



On behalf of the Weakley County Long Term Recovery Group (WCLTRG), we are grateful you are here. We know the December 10th tornado changed your life and our local community. In the midst of this tragedy, we want you to know that we are here for you. Our goal is to advocate for the recovery of you and your family regardless of race, creed, color, gender, sexual orientation, disability, or religious preference. We will strive to meet you where you are in your spiritual, emotional, physical, and financial recovery. Again, thank you for trusting us to walk with you through your recovery.

ASSISTANCE PROTOCOLS

I. ASSISTANCE DEFINITIONS

Damage: Loss to essential personal or real property that results in a need for repair, rebuilding, or replacement.

Essential: Deemed necessary by the Weakley County Long Term Recovery Group (WCLTRG) for the individual's or family's recovery from a disaster affecting Graves County.

A disaster affecting Weakley County: A disaster is defined as a recognized federal or state-declared disaster in Weakley County, TN.

Loss: Result of a disaster affecting Weakley County that leaves an individual, family, or owner in a less favorable position than before the disaster affecting Weakley County.

"As a result of a disaster affecting Dresden and Weakley County" includes:

- damage or loss directly caused by a disaster affecting Dresden and Weakley County,
- damage or loss aggravated by a disaster affecting Dresden and Weakley County,
- debts incurred as a result of the applicant using his/her resources for recovery from a disaster affecting Dresden and Weakley County

WHO IS ELIGIBLE

1. Owners of residential property in Dresden/Weakley County used as their primary residence who suffered damage or loss to that residential property as a result of a disaster affecting Dresden/Weakley County.
2. Individuals who reside or resided in Dresden/Weakley County who suffered loss or damage to the personal contents of their primary residence as a result of a disaster affecting Dresden/Weakley County (i.e., Renters).
3. Individuals who reside or resided in Dresden/Weakley County who suffered other loss or damage



as a result of a disaster affecting Dresden/Weakley County when such loss or damage is not covered by other existing aid programs.

II. TYPES OF ASSISTANCE TO BE PROVIDED

The WCLTRG may provide assistance only for damage or loss that is a result of a disaster affecting Weakley County. The WCLTRG may provide assistance that is less than the total loss or damage. Types of assistance include, but are not limited to, the following:

- Temporary rental assistance.
- Temporary mortgage assistance.
- Temporary utility assistance.
- Purchase or provision of essential appliances, furniture, and other household goods
- Purchase or provision of clothes and shoes.
- Purchase or provision of essential items for children.
- Purchase or provision of essential transportation needs necessary for medical transportation, work, and school transportation.
- Repair to household systems, such as electric, plumbing, heating and cooling.
- Structural repairs.
- Reconstruction.
- Moisture control services and removal of mold and mildew.
- Purchase or provision of goods and services necessary for mitigation and prevention of future loss e.g., storm shelters, and hurricane straps.
- Payment of disaster-related medical expenses not covered by insurance or other sources of reimbursement.
- Provision of other essential goods and services necessary for an individual or family's recovery.
- Addressing existing debt challenges that prevent the survivor from continuing with the recovery plan.

III. REQUIREMENTS OF PERSONS REQUESTING ASSISTANCE

- Provide all information necessary for completion of the case presentation form.
- Provide available documentation of assistance received, assistance for which application



was made, income and personal resources.

- Sign the WCLTRG authorization to release information and any other releases necessary for the WCLTRG to assist the recovery.
- Participate in own recovery, to the extent able, includes engaging in planning with the case manager; identifying income and personal resources; accepting appropriate public and private resources and insurance reimbursement; making decisions about recovery; and following through with referrals.

IV. REQUIREMENTS OF CASE MANAGER

- Prepare completely the unmet needs case presentation form.
- Obtain all necessary authorizations.
- Obtain verification of assistance received, assistance for which application was made, income, and personal resources.
- Present the case, if needed, to the WCLTRG.
- Record the results of the WCLTRG in the client's case record.
- If service or assistance is approved, provide follow-through to verify that the approved service or assistance was provided.
- If the WCLTRG decision is deferred, provide the necessary follow-up so the case will be presented again.
- Assist the person requesting assistance in developing a plan for mitigation and prevention of future loss, if appropriate.

Case Closure

The Case Manager Supervisor or Regional Recovery Director will present a list of proposed cases to be closed for the LTRG to vote on prior to closing the case. The closing process will not begin until after the LTRG votes to close the case. At this time, a letter will be sent by the Disaster Case Manager that clearly states the client has two (2) weeks (giving a deadline date) to respond via email, text, or phone call. Otherwise, it will be closed at the date identified. Disaster recovery case management services are time limited. Open cases will all be closed within the scope of disaster-related services and programs. The disaster recovery goal determines the timing of the closure of the case. A successful case closure recognizes and affirms that progress and stabilizing gains have been made to return the Client to a more normal way of life. A well-thought-out closure with the Client will provide accurate information to the Provider Organization to assess program outcomes. The case may be closed for the following reasons:



- Completion of disaster recovery plans;
- Due to time frame and eligibility for services;
- Transition to social service providers;
- At the Client's request; or Non-compliance. Case Managers should explain the consequences of non-compliance to each Client and make every effort to bring the Client into compliance. Non-compliance is identified by the Disaster Case Manager and a final determination is made by the Case Management Supervisor. Case Managers should adopt the following minimum standard for non-compliance: A Client has missed three (3) consecutive contact attempts (e.g., scheduled meetings, home visits, phone calls and letters) by the Disaster Case Manager regarding case management services. Attempts to contact the individual or family must include at least one (1) home visit, (1) phone call and at least one (1) letter in the mail. However, meetings missed because of a legitimate family emergency should not be counted. Additionally, Clients may be determined non-compliant based on a failure to make progress across goals in the Recovery Plan. This decision should be established based on a pattern of behavior rather than on the basis of missing one interim goal in their Recovery Plan. This minimum standard does not mean that a Client must be terminated if non-compliant. Case Managers should be given the authority to renegotiate the Recovery Plan with the Client to bring them into active compliance if they feel it is warranted, given household circumstances. When cases are closed before completion of the disaster recovery plan, this closure should be documented in a standardized way. When a case is closed, a written notice containing a clear statement of the reasons for termination should be provided to the Client. When an appeal or review of the decision is an option (such as in non-compliance), instructions for how the Client may present written or oral objections should be included.

V. REQUIREMENTS OF THE WEAKLEY COUNTY LTRG

- Review each case presented by a case manager or other in a thorough and timely manner.
- Provide a standardized and equitable decision-making process for each person requesting assistance.
- Use the most cost-effective means of providing service or assistance:
- Using all available in-kind and volunteer resources.
- Assisting the person requesting assistance in obtaining all available and appropriate governmental, and private assistance and insurance reimbursement.
- Confirm that all privately provided services are within the fair market price for the service,



and, if not, assist the person requesting assistance in negotiating a fair market price or obtaining a vendor who will provide the service at a fair market price.

- Protecting against any duplication of service or assistance.
- Provide clear reasons for decisions to provide or deny service or assistance.
- Provide the person requesting assistance with the means to request reconsideration of a denial of service or assistance.

VI. REQUIREMENTS OF WEAKLEY COUNTY LTRG MEMBERS

- Agree that all funds and grants obtained on behalf of the WCLTRG for the purpose of providing financial assistance to individuals and families for disaster recovery will be disbursed through the WCLTRG process except:
 - In emergency situations that must be resolved before the WCLTRG can act; and in situations requiring a minor investment of funds (less than \$5,000) in order to resolve the individual or family's disaster recovery.
 - Undesignated funds that can be used for essential indirect functions (i.e., utilities, rent, necessary equipment)
- Agree to follow the WCLTRG criteria and the WCLTRG process in the distribution of other funds and grants obtained for the purpose of providing financial assistance to individuals and families for disaster recovery. The WCLTRG Member organization may distribute other funds and grants according to the member organization's criteria if the WCLTRG and member organization's criteria differ (i.e., Habitat for Humanity).
- Sign the agreement regarding the authorization to release information and confidentiality.
- Abide by the requirements of the WCLTRG contained in this document.
- Protect the confidentiality of all applicants and recipients.
- Attend WCLTRG meetings regularly.
- Participate in meetings and work toward consensus.

VII. RECONSIDERATION AND GRIEVANCE PROCEDURES

- Any person requesting assistance from the WCLTRG or recipient of services or assistance through the WCLTRG who is not satisfied with a decision of the WCLTRG may request reconsideration upon the following grounds:
 - There were procedural deficiencies in the WCLTRG decision-making process in his or her case;



- There has been a change of circumstances since the WCLTRG decision that could alter the decision of the WCLTRG; or
- The WCLTRG misunderstood the nature of the request, the nature or extent of the loss or damage, or other pertinent information, and consideration of the correct information could alter the decision of the WCLTRG.
- Any person requesting assistance from the WCLTRG or recipient of services or assistance through the WCLTRG who is not satisfied with a decision of the WCLTRG on one or more of the grounds set forth in Section 1 of the Reconsideration and Grievance Procedures should follow the following steps:
 - Request that the case presenter request reconsideration of the WCLTRG.
 - If a person requesting assistance or a recipient is not satisfied with the decision of WCLTRG on reconsideration, the person requesting assistance or recipient may request a hearing before the WCLTRG Reconsideration and Grievance Committee by filing a written complaint with the Chair of the Reconsideration and Grievance Committee. The current Reconsideration and Grievance Committee chair is to be defined.
 - The Reconsideration and Grievance Committee will schedule a hearing within ten days of the request. The person requesting assistance or recipient, the case presenter, and the Chair or Vice-Chair should attend the hearing. The Reconsideration and Grievance Committee may affirm the decision of the WCLTRG or request that the WCLTRG reconsider the request. If the Reconsideration and Grievance Committee requests that the WCLTRG reconsider its decision, the Committee shall give guidance to the WCLTRG on the factors that it should consider on reconsideration and/or the process it should use on reconsideration.
 - In the event funds have been made available through other entities, an applicant may have other appeal rights to that entity.
 - The Reconsideration and Grievance Committee will be composed of the WCLTRG Co-Chair(s), WCLTRG Secretary, and UMCOR Case Management representative as voting members, and non-voting members will be the Program Coordinator and/or Construction Manager and UMCOR Case Management Supervisor (as long as none of these individuals were voting members in the first hearing).
 - "The Case Manager Supervisor or Regional Recovery Director will present a list of proposed cases to be closed for the LTRG to vote on prior to closing the case. The closing process will not begin until after the LTRG votes to close the case. At this time, a letter will be sent by the Disaster Case Manager that clearly states the client has two (2) weeks (giving a deadline date) to respond via email, text, or phone call. Otherwise, it will be closed at the date identified."



VIII. ANTI-DISCRIMINATION AND ANTI-HARASSMENT

- The policies and practices of the WCLTRG are to accept requests, provide service and assistance and make decisions without discrimination because of gender, gender identity, transgender status, sexual orientation, perceived sexual orientation, race, ancestry, religion, national origin, age, medical condition, disability, marital or civil union status, veteran status, citizenship status, source of income or other protected group status and to treat all persons requesting assistance equally and fairly. WCLTRG is committed to maintaining an environment that is free of discrimination. In keeping with this commitment, WCLTRG will not tolerate harassment of applicants by anyone, including any case manager, WCLTRG participant, consultant, applicant, or recipient of the WCLTRG.
- Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as gender, gender identity, transgender status, sexual orientation, perceived sexual orientation, race, ancestry, religion, national origin, age, medical condition, disability, marital or civil union status, veteran status, citizenship status, source of income or other protected group status.
- Maximum funding limits are limited to those guidelines set forth by the grantor of the funds. At times, it may be necessary to utilize funds from a variety of grantors in order to satisfy the unmet need.



APPENDIX

Weakley County Long Term Recovery Group Confidentiality Agreement

I agree that I will keep all information exchanged at the Weakley County Long Term Recovery Group meetings, including information about donor individuals, donor organizations, and client cases, in confidence and will not disseminate this information except as authorized by the applicant and as is necessary to develop and implement a recovery plan for applicants.

| | |
|----------------------|--|
| Printed Name | |
| Name of Organization | |
| Signature | |
| Date | |



Homeowner Release of Liability

| | |
|----------------|--|
| Date | |
| Daytime Phone | |
| Evening Phone | |
| Name | |
| Street Address | |
| City/State/ZIP | |

I am the owner and occupant of the above-listed property. I give permission to the Weakley County Long Term Recovery Group to work on my property for the purpose of repairing my home due to the recent disaster.

In consideration of the services potentially being rendered by the Weakley County Long Term Recovery Group, such as case management, donations, and volunteer services to be rendered to me or on my property by the Weakley County Long Term Recovery Group, I, the undersigned, release and agree to hold harmless the Weakley County Long Term Recovery Group and any related or referred agency, from any liability, injury, damages, loss, accident, delay or irregularity related to the aforementioned services.

This release covers all rights and causes of action of every kind, nature, and description, which the undersigned ever had, now has, or but for this release, may have. This release binds the undersigned and his heirs, representatives, and assignees.

| | |
|-----------|--|
| Signature | |
| Date | |