

R2 –WEEKLY BULLETIN

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TIP of the Week LAPTOP PROBLEMS?

By Blaine Frank
IT Services Branch

Q: What happens when you change your password at the office?

A: Your laptop will no longer connect to Outlook or the H drive....

To update your laptop, do the following:

- Start your laptop and log onto Windows with your **old** password.
- Connect to VPN using your **current** password.
- After you are connect to VPN, hit Control-Alt-Delete, and choose **lock computer**.
- Hit Control-Alt-Delete and **unlock your laptop with your current password**.

Click on the r2logon icon on the desktop.

The logon script is complete when the black window goes away.

When R2logon is completed you will then be able to access your H drive and Microsoft Outlook.



THE EXTRA MILE

When the US Army Corp of Engineers (USACE) completed the latest phase of the Green Brook Flood Control Project last summer, more than 200 home owners in Bound Brook, NJ were removed from the flood plain. The USACE changed the "facts on the ground," but it was up to home owners to apply to FEMA to change the flood map.

Acquiring a Letter of Map Revision (LOMR) is often laborious and time consuming, but thanks to Region II Senior Engineer Paul Weberg, these Bound Brook residents got their LOMR before the first of the year, relieving them of even partial payment of premiums that ran from \$800 to \$2,200.

Weberg walked the Bound Brook engineer through the process, and made sure the documentation was properly submitted, ultimately calling the contractor for an expedited review.

MANAGING EXPECTATIONS: INDIVIDUAL ASSISTANCE



By Michael Beeman, Disaster Assistance Director

After a disaster strikes, the one thing most people have in common is that they are holding on to hope: Hope that they will be made whole again; that life will return to the way it was before their lives were torn apart; hope that someone will come with the capability and the resources to put them back the way they were.

The area where the challenges of managing expectations most rapidly come into focus is Individual Assistance and the programs available to help out individuals and households impacted by an event.

First and foremost, the public expectation that we most often see following a disaster is that FEMA will be able to provide whatever grants money it takes to rebuild a home, restore possessions, recover memories lost – to make a family whole again. Our foremost challenge is helping the general public understand that the assistance available through the Stafford Act is very limited.

It should not go unnoted that one of the other great challenges in managing expectations is not only the challenge of trying to bring expectations down to the level of what can be provided under the law, but conversely convincing individuals to properly register, assuring themselves of a chance of receiving assistance from those programs for which they are eligible.

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I.A. EXPECTATIONS,

CONTINUED

In FY2009, the cap on what FEMA can provide to any individual or household is \$30,300 as total for all assistance through the agency's Individuals and Households Program (IHP). Congress has given us the ability to provide this total amount when warranted and eligibility has been established.

The IA program also provides Mass Care assistance (feeding, sheltering, bulk distribution and emergency first aid); Emergency Assistance (Mass Evacuation, Special Needs, family reunification, household pets, donations, voluntary agency coordination); Housing (Temp roof repair, rental assistance, transportation to other locations, hotel/motel program); and Human Services (Crisis Counseling, ONA – other needs assistance, case management, disaster unemployment, disaster legal services).

By example, one of the signature IA programs is home repair. On average the agency provides in the range of \$3,000 for repairs, and that funding level is only to make a home habitable again. Many individuals impacted by disaster are of the mistaken belief that FEMA is an alternative to adequate insurance. This is not the case, and it is one of the primary reasons the agency pushes so hard to have individuals carry the proper level of flood insurance.

Additionally, all communities rely on the assistance provided by private nonprofit organizations for their recovery. Those organizations work to help the significant number of individuals who have unmet needs after all options from federal and state assistance are exhausted.

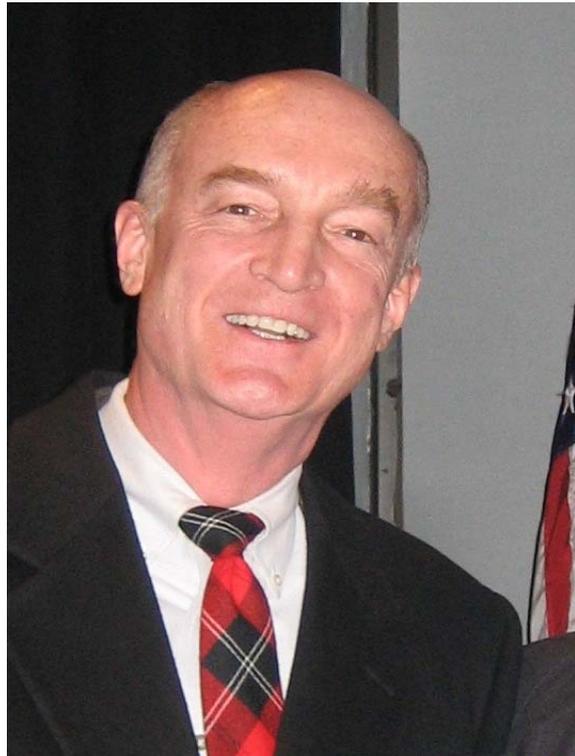
RANDOM NOTES

Sixty local hires from DR-1798 in Puerto Rico have been converted to Regional Disaster Assistance Employees. The JFO for DR-1798 closed Friday.

The National Processing Service Center in Puerto Rico shut down Friday, Feb. 27.

The transition from Citibank (MasterCard) to JP Morgan Chase (Visa) as the issuer of FEMA travel cards is near complete. Anyone who has not yet received their new VISA card should contact Yvonne Colon at 212.680.3645, or Michele Sturman at 212.680.3682.

FACES OF REGION II



Ken Curtin is the Region's Voluntary Agency Liaison, which – he is quick to point out -- is both a FEMA job title and an operational function. There have been voluntary agency liaisons (with different job titles) in Federal disaster offices long before there was a FEMA.

That's because the Voluntary Agency Liaison (VAL) functions as a hub, providing *coordinative services* with all disaster human services agencies (both voluntary and governmental), facilitating relief and recovery program information among them. By explaining FEMA and other government disaster programs to voluntary agencies, he helps them avoid doing what government already does, while focusing their efforts on meeting needs the government cannot. By passing on this information to their clients, voluntary agencies become force extenders for FEMA, and Ken is the one that deputizes them.

While VALs also support local and state efforts, e.g., managing material donations, spontaneous volunteers and cash donations, perhaps it's most important contribution is in the formation of local, interagency Long-Term Recovery Committees (LTRCs).

These collaborations, made up of faith, community, charitable, governmental, and donor organizations come together to form new, disaster-specific organizations to address the substantial unmet household needs that are beyond government assistance. VALs help organize different LTRCs in each declared county.

