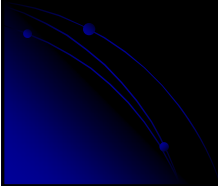


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**Preparedness Efforts and Response
Roles of Non-governmental
Organizations**

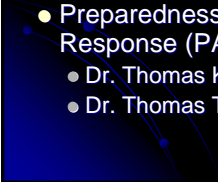
UAB Emergency Preparedness & Community Mitigation
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Presentation Outline

- Background
 - Roles of non-governmental organizations (NGOs)
 - Characteristics of NGOs
 - Challenges in increasing effectiveness
- Goals for increasing response effectiveness
 - Greater understanding of NGO capacity and preparedness efforts
 - Better integration with government response agencies and medical service providers
- Preparedness and Catastrophic Event Response (PACER)
 - Assessment of NGO preparedness & response
 - Assessment of NGO quality of aid

Roles / Services of NGOs

- Social services (e.g. counseling)
- Financial assistance
- Shelter
- Food
- Clean up
- Rebuilding
- Volunteer & Donation management

Characteristics of NGOs

- 820,000 recognized charities in 2004
- Large, multi-service agencies
 - Government funding
 - Professional staff
- Small grassroots agencies
 - Donations
 - Volunteers
- Churches
 - Donations
 - Small staff / Volunteers

Challenges in Increasing Effectiveness

- Public (and press) expectations are unrealistic
- Internal tension between government and NGO relief efforts
- Non-profits tend not to systematically assess their efforts

Fremont-Smith M, et al. Charities' Response to Disasters: Expectations and Realities. In *After Katrina: Public Expectations and Charities' Response*. (ET Boris & CE Steuerle, Eds.) The Urban Institute, May 2006.

Goals for Increasing Response Effectiveness

- Greater understanding of NGO capacity and preparedness efforts
 - Existing capabilities
 - Responsiveness

Goals for Increasing Response Effectiveness

- Better integration with government response agencies and medical service providers
 - National Response Plan
 - Surge Capacity

Preparedness and Catastrophic Event Response (PACER)

- Assessment of NGO preparedness & response activities
 - Focus groups / Interviews with 18 NGOs
 - National organizations
 - Local organizations
 - Faith-based, community-based, business
 - Thirty-three participants
 - 20 female
 - July – August 2007
 - Chicago, Mobile, New Orleans, New York, Washington DC

Preparedness and Catastrophic Event Response (PACER)

- Purpose of disaster-related activities
 - Commit resources (personnel, funds, equipment)
 - Established areas of service (food, shelter, rebuilding, counseling)

Preparedness and Catastrophic Event Response (PACER)

- Preparedness / Response Activities and Resources
 - Manage donations
 - Manage volunteers
 - Training
 - Basic needs
 - Medical care
 - Coordination of activities

Preparedness and Catastrophic Event Response (PACER)

- Preparedness / Response Activities Not Performed
 - Search and rescue
 - Stockpiling / Warehousing
 - Proselytizing or advertising

Preparedness and Catastrophic Event Response (PACER)

- Recommendations for Improving Preparedness
 - Establish partnership agreements
 - Increase coordination in relief efforts
 - FEMA and other agencies
 - Training and simulations
 - Consistency in forms and documents
 - Volunteer credentialing

Preparedness and Catastrophic Event Response (PACER)

- Needs and Concerns
 - Easier access to disaster areas
 - Improved communication methods
 - Long term recovery efforts
 - Medical licensing

Preparedness and Catastrophic Event Response (PACER)

- Development of standards assessment
 - Focus group results
- Areas of organizational activities
 - Communication
 - Resource mobilization
 - Organizational planning
 - Partnerships
 - Response activities performed
- Assess aspects with better or worse preparation

Preparedness and Catastrophic Event Response (PACER)

- Assessment of NGO quality of aid provided
 - Disaster victims receiving assistance
 - Brief survey to evaluate quality of aid
 - Administered during disaster periods
 - Development in process

Conclusion

- NGOs provide valuable services but integration with overall relief efforts needs improvement
- PACER
 - Establish measure of organizational activities that facilitate disaster services
 - Establish measure of aid quality
