

2018 ANNUAL REPORT





WHO WE ARE

Galveston County Recovers (GCR) was organized shortly after Hurricane Harvey. The vision of the group is embodied in its mission statement:

"The mission of Galveston County Recovers is to develop resources to meet the needs of Harvey-affected Galveston County residents."

This mission translates to a vision of a county where residents have recovered and achieved their new recovered state, i.e. their "new normal."

GCR is a coalition of representatives from faith-based, community-based and other non-profit organizations, government and business partners sharing knowledge and coordinating resources — money, materials and manpower.

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FROM THE CHAIR



Hello and Welcome to Galveston County Recovers' 2018 Annual Report

When we formed this organization shortly after Hurricane Harvey ravaged our county, we knew we were taking on a huge task. Our goal from the outset was to see this recovery through, helping our residents get their lives back to normal. In many cases "normal" is a "new normal" which may be a bit different from the pre-storm "old normal."

We are working hard to improve as many lives as possible. In our efforts to help, we are giving priority to families who are especially vulnerable. These vulnerabilities include the elderly, disabled, single parents with small children, and those without the means to fund their own recovery.

As the numbers in this report show, we've been successful in helping many of these folks. The numbers also show that, even a year and a half later, there are still many who need our help.

We intend for this report to be a tribute to the countless volunteers who have helped in our recovery. These people have come literally from near and far giving of their time and talent. We also

want to thank the staff who have worked tirelessly in professionally conducting the affairs of Galveston County Recovers and all of its affiliates. And of course, little of this would have been possible without the support of all the foundations and organizations that have provided financial support. Their graciousness and willingness to help our community is nothing short of amazing.

But most of all, we intend for this report to be a tribute to those in our county who have been impacted by the Hurricane. The faith, strength and resiliency of those we serve is a daily inspiration to continue the important mission that has been entrusted to us.

Thank you,

Gary M. Scoggin, P.E.
Chair



HURRICANE HARVEY

In the final days of August 2017, Hurricane Harvey, a Category 4 hurricane, brought high winds and record rainfall to 60 counties along the Texas Gulf Coast. One of the hardest-hit counties was Galveston County which saw over 50 inches of rainfall. Among the impacted community members were minorities, many with limited English proficiency, and other people with low-income and high social vulnerabilities.

Hurricane Harvey was the most significant rainfall event in U.S. history, both in scope and peak rainfall amounts, since records began in the 1880s.

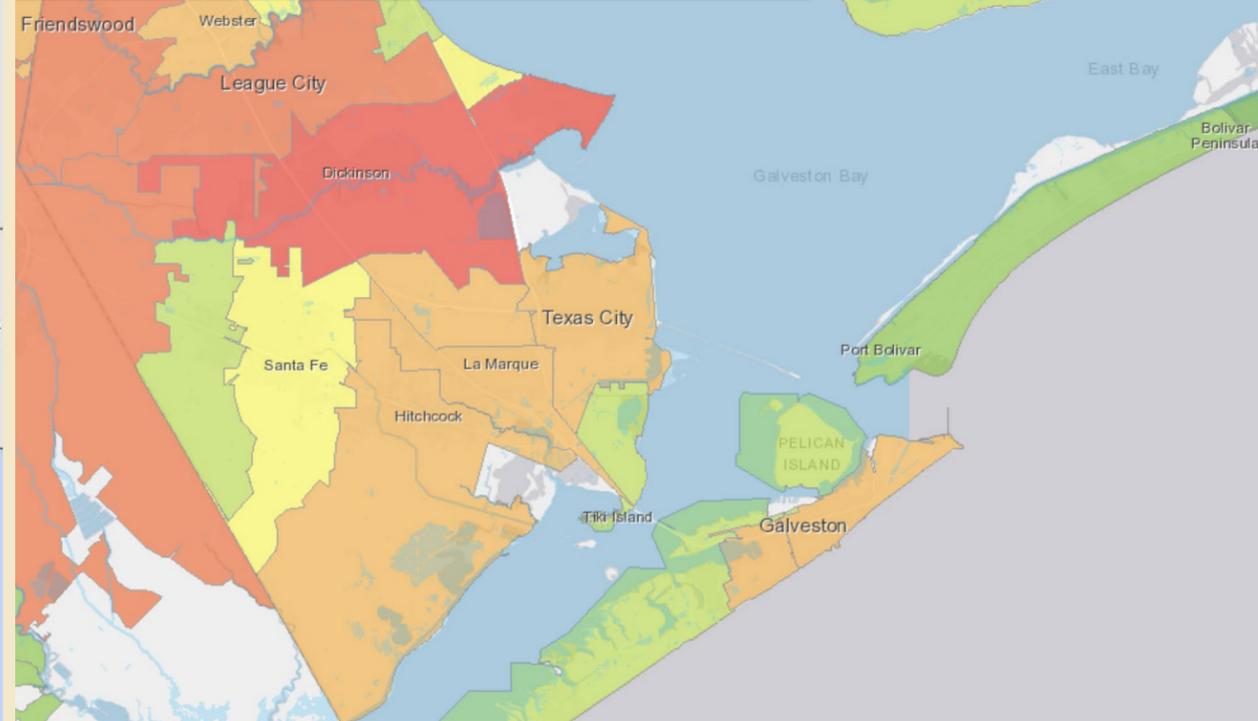
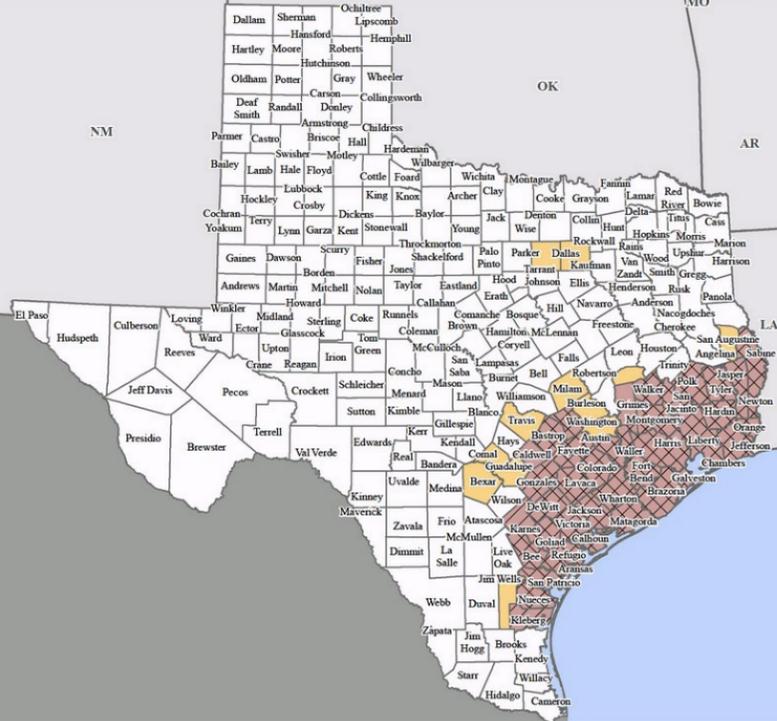
In Galveston County:

48,000+ families were impacted of which **18,000+** had damaged homes

Among those impacted, **14,201** had a social vulnerability

Nearly **80%** of the homes in Dickinson, TX were flooded





Facing Page: Texas Disaster Declaration map and a Harvey Damage Assessment of Galveston County. *Source: Federal Emergency Management Agency.* Above: Photo of cars submerged in flood waters at McRee Dealership in Dickinson, TX.

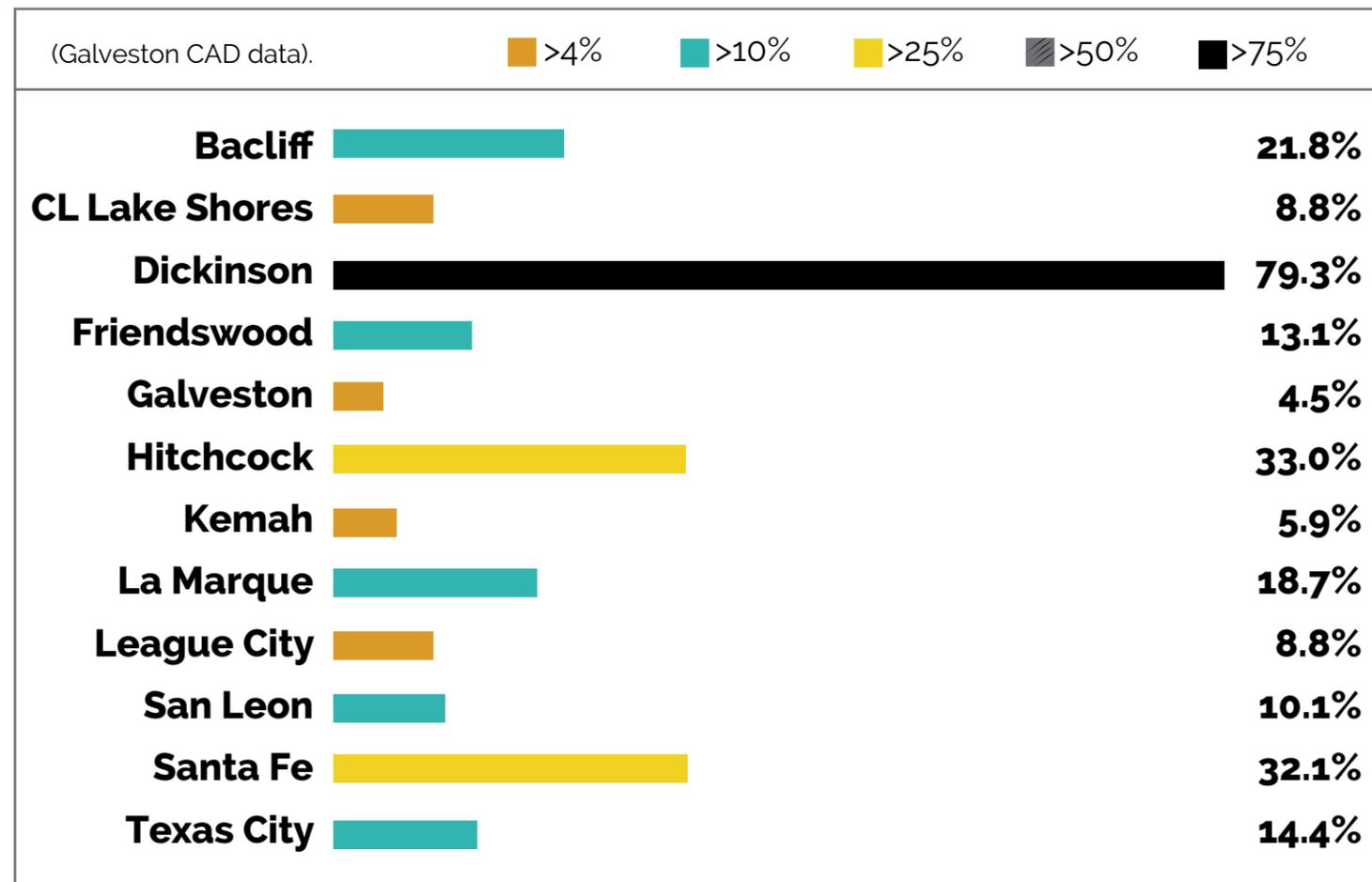
GALVESTON COUNTY

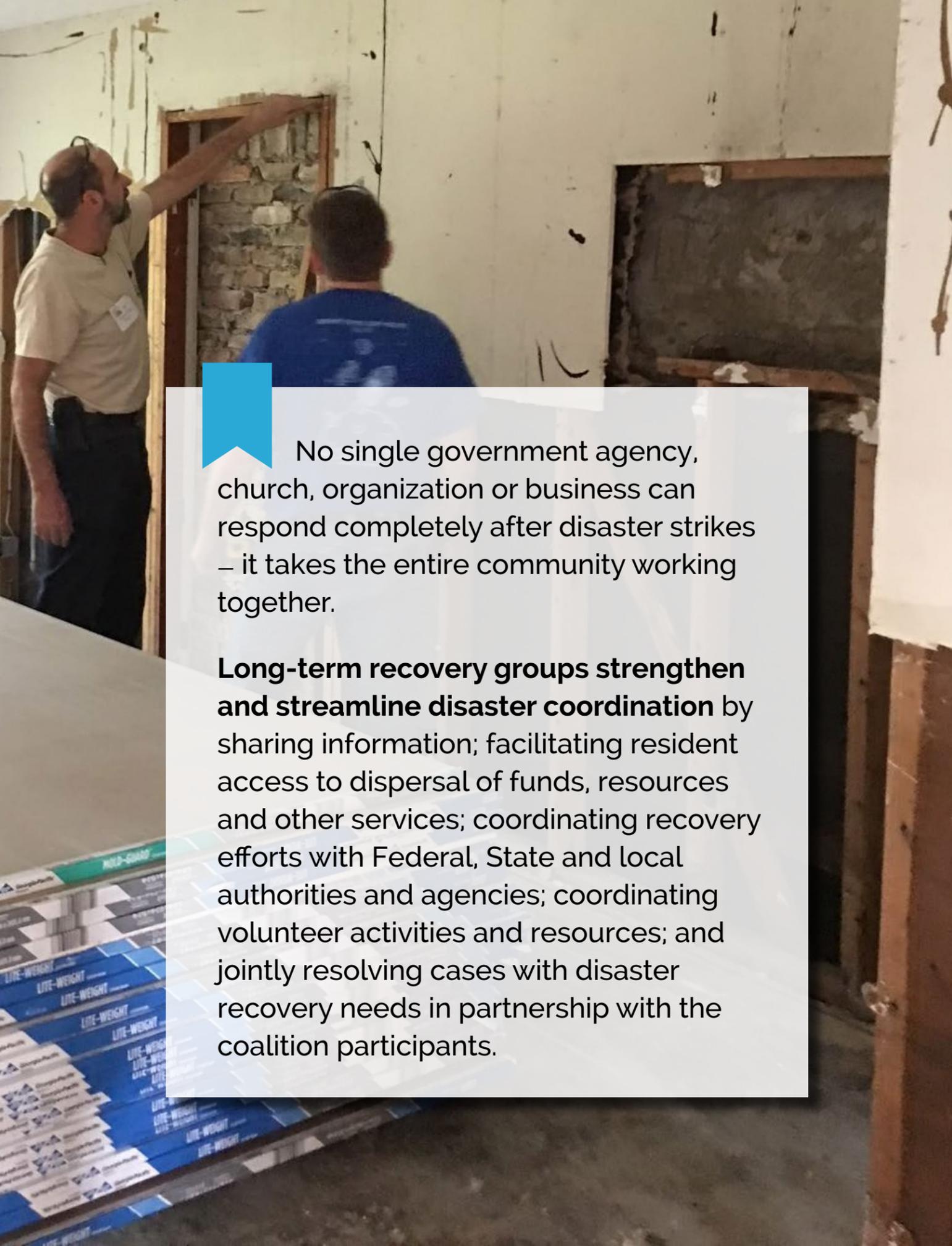
DEVASTATION

Galveston County sits on the upper Gulf Coast of Texas. Its three main areas are Galveston Island, the Bolivar Peninsula and the Mainland. There are thirteen different communities in the county in addition to a large population living in unincorporated areas. All Galveston County communities except for the City of Galveston and High Island on the Bolivar Peninsula had substantial damage from the storm.

The Federal Emergency Management Agency (FEMA) designated Galveston County a disaster area. The graph to the right shows the percentage of damaged residences in Galveston County by city.

Percentage of Damaged Residences in Galveston County by City





No single government agency, church, organization or business can respond completely after disaster strikes – it takes the entire community working together.

Long-term recovery groups strengthen and streamline disaster coordination by sharing information; facilitating resident access to dispersal of funds, resources and other services; coordinating recovery efforts with Federal, State and local authorities and agencies; coordinating volunteer activities and resources; and jointly resolving cases with disaster recovery needs in partnership with the coalition participants.

FLOOD VICTIMS

When Hurricane Harvey struck in August 2017, it dropped 27 trillion gallons of water over 29,000 square miles and affected 135 million people in Texas and nearby states. Galveston County was severely impacted and Dickinson, TX suffered major devastation with nearly 80% of homes flooded.

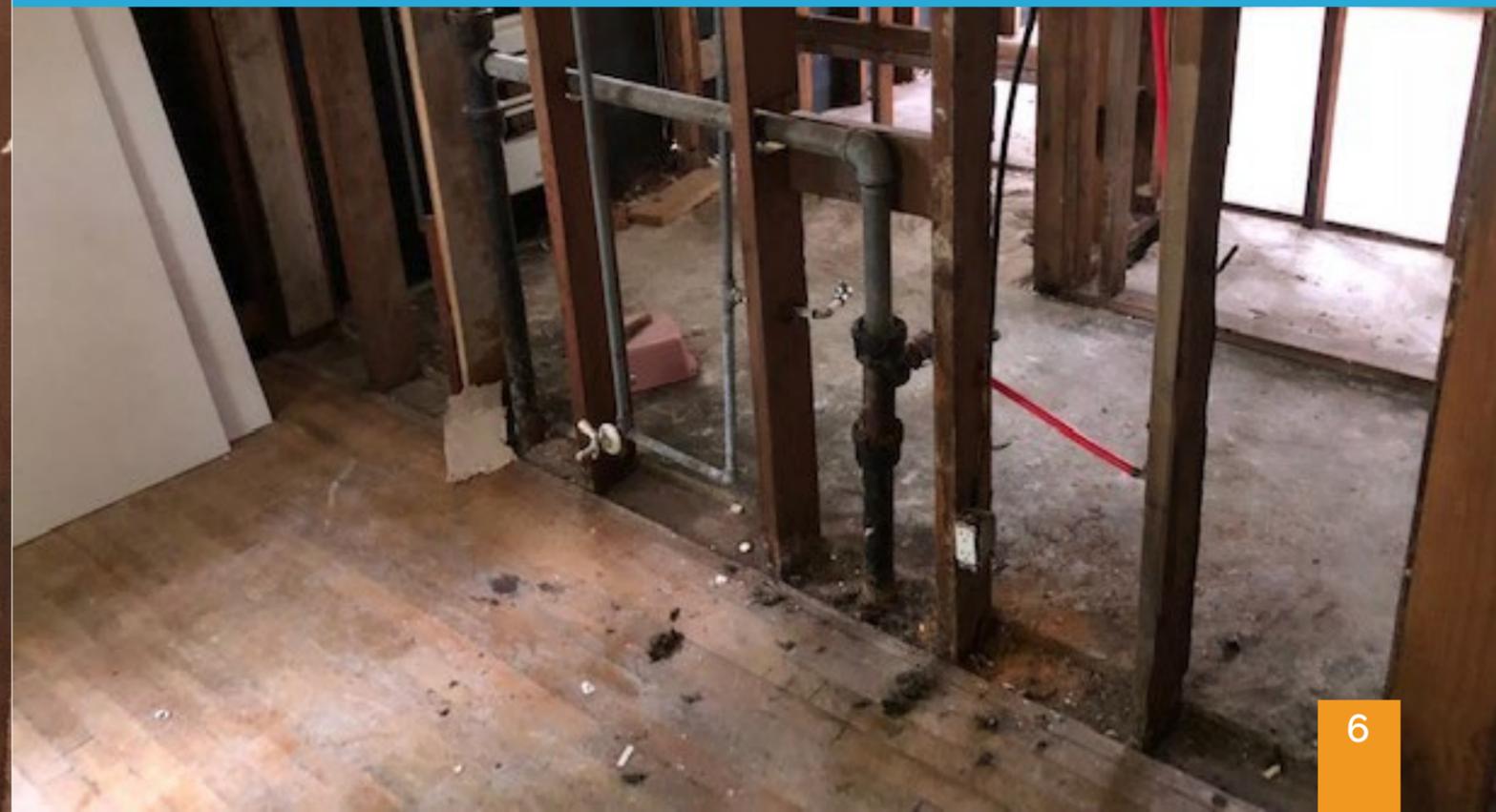
Glenda Matthews, a Dickinson resident, and her 82-year-old mother for whom she is the main caretaker, were victims of Harvey. The flood damage to Matthews' home made it unlivable. Like many people on the Mainland, Matthews lived outside the flood plain, therefore, she did not have flood insurance. And, as a school teacher with a modest salary, she was unable to raise the thousands of dollars for repairs.

Matthews and her elderly mother were homeless.

Hurricane Harvey broke the record for the most extreme rainfall in the continental United States.



27 TRILLION
The number of gallons of water that fell



“ We are grateful to the Moody Foundation for providing much needed funds to help our friends and neighbors to come home. ”

-Lynda Perez, Disaster Case Management Chair for GCR

COMING HOME

Galveston County Recovers (GCR) serves many low to moderate income clients. “This storm really impacted the most vulnerable in our community,” said Lynda Perez, Disaster Case Management Chair for GCR.

The Grants Director for the Moody Foundation explained that the Trustees agreed that making Galveston County whole again after Harvey was going to be a long- term project.

Thanks to a GCR volunteer outreach event Matthews attended earlier in the year, she would be the first homeowner assisted by the grant from the Moody Foundation. Matthews now had a path towards recovery.

Michael Stanton was the Disaster Case Manager who helped Ms. Matthews navigate FEMA, the American Red Cross and the disaster recovery process. “This was a complicated case because of FEMA guidelines,” said Michael Stanton “I stayed on

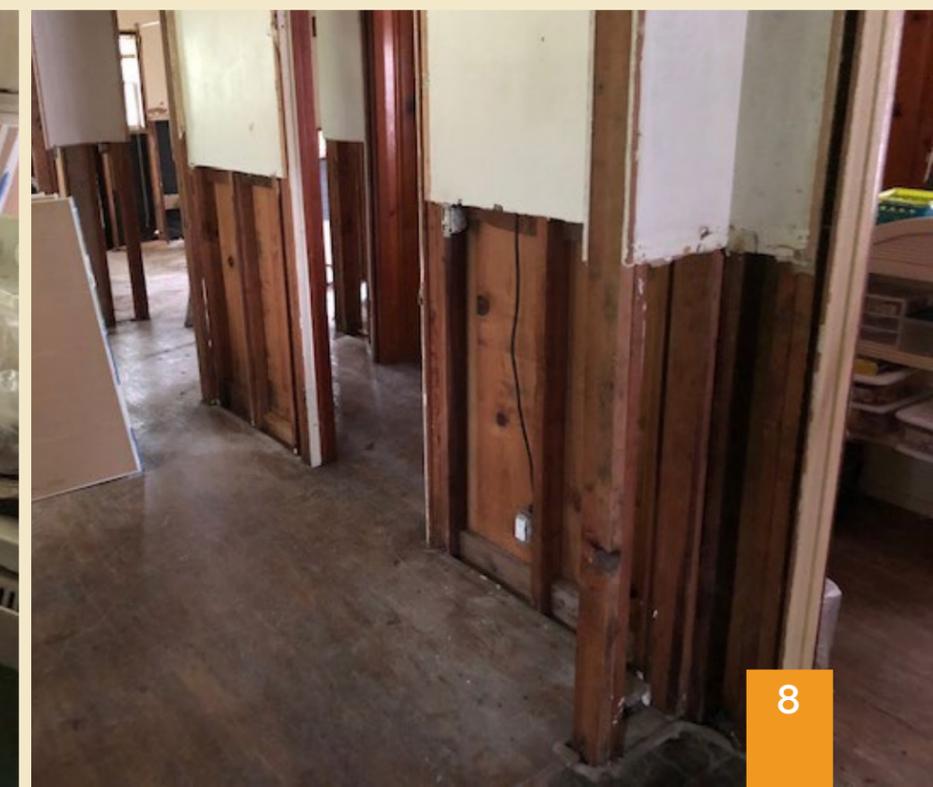
top of everything and was so happy to ensure [Ms. Matthews] could take advantage of the Moody Grant opportunity.”

Funds from the Moody grant paid for contractors. After the home was repaired, case managers took the Matthews case to the Unmet Needs committee, funded by the American Red Cross, to provide items still needed by the homeowner such as furniture and linens. These are truly collaborative efforts.

After living with family members for over a year, Matthews had her first look at her rebuilt home at a dedication on January 24, 2019.

Glenda Matthews' home is one of many that will be repaired thanks to generous donors and volunteers. Perez said, “We are grateful to the Moody Foundation for providing much needed funds to help our friends and neighbors to come home.”

Facing Page & Below: Photos of the inside of Glenda Matthews' home post Hurricane Harvey. The area of drywall removed shows what level the flood waters reached.





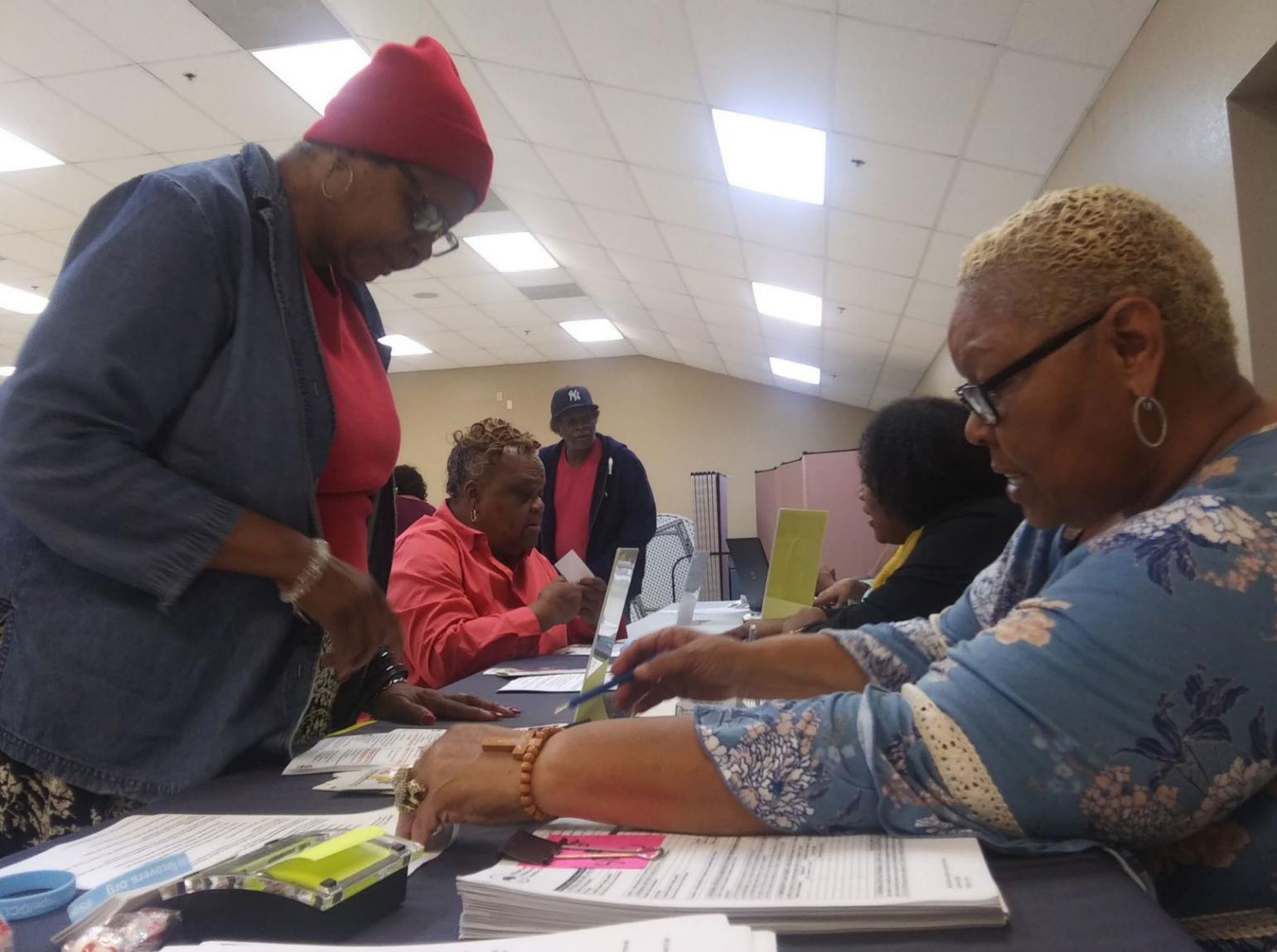
“Our work focuses on identifying and developing resources to support the recovery of families affected by Harvey through disaster case management, home restoration, unmet needs and health and spiritual care.”

-Gary Scoggin, GCR Chair

What began as a few organizations working together on recovery has expanded to 36 participating organizations collaborating on different aspects of recovery. The diversity of the participating organizations will ensure nobody falls through the cracks.



Facing Page: (top) Photo from the dedication ceremony for Glenda Matthews and (bottom) photos of the inside of Glenda Matthews' home after GCR repaired it.



DISASTER CASE MANAGEMENT

Disaster Case Management has been at the core of our approach. Shortly after the storm – before federal or state resources were in place – Galveston County Recovers used privately raised money to hire additional Disaster Case Managers to help those impacted by the storm to start their road to recovery. Following the model recommended by FEMA, our effort has six Working Groups. Together, these efforts form a holistic approach to disaster recovery.



“I’ve been doing disaster relief since Hurricane Katrina. One of the major issues we have faced has been the organization of a long term disaster relief committee. Moving from talking about what to do to rebuilding sometimes moves at a glacial pace. Normally the actual rebuilding doesn’t begin for at least one year.

Disaster relief begins with case management.

I’ve been most impressed with the work of Galveston County Recovers. They had the wisdom to put case management in place quickly. This meant we had work to do much quicker than other disasters I’ve worked.”

-Steve Huston, Disciples of Christ

Disaster Case Managers for Mainland Community Partnership. Facing Page: Lorraine Sparks explains the Homeowner Assistance Program (HAP) application checklist. Below: (left) Jacqueline Cano listens to a resident’s individual needs at a Public Meeting for the HAP. (right) Disaster Case Management meeting.



VOLUNTEERS HELPING TO REBUILD

The objective of the Volunteer Working Group is to establish and maintain a pool of volunteers to support the organizations involved in rebuilding efforts in Galveston County.

HIGHLIGHTS

Teamwork

Volunteers are critical to our mission. We have established relationships with organizations that will be ongoing sources for volunteers. We have also coordinated with county rebuilders to optimize volunteer manpower in support of home repair projects.

To be helpful, the group created a volunteer booklet for inbound volunteers that includes information about safety practices and local emergency care facilities, churches, and dining and entertainment venues.

Pre-Assessment

The group launched a client damage assessment program called Hurricane Harvey Pre-Assessment. This program not only

provided useful information for the Construction Manager and helped simplify his workload, but also sparked an increased cadre of local volunteers and volunteer affiliates. The program helped identify a number of homes in dire need and Hurricane Harvey victims lacking disaster case management.

Outreach

Another notable project by the volunteer work group is Galveston County Veterans Stand-Up. They developed this outreach program to introduce county veterans to the various Hurricane Harvey assistance programs available.

Tracking

Volunteer management and satisfaction has improved as various task oriented repair projects can be matched to volunteer capabilities and availabilities. Resident rebuilders have also benefited because they are able to look at a broad range of repair projects and select those that they can support with available resources.



“Thank you so much for working with us during our five days in the Galveston area. You provided the team with great jobs and also had all the supplies available for the crews as needed. Also, a great thank you for taking the time to meet with us on Sunday afternoon after our arrival. That meeting set the pace for all of our work and we hit the ground running on Monday morning. Thank you again.

[Renee, the Team and I] are planning to return to the Galveston area next spring and would love to partner with Galveston County Recovers.”

- Mike Anderson, St. Philip’s Disaster Relief Ministry



Left: Boots from volunteers after a long day. Facing Page: A volunteer from Eight Days of Hope helps in the rebuilding process.

PUBLIC & BEHAVIORAL HEALTH IN OUR COMMUNITY

The Public and Behavioral Health Working Group is a collaboration of providers who serve Galveston County in mental health, substance use recovery, and primary care/medical care.

HIGHLIGHTS

Teamwork

Developed and maintained relationships with Disaster Case Management to promote ease of referrals and quick follow up.

Provided staffing support for World Renew assessments - survivors in need of emotional support or follow up when re-telling their stories, or needing follow up as discovered through these interviews.

Group Support

We are learning more about triggers and trends from past disasters and promoting ideas to reach survivors. We share resources within our network and facilitate discussions.

Outreach

Provided targeted outreach to most vulnerable survivors including evacuees in hotels.

Created and disseminated educational brochures to the community and offered information at Hurricane Town Halls held throughout the County.

Service Increase

Each provider within the collaboration expressed an increase in services which they realized through their intakes and impact on capacity. The group provided outreach, health and safety, wellness and other post-storm information.

Galveston County Recovers

has ongoing relationships with local municipalities ensuring clients have access to recovery information and services.



“The collaboration amongst the agencies has resulted in partnerships that have only grown over the course of the year as the recognition of the need for services has been great.”

- Amanda Groller, Community, Public & Behavioral Health Chair



Above: Giveaways at anniversary event. Right: Happy face stress-release balloons that PBH team members make and hand out at outreach events.

REPAIR AND REBUILD

Critical stages - repair and rebuild process

ASSESSMENT OF HOMES

The construction process includes a site inspection by the construction manager to determine the damage to the home caused by Hurricane Harvey, and lists exact materials and labor needed to make the home safe, sanitary and functional. Homes that have foundation and major structural damage are generally referred to the Texas General Land Office for the Homeowner Assistance Program (HAP).

Repairs completed by one of the Galveston County Recovers local volunteer rebuilding partners include demolition, roofing, mold treatment, electrical and plumbing, insulation, drywall, floating, taping and painting, flooring, cabinet installation and trim work.

PARTNERS

Once the assessment is completed, the Construction Manager works with the Disaster Case Manager to help the homeowner choose the most appropriate resource to help them. Fuller Homes, World Renew, 4B's, Disciples of Christ Builders, and others are currently working consistently in Galveston County to make minor and major repairs to homes.

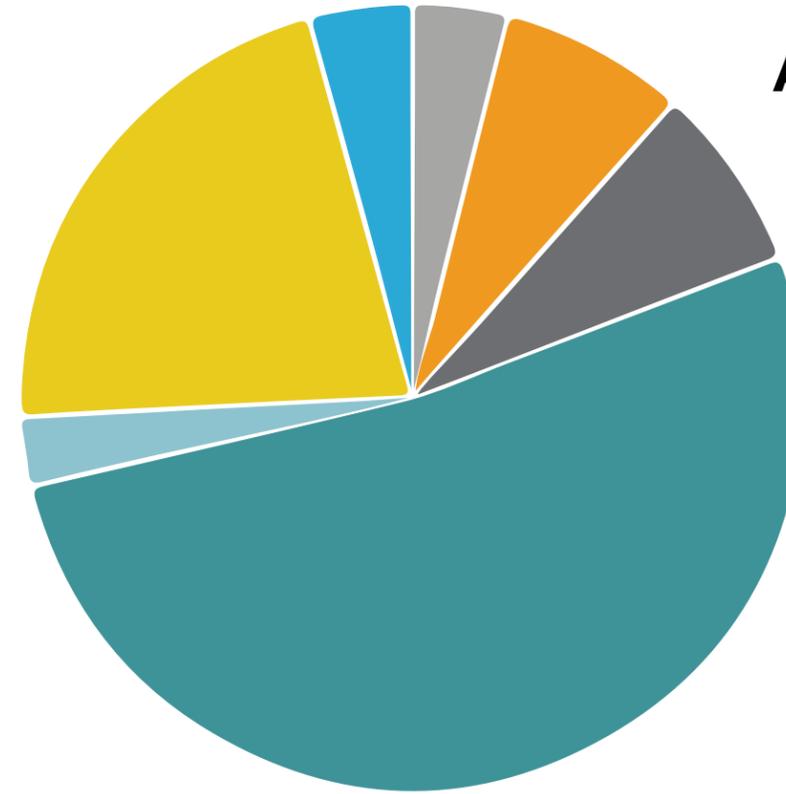
Funding from Samaritan's Purse, Red Cross, Moody Foundation and other donors are used to purchase materials and occasionally pay for skilled labor when volunteers are unable to perform some of the rebuilding tasks.

REFERRALS to Texas General Land Office (GLO)

During the assessment process, the Construction Manager considers the pre-storm value of the home and the amount of storm damage as well as the potential to qualify for a State funded program. When appropriate, homes are referred to the GLO, otherwise they are prioritized by Galveston County Recovers building partners noted above serving the most vulnerable homeowners first.

Facing Page: Volunteers from Bona Responds, a disaster response group from St. Bonaventure in New York, spackle a wall, and move and measure lumber as part of a construction project.

FINANCIALS



ALLOCATION OF FUNDS

- 52% Construction
- 22% Unmet Needs
- 8% Client Outreach
- 7% Case Management
- 4% Administration
- 4% Volunteers
- 3% Data Management



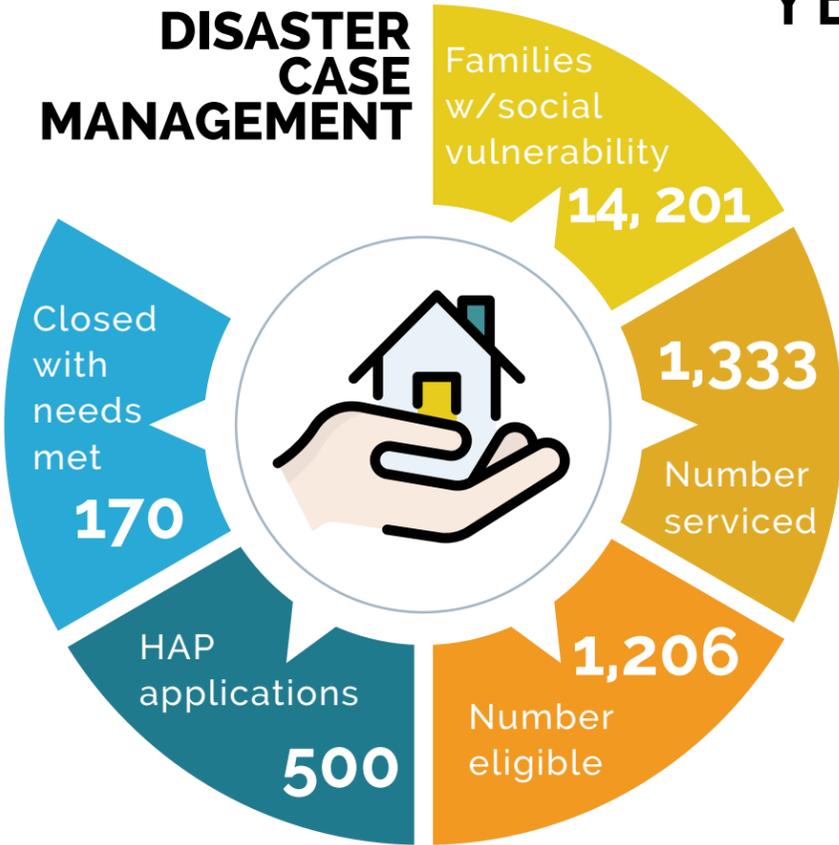
CONSTRUCTION NUMBERS

398 - Homes with Construction Needs Met
17 - Homes with Construction Needs In Progress



YEAR IN REVIEW

DISASTER CASE MANAGEMENT



VOLUNTEER COORDINATION

2,000

During the summer of 2018, GCR helped coordinate the deployment of approximately 2,000 intermittent volunteers throughout the county.

Participation Hours
71,935

Participants
2004

Participants Trained
70

Number Required
5/job



COMMUNICATION

456 Facebook page likes

05 Events promoted

Reaching 7,916 FB users

16 Press articles

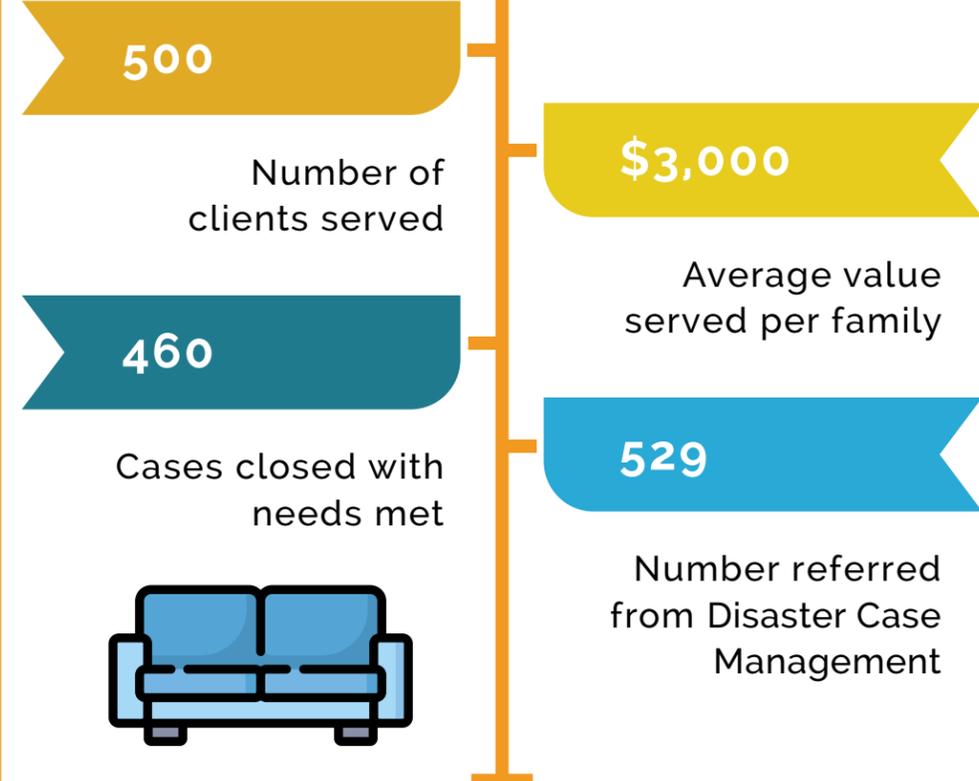
REPAIR & REBUILD



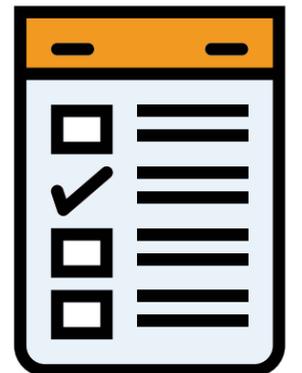
PUBLIC & BEHAVIORAL HEALTH



UNMET NEEDS



Resources available include: furniture, appliances, small construction projects, and other Harvey related needs





Above: One of our many volunteers helps during a home rebuild.
Facing page: Volunteers pose in front of an American Red Cross Disaster Relief vehicle.



American Red Cross

This Hurricane Harvey recovery project was funded in part by a grant from the American Red Cross.

The response from the local community and beyond in supporting the work of Galveston County Recovers has been amazing. To date we have received almost \$2 million in grants. These grants cover expenses for equipment, case management, supervision, construction and volunteer coordination, data collection and data analysis.

Our largest donor to date is the American Red Cross which granted Galveston County Recovers three grants. Those grants specifically fund ongoing outreach to fund the most vulnerable survivors; construction materials; licensed labor, as well as tools, truck operation and a warehouse; unmet needs; and administrative support.



DONORS

FUNDERS

\$750,000+

American Red Cross

\$250,000+

Moody Foundation

\$100,000+

Center for Disaster Philanthropy
Mainland Community Partnership
Samaritan's Purse
United Way Mainland

\$10,000+

Disciples of Christ
Texas State Affordable Houston Corporation
HEART

RESOURCE DEVELOPMENT

GALVESTON

The Galveston County Recovers' resource development team addresses two primary funding goals:

- Immediate Disaster Recovery
- Relationship Building with Potential Long-Term Recovery Partners for Funding

♥ **MANY THANKS to our donors!**
To give, contact us at:
admin@gcltrg.org or 409-643-8240

Thank You to All Our Generous Supporters

PARTNER ORGANIZATIONS

We are made up of representatives from over thirty non-profit, faith-based, and civic organizations as well as government and business partners working in our county.

Disaster Case Management Providers

Catholic Charities
Hope Disaster Recovery
Mainland Community Partnership
St. Vincent de Paul Disaster Services
The Alliance

Builders

4B Disaster Response
Disciples of Christ
EFCA Reach Global Crisis Response
Eight Days of Hope
Habitat for Humanity
Lowe's Hardware Store
The Fuller Center for Housing
Way Maker Ministries
World Renew

Unmet Needs Providers

Catholic Charities
Harvey House
High Socks for Hope
Lighthouse Christian Ministries
Rotary International
Salvation Army
United Faith Alliance
World Vision

Service Providers

Family Service Center (Mental Health Services)
Galveston County Food Bank
Galveston County Health District
(Community & Behavioral Health)
Gulf Coast Center (Mental Health Services)
Lone Star Legal (Legal Services Advocacy)

Church Members

Faith Lutheran

Faith United Methodist Church
Holy Trinity Episcopal Church
Mt. Olive Baptist Church
Peace Lutheran
St. Christopher Episcopal Church
St. George's Episcopal Church
St. John's Methodist Church

Community Members

Baptist Children & Family Services
City of Texas City
NAACP Dickinson Bay Area
NAACP Mainland
One Star/Vista
Team Rubicon
Texas Annual Conference United
Methodist Church



American Red Cross

This Hurricane Harvey recovery project was funded in part by a grant from the American Red Cross.



Above: One of the service vehicles used during Hurricane Harvey disaster aid.

NEXT STEPS

GOALS

These are the goals that Galveston County Recovers hopes to achieve within 2-3 years post Hurricane Harvey.

RECOVERY EFFORT

- Everyone is in safe, sanitary and functional housing
- Most homes have been rebuilt and restored
- The CDBG program is in full swing and has constructed many homes
- Unmet needs of homeowners and renters are largely satisfied
- Restored general, physical and mental health
- Secured sustainable funding for completion of recovery
- The GCR organization is well-functioning and effective

COMMUNITY ENGAGEMENT

- Establish good stakeholder awareness of the state of the recovery including remaining needs and successes
- Ensure the recovery effort is well-connected across the county's communities and there is good inclusivity of different groups

FUTURE PLANNING

- Use lessons learned to establish robust response plans going forward
- Have established and mature working relationships with the County, FEMA, GLO, NVOAD and others
- Ensure local management structure is in tact
- Maintain ongoing community education and preparedness

GOING FORWARD

Galveston County Recovers (GCR) has developed collaborative processes to match resources to meet the needs of Hurricane Harvey survivors in our community.

Through ongoing interface between the working groups, processes for services delivery are in place to provide the most desirable and cost efficient outcomes for those we serve. To date we have served over 5,600 of those who have registered for services. There are still 5159 who need assessments. The Texas General Land Office has capacity to repair approximately 2500 homes in a six county area that includes Galveston county.

The remainder of homeowners will depend on Galveston County Recovers for long term recovery services that include not only home repair and rebuild, but also restoration of family life. In addition, referrals to agencies that address recovery fatigue and related health issues are also provided. Additional services include replacement of furniture, appliances, and other needed home furnishings.

Thank you to our partners. Each one of them is an integral part of the team and has kept the

successful model in mind so that we may use our resources wisely and do the best we can for our community. GCR will continue to develop new partnerships and seek out additional resources to expand our capacity to meet the needs of our neighbors. We will maintain our flexibility and resiliency to modify services and programs as opportunities present themselves.



Lynda Perez
Disaster Case Management Chair



Below: PBH booth at an outreach event. Facing Page: Galveston County Recovers Disaster Case Managers are joined by our partner, the American Red Cross, during the 2018 Hope Festival.



"It has been wonderful working with Galveston County Recovers. Their hard work and dedication is evident in the number of survivors in Galveston County who have received assistance from multiple agencies and groups. Their passion and commitment helps ease the pain many are still experiencing due to the effects of Hurricane Harvey."

-Melissa Washington, Texas General Land Office

ABOUT US

LEADERSHIP



Chair
Gary Scoggin



Vice Chair
Pastor Amos Sowell



Treasurer/Finance & Development
Pastor Johnnie Simpson Jr.



Secretary/
Admin. Coordinator
Sylvia Yanas



Disaster Case Management
Lynda Perez



Volunteer Coordinator
Joe "Pops" Foley



Community, Public & Behavioral Health
Amanda Groller



Repair & Rebuild
Guy Eastberg



Unmet Needs
Barbara Rice-Anders



Communications
Pastor Robin Reeves

MISSION

To develop resources to meet the needs of Harvey-affected Galveston County residents.

VALUES

There is an agreed set of values that all working with Galveston County Recovers are expected to share. These are not just sustainability values, but the core values of the organization. These values are read at the beginning of each meeting.

1. First, do no harm in our actions.
2. Treat all persons with respect.
3. Treat all persons fairly.
4. Respect client confidentiality.



Volunteers from World Renew have a “Last Nail Ceremony” with homeowners when they complete a home. They usually provide a cake, bible and a homemade quilt (made by other World Renew volunteers) and ask the homeowner to invite a spiritual leader to do a home blessing. The photo above on the right is from a Last Nail Ceremony at the home of Mr. Jeff Jones. Volunteers gave him a wreath to welcome him home.

The Role of Mainland Community Partnership in Galveston County Recovers

Mainland Community Partnership (MCP) is a non-profit social service agency located in Texas City. MCP has been providing case management and other social service support to clients on the Galveston County Mainland since 1991. It acts as the sponsoring 501c(3) and financial agent for Galveston County Recovers. (Galveston County Recovers is a dba of MCP.) Many of the grants and other financial obligations are awarded to and flow

through MCP on behalf of Galveston County Recovers. Gary Scoggin, Galveston County Recovers Chair is the President of the MCP Board, and Lynda Perez, Disaster Case Management Chair is the Executive Director of MCP.

Galveston County Recovers has been approved as an official Long Term Recovery Group by both FEMA and the State of Texas.





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