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Preparedness Efforts and Response
Roles of Non-governmental Organizations

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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

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Goals for Increasing Response Effectiveness

- Greater understanding of NGO capacity and preparedness efforts
  - Existing capabilities
  - Responsiveness
- Better integration with government response agencies and medical service providers
  - National Response Plan
  - Surge Capacity

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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