



Starting Early: Financial Preparation for Disasters and Emergencies

April 9, 2013



FEMA



Consumer Financial
Protection Bureau



United States Department of Agriculture
National Institute of Food and Agriculture

Today's Webinar Agenda

- Welcoming Comments
 - Timothy Manning, Deputy Administrator, Protection and National Preparedness, FEMA
- Operation Hope: Hope Coalition America's role in preparedness and recovery
 - Fred Smith, Senior Advisor, Operation Hope
- United States Department of Agriculture tools and programs to help communities prepare to recover
 - Susan Shockey, Ph.D., CFCS, CPFFE, USDA-National Institute of Food and Agriculture
 - Trish Olson, Ph.D., University of Minnesota Extension
 - Sara Croymans, MEd, AFC, University of Minnesota Extension
 - Becky Koch, North Dakota State University Extension Service
- Consumer Financial Protection Bureau: Consumer protection tools and resources for disaster survivors
 - Cassandra McConnell, Deputy Assistant Director, Office of Financial Education at Consumer Financial Protection Bureau
- Updates on tools and resources and Call to Action
 - Individual and Community Preparedness Division & the Ready Campaign
- Question and Answer Period

Welcome

Timothy Manning
Deputy Administrator,
Protection and National Preparedness
Federal Emergency Management Agency





Operation HOPE

Emergency Financial
Preparedness
Training

Citi Foundation



Leading a Global Silver Rights Movement

Emergency Financial Preparedness



www.operationhope.org

Planning is Important



Topics for Discussion



- Pre Disaster Planning
- Insurance
- Post Disaster Recovery Tips

What is your emergency plan?

**IN CASE OF
EMERGENCY**



Pre Disaster Planning



- Emergency Financial First Aid Kit (EFFAK)
- Personal Disaster Preparedness Guide (PDPG)



Alabama June 2011



www.operationhope.org

Hurricane Sandy 2012



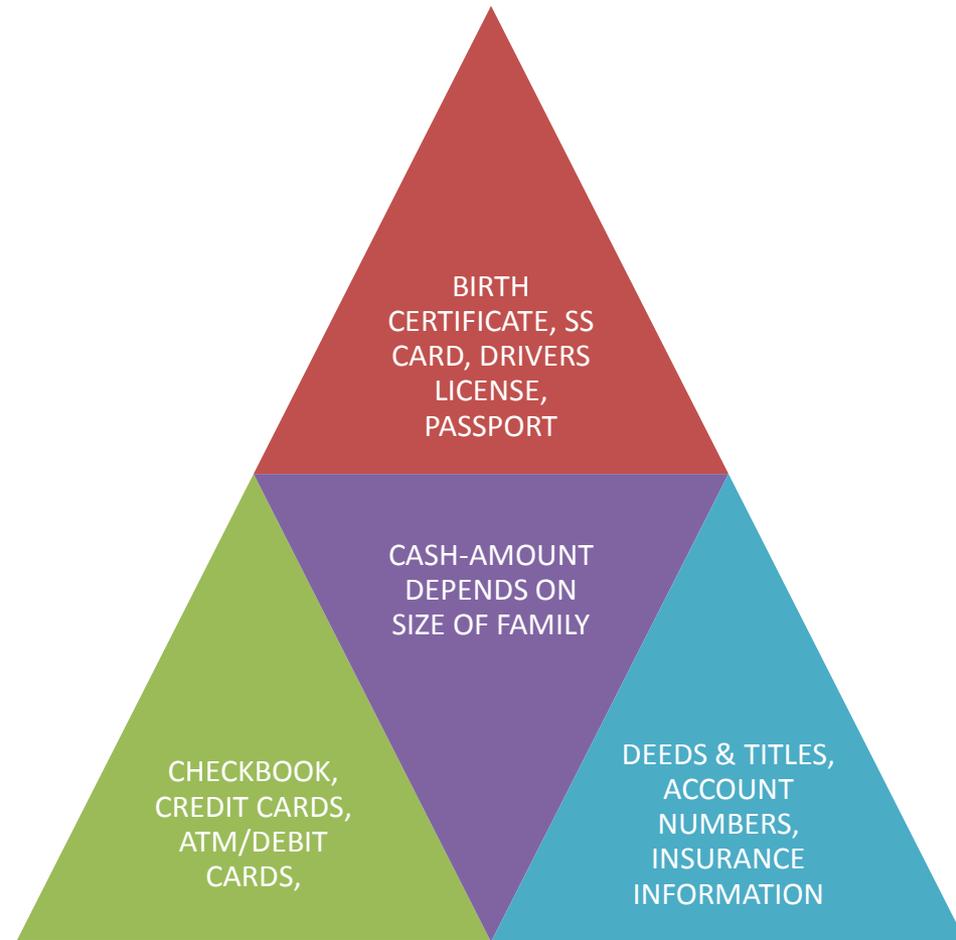
Hurricane Sandy



www.operationhope.org

EVERY FAMILY SHOULD PLAN FOR AN EMERGENCY. THE EFFAK IS A SIMPLE TOOL DESIGNED TO ASSIST YOU IN MAINTAINING FINANCIAL STABILITY IN THE EVENT OF AN EMERGENCY. THE EFFAK HELPS YOU TO IDENTIFY & ORGANIZE KEY FINANCIAL RECORDS, PROVIDES A QUICK REFERENCE FILE FOR YOUR MOST IMPORTANT FINANCIAL DOCUMENTS.

* www.operationhope.org/effak/



Five Tips to prepare for an Emergency



1. Complete all sections of the Emergency Financial First Aid Kit (EFFAK):
2. Review all the supporting documentation for accuracy and to be sure the document is still in effect.
3. Once your documents are in order, make a copy of your completed EFFAK — all the completed forms and the relevant legal documents.
4. Keep your EFFAK in a safe place. Store your completed EFFAK, all original documents, photographs, and computer backup disks in an off-site safety deposit box.
5. Update your kit whenever your documents change, be sure to review and update your EFFAK at least once a year.



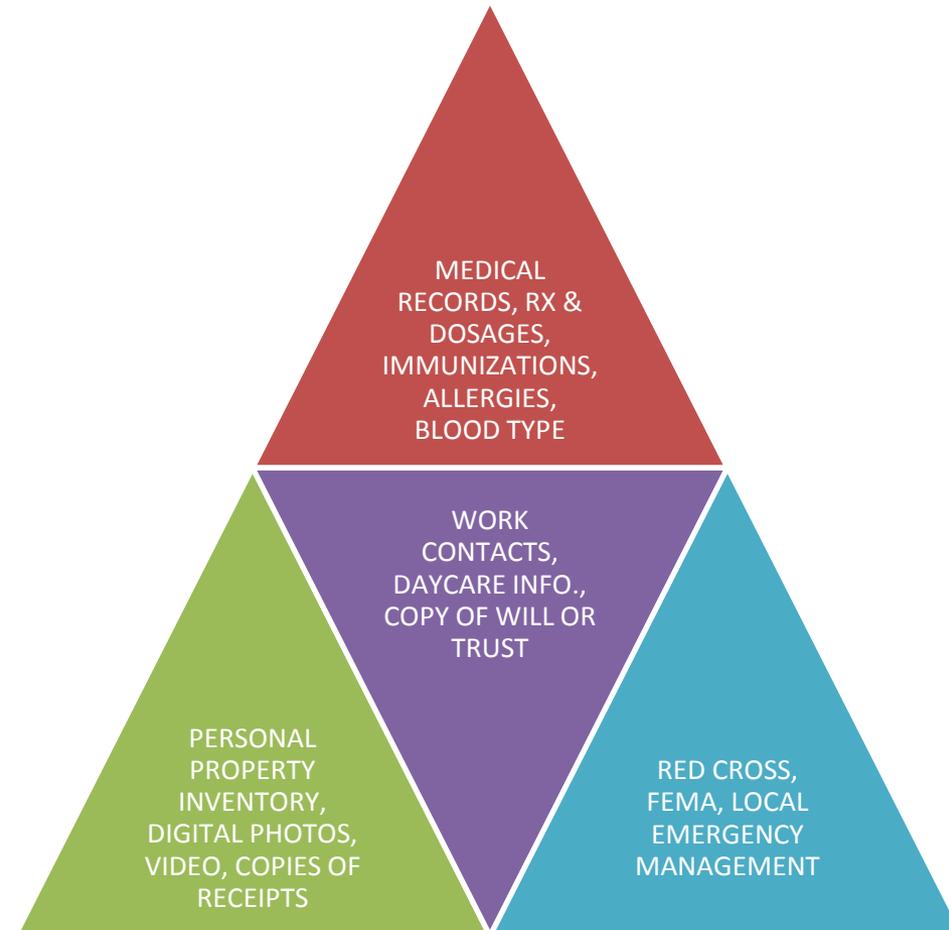
Emergency Financial First Aid Kit

FEMA 532/ August 2005



PERSONAL DISASTER PREPAREDNESS GUIDES COMPLEMENT THE EFFAK. THIS REQUIRES YOU TO GATHER BASIC INFORMATION ABOUT YOUR FAMILY AND HOW TO REACH LOCAL FIRST-RESPONDERS. IT IS A GREAT RESOURCE FOR BABYSITTERS, OR NEIGHBORS.

- www.operationhope.org/pdpg/
- www.ready.gov/america/index.html



REVIEW COVERAGE ANNUALLY

- Automobile-comprehensive covers hail, wind, & water
- Disability
- Life
- Renter's
- Homeowner's
- Flood
- Windstorm
- Fire
- Earthquake

MOST PEOPLE ARE UNDERINSURED

Storing your Information



GETTY IMAGES

www.operationhope.org

Storing your Information



- FIREPROOF HOME SAFE
 - SAFE DEPOSIT BOX
 - RELATIVE, FRIEND
 - OFFICE
 - SCAN, EMAIL
 - F-DRIVE

Post Disaster



www.operationhope.org

- DOCUMENT EVERYTHING
 - PICTURES
- INSURANCE COMPANY
 - KEEP JOURNAL
 - CALENDAR
- FEMA: (800) 621-3362
 - RED CROSS
- CHURCHES, NON PROFITS
 - 211, UNITED WAY

Operation HOPE Services



Counseling Services Available

- Disaster Recovery Budget
- Home Inspections and Repair
(licensed, Permit)
- Assistance with Working with
Creditors
- Referrals to Government and
Private Agencies
- Assistance with Obtaining Copies
of Destroyed Documents
 - Insurance Claims Assistance
 - Recovery Seminars and Case
Management

Time, Talent, Treasure



Make a Difference Where You Live--and Around the World.

The HOPE Corps is Operation HOPE's nationwide network of volunteers, dedicated to promoting financial self-sufficiency and empowerment in the communities where it's needed most. We're always looking for compassionate, dedicated people to serve at the vanguard of our movement for financial literacy and economic justice.

You don't need a background in finance or teaching. You do need passion and enthusiasm--and some time to spare. The following programs are currently accepting volunteers:

Volunteer to help kids in low-income communities develop financial literacy.

We provide in-depth training and a fun and engaging curriculum.

Share your financial expertise with someone who really needs it.

We train volunteers to provide disaster preparation and recovery counseling by phone and in-person seminars, and join disaster response teams on site.

Teach a class in one of our HOPE Centers throughout the country. Provide technical assistance in our Cyber Cafés. Or lend a hand with community outreach and events in your area.

www.operationhope.org Call Toll Free 888-388-HOPE (4673)



Contact Information:

Operation HOPE, Inc.
HOPE Coalition America

Jason Yancey

213-891-2900 office

213-943-6002 fax

Jason.Yancey@operationhope.org

www.operationhope.org

www.operationhope.org



United States
Department of
Agriculture

National Institute
of Food
and Agriculture



BIOENERGY, CLIMATE,
AND ENVIRONMENT



FOOD PRODUCTION
AND SUSTAINABILITY



YOUTH, FAMILY,
AND COMMUNITY



FOOD SAFETY
AND NUTRITION



INTERNATIONAL
PROGRAMS



Susan Shockey
Family & Consumer
Economics
National Program Leader

sshockey@nifa.usda.gov

202-690-2674

USDA NIFA

NATIONAL INSTITUTE OF FOOD AND AGRICULTURE



United States
Department of
Agriculture

National Institute
of Food
and Agriculture



Financial Literacy Month

Strengthening Families, Farms, Communities and the Economy

Family and Consumer Economics
Division of Family and Consumer Sciences
USDA-NIFA's Response



Susan Shockey,
Ph.D., CFCS,
CPFFE
USDA, National
Institute of Food
and Agriculture



Patricia Olson,
Ph.D.
University of
Minnesota
Extension

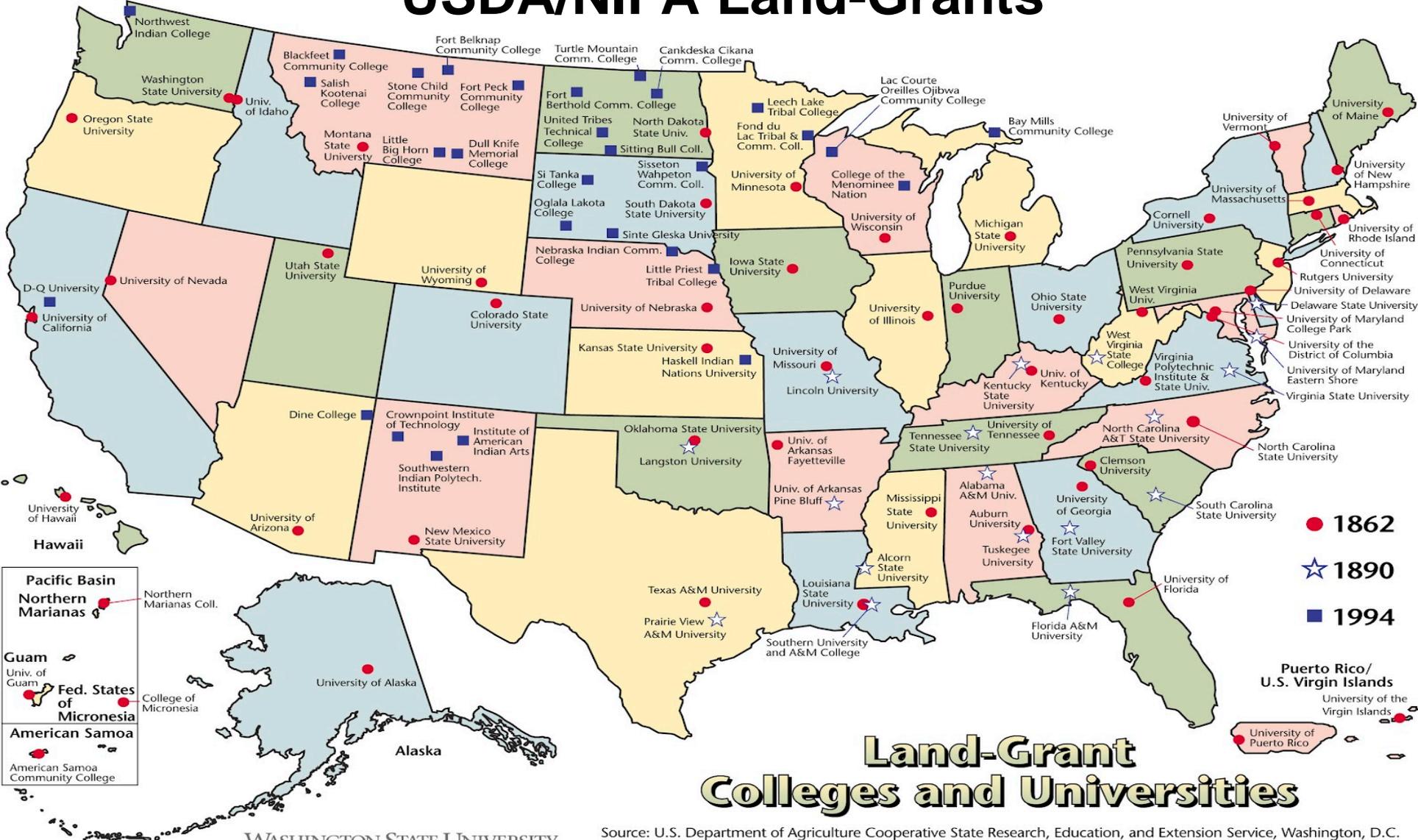


Sara Croymans,
MEd, AFC
University of
Minnesota
Extension



Becky Koch,
North Dakota
State University
Extension
Service

USDA/NIFA Land-Grants



Land-Grant Colleges and Universities

Source: U.S. Department of Agriculture Cooperative State Research, Education, and Extension Service, Washington, D.C.

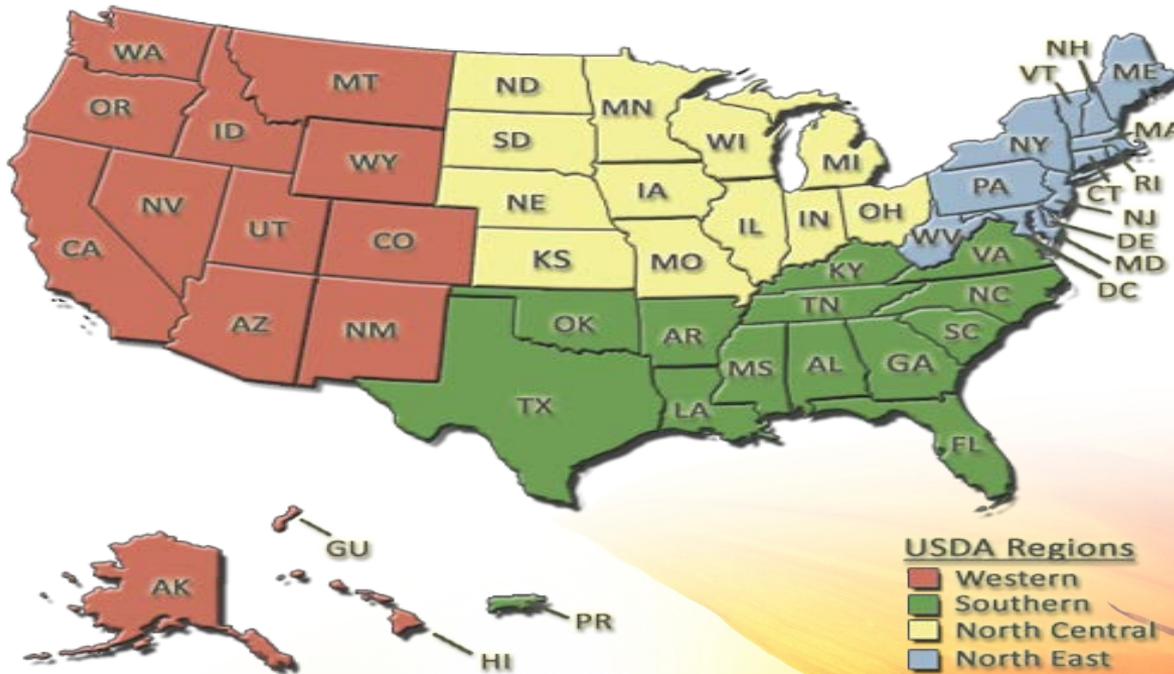
Based on U.S. Department of Agriculture map: m2783, June 2003

Prepared by Information Department, College of Agriculture and Home Economics in partnership with Extended University Services
G. Steffen—Graphic Designer • C. Fitzgerald—Principal Assistant • Published November 2003

Working Together as Partners (Federal, State, & Local)



Education & Research



Additional Resources on



Money Management in Times of Disaster

- Preparation
- Returning to your Damaged Home
- Managing Finances and Making Decision after a Disaster

Financial Security: Money Management in Times of Disaster

Last Updated: May 19, 2011

Have a question?
Try asking one of
our Experts

Print

Share / Save

This resource area was created by the:
Personal Finance community



PREPARATION

Money Management in Times of Disaster:
Preparation

RECOVERY

Returning to Your Damaged Home

Managing Finances and Making Decisions after
a Disaster

**Recovery After Disaster: The Family
Financial Toolkit** Coming Soon!

Browse related Articles by tag: [disasters](#),
[floods](#), [personal finance](#), [disaster recovery](#),
[family and individual preparedness](#)



Have a specific question? [Try asking one of our Experts](#)

Unlike most other resources on the web, we have experts from Universities around the country ready to answer your questions.

Resource Area Feeds

- Track all new content

In This Resource Area

- Consumer Credit
- Children and Money
- Consumer Education
- Estate Planning
- Financial Planning Process
- Health Finance
- Home Ownership
- Insurance
- Legal Topics
- Lifestyle Transitions
- Managing Money in Tough Times
- Money Emotions
- Money Management in Times of Disaster
- Retirement Planning
- Saving and Investing
- Talking About Money

- Approved Resources
- Glossary Terms

Interactive Tools and Resources:

- Finance Calculators
- Join a Personal Finance Chat



United States
Department of
Agriculture

National Institute
of Food
and Agriculture



Family and Consumer Economics

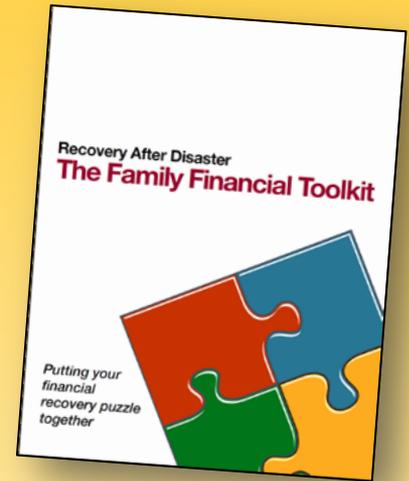
Susan Shockey, PhD, CFCS, CPFPE
National Program Leader

sshockey@nifa.usda.gov

202-690-2674

Recovery After Disaster: The Family Financial Toolkit

www.extension.umn.edu/family/tough-times/disaster-recovery/family-financial-toolkit/



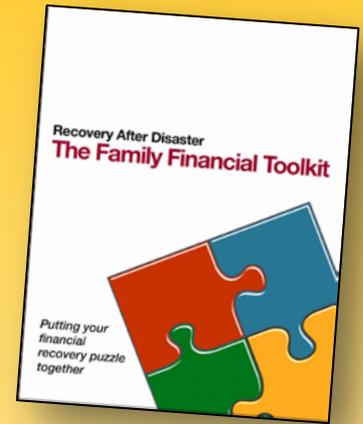
“[It’s] Not easy to have your world turned inside out and not be able to control our outcome. The toolkit has valuable info to guide us during these tough times.”

Story Behind the Toolkit

- Extension's mission is to understand community needs & co-create research-based educational materials to meet those needs
- Research conducted with disaster survivors & professionals 2 years after a flood
- MN & ND received a "Special Needs" grant from National Institute for Food & Agriculture (NIFA)
- Nationally reviewed and piloted with survivors



The Toolkit Helps People Make Their Own Decisions



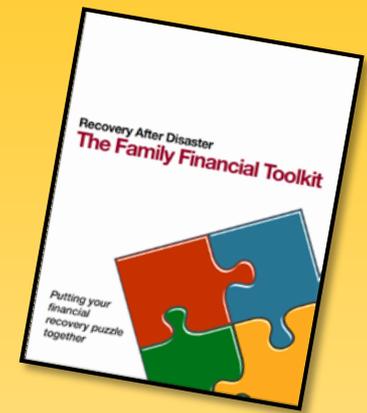
“Remain under control. Don’t go through that panic mode because there’s so many people that panic -- and they have every right to do so -- but take a deep breath and do the best that your heart is telling you to do.”

“Make your own decisions and don’t let anyone tell you what you have to do. And go from there.”

“We were trying to make the right decisions knowing that they would affect the rest of our lives. And so that would have been nice for someone to say, slow down, take it easy, you might have to be living with friends, with family, somewhere temporary for a month here, a month there.”

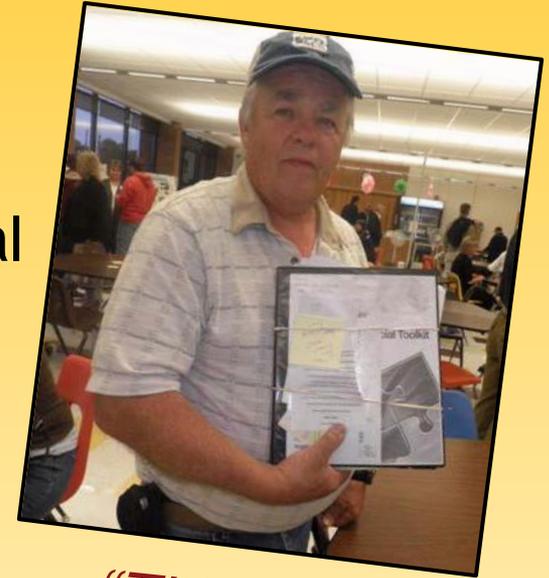
Toolkit Units

1. How do I use this toolkit?
2. What are key strategies for financial recovery?
3. What tools do I need to implement key strategies?
4. Where do I start?
5. Where am I financially?
6. Where will I live if I am a homeowner?
7. Where will I live if I am a renter?
8. The “New Normal”
9. Additional Disaster Recovery Resources for Families
(state specific)



Key Strategies

- Obtain Accurate Information
- Take Care of Yourself
- Resilience “Bounce Back & Adapt” Journal
- Help Kids Cope
- Accept Financial Help
- Engage a Case Management
- Obtain Assistance From a Long-Term Recovery Committee
- Work with Financial Professionals



“This is my recovery office”

*“The more accurate and detailed your records,
the more expenses you track,
the more money you will be reimbursed!!!”*

Tools to Implement Key Strategies

- Document Important Details
- To Do List
- Contact List
- Calendar
- Resilience “Bounce Back & Adapt” Journal

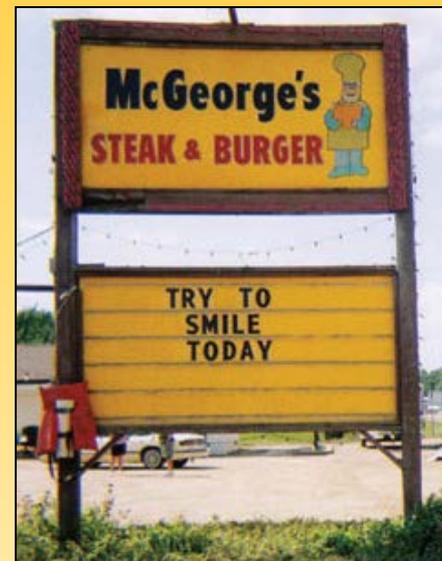


Take Care of Yourself & Your Children

Resilience “Bounce Back and Adapt” Journal

Resilience is the ability to bounce back from crisis and adapt well to changes in your life. Everyone has the capacity for resilience. Remember the following FACTS, and complete this journal to “bounce back and adapt” after a disaster hits.

Foster Hope
Act with Purpose
Connect with Others
Take Care of Yourself
Search for Meaning



“... I sometimes wonder if we’ve fully recovered the mental impact, you know, it’s been real dramatic. And the businesses that you’re involved in, the school you’re involved, they’re just... You know, our church was flooded and my dad’s house had water in it. So, it was... uh... I don’t know. You know, when you look back, maybe the mental health issues are as important as financial. But the financial heals you mentally too.”

Where to Start

- Responding in the first hours and days
- Returning to your home
- Planning for clean-up
- Document loss and damaged property
- Replacing important papers
- IRS Disaster Assistance:
Federally Declared Disaster Area



Strategies to Make Tools More Effective

- Accept financial help
- Engage a case manager
- Accept assistance from Long-term Recovery Committee
- Work with financial professionals



“Although it was difficult to seek out financial help in the beginning; it was one of the things that really made an impact on my recovery.”

“We were given a hand up, not a hand out. A hand up that helped us to get where we are.”

Determine Financial Situation

- Step 1: Assess Monthly Income & Expenses
- Step 2: Determine Net Worth
- Step 3: Determine Whether or Not You Can Afford Another Payment
- Step 4: Review Credit Report
- Step 5: Summarize Current Financial Situation



“We are retired and had planned on the financial security of the eventual sale of our house to allow us to pay for future accommodations. We have now sold the house and are in the process of making the move sooner than we had anticipated. Financially we took a loss, but we were able to find an affordable replacement. The help from FEMA is greatly appreciated. The trailer has been comfortable and the funds allowed us to repair damage enough to be able to sell the house.”

Can I afford another payment?

Before you decide to take on another payment ask yourself, "Can I afford another payment?" Financial professionals use a debt-to-income ratio to determine if their customers can afford to make certain payments following a disaster. You can use the same process. Follow the five steps below to determine your debt-to-gross monthly income ratio.

Debt-to-Gross Monthly Income Ratio

- SORT** your current monthly debt payments into four payment categories: mortgage/rent, vehicle, credit card, and other payments. For home payments, include any second mortgage and/or home equity loan payments. In the "other payments" category, include any regular monthly payments not already covered such as school, personal, family, or other property payments.

Regular Monthly Mortgage/Rent Payment(s) _____
 Monthly Car Payment(s) _____
 Monthly Credit Card Payment(s) _____
 Other Monthly Payment(s): _____
 Other Monthly Payment(s): _____

- ADD** your monthly debt payments. _____ = Total Monthly Debt Payments

- IDENTIFY** your total gross monthly income (your income before deductions).
 _____ = _____ = Total Gross Monthly Income

- DIVIDE** your total monthly debt payments by your monthly gross income. This is your debt-to-gross monthly income ratio.

Total Monthly Debt Payments ÷ Gross Monthly Income = Debt-to-Gross Monthly Income Ratio

_____ ÷ _____ = _____ Debt-to-Gross Monthly Income Ratio

- COMPARE** your debt-to-gross monthly income ratio to what financial professionals suggest is an affordable percentage of debt to income. Remember, a ratio of 0.36 (36 percent) or less suggests that your income is enough to cover your debt payments. This ratio implies some flexibility for handling other expenses. A ratio of more than 0.36 (36 percent) suggests that your income is not enough to cover debt payments and you have less flexibility.

Can I Afford Another Payment?



The New Normal

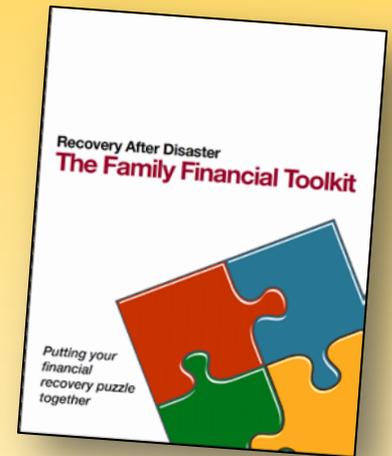
“It’ll never be the same. Never be the same. And I think a lot of people think that it will be the same, you know, that they can get back to the same. And no matter what, it’s going to be a different normal. And I think that’s pertinent.”

“I think our family is stronger, I always think in my head, [my husband] and I are going through this in the first 6 years of our marriage. We’re going to be set from now on. We can do this. I thought that almost daily, so, if we’re going through these trials right now, we’re going to be okay later.”

“You can’t change history, you can’t back up. You can’t say I wish it never. It did happen. What are you going to do about it? ...sit and mope and cry. Well, okay for so long. But let’s get going.”

Recovery After Disaster: The Family Financial Toolkit

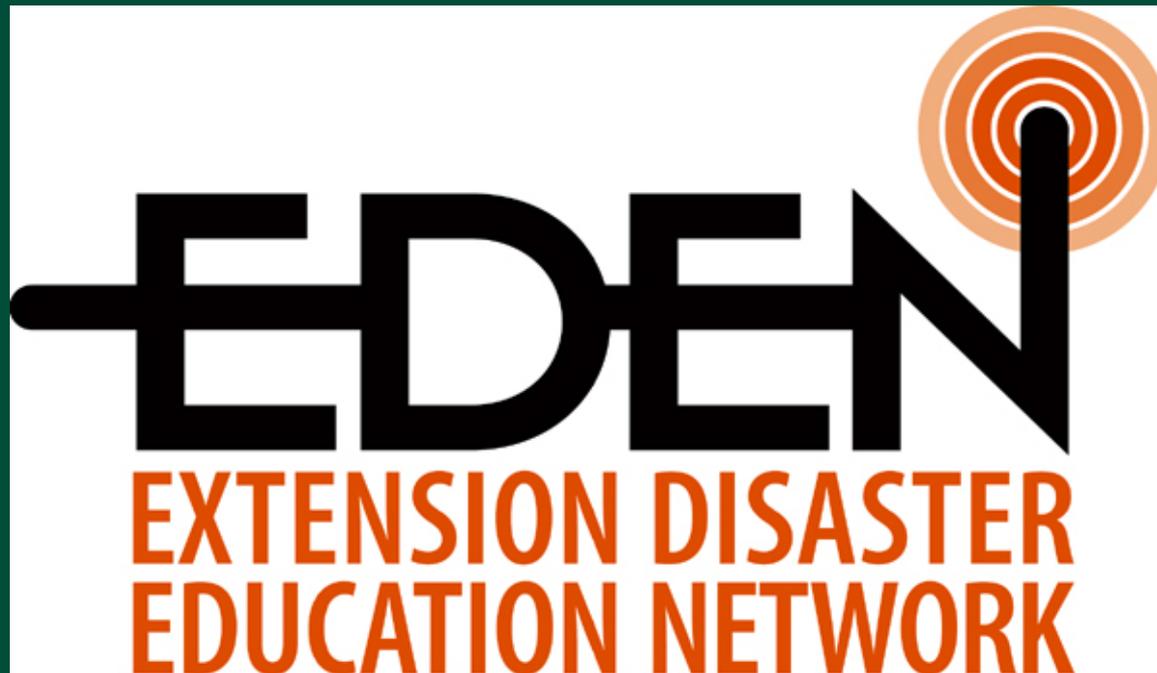
www.extension.umn.edu/family/tough-times/disaster-recovery/family-financial-toolkit/



“I liked how it worked for anyone – owner or renter; didn’t matter how much money you made or what your resources were. It was easy to read, understand and use.”

www.eden.lsu.edu

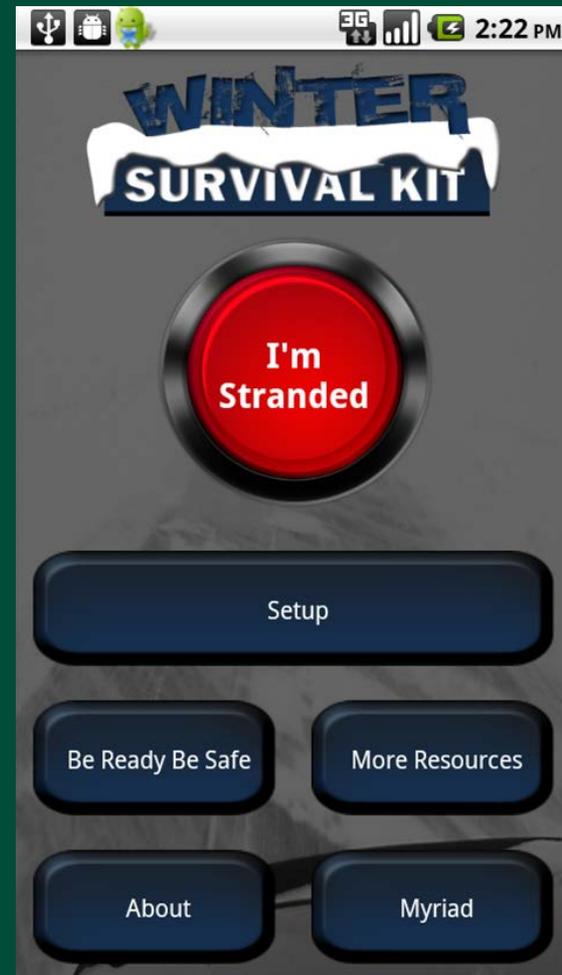
Links Extension educators from across the U.S. and various disciplines, enabling them to use and share resources to reduce the impact of disasters



EDEN “Courses”



Disaster Phone Apps



Consumer Financial Protection Bureau



Consumer Financial
Protection Bureau

Our Vision

A consumer finance marketplace...

*where **customers** can see prices and risks up front and where they can easily make product comparisons;*

*in which **no one** can build a business model around unfair, deceptive, or abusive practices;*

*that **works for** American consumers, responsible providers and the economy as a whole.*

Consumer Education and Engagement

Financial Education

- Provide targeted educational content
- Identify and promote effective fin ed practices

Consumer Engagement

- Create interactive, informative relationship with consumers

Servicemembers

- Improve financial protection
- Escalate complaints
- Coordinate w/ DoD, etc.
- 26- 29 million

Older Americans

- Protect against financial abuse
- Improve financial literacy
- Planning for life events
- 50 million aged 62+

Students

- Increase awareness of debt in college choice
- Escalate complaints
- Build campus awareness
- 22-28 million (age 16-26)

Financial Empowerment

- Improve financial stability for working families/new entrants
- 68 million unbanked or underbanked
- 46 million lower income

Watch Out For Fraud

- **Avoid over–confidence**
- **Don't give credibility to titles and uniforms**
- **Don't fall for “limited time only” offers**
- **Never provide your personal financial information**



CFPB Publications

Order FREE Consumer Financial Protection Bureau publications.

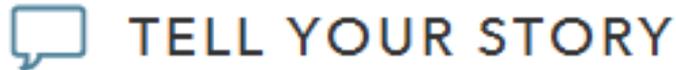
The central mission of the Consumer Financial Protection Bureau (CFPB) is to make markets for consumer financial products and services work for Americans — whether they are applying for a mortgage, choosing among credit cards, or using any number of other consumer financial products.

You may download products by clicking on each product's name. Adobe Acrobat Reader is required to view the products and is available for download at: <http://get.adobe.com/reader> Please allow 4-5 weeks for delivery.

Image	Description	Order Quantity
	<p>Check your Credit Report (102 Kb) Free ways to check your credit report to find and fix mistakes, update your information, and guard against identity theft.</p>	Quantity: <input type="text" value="0"/> ▾
	<p>Verifique su informe crediticio al menos una vez al año (332 Kb) Formas gratuitas de verificar su informe crediticio para buscar y solucionar problemas, actualizar su información y protegerse contra el robo de identidad.</p>	
	<p>Pay Attention to Your Credit Report (113 Kb) Steps to get and keep a good credit score. Find out what helps and what hurts your credit score.</p>	Quantity: <input type="text" value="0"/> ▾

How to Participate

- CFPB Blog: <http://www.consumerfinance.gov/blog/>

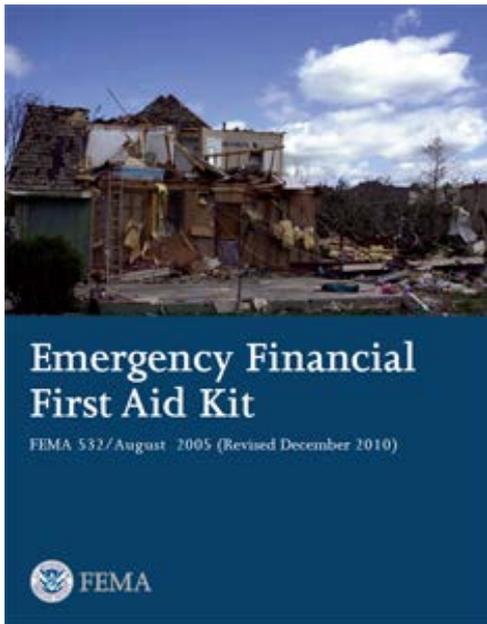


<https://help.consumerfinance.gov/app/tellyourstory>

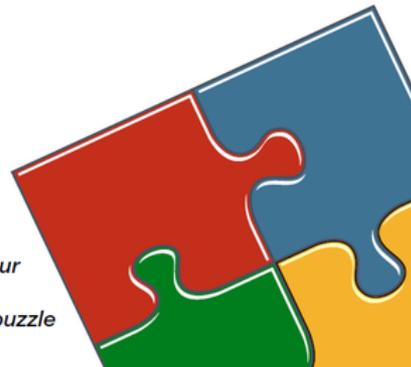
- CFPB Twitter: [@CFPB](https://twitter.com/CFPB)
- CFPB Facebook: <http://www.facebook.com/CFPB>
- Go to [ConsumerFinance.gov](http://www.ConsumerFinance.gov) to sign up for our newsletter.
- Weigh in on rulemakings:

<http://www.consumerfinance.gov/notice-and-comment/>

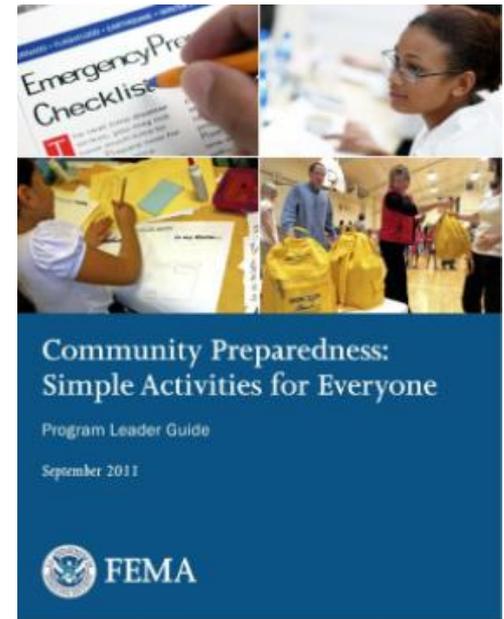
Getting Involved in Financial Preparedness



Recovery After Disaster
The Family Financial Toolkit
North Dakota Version



*Putting your
financial
recovery puzzle
together*



Visit the New Financial Preparedness Ready.gov Webpage!

The screenshot shows the Ready.gov website interface. At the top left is the 'Ready' logo with the tagline 'Prepare. Plan. Stay Informed...' and the FEMA logo. A navigation bar includes 'CONTACT US', 'MORE LANGUAGES', 'FAQS', and 'FEMA.GOV'. Below this are six main categories: 'BE INFORMED', 'MAKE A PLAN', 'BUILD A KIT', 'GET INVOLVED', 'BUSINESS', and 'KIDS'. The 'MAKE A PLAN' category is selected, leading to a page titled 'FINANCIAL PREPAREDNESS'. The page content includes a video player showing two men in a discussion, and a list of steps to get started. A navigation menu at the bottom highlights 'Inventory Home Possessions'.

Ready
Prepare. Plan. Stay Informed...
FEMA

CONTACT US MORE LANGUAGES FAQS FEMA.GOV

BE INFORMED MAKE A PLAN BUILD A KIT GET INVOLVED BUSINESS KIDS

What to do before, during, and after an emergency. Prepare, plan and stay informed for emergencies. Build a kit for disasters to be prepared. Find opportunities to support community preparedness. Plan for and protect your business. Fun and games for kids.

Plan for Your Risks Make A Plan Plan to Protect Yourself & Your Family Financial Preparedness Share/Email This Page

Considerations For... FINANCIAL PREPAREDNESS

Plan to Protect Yourself & Your Family
Family Communications
Get Tech Ready
Escape Routes
Utility Shut-off
Financial Preparedness
Safety Skills

Being ready for a disaster is more than storing water and supplies. You also need to be financially ready. Starting early and having a plan to pay your bills and access your important records and accounts help you get back on your feet faster and avoid problems with your credit when you need it most.

Pre-disaster financial planning is essential for individuals and families to complete because disasters leave many Americans without access to finances or with expensive damages. Thousands of Americans just like you – your neighbors and friends – have a plan

now. These steps can help you get started:

1. Identify your important documents and place them in a safe space: You can use the [Safeguarding Your Valuables](#) activity and Emergency Financial First Aid Kit to help get you started.
2. Download phone applications that can help during emergencies: Use the [FEMA phone application](#) to access to disaster preparedness, response and recovery resources including disaster assistance.
3. Enroll in [Go Direct](#) to minimize disruptions to receiving any federal benefits you may receive.
4. Plan ahead of time to recover: Our partners at USDA have created great resources to help get you started including [Recovery After Disaster: The Family Financial Toolkit](#) and the [Disaster Recovery Log](#).

FEMA has worked with our federal partners from the [Financial Literacy Education Commission](#) and whole community partners to compile resources that can help you get involved in strengthen your home, your job and your communities ability to be financially prepared. We encourage you to use the tools below and start early on being financially prepared.

Inventory Home Possessions Important Documents Money Resources

Make a record of your personal property for insurance purposes. Take photos or a video of the interior and exterior of your home. Include personal belongings in your inventory. You may also want to download the free [Household and Personal Property Inventory Book from the University of Illinois](#) to help you record your possessions.

Last updated: 04/03/2013 - 10:56 AM

- The Ready Campaign has worked with members of the Financial Literacy Education Commission to update the www.ready.gov/financialpreparedness webpage which includes:
 - Tools and resources such as the 10 minute Safeguarding Your Valuables Activity and the comprehensive Consumer Action Handbook
 - Tips regarding inventorying home possessions, important documents and more



Upcoming Resources...

- Updated tools including the Emergency Financial First Aid Kit 2.0
- Implementing Financial Preparedness into Financial Literacy Education Tip Sheet
- Updated MyMoney.gov website
- And more!

5 current and updated resources to help you stay involved

1. Sign up as a National Preparedness Coalition Member (<http://community.fema.gov>)
2. Complete the Safeguarding Your Valuables Activity which can be accessed on www.ready.gov/financialpreparedness
3. Help inform co-workers, friends and loved ones to start early to financially prepare by sharing www.ready.gov/financialpreparedness or www.mymoney.gov
4. Connect with your local Citizen Corps Council or Community Emergency Response Team to get involved in disaster preparedness (you can find your local contact by visiting: <http://www.ready.gov/citizen-corps/find-your-nearest-council>)
5. Share your story on the National Preparedness Coalition website

Questions?

