

CRWRC Disaster Response Services (DRS) Needs Assessment program provides a systematic approach for a Long Term Recovery Organization (LTRO) to determine unmet needs of disaster survivors.

GENERAL

- CRWRC's Needs Assessment identifies a community's unmet needs after a disaster, and estimates the total cost to recover. It provides a prioritized client list for case managers.
- Needs Assessment is best when scheduled after an LTRO has become operational and just prior to the end of the FEMA registration period for federally declared disasters.
- Teams conduct door-to-door interviews and/or interviews at designated walk-in centers.
- Survey results become the property of the requesting LTRO.
- Data provides accurate statistics for case management and grant proposal preparation.
- Prior to a formal Needs Assessment (NA), the LTRO must demonstrate the ability to respond to the unmet needs:
 - Financial resources.
 - Adequate staff.
 - Access to construction materials.
 - Plan for volunteer reconstruction teams.
 - Volunteer housing.

CRWRC-DRS provides the following:

- Two-week teams of 10-20 CRWRC volunteers surveying door-to-door; or
- NA leaders train and debrief volunteers (AMERICORPS) as well as assist in prioritizing the needs.
- Computer operators to enter needs into a database which becomes the property of the LTRO. A representative of the LTRO will be trained and be responsible for the computer database.
- CRWRC pays for volunteer expenses such as housing, food and travel expenses.
- NA forms and call-back slips imprinted with the LTRO's name.
- Call back slips in Spanish or Vietnamese, as needed.

The LTRO provides the following:

- Maps of the affected areas-one wall size as well as street maps.
- Office equipment, secure files, meeting room, and phones including 2-3 designated lines as well as voice mail or answering machine.
- Computer (see Requirements).
- Person available from the LTRO to be trained to use the database.
- Person to be trained to complete

surveys after CRWRC team leaves.

- Information for the call-in slips including the name and address of the LTRO along with a call-in telephone number.
- If interviews are needed in Spanish or Vietnamese, local interpreters will be needed.
- Alert the community, law enforcement and other officials that a door-to-door survey will be completed and that volunteers will have proper identification. **Advance publicity via news media, flyers, church bulletins, etc. is extremely important.**

DATABASE

Database Features:

- Easy user-friendly data entry capability for NA form.
- Direct compatibility with the DRD (Disaster Response Data Base).
- Needs Assessment information can be attached to client records in the CAN (Coordinated Assistance Network) database.



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- Data can be entered on multiple computers and then consolidated for reporting purposes.
- Reporting features:
 - Detailed estimate of the total cost for recovery for the community.
 - Prioritize clients based on demographic / vulnerability factors.
 - Sort according to needs (construction, household, personal).
 - Summary information.

Computer Requirements:

- Operating System - Microsoft® Windows XP Home or Professional with SP2
- Database software - Microsoft® Office 2003 Professional (Includes WORD and ACCESS programs).
- Hardware:
 - Printer
 - CD with burner capabilities, or flash drive (for backing up).
 - Secure Email/Internet access (for transferring data).
 - Hard Drive with 20-25 MB (Megabytes) available for all programs, plus space for the data files (6.5 MB-2.0 GB).
- Signed Software License Agreement (to be sent to the CRWRC-Disaster Response Services office in Byron Center, Michigan).

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Living Justice, Loving Mercy

CRWRC Disaster Response Services
 400-76th St SW, Suite 17
 Byron Center, MI 49315
 1-800-848-5818 or (616) 224-0738
 Fax (616) 726-1141
www.crwrc.org

3475 Mainway, PO Box 5070 Stn. LCD 1
 Burlington, ON L7R 3Y8
 1-800-730-3490 or (905) 336-2920
 Fax (905) 336-8344



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COMMUNITY ASSESSMENT OF UNMET NEEDS



**How CRWRC-Disaster
 Response Services
 supports
 communities when
 disaster strikes**



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