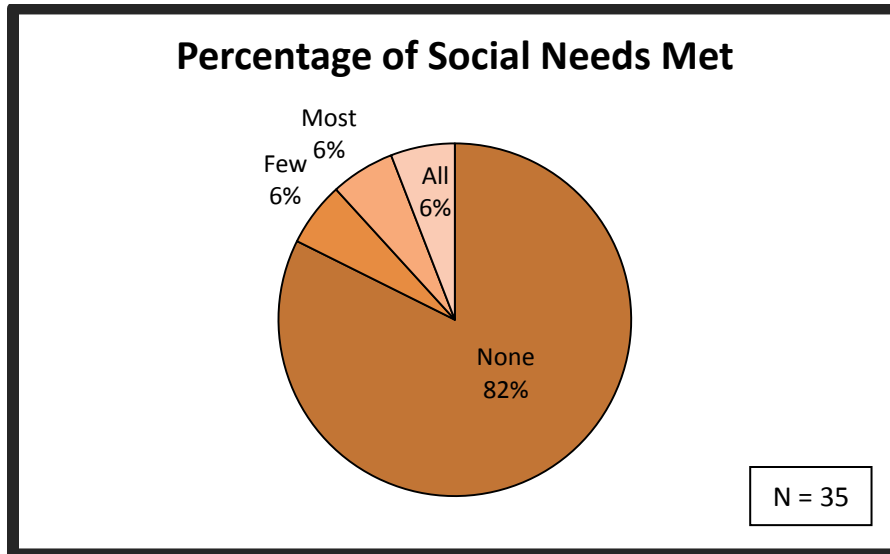
Flood Survivors' percentage rankings of FEMA in terms of meeting their physical needs:



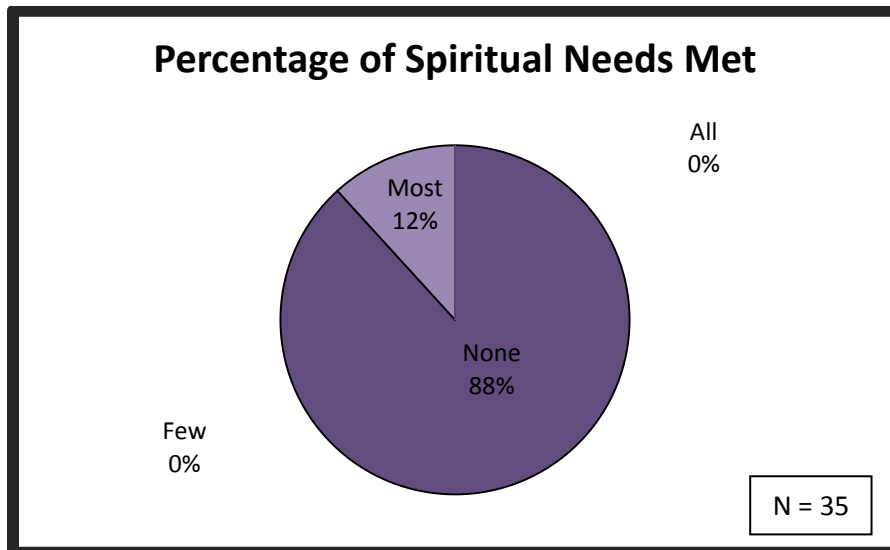
Flood Survivors' percentage rankings of FEMA in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of FEMA in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of FEMA in terms of meeting their spiritual needs:**



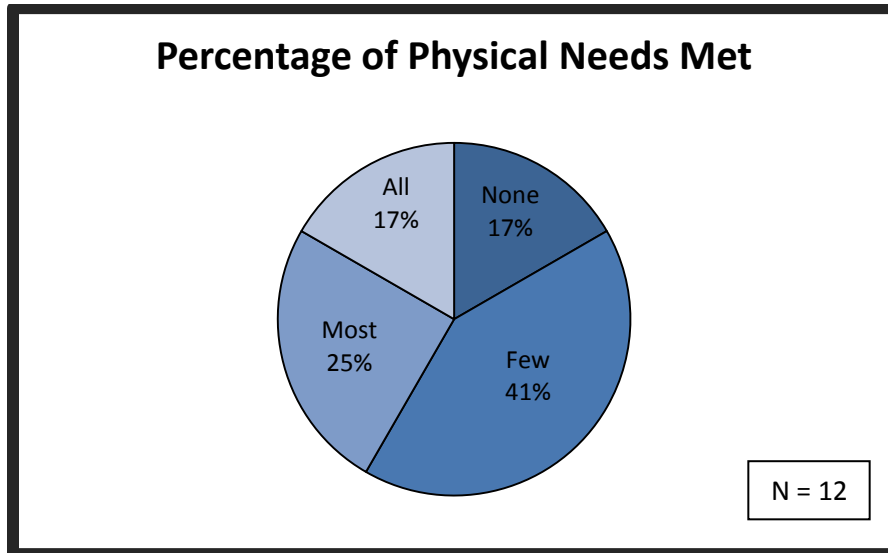
**Narrative Reflections Related To FEMA**

- They give just enough for you to bust your butt to fix things up. No way I could have hired a crew to do it for me.
- Received nothing from FEMA!
- FEMA quickly provided financial assistance in replacing lost appliances.
- The FEMA rep was extremely professional. He arrived as close to the appointment time as could be expected. He patiently answered any & all questions that were asked.
- They were good at keeping their set time to view the damage, etc. They were very professional.
- They gave me money so I could buy what I lost in the basement.

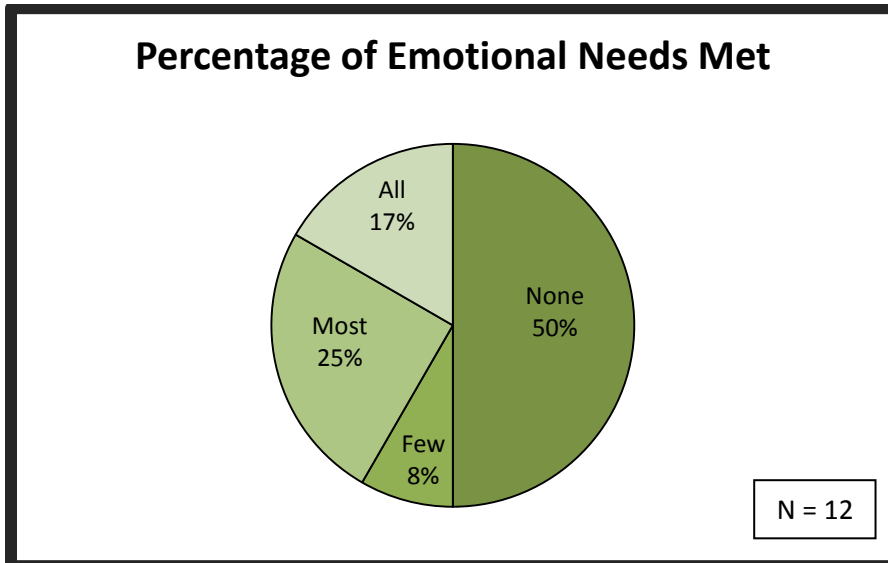
- They provided reimbursement for a dehumidifier. They also gave us a small check to help with living expenses, but because we had flood insurance, we did not qualify for much.
- It was such a blessing to have money to rebuild and replace damaged items such as stove, bed, couch, fridge, etc.
- They were quick to respond to assess damage. Great with info for clean-up. Provided dehumidifier. Cash for repairs and replacement came quickly.
- They were no help at all.
- I thought they gave more in terms of money.
- FEMA- what a joke. No help. Run around for 4 months and always wanting one more paper filled out. This organization was more trouble than help. FEMA should have given every flood family in Findlay the same amount of money because they could see our damage.
- We had flood insurance and our home was insured. The insurance company refused to pay for the total loss of our home. When FEMA said we could move-we did. We carried over the balanced left over into our new home with the SBA. Waiting to sell the old property to the city.
- FEMA was most helpful to my daughter and her family. They gave rental assistance because they could not live in their house.
- Advisors at the CUBE advised us to get a generator (diabetic meds required refrigeration) and a dehumidifier and also informed us that we would have federally funded flood insurance automatically (“look for the papers in the mail”). We were not reimbursed for the generator or the dehumidifier, and we were recently told we were not eligible for the flood insurance.
- Insurance only covered some of the cost. Without FEMA I could not have repaired my home so I could move back into it. I stayed 3 months with a friend.
- I appreciate all the help they gave me but I did not have a good experience. I did everything they said and it took 6 to 10 weeks before I got any confirmation from them.
- FEMA reimbursed our 5 nights in a hotel & 5 months of rent. Started application for a loan and very unhappy with the rep that reviewed our home. She was very stressed. Was accepted but declined the loan.
- FEMA helped us with paper work to apply for help.
- FEMA was very helpful at answering questions & helping to acquire a loan to rebuild. I am struggling to keep above water (so to speak) with my bills, & extra expenses since the flood. The recent economic downturn has also added to money issues.

# FINDLAY CITY GOVERNMENT QUALITY OF ASSISTANCE REPORT

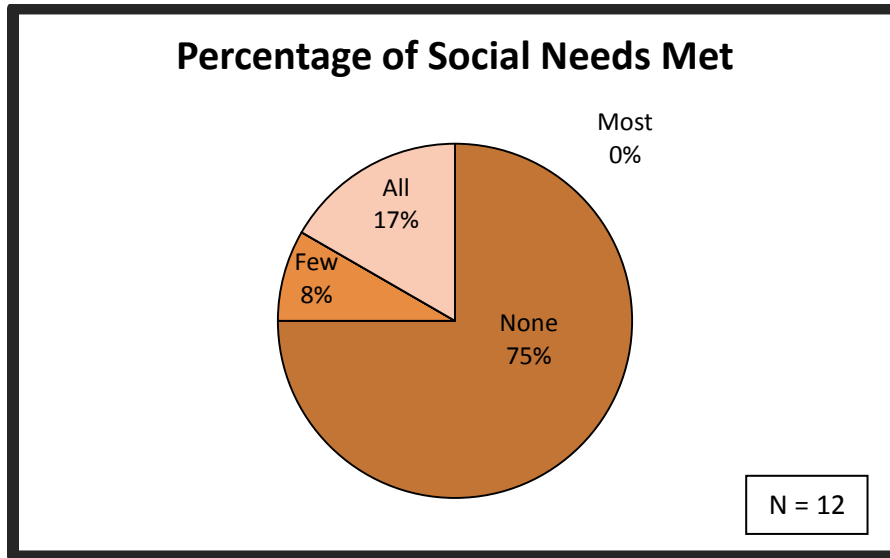
Flood Survivors' percentage rankings of the City Government in terms of meeting their physical needs:



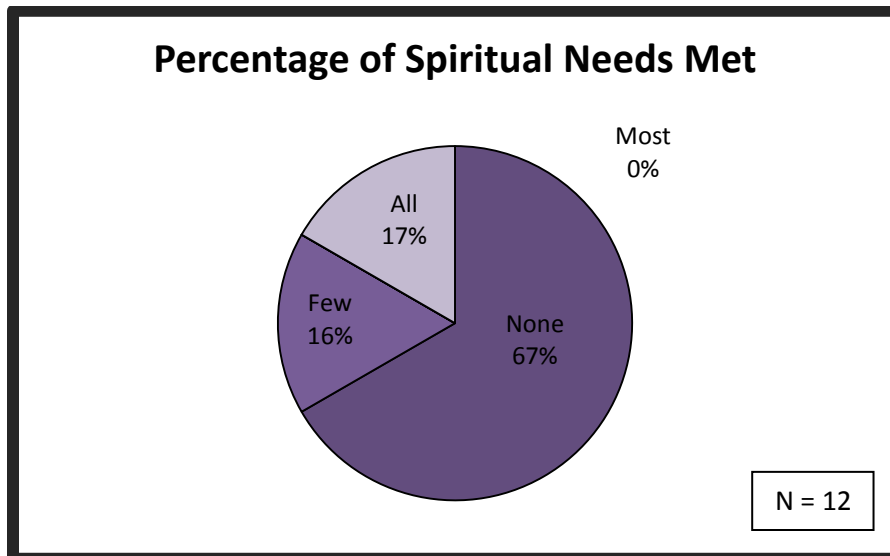
Flood Survivors' percentage rankings of the City Government in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of the City Government in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of the City Government in terms of meeting their spiritual needs:**



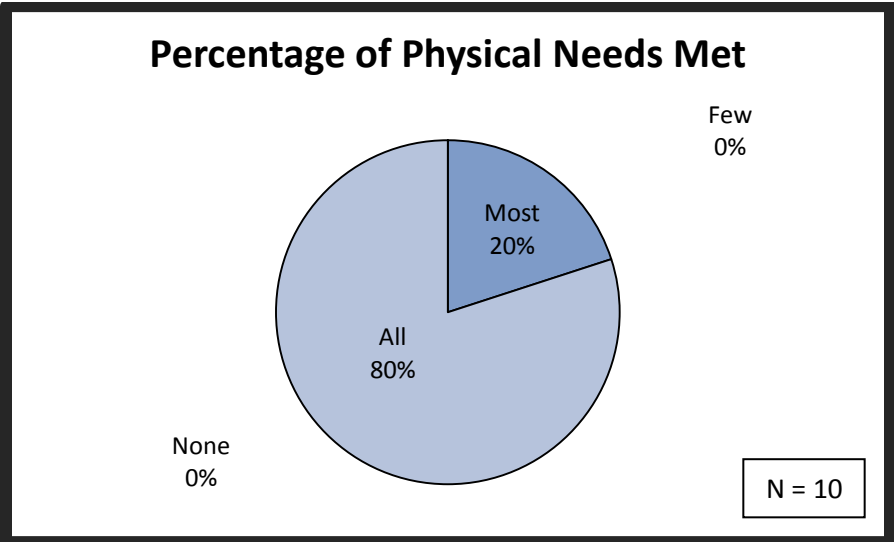
**Narrative Reflections Related To the Findlay City Government**

- They evaluated my elevation of the house. Determined it was o.k.
- The city workers that helped clean up the junk did a great job. Thanks!
- The city did a great job in cleaning up afterwards. The dumpster we had did not provide enough for us. The city took a huge pile of stuff away that was in our front yard. They did a great job of cleaning the street. Thanks to them!
- They caused more stress & anxiety with their “new” flood ordinances. Gave people the run around & tried to stop needed emergency repairs while waiting for flood rebuild permits. Offered no referrals for help or assistance.

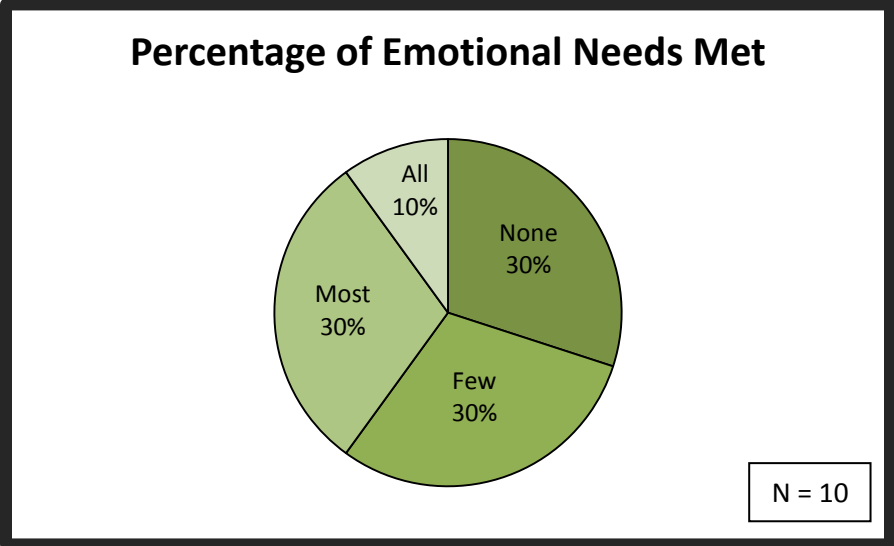
- They did the best they could to help us clean-up after the flood. Their people were excellent to work with.
- The city government played a huge role for us in the trash pickup service provided after the flood. All we needed was help to get everything to the curb and they did the rest. That was a big burden lifted from us as we had no means to get anything to the landfill. They were quick to respond, so the stench was minimized.
- I think the government did the best job they could given the situation. They tried to inform the public well. I really appreciated them picking up the trash at the curbs and having dumpsters at certain places.

# FINDLAY CITY FIRE DEPARTMENT QUALITY OF ASSISTANCE REPORT

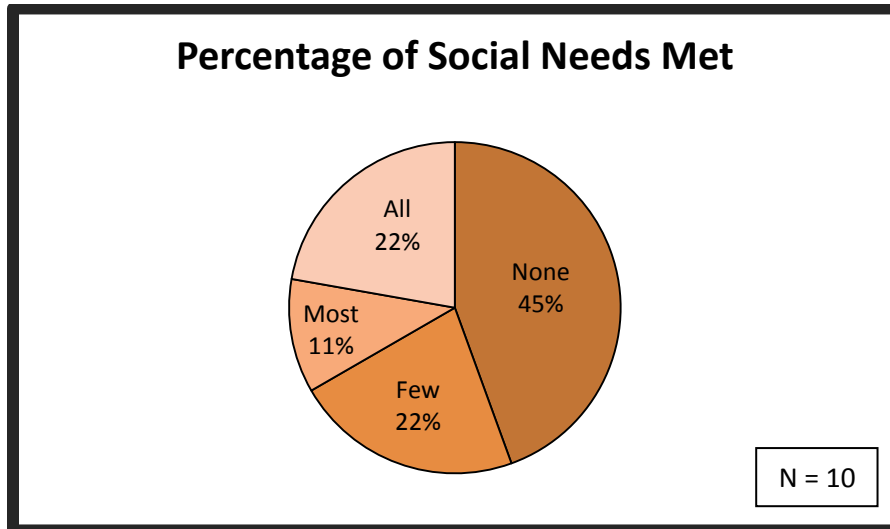
Flood Survivors' percentage rankings of the Fire Department in terms of meeting their physical needs:



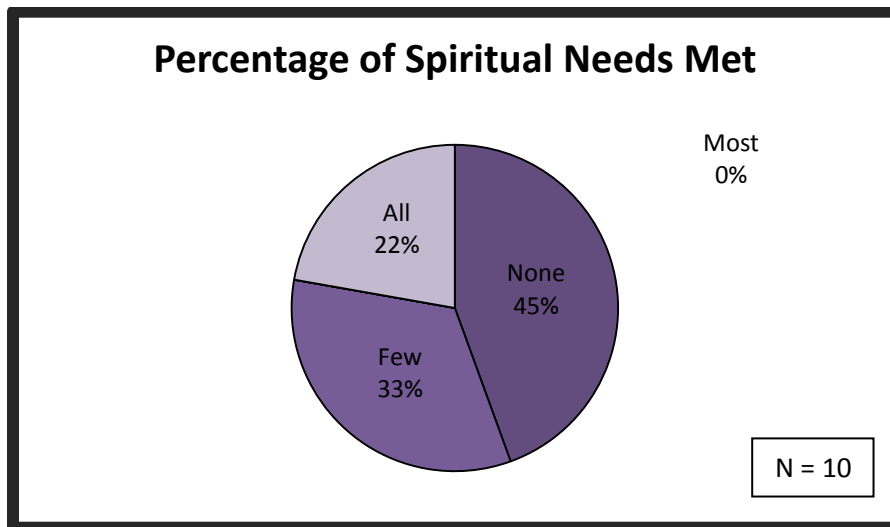
Flood Survivors' percentage rankings of the Fire Department in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of the Fire Department in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of the Fire Department in terms of meeting their spiritual needs:**



**Narrative Reflections Related To the Findlay Fire Department**

- Fire department evacuated my disabled wife and treated her with excellent care.
- Rescue boat took us out.
- Both fire departments provided kindness and rescued us from our flooded home.
- McComb VFD: These men were the first in line to help with our evacuation. One 78 year old woman, two 18-year old girls & one cat. They made the boat ride to dry land a good memory.
- The firemen were so efficient & reassuring when they rescued us.
- Two men from the fire department evacuated me in a boat, took me to Central Marathon Station where I was met by my niece and her husband.
- Came for us and took us by boat to safety.
- The N. Baltimore were very helpful & took me by boat to dry land.

# HANCOCK CO. HEALTH DEPARTMENT

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Responded to calls about mold & flooded wells.
- Red Cross Shelter staffing by 3PHN
- Called MRC volunteers to elicit more help for shelter
- Gave Td vaccinations to hundreds of county residents and emergency workers at Red Cross Shelter and at two open clinics at the city municipal building with FCHD

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

In what ways did your organization attempt to accomplish this?

At the shelter we dealt with immediate physical needs (but were also providing some emotional support).

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

In what ways did your organization attempt to accomplish this?

They just needed to talk to someone about this experience and the loss of housing/belongings.

Educating the community on how to take care of mold.

How to disinfect flooded wells.

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

# FINDLAY CITY HEALTH DEPARTMENT QUALITY OF ASSISTANCE REPORT

## Organization Response Description to the August 2007 Flood

- Our public health nurses conducted a tetanus clinic in the days following the flood for private citizens, first responders, flood mitigation workers, etc. to minimize risk of exposure during clean up.
- The public health nurses provided medical assistance to the displaced at the Cube.
- The environmental staff worked with food service businesses to allow re-opening of their operations after the flood.
- The environmental staff fielded calls from community members on a variety of topics dealing with personal items (including food) and how these items should be reconditioned or disposed.
- Provided Health Alerts to various county agencies (including schools) via fax and media releases to ensure accurate information was presented.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Our health departments' nurses provided first aid and medical assistance to those community members who were displaced during the flood.

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

If there were any mental health concerns or issues, our health department nurses referred these people to the mental health professionals who were present for assistance.

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Our health department personnel referred those members of the community to the American Red Cross for assistance.

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

The area of spiritual needs was addressed by the newly-formed Hancock County Ministerial Council.

# HANCOCK COUNTY ADAMHS BOARD

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Our Board wrote two FEMA grants; one for emergency response and one for continued outreach and support. Both of the grants were awarded. Our board submitted the grants to the Ohio Department of Mental Health, who in turn, submitted the grants to FEMA on our behalf. The state department maintained a direct relationship with FEMA throughout the one year of services that were funded. Grant funds awarded were given to Century Health who administered the Hancock CARES programs. Century Health and Family Resource Centers both received reimbursement from the emergency response grant that was awarded.
- Engaged in direct public information. A “top 10” list of things to do if you were a survivor and a “top 10” if you were trying to support a survivor. This was distributed throughout the community. Created booklets for children as well as many other handouts that we had on stock supply from FEMA. Materials were distributed at the Family Center, at the FEMA outreach centers as well as the shelter.
- Coordinated our efforts with Putnam County

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Top 10 list

Distribution of materials

Media support

Writing grants to support emergency and outreach service

Writing grant to fund coordinator for long term recovery committee coordinator

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Writing grant to fund outreach services for up to one year post flood to FEMA, which was awarded.

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Writing grant to fund outreach services for up to one year post flood to FEMA, which was awarded.

# ORGANIZATION SUPPORT SURVEY DATA

Total number of secondary organization surveys included: **21**

1. Prior to the August 2007 flood, percentage of organizations that had an established response protocol in place? **29%**

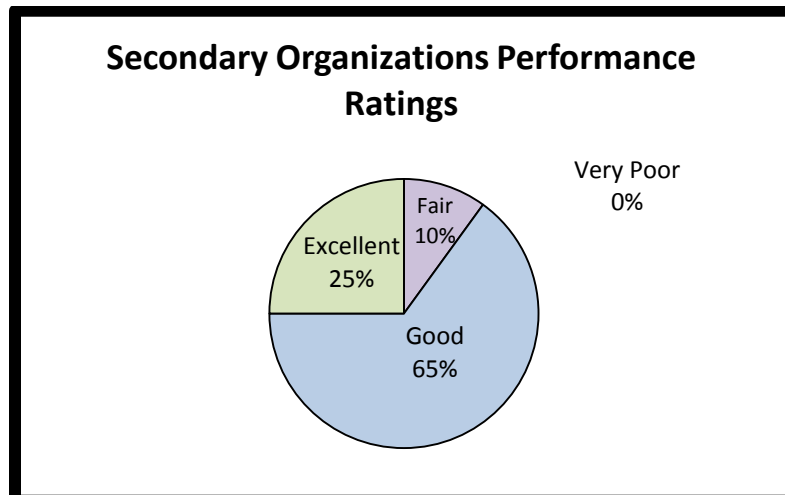
a. Percentage of organizations who reported missing elements in their response protocol that would have better helped the community. **50%**

2. During the August 2007 flood, approximate number of individuals the secondary organizations provided immediate assistance to. **4000**

3. During the August 2007 flood, approximate number of individuals the secondary organizations provided ongoing assistance to? **800**

4. Approximate number of individuals is the secondary organizations are currently assisting as a result of the August 2007 flood? **300**

5. Self-reported percentage rankings of how well the secondary organizations performed during the August 2007 flood?



a. Areas where the secondary organizations reported positive response performance in relation to the August 2007 flood.

Coming together as a team.

Remaining calm under pressure

Being creative

b. Areas where the secondary organizations reported negative response performance in relation to the August 2007 flood.

Dealing with their own organization's building being flooded

Frustration over not being used effectively

Not knowing what other organizations needed in terms of help

6. During the August 2007 flood, approximate number of secondary organization staff that were involved in providing assistance to the flood victims.

Over 500

7. Approximate number of secondary organization staff providing flood assistance that were also personally impacted by the August 2007 flood.

73

8. Percentage of secondary organizations who assessed whether any staff members were in need of flood assistance themselves?

76%

a. Approximate number of secondary organization staff who required assistance.

40

9. Percentage of secondary organizations who assessed whether any staff members were in need of emotional support related to their work with the flood victims.

53%

a. Approximate number of secondary organization staff who required assistance.

13

10. Reported negative experiences demonstrated and/or reported by secondary organization staff related to the August 2007 flood crisis (e.g. absenteeism, depression, cynicism).

Mental exhaustion

Anxiety

Helplessness

11. Percentages of reported positive experiences demonstrated and/or reported by secondary organization staff related to the August 2007 flood crisis (e.g. working extra hours, taking on extra responsibilities).

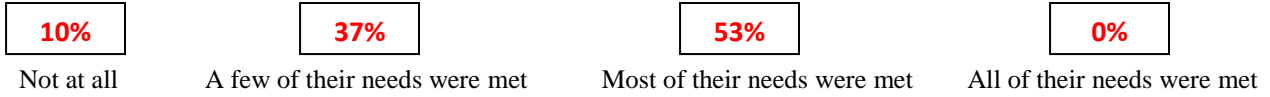
Extreme dedication to help

Looking out for the wellbeing of co-workers

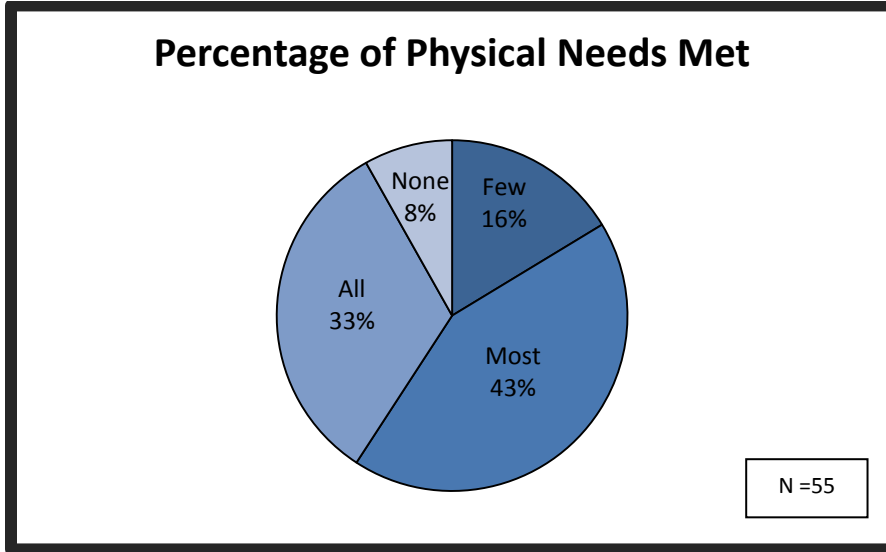
Working extra hours

# QUALITY OF ASSISTANCE DATA

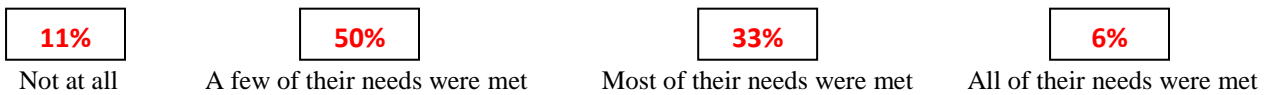
1. Secondary organizations reported percentages in terms of helping to meet the physical needs of the persons impacted, and minimize their physical distress?



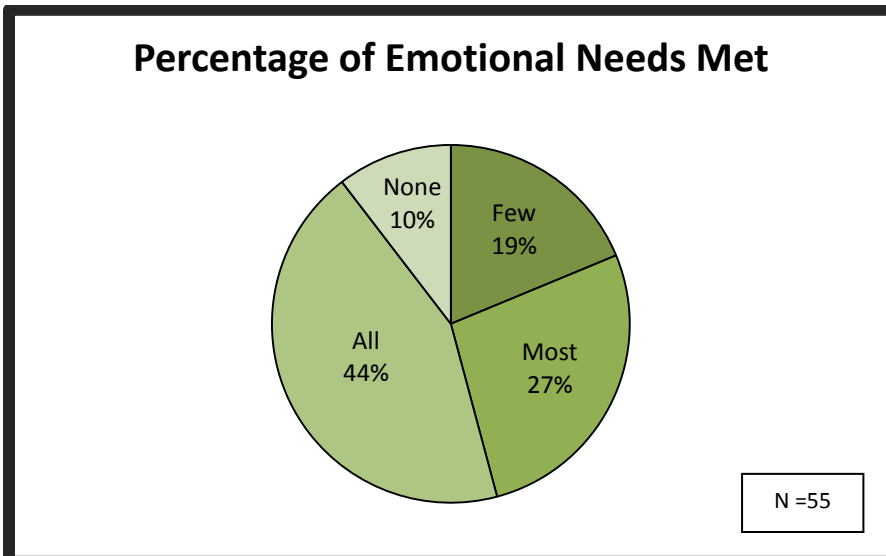
Flood Survivors' percentage rankings of the Secondary Organizations in terms of meeting their physical needs:



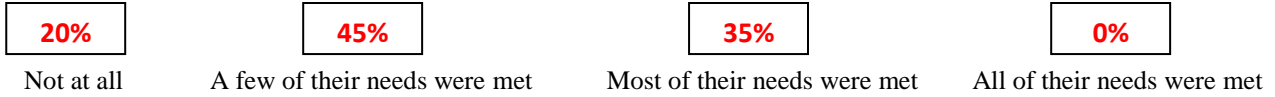
2. Secondary organizations reported percentages in terms of helping to meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?



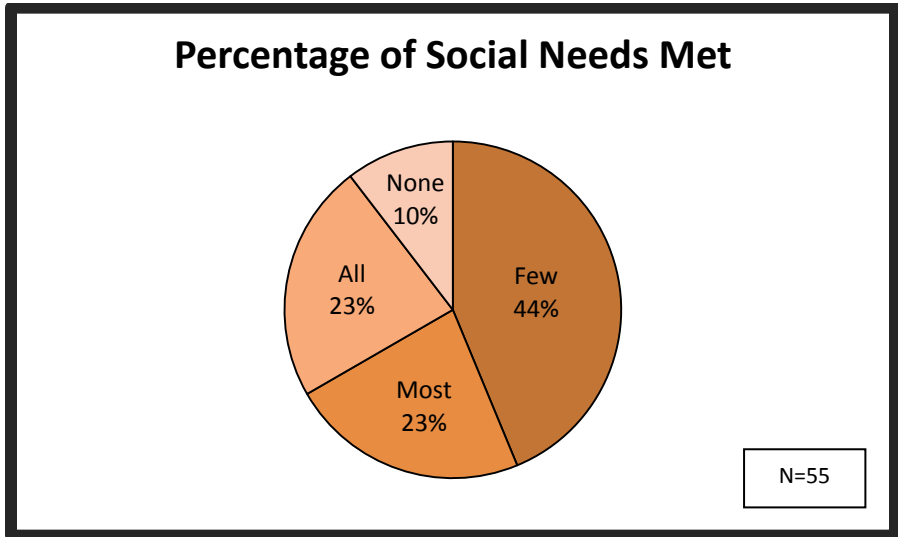
Flood Survivors' percentage rankings of the Secondary Organizations in terms of meeting their emotional needs:



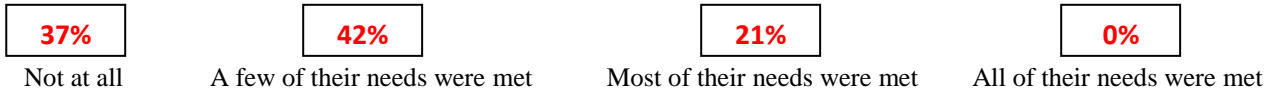
3. Secondary organizations reported percentages in terms of helping to meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?



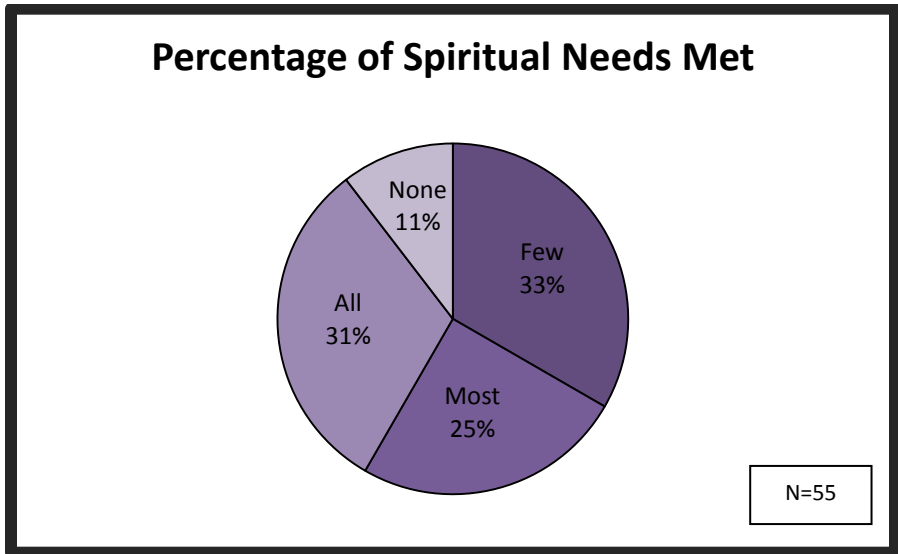
**Flood Survivors' percentage rankings of the Secondary Organizations in terms of meeting their social needs:**



4. Secondary organizations reported percentages in terms of helping to meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?



**Flood Survivors' percentage rankings of the Secondary Organizations in terms of meeting their spiritual needs:**



# AGENCY ON AGING QUALITY OF ASSISTANCE REPORT

## Organization Response Description to the August 2007 Flood

- Help with minor home repairs.
- Help clean and sanitize homes.
- Help with home remodeling later.

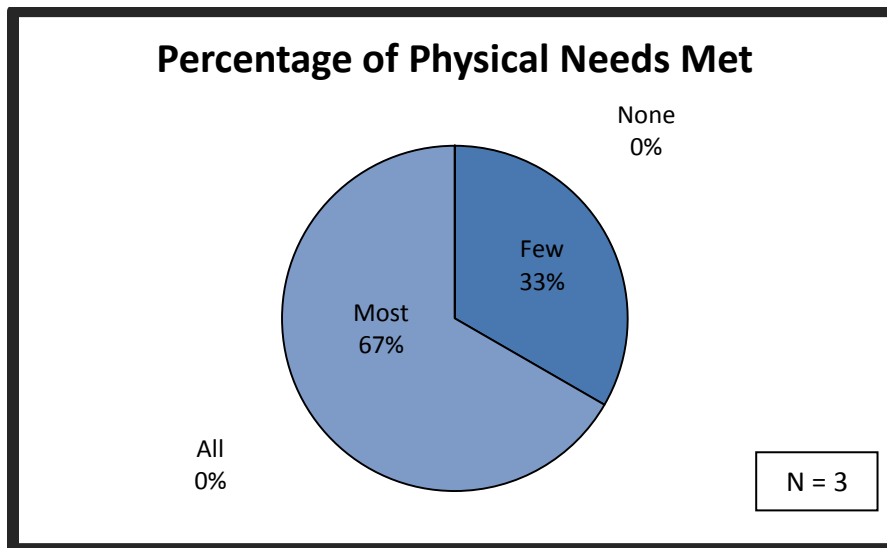
1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

                                                                   
 Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

In what ways did your organization attempt to accomplish this?

We clean, sanitized and remodeled homes. Our outreach department helped displaced seniors find new housing.

**Flood Survivors' percentage rankings of the Agency on Aging in terms of meeting their physical needs:**



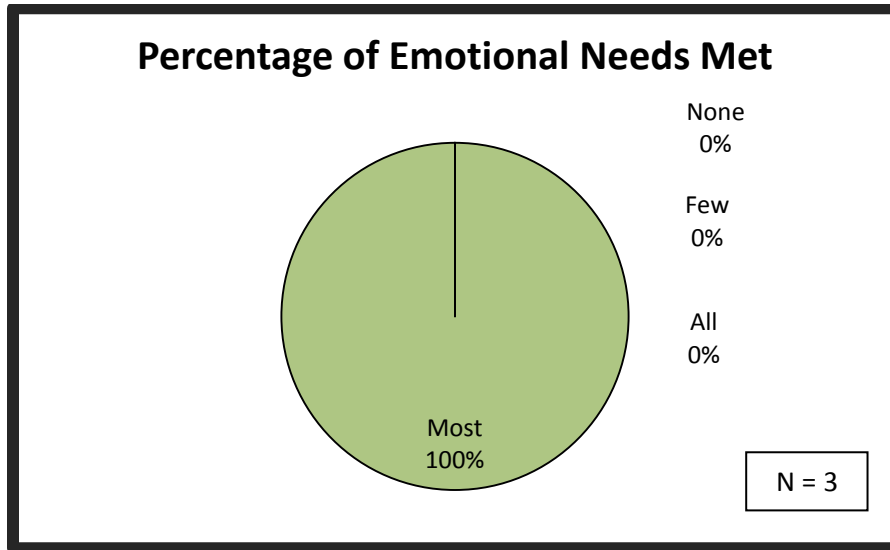
2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

                                                                   
 Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Our outreach staff counseled seniors and gave them directions as to where they could gain assistance if we could not. Our core staff and volunteers helped give "peace of mind" to many as we addressed their physical needs.

**Flood Survivors' percentage rankings of the Agency on Aging in terms of meeting their emotional needs:**



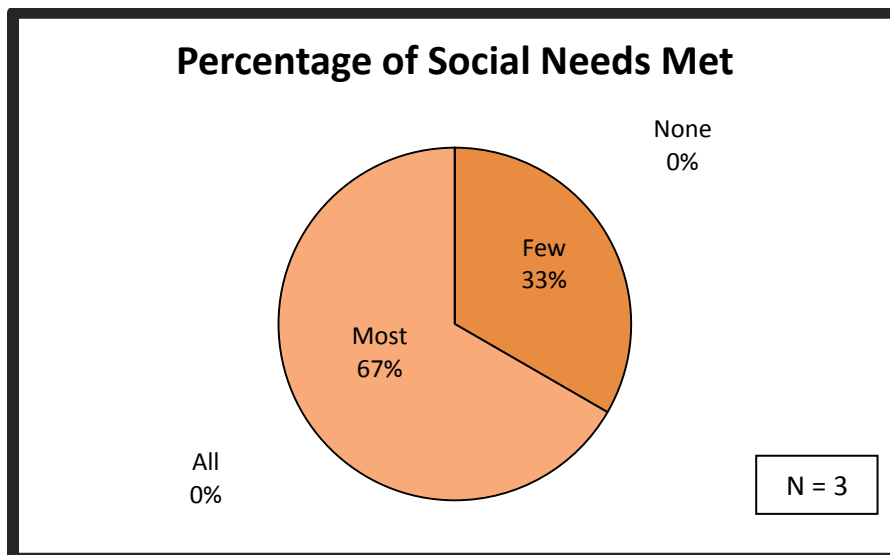
3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Once again the outreach staff was a tremendous source for flood survivors.

**Flood Survivors' percentage rankings of the Agency on Aging in terms of meeting their social needs:**



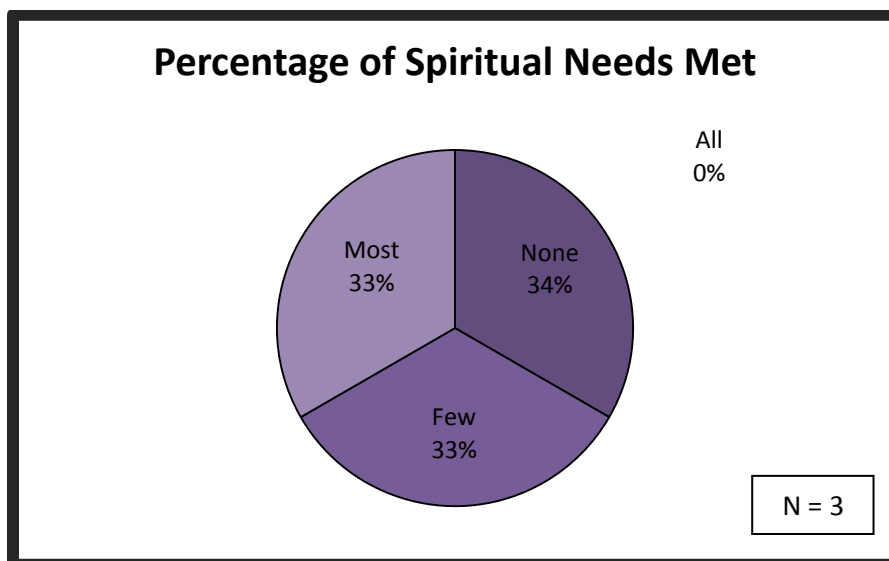
4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Not in any direct way.

**Flood Survivors' percentage rankings of the Agency on Aging in terms of meeting their spiritual needs:**



**Narrative Reflections Related To the Agency on Aging**

- The agency recruited & supervised volunteers to do the dirty job of removal of basement and contents. The director, John, was one of the first ones to offer assistance.
- They came to finish work on my basement. My family had worked to near exhaustion even with some damage to their own homes & one's work place. It was decided to call the agency for help. They came with a very hard working inmate from the justice center & the basement was fixed in no time.

# BLANCHARD VALLEY CENTER

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Provide food, medication and other supplies needed to care for the individuals who live in our group homes.
- Worked with the Red Cross to support individuals with special need who were in the emergency shelter at The Cube.
- Worked with the Red Cross to help individuals who do not live on campus be prepared for a disaster.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

We have on campus generators, additional food, medication and other supplies needed to care for the individuals who live in our group homes. We also worked with the Red Cross to support individuals with special need who were in the emergency shelter at The Cube.

For those living in the community we could not “get to” them to be sure they were health and safe.

We are working with the Red Cross to help individuals who do not live on campus be prepared for a disaster.

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Same as previous

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Same as previous

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

The individuals and families we serve are often connected with churches and other religious aspects of the community.

# BLANCHARD VALLEY VET CLINIC

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Housed several pets that were displaced.
- Served as “information” center for numerous individuals with questions.
- Found homes for multiple pets that were dropped off by good Samaritans & no owner was ever found.
- Provided care for families who could not reach their regular vet.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*Take care of some pets to make sure they were safe.*

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*Took away concerns for wellbeing of pet.*

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We stressed with the pet owners that they needed to focus on their family and important matters, say prayers, and leave their concerns about pets to us.*

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

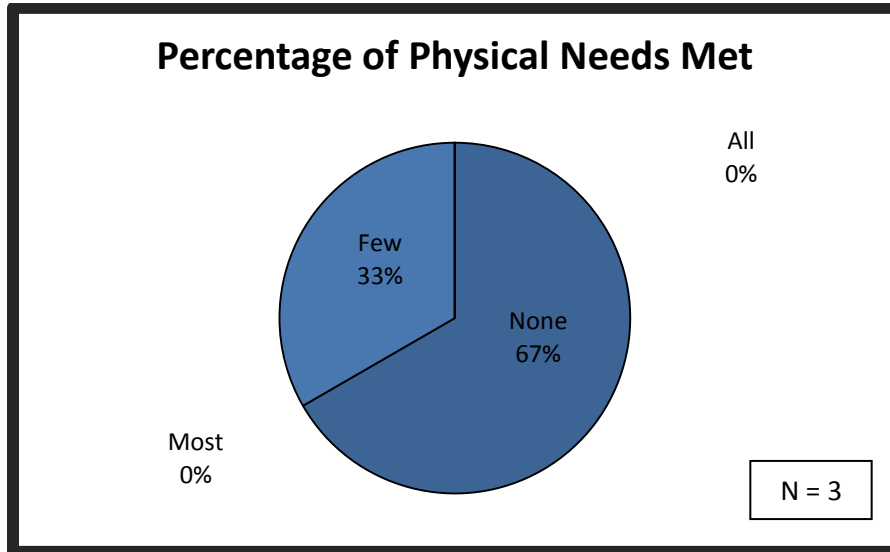
**In what ways did your organization attempt to accomplish this?**

*Not a large part for us, but we did try to stress the need for faith and prayer during that time.*

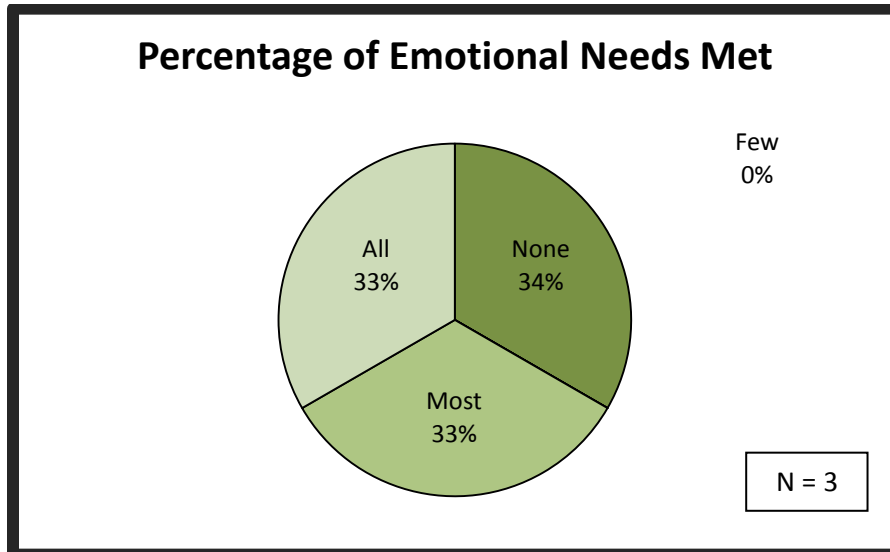
# CARES

## QUALITY OF ASSISTANCE REPORT

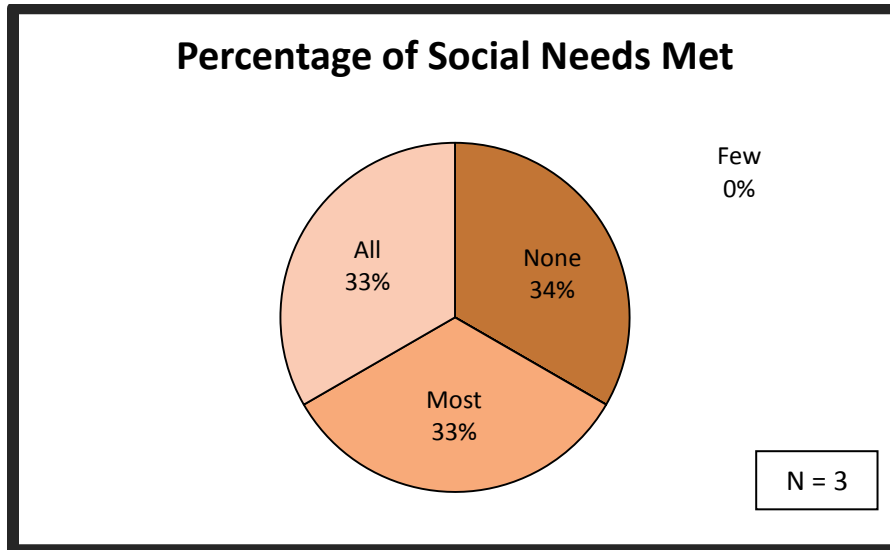
Flood Survivors' percentage rankings of CARES in terms of meeting their physical needs:



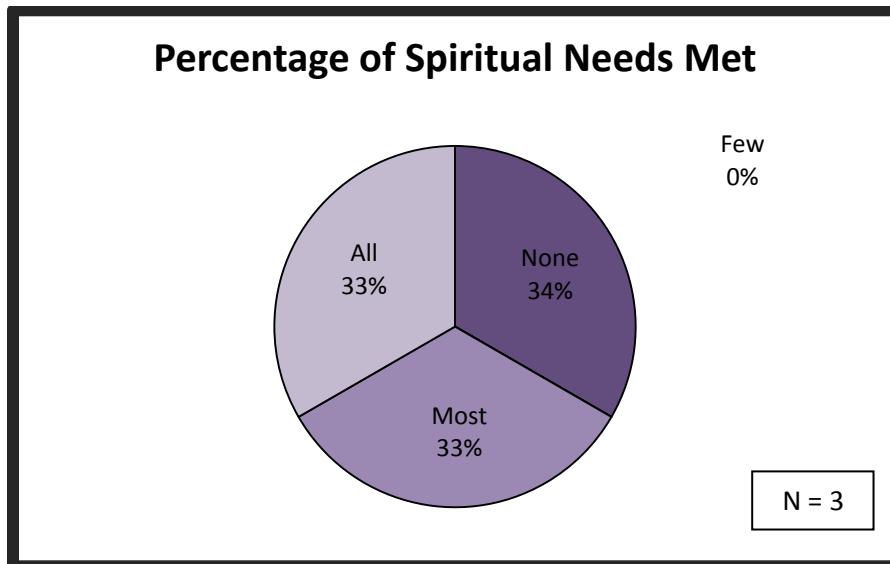
Flood Survivors' percentage rankings of CARES in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of CARES in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of CARES in terms of meeting their spiritual needs:**



**Narrative Reflections Related To CARES**

- Hancock CARES played a big role in my recovery from the shock and ongoing info & support from the group meetings. They held a picnic in the park and at the riverside band shell. They checked on homes & people and connected us with furniture & FEMA. They helped keep a positive attitude (as much as some could). Amanda & a very nice bald man were especially supportive of me.
- John & Amanda were always there-they checked on us.

# CENTURY HEALTH QUALITY OF ASSISTANCE REPORT

## Organization Response Description to the August 2007 Flood

- Immediately upon hearing news of the disaster, our agency responded to the flood shelter with staff on site at the shelter to address the mental health needs of flood survivors.
- Century Health continued to take the lead in coordinating coverage to meet this need throughout the early days of the flood at the shelter as well as with outreach workers as needed – utilizing Century Health staff, Family Resource Centers staff, and community volunteers.
- Beginning in early September, we received a FEMA grant, which allowed us to form Hancock CARES to meet the on-going crisis counseling needs of community members.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Staff volunteering with United Way efforts to provide community members with assistance / also staff working with LTRC to meet these needs.

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Provided immediate crisis counseling both in the shelter and outreach from the day of the flood forward. Also, worked with LTRC and other community agencies to help meet this need.

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Referred and connected people with whatever assistance was available.

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Worked with members of the faith community to help coordinate the meeting of this need. While we feel that our response was positive, we recognize that this need is not one that individuals often come to us directly for, so it is likely that the faith community did a better job than our agency at meeting this need.

# CHOPIN HALL

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Provided dry clothing to anyone staying at the St. Andrew's Shelter.
- Hosted a mobile food pantry on the Saturday following the flood.
- Hosted a second mobile food pantry in the week following the flood.
- Attended daily meetings hosted by the commissioners during the week following the flood to see how we could be of more assistance.
- Communicated regularly with all Family Center agencies to stay abreast of current needs.
- Helped distribute current info to our clients.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

**Food, Clothing & Information**

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

# FAMILY RESOURCE CENTERS QUALITY OF ASSISTANCE REPORT

## Organization Response Description to the August 2007 Flood

- We responded to the request for social workers/mental health workers to provide coverage at the Shelter.
- Assisted victims in obtaining financial assistance through the United Way, Flood Recovery program, and other misc. donors.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*Assisted with linkage to medical personnel; assisted in food distribution and clean up kit distribution.*

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We were available 24/7 at the shelter and provided debriefing for the victims. Also provided linkage and referral to ongoing services when appropriate.*

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*Assisted contact with family; helped find alternative shelter for folks who had another place to go; provided social activities for the kids at the shelter.*

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

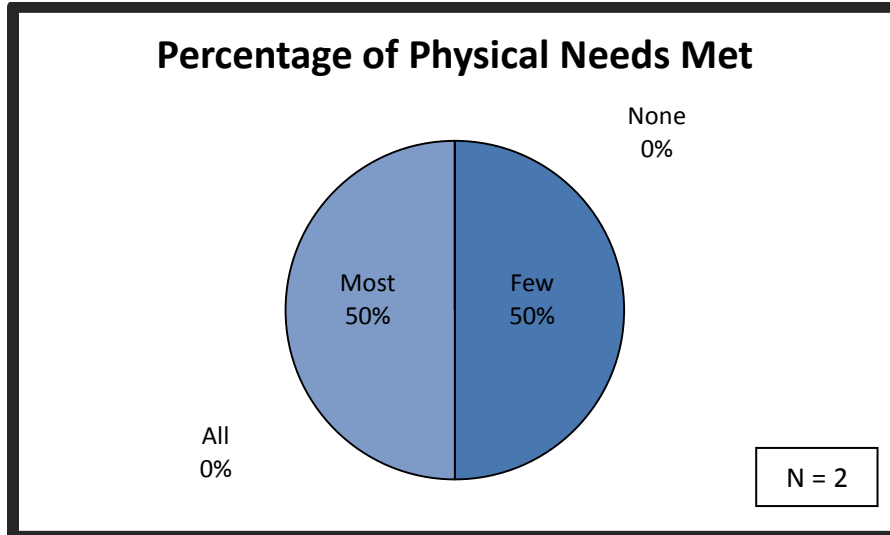
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

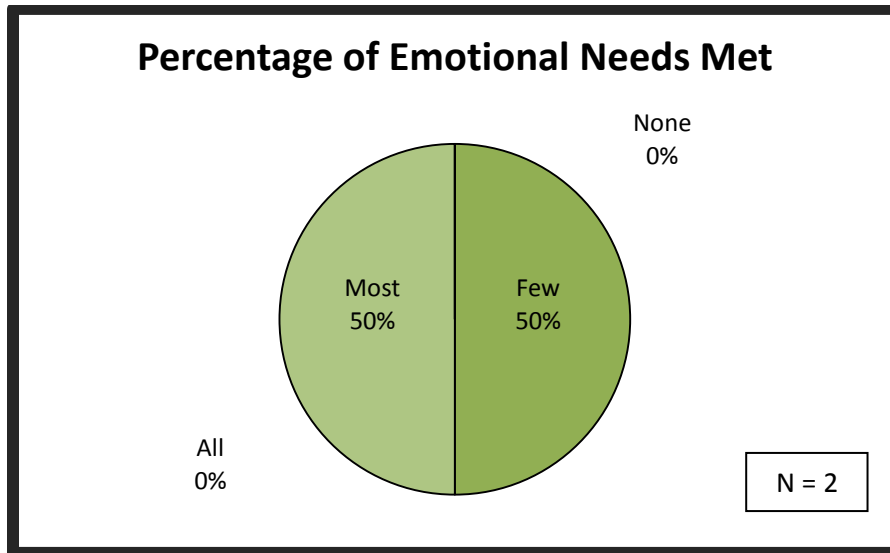
*Referred to spiritual leaders, providers, etc.*

# FINDLAY CITY SCHOOLS QUALITY OF ASSISTANCE REPORT

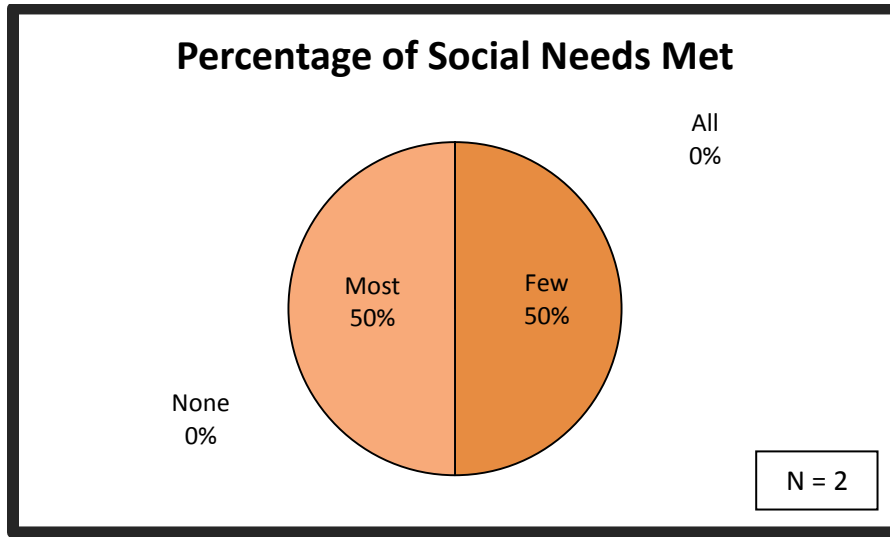
Flood Survivors' percentage rankings of the Findlay City Schools in terms of meeting their physical needs:



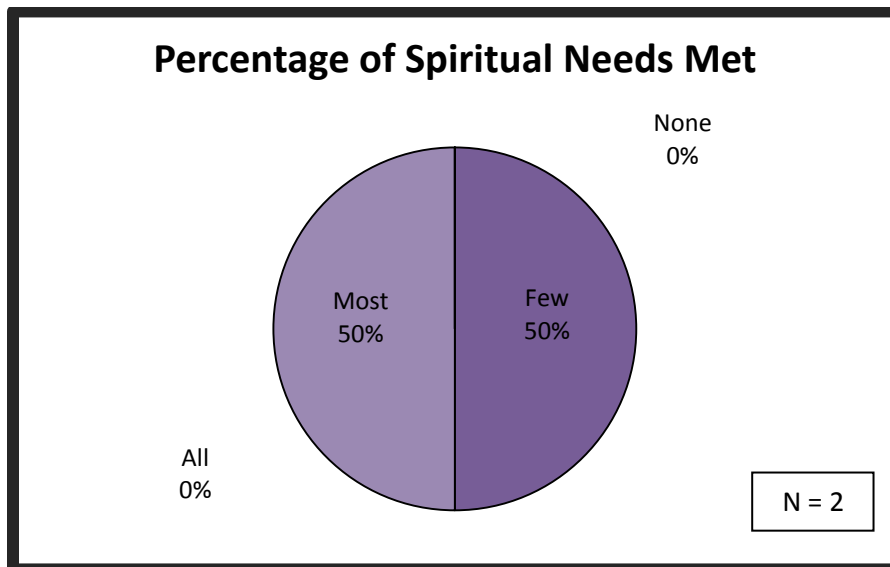
Flood Survivors' percentage rankings of the Findlay City Schools in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of the Findlay City Schools in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of the Findlay City Schools in terms of meeting their spiritual needs:**



### **Narrative Reflections Related To Findlay City Schools**

- City schools provided a book bag and school supplies for my son to start school. Central School teachers brought us some baked goods & volunteered to help us do clean-up.
- Teachers volunteered labor to remove flood damaged drywall, & insulation. They also provided meals and social support.

# FINDLAY HANCOCK PUBLIC LIBRARY

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

NA

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

# THE FINDLAY HOPE HOUSE

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Staff went out to the Cube and Owens to help process the people there.
- Staff interviewed people who were impacted and we forwarded on their requests for flood fund dollars to the United Way

1. During and/or after the August 2007 flood, to what degree did your organization help meet the physical needs of persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

By interviewing those affected and finding them housing and getting their financial needs met through the UW flood funds.

2. During and/or after the August 2007 flood, to what degree did your organization help meet the emotional needs of persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Tough question, but many people said how nice it was to talk with someone who cared, would listen and then try to help as much as they could. People were delighted with the quick response with flood funds.

3. During and/or after the August 2007 flood, to what degree did your organization help meet the social needs of persons impacted including helping them connect with family, friends and other community organizations?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

People who came to us were allowed to use our phones since many cell phone companies were down for several days.

4. During and/or after the August 2007 flood, to what degree did your organization help meet the spiritual needs of persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Again, just talking with them and listening and trying to give them hope. It is our name after all. : )

# HANCOCK CHRISTIAN CLEARING HOUSE

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Passed out hundreds of our Food & Resource brochures
- Responded with financial help to those coming to HCCH & to many referred to us by other agencies.
- Responded with items of furniture & appliances from items donated to HCCH.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Flood victims were helped financially with the following:

Birth certificates & Ids	Building supplies & appliances	Dental bills
Car repairs	Rent & security deposits	Utility bills
Clothing	Perscriptions	

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Our Resource Guide & Food brochure was made available to all.  
 Clients needing assistance beyond our ability were referred to other agencies.

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

# HANCOCK METRO HOUSING AUTHORITY

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Opened office during Level 3 with available staff.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

In what ways did your organization attempt to accomplish this?

Referrals to other agencies. Set up free internet services with fire and FEMA claims.

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

In what ways did your organization attempt to accomplish this?

Listened, offered sympathy.

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

In what ways did your organization attempt to accomplish this?

Referrals

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

In what ways did your organization attempt to accomplish this?

Listening

# HANCOCK REGIONAL PLANNING COMMISSION

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Dispersed to assist other efforts including the Mayor's office call lines, county emergency office, the CUBE, & infrastructure reconnaissance.
- Continuing to help via FEMA buyouts
- ...damaged structures
- Coordinating public assistance

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

# HUMANE SOCIETY & SPCA OF HANCOCK CO.

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Assisted with animal rescue.
- Housed animals for people without shelter.
- Provided food for pets & cat litter.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We supplied pet food and litter for them.*

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We provided food, litter, and shelter to their pets which helped relieve their stress.*

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We referred them to other organizations that could help them.*

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

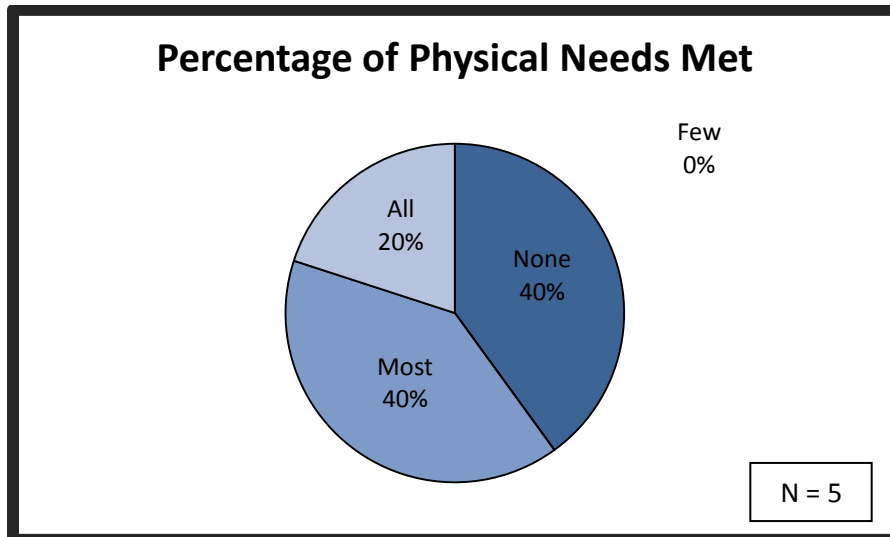
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

### Narrative Reflections Related To Humane Society & SPCA

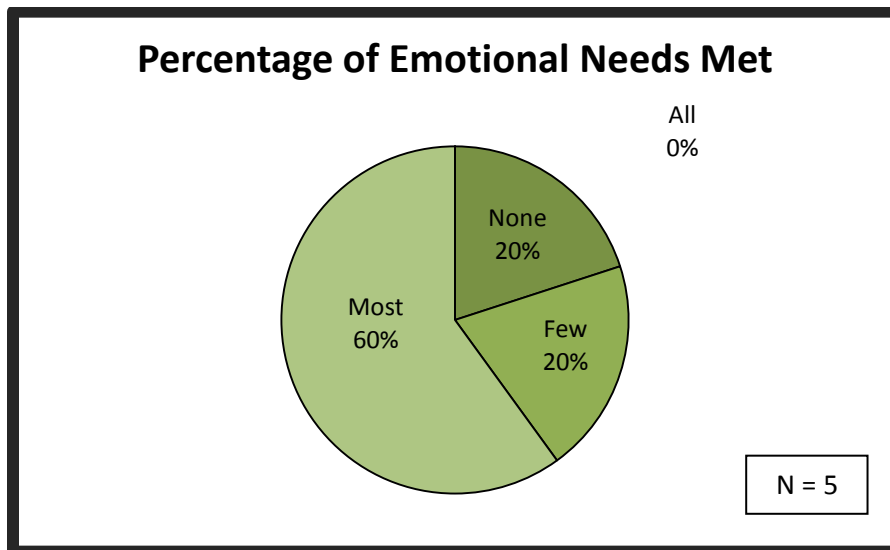
- They gave me a discount to board Sofee during the rebuild of my home. She suffered bacterial infections in her ears & eyes.

# INSURANCE COMPANIES QUALITY OF ASSISTANCE REPORT

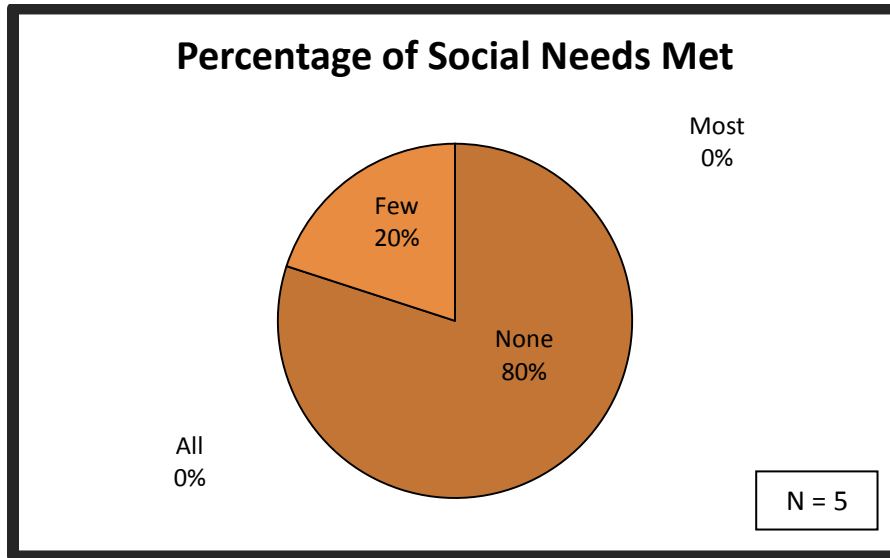
Flood Survivors' percentage rankings of Insurance Companies in terms of meeting their physical needs:



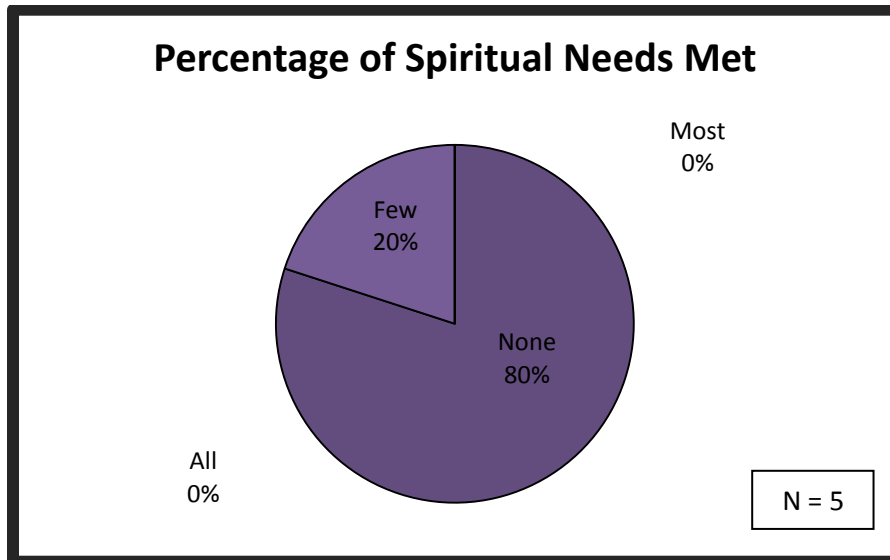
Flood Survivors' percentage rankings of Insurance Companies in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of Insurance Companies in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of Insurance Companies in terms of meeting their spiritual needs:**

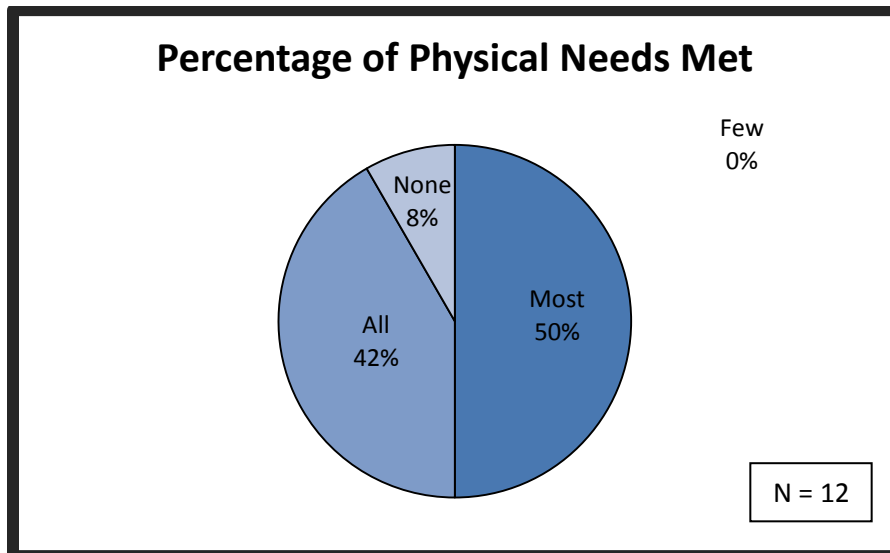


**Narrative Reflections Related To Insurance Companies**

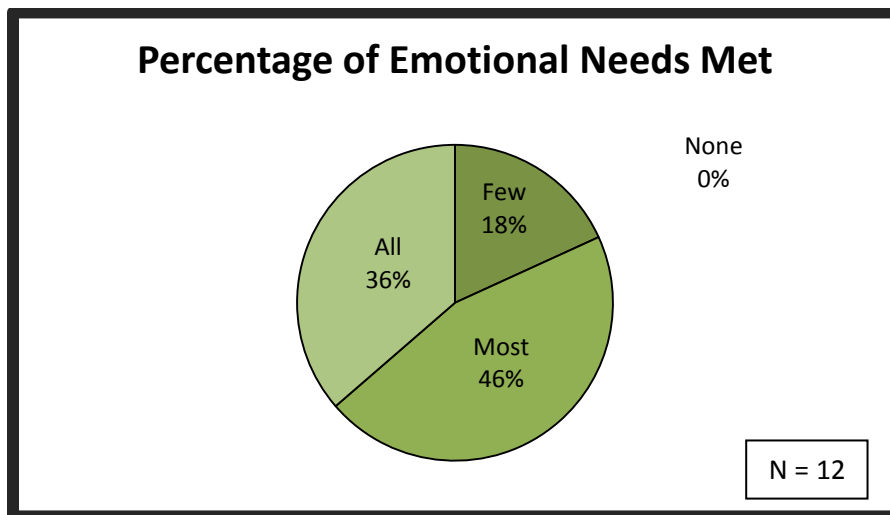
- Immediate contact & follow-up calls made in timely manner. Evaluation of damage done & money sent to make repairs quickly.
- The money we received replaced the furnace.
- They were professional and fast acting & made me feel good.
- My insurance company will not return my calls regarding fixing my basement wall and floor. They gave me \$2,000 and FEMA gave me \$800 to \$900 but my furnace cost me \$5,000. Why do we pay insurance when they sure won't pay us?

# LOCAL BUSINESSES QUALITY OF ASSISTANCE REPORT

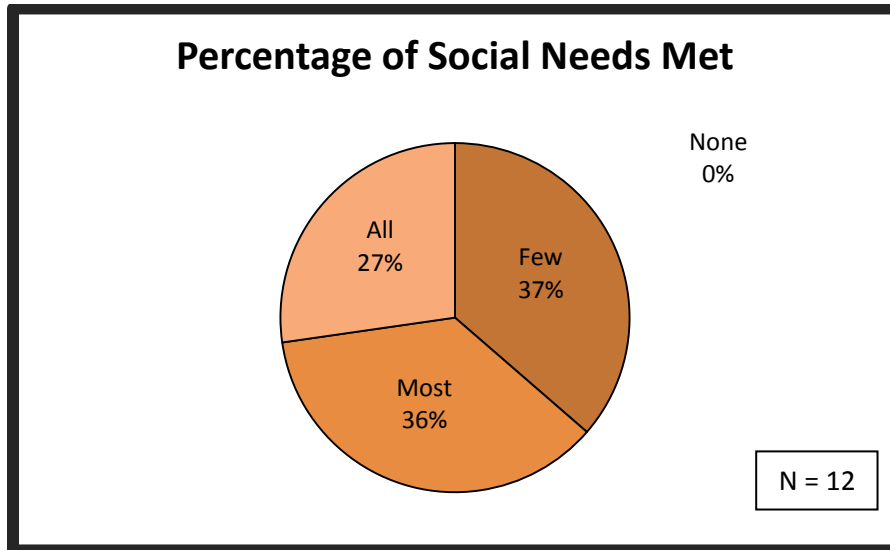
Flood Survivors' percentage rankings of Local Businesses in terms of meeting their physical needs:



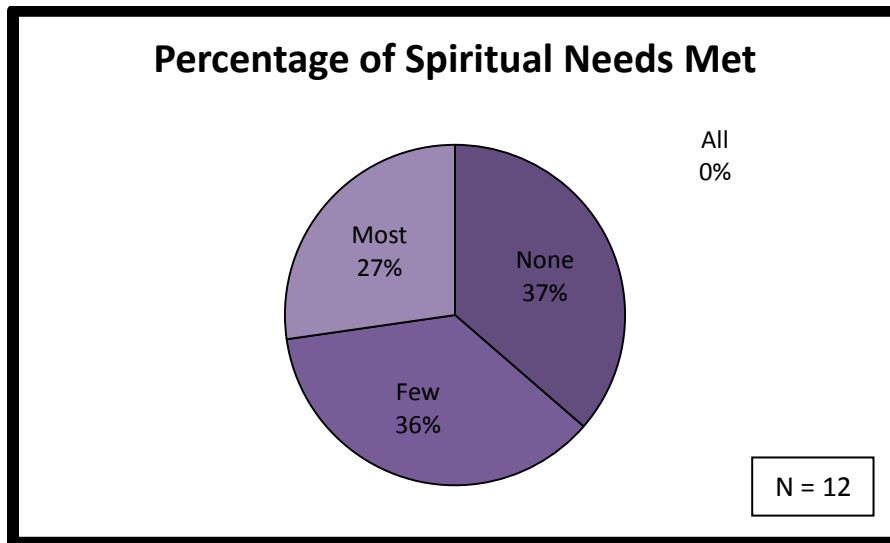
Flood Survivors' percentage rankings of Local Businesses in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of Local Businesses in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of Local Businesses in terms of meeting their spiritual needs:**



**Narrative Reflections Related To Local Businesses**

- **A. Shulman:** People from this company gave us a dumpster to use. Thank Goodness!! If we didn't have those I don't know what we would have done.
- **Kroger's:** They gave us a \$50.00 gift card to buy some food.
- **Rettig Bros. Furniture:** Gave us \$250.00 certificate to help replace furniture.
- **Lowe's:** They have an employee relief fund & they donated money to repairs.
- **Marathon Oil:** As my employer (they) were very quick to create contacts for flood victims. We were assigned to an employee who stayed in contact with us throughout, offering clean-up help, no interest loans, and computer equipment for my children so they could stay current on their schoolwork. Their response was quick and very appreciated.

- **Cooper Tire:** Raised funds and distributed to all employees that were struck. Cooper gave sufficient time off work as needed. Very cooperative.
- Board members from **Children's Mentoring Connection** helped us clear out ruined basement items for two days, then housed us for several days. They were our true Flood Angels!
- **Whirlpool:** Gave us water for drinking, cleaning supplies and a dehumidifier.

# LTRC

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- The week following the flood the Long Term Recovery Committee formed with the help of local churches and a national organization, Voluntary Organizations Active in Disaster (VOAD).
- It took four months to organize a grassroots organization.
- With the help of churches and local organizations, LTRC raised funds to assist in the physical recovery of homes.
- Hosted a Community Healing event at Riverbend Park.
- Hosted two worship services at Riverside Park in August 2008.
- Maintained a warehouse from which donated household goods and building supplies were distributed.
- Maintained a volunteer database to provide labor for the physical recovery of homes.
- Hosted volunteers from several states during the year following the flood.
- Case Management services assisted families in identifying unmet needs and referring them to the appropriate helping organizations.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

### In what ways did your organization attempt to accomplish this?

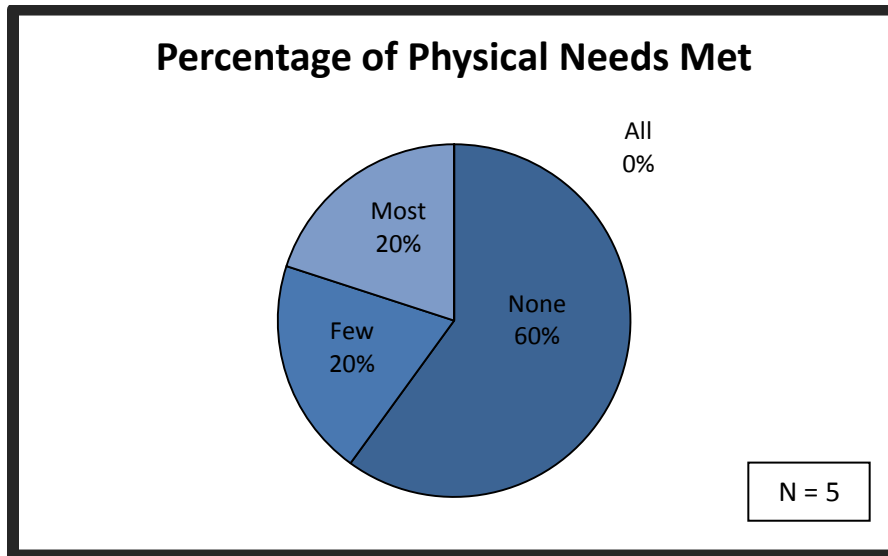
The LTRC through its Case Management function determined the “unmet needs” of clients to restore their living conditions to “safe, sanitary & secure.”

63 households received funding for materials/construction needs and/or volunteer labor

72 households received appliances and/or furniture or other donated household goods

145 households received Information and Referral services

**Flood Survivors' percentage rankings of the LTRC in terms of meeting their physical needs:**



2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all       A few of their needs were met       Most of their needs were met       All of their needs were met

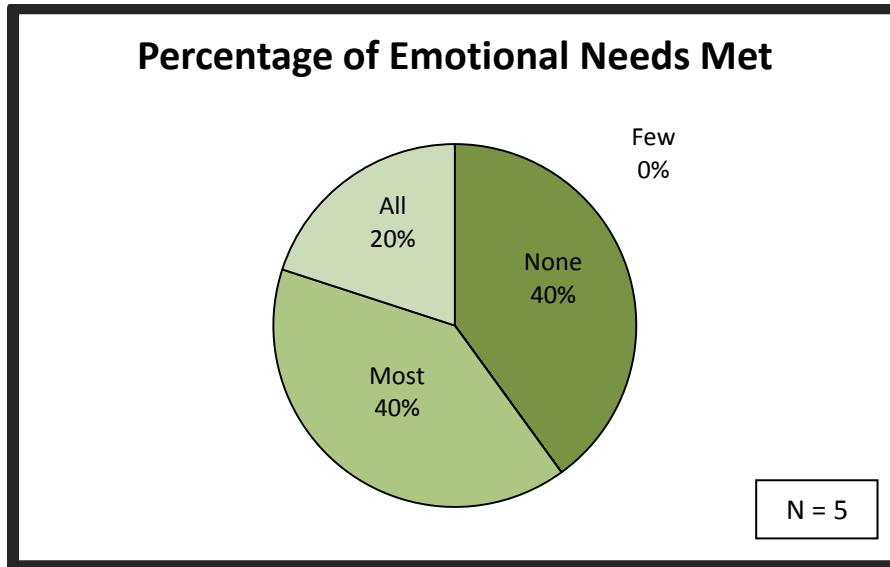
**In what ways did your organization attempt to accomplish this?**

The LTRC formed a Spiritual Care Committee that included "Caring Listeners" who were available to "walk alongside" clients who needed someone to listen. The 'Caring Listeners' were trained by mental health professionals within our community.

We also collaborated with Century Health as their Hancock CARES staff moved door-to-door checking on those affected by the flood. The Spiritual Care Committee prayed weekly in a corporate body and daily as individuals for the community. They organized the first anniversary "worship by the river" event open to the community.

Volunteers working in the homes often provided emotional support to families in addition to physical labor. Many volunteers kept in touch with the families after they returned home.

**Flood Survivors' percentage rankings of the LTRC in terms of meeting their emotional needs:**



3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

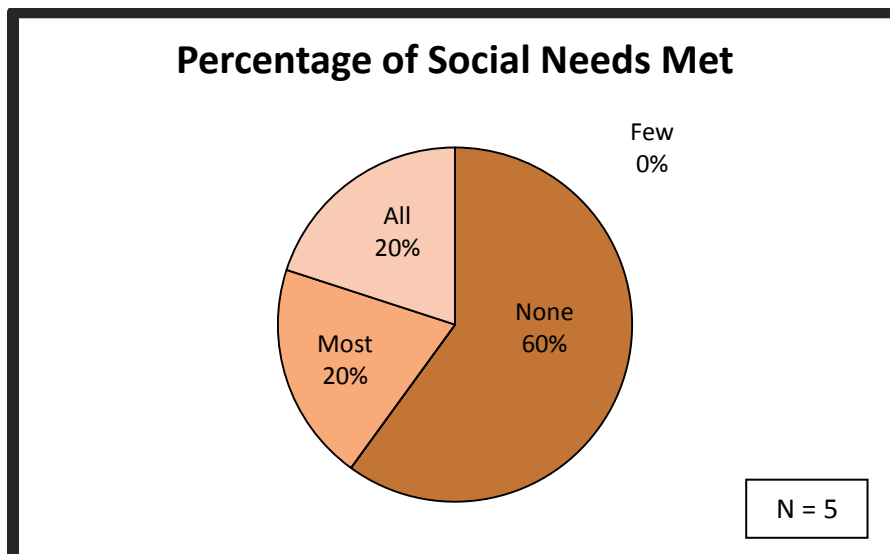
Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

We were able to refer people to local services through phone calls we received as awareness of LTRC became known.

Hosted a Community Healing picnic at Riverbend Park in June 2008; hosted a “Come to the River” worship experience in Riverside Park in August 2008.

**Flood Survivors' percentage rankings of the LTRC in terms of meeting their social needs:**



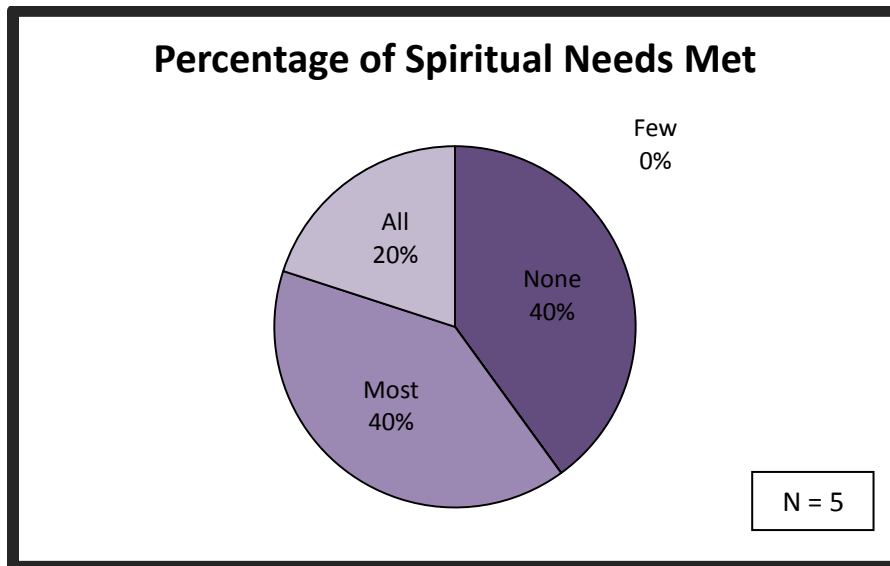
4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Same as emotional needs above.

**Flood Survivors’ percentage rankings of the LTRC in terms of meeting their spiritual needs:**



**Narrative Reflections Related To LTRC**

- Without this organization-I would have given up!!
- The long-term flood recovery group was a joke. I took the initiative for all assistance & this group set up two appointments, rescheduled, then never showed up. I was working at ...this group had an event there. I spoke with them, gave them my info, etc again no response. I feel they ripped off people. Dangle a tangible only never to finish. To this date, I have never been contacted by them, even though they had all my info & promised to assist.
- I get LTRC and CARES confused a bit but they both helped tremendously with support and information on services. Just having them to call helped. LTRC got funding for me to finish kitchen repairs & volunteered 3 to 4 times for clean-up and repairs. They helped me with flood insurance people, FEMA & SBA.
- Called twice, left name & number, no reply.

# OWENS COMMUNITY COLLEGE

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Site for the Red Cross
- Accommodated Central Middle School Students & Local businesses who experienced flooding
- Provided fields for soccer practice

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Each employee who was in the flood received a check for \$100 from our OTA union. Several faculty formed a group to go to homes of faculty/staff that were unable to clean up their homes.

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Same as above.

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

Not at all

A few of their needs were met

Most of their needs were met

All of their needs were met

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all

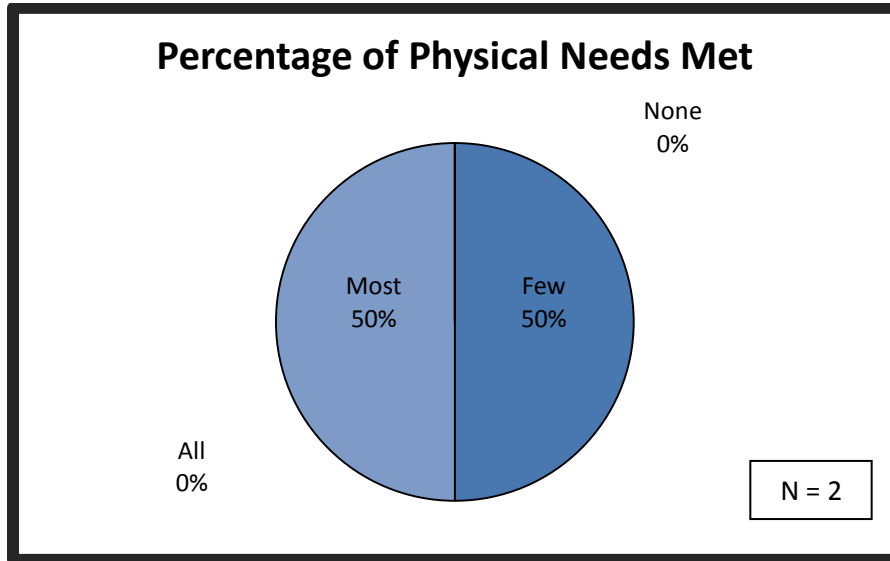
A few of their needs were met

Most of their needs were met

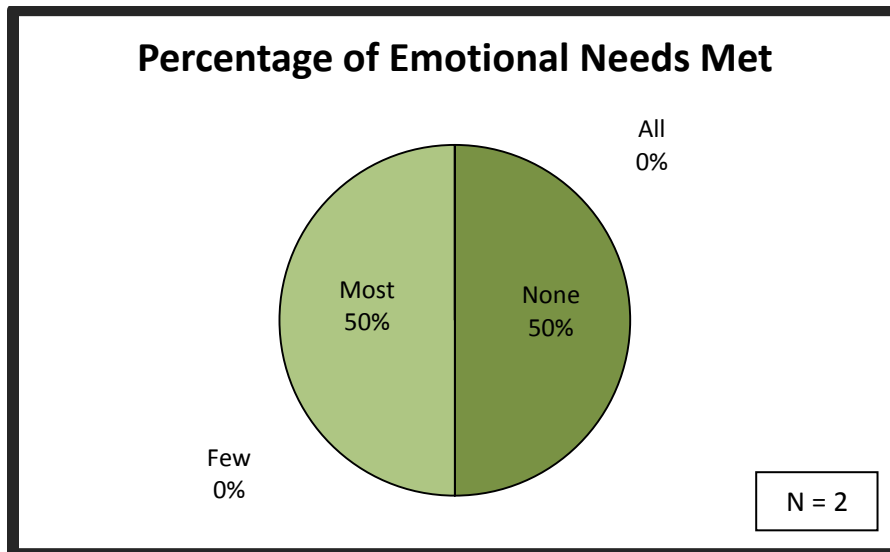
All of their needs were met

# THE SALVATION ARMY QUALITY OF ASSISTANCE REPORT

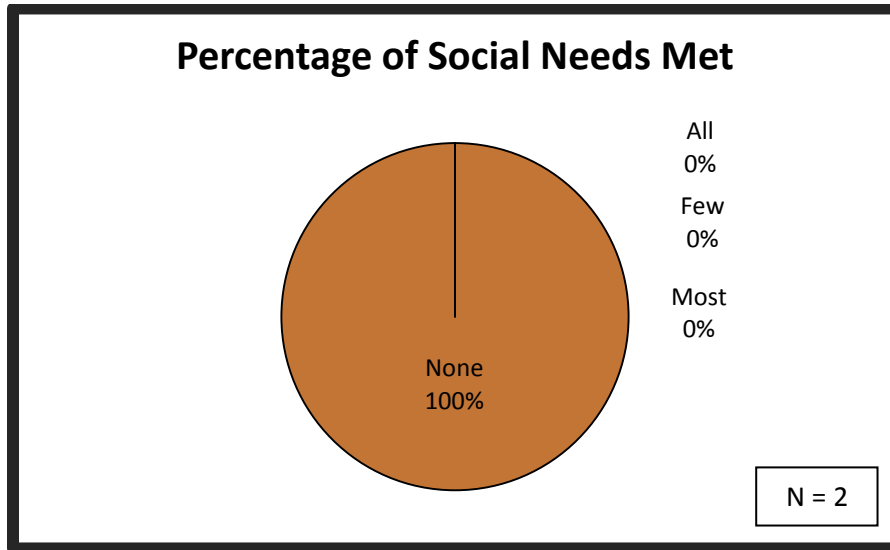
Flood Survivors' percentage rankings of the Salvation Army in terms of meeting their physical needs:



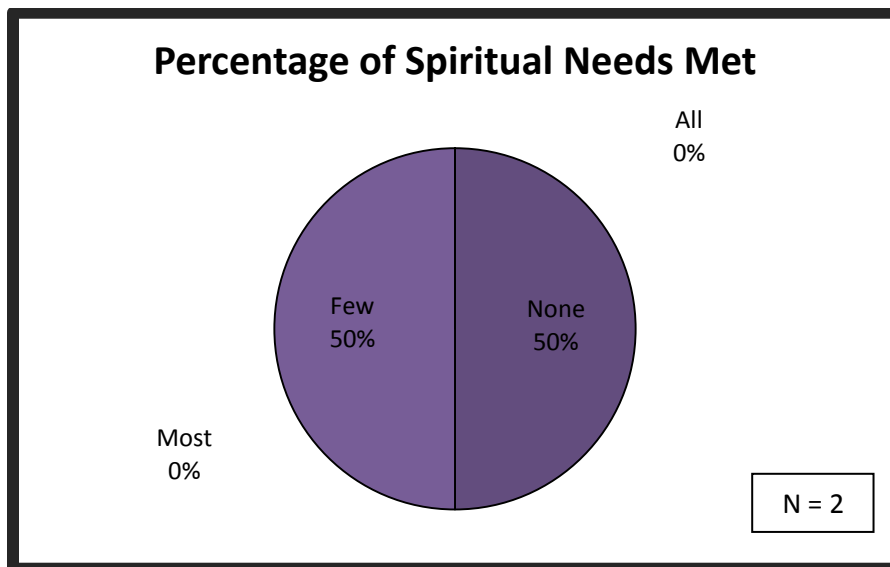
Flood Survivors' percentage rankings of the Salvation Army in terms of meeting their emotional needs:



**Flood Survivors' percentage rankings of the Salvation Army in terms of meeting their social needs:**



**Flood Survivors' percentage rankings of the Salvation Army in terms of meeting their spiritual needs:**



**Narrative Reflections Related To the Salvation Army**

- They provided me with a dehumidifier.
- They provided food, shoes, cleaning supplies, gift card for hardware stores.

# WFIN, WKXA

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- Approximately 17 hours of continuous on-air programming.
- We kept in touch with the United Way, Red Cross, City / County and many other organizations to get the word out to those affected.
- Since, we have continued to report the activities of agencies assisting those affected, to the efforts of the Northwest Ohio Flood Mitigation Partnership.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*Provided shelter, a place to shower / rest for those displaced.*

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We referred them to agencies better equipped to handle.*

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

**In what ways did your organization attempt to accomplish this?**

*We referred them to agencies better equipped to handle.*

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

# THE YMCA

## QUALITY OF ASSISTANCE REPORT

### Organization Response Description to the August 2007 Flood

- The YMCA provided 24 hr. bus transportation with buses and vans to victims needing to get to the CUBE and to other safe locations.
- The YMCA also provided shelter and acted as a base for families needing food and medical services.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

                                                                   
 Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

**In what ways did your organization attempt to accomplish this?**

The YMCA provided transportation both from the YMCA and from anywhere in Findlay where our buses could get through. We stayed open round the clock to provide shelter, food etc. to first responders, showers and locker facilities as needed.

2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

                                                                   
 Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

**In what ways did your organization attempt to accomplish this?**

The YMCA was able to provide comfort and emotional support to victims of the flood and shelter as they waited for transportation to the CUBE.

3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

                                                                   
 Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

**In what ways did your organization attempt to accomplish this?**

The YMCA acted as a base where family members separated by the flood were brought together and then transported to the CUBE.

4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

                                                                   
 Not at all                      A few of their needs were met                      Most of their needs were met                      All of their needs were met

**In what ways did your organization attempt to accomplish this?**

Staff members were on hand to provide emotional and spiritual support, prayer meetings took place in the YMCA chapel.

# RELIGIOUS ORGANIZATIONS QUALITY OF ASSISTANCE REPORT

## Church Response Description to the August 2007 Flood

- **College First Church of God:** Provided volunteers to help clean out basements. Provided financial support to families. Members were involved with staff at CUBE & LTRC. Made visits and phone support to affected members. Provided meals to members.
- **First Evangelical Lutheran Church:** The congregation supported the clean up of our church building physically & financially. Money was also donated to congregational & community members in need.
- **First Presbyterian Church:** Church members helped flood survivors in cleaning up & removing flood damaged property. We worked with the Agency on Aging to help find people in need & worked with them as church volunteers to help rebuild flood damaged homes.
- **Howard United Methodist Church:** Our church was hit hard with at least 5 feet of flood water in our basement. Lost all possessions, including entire kitchen facility, along with material damages. Our basement is still not completely finished to where it was prior to the flood.

1. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the physical needs of the persons impacted, and minimize their physical distress?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Not at all	A few of their needs were met	Most of their needs were met	All of their needs were met

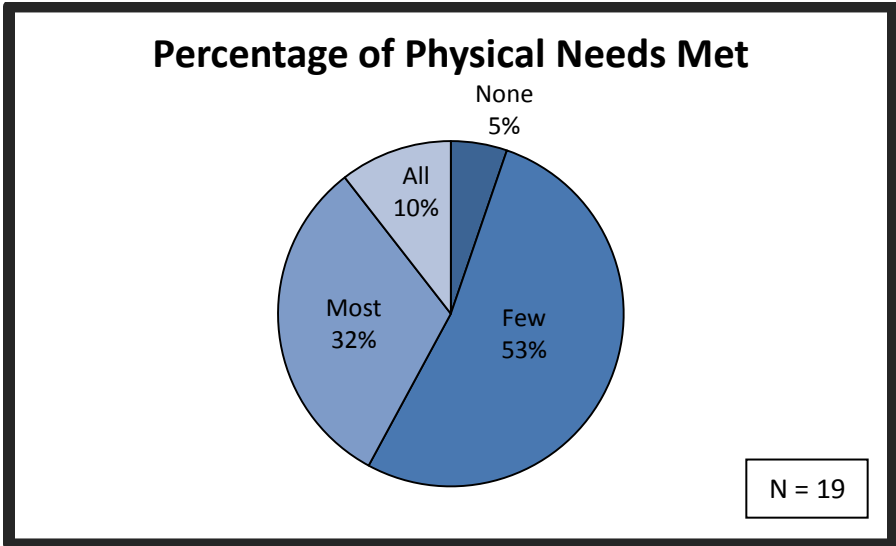
**In what ways did your organization attempt to accomplish this?**

**College First Church of God:** Provided cash gifts. Helped with moving furniture & cleaning basements. Provided food. Opened homes for relief.

**First Evangelical Lutheran Church:** Through Lutheran Disaster Response, a semi-truck was placed in our parking lot for six weeks. Donations of household furniture & cleaning supplies were collected & distributed through this trailer.

**First Presbyterian Church:** Removed flood debris. Helped clean up & sanitize homes. Helped rebuild & repair homes. Gave money to help individuals & families purchase appliances & building materials. Provided baskets with cleaning supplies, bed linens, & personal care items. Had “No Sale” yard sale & gave away furniture & household items.

**Flood Survivors' percentage rankings of the Religious Organizations in terms of meeting their physical needs:**



2. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the emotional needs of the persons impacted, including helping them to minimize stress, anxiety and sadness?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

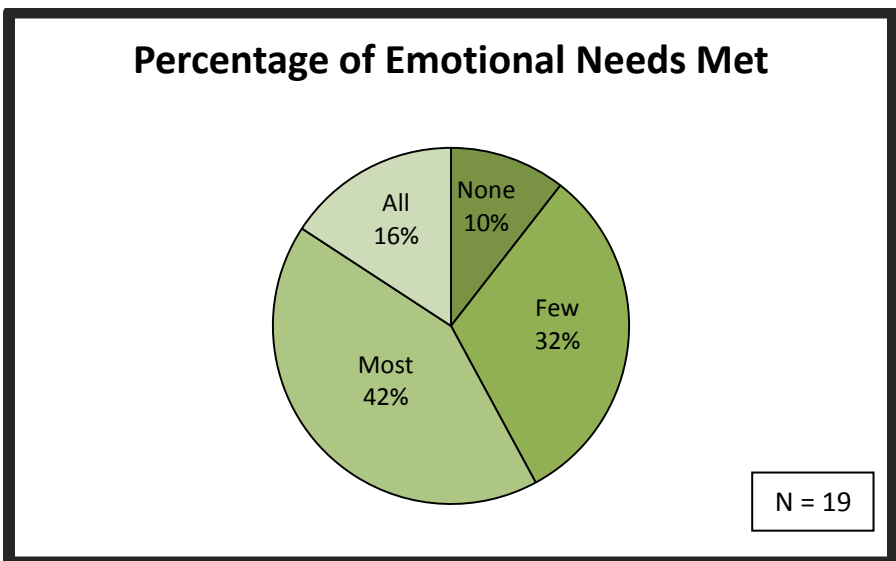
**In what ways did your organization attempt to accomplish this?**

**College First Church of God:** Visits & emotional support

**First Evangelical Lutheran Church:** Prayer groups & Pastor calls

**Howard United Methodist Church:** Sharing in flood loss and recovery. Working together.

**Flood Survivors' percentage rankings of the Religious Organizations in terms of meeting their emotional needs:**



3. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the social needs of the persons impacted, including helping them connect with family, friends and other community organizations?

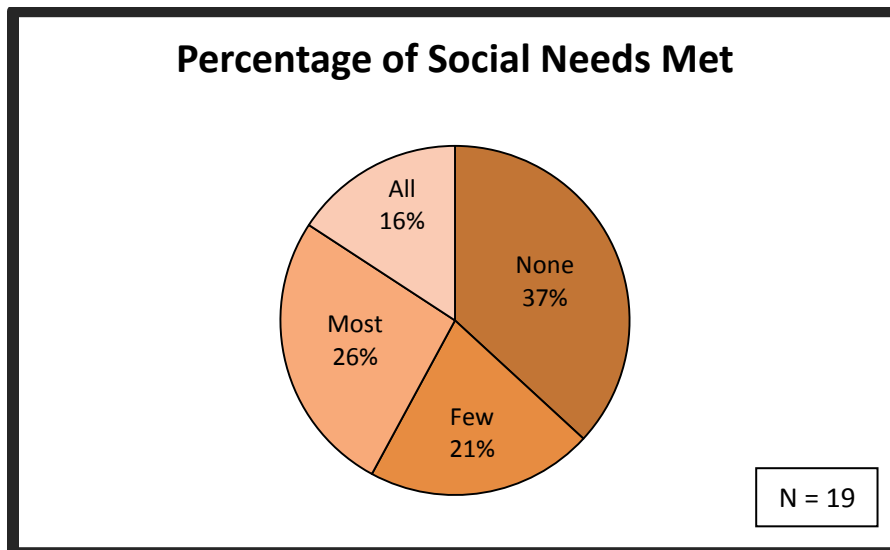
Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

**College First Church of God:** provided transportation

**First Presbyterian Church:** We partnered with Agency on Aging, CHOPIN Hall & Hancock Co. Christian Clearing House to help us find individuals & families in need of help. In addition to our ongoing financial support to these agencies, we provided extra funds to City Mission to help them defray extra flood costs. We also joined the efforts of the LTRC with three church members working on the task force that helped rebuild homes.

**Flood Survivors' percentage rankings of the Religious Organizations in terms of meeting their social needs:**



4. During and/or immediately after the August 2007 flood, to what degree did your organization help meet the spiritual needs of the persons impacted, including fostering hope and meaningfulness during the crisis?

Not at all     
  A few of their needs were met     
  Most of their needs were met     
  All of their needs were met

**In what ways did your organization attempt to accomplish this?**

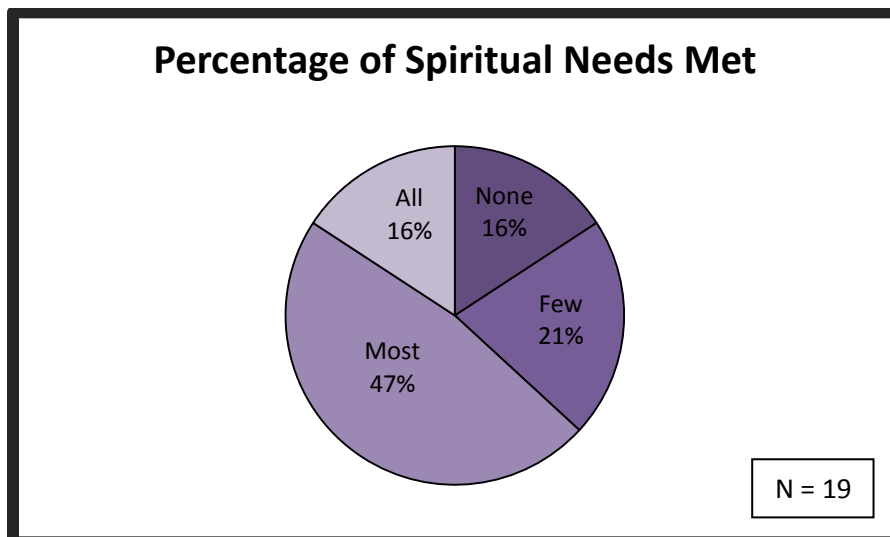
**College First Church of God:** Prayer support (individual & congregation)

**First Evangelical Lutheran Church:** Prayer groups & Pastor calls.

**First Presbyterian Church:** Our Stephens Ministry is a group of lay leaders trained to provide prayer and support to people in need and they offered their assistance. Our pastors joined other community pastors to provide spiritual leadership. We also had prayer in our regular church services and special community services.

**Howard United Methodist Church:** Having a closer relationship with the church and its members.

**Flood Survivors' percentage rankings of the Religious Organizations in terms of meeting their spiritual needs:**



### Narrative Reflections Related To the Religious Organizations

- **Stonebridge Church of God:** Youth group gutted our basement. Many from this church carried ALL items up from the basement! Some brought food! Pastor came by to check on us! Some stayed, helped for 2-3 days to help us out. Thank You!!!
- **Findlay Evangelical Free Church:** The church donated \$1,000 to us to help with getting a place to live and food.
- **First Lutheran Church:** Had a semi parked beside church where you could pick needed items. They moved them for me. Gave food & prayer even a “New Home” package from a member, Jane Ebersole. Kept in contact for a long time to do whatever; prayer, food, a ride. Just beautiful people!
- **LDS:** They had 7 or 8 young men come to my flooded & uninhabitable place at 7:00am on Saturday to get rid of my mess. They were a blessing!
- **LDS:** cleared out our crawl space.
- **First Presbyterian:** So sweet and caring. Always would pray & then ask what your needs were for the day. Very perceptive.
- **Central Church of Christ:** Everyone was exceptionally helpful. Provided me with a place to stay & supported me in every way.
- **St. Mark’s United Methodist Church:** St. Marks quickly paired us with a couple in our church who met with us many times to offer all kinds of help. They also provided money, food gift cards, and many other things.
- **Calvary Baptist Church:** They helped us bring damaged belongings to set out by the road, brought us meals, helped us with clean up, laundry and even a place to shower.
- **Calvary Baptist Church:** Deacons and church members supplied labor, food & support.
- **First Baptist Church:** Volunteers helped with the worst initial clean-up work. They found us a place to live until we got our camper trailer set up & on site. They brought in some meals. They supplied some clean-up equipment and supplies.

- **Gateway Church:** My son's church. Great people at this church. They jumped right in and helped us clear out our house-wash it out and repair items. Provided us with food and meals.
- Donated food & sanitation supplies.
- Credit card for building supplies and food.
- What a time of bonding! I think we could have been better organized to know who was in need of what.
- A friend from work was giving out cleaning supplies from her church.
- Several churches and a Buddhist group came to Owens and were helpful providing cleaning and grocery items. The group at Owens gave us a \$300 gift card which helped us to have Christmas.
- The community prayer group service that was held was wonderful. It was so nice to have the different groups represented. The support they provided was very appreciated.
- An organization talked to my brother who had come up from Alabama to help me clean up & rebuild. He made an appointment to meet at my house but no one ever called or showed up. Phone calls were never returned. They did leave fliers on my door for gatherings at the park on Saturdays, but I work on Saturday, and couldn't make it to them. I felt very confused & hurt. I have since quit going to church.

# FUTURE IMPLICATIONS FOR HANCOCK COUNTY

From the survey results we have two general classifications of recommendations related to the needs of the community members and the needs of the organizations who respond to them.

## COMMUNITY CONCERNS

The flood survivors were very clear in their need for more information in terms of where to seek help before, during and after a flood crisis. The following are recommended:

- A “Flood Response Guide” (see Appendix A for a template) be created directing residents in terms of how to prepare for a crisis, as well as what to do and who to turn to for specific help at various times during a crisis. This guide should be available both in print and on line, and should be required in households in the flood zone. The idea for this guide is similar to those used in communities prone to earthquakes and even volcanic eruptions where local and state laws require residents in at risk areas have the latest emergency information. Holding community workshops educating residents on crisis preparation would also be encouraged.
- A “Media Command Center” be created that is activated during a flood emergency. This command center could consist of the current 211 phone system, but also involve at least one local radio station willing to broadcast updates at regular intervals throughout the emergency. Once the immediate emergency is over, the Media Command Center could provide the latest information regarding volunteer and donation needs, community events, etc.
- The community needs to be better educated regarding what to expect from each agency. Many of the flood survivors were clearly angry over the type of help they received, and in several of these cases it appears that the survivors had expectations that were nowhere near what the organization could provide (e.g. FEMA). This creates a negative atmosphere that is unfair to the organizations, and only serves to delay community healing.
- One central organization should screen outside contractors before they are permitted to work in the community. Residents will know that if their contractor has the city approved permit, they are legitimate. This will decrease the chance that flood victims will be victimized twice.
- We all need to be mindful of the impact continuing flooding could have on the emotional wellbeing of the community. The true test of how supportive a community is occurs not in the immediate aftermath of a crisis, but over the long term. We cannot forget that people are still suffering. Long time residents have expressed their emotional exhaustion over just the thought of having to experience another flood. Local business owners have expressed their sadness over making the decision to rebuild only to experience apathy on behalf of community leaders upon re-opening. When a community finds itself dealing with learned helplessness on such a mass scale, the chances increase that older generations will disengage, younger generations will leave, and businesses old and new will struggle.

## ORGANIZATION CONCERNS

The First Responders and the Supporting Organizations were united in their concerns. The following is recommended:

- One central command center or headquarters that not only directs the rescue and recovery stages of the initial emergency but also oversees all of the efforts of the response organizations during the

later phases of the flood crisis (including long-term recovery efforts). The recovery center would not only oversee all operations between organizations, but also act as the liaison between the media and the general public. This was the most glaring problem expressed by the First Responders, and the Secondary Organizations. The individual organization response protocols only work well if they coordinate with each other. It is clear that many organizations overlapped in the help they offered, leaving gaps where survivors felt helpless and neglected. Many of the Secondary Organizations were more than ready to offer assistance yet waited for days to be called to action. A perfect example of this was CHOPIN Hall. Their response protocol is one that rivals the United Way and Red Cross, yet they were clearly underused. CHOPIN Hall is a valuable and trusted organization in our community. Their expertise and that of others like them should not be wasted.

- Similar to the “Flood Response Guide” for the community, create and distribute a “Crisis Protocol Guide” to every organization involved in responding to a flood crisis. The greatest frustration for all of the organizations was that they had no idea what the others were doing or needed. It is recommended that the city hold a “Crisis Protocol Summit” where representatives from all of the First Responders are joined by representative from the Secondary Organizations to create one plan of action. Not only would this be a positive step for the organizations, but it would send a clear message to the community that we are serious about addressing flood issues.
- A central “Volunteer Network” match and track volunteers with survivor and community needs. This network could deal with all of the needs of the volunteers both during the initial clean-up and through the long term recovery efforts. This includes the arrangement of housing and meals and other hospitality issues for both in and out of town volunteers, evaluation of the skill sets of volunteers, and the monitoring of the emotional & physical wellbeing of the volunteers. Volunteers become more than physical laborers, often providing social, emotional and spiritual support as well.
- A single “Donation Center” be created that includes warehouse space large enough for storage and to act as a central distribution point. Donations should be screened carefully or else the warehouse becomes a dumping ground for items that are not usable. Donations should be sought from local businesses and major corporations (such as suppliers of appliances, & furnaces). In this flood, appliances were available but furnaces were not. Protocols should be established for distribution (days/hours available, any screening for qualified need, etc.) including informing local law enforcement for crowd control.
- One central electronic document repository store copies of all flood summary reports, response protocols, grant proposals, etc. from each organization.

# ADVICE FOR OTHER COMMUNITIES

## COMMUNITY PREPAREDNESS

- Hold a “Crisis Protocol Summit” where representatives from all of the First Responders are joined by representative from the Secondary Organizations to create one plan of action.
- Create a “Flood Response Guide” directing residents in terms of how to prepare for a crisis, as well as what to do and who to turn to for specific help at various times during a crisis. Holding community workshops educating residents on crisis preparation would also be encouraged.
- Educate the community regarding what to expect from each agency.
- One central organization should screen outside contractors before they are permitted to work in the community.
- Similar to the “Flood Response Guide” for the community, create and distribute a “Crisis Protocol Guide” to every organization that could be involved in responding to a crisis.

## DURING THE CRISIS

- Designate a “Media Command Center” be created that is activated during a flood emergency.
- Provide immediate access to minor health care needs (e.g. tetanus shots, etc.).
- Provide immediate access to mental health professionals for the entire community.
- Create one central command center or headquarters that not only directs the rescue and recovery stages of the initial emergency but also oversees all of the efforts of the response organizations during the later phases of the flood crisis (including long-term recovery efforts).
- Create a central “Volunteer Network” to match and track volunteers with survivor and community needs.
- Create a single “Donation Center” that includes warehouse space large enough for storage and to act as a central distribution point.

## COMMUNITY RECOVERY

- Be mindful of the impact continuing community crises could have on the emotional wellbeing of the community. The true test of how supportive a community is occurs not in the immediate aftermath of a crisis, but over the long term.
- Create an organization to assist the community with the physical recovery of homes.
- Monitor ongoing mental health needs of the community.

- Create one central electronic document repository store copies for all crisis summary reports, response protocols, grant proposals, etc. from each organization.
- Ongoing fundraising efforts may be needed to assist long term recovery efforts.

For a copy of the complete Lessons Learned document including individual organization Quality of Assistance Ratings, please visit:



**The Findlay-Hancock County Community Foundation**  
[www.community-foundation.com](http://www.community-foundation.com)

OR



**The Northwest Ohio Flood Mitigation Partnership, Inc.**  
[www.floodpartnership.org](http://www.floodpartnership.org)

If your community is interested in replicating your own Lessons Learned project & would like copies of the surveys to use, please contact:

Dr. Evelyn M. Buday, Ph.D.  
**The University of Findlay**  
[buday@findlay.edu](mailto:buday@findlay.edu)



**APPENDIX A**  
Flood Response Guide Template

HANCOCK COUNTY OHIO

How To Prepare  
For A Flood Emergency

Important Personal Numbers

HANCOCK COUNTY OHIO

FLOOD  
RESPONSE  
INFORMATION  
GUIDE



A step by step guide for how to respond during a flood crisis and who to turn to for immediate and long-term help.

Doctor(s):	Name	-----
	Phone	-----
	Name	-----
	Phone	-----
Vet:	Name	-----
	Phone	-----
Insurance Companies		
	Policy #	-----
	Phone	-----
	Policy #	-----
	Phone	-----
	Policy #	-----
	Phone	-----

# Who, Where & When To Turn For Help!

When The Rain Starts

Short-Term Flood Help

Long-Term Flood Help

During The Flood Emergency