

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 (NA) 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.
- NA is most effective 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 NA, the LTRO must demonstrate the ability to respond to the unmet needs.

CRWRC-DRS provides the following:

- Two-week teams of 10-20 CRWRC-DRS volunteers
- NA leaders train and debrief volunteers as well as assist in prioritizing 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 volunteer expenses such as housing 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 Database).
- Needs Assessment information can be attached to client records in the CAN (Coordinated Assistance Network) database.



- 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 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)

CRWRC

Living Justice, Loving Mercy

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COMMUNITY ASSESSMENT OF UNMET NEEDS



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



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