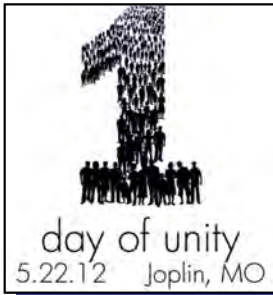

Community Press Kit



day of unity
5.22.12 Joplin, MO

Compiled by professional communicators and public information officials from all sectors in Joplin and Duquesne, Missouri to aid the media in telling the remarkable story of recovery in our community one year later.

One Year. One Community. One Direction.



City of Joplin

When the EF-5 tornado devastated one-third of Joplin, Missouri on May 22, 2011, the world changed for our community.

More than 7,500 homes and 530+ businesses were damaged or destroyed. Public and parochial schools were flattened, and 28 churches were damaged or destroyed. Our citizens were hurting. The storm took 161 lives from our community, and injured more than 1,000 people.



We faced a tragedy like none other. But just as our ancestors did more than 135 years ago, we pulled our community together and faced our future. We've seen more than 130,000 volunteers come to our aid, and experienced the work and resources that our partners at the State of Missouri and our federal government bring to heal and assist the hurting. And through the Miracle of the Human Spirit, the City of Joplin is moving forward and recovering.

- ◆ A resilient staff of more than 400 city employees worked on teams of recovery with each other and the many partners within our community. Through this effort, one-year later, the statistics tell an impressive story of recovery:
- ◆ The City Activated the Emergency Operation Center at 4:30 p.m. on May 22 with partial staffing. EOC went to full staffing immediately after the tornado struck at 5:41 p.m. , and remained open 24/7 for one week. It then moved to a 12-hour day operation for the next three weeks.
- ◆ Public Works crews cleared at least a single lane in all arterial and collector streets within nine hours of the storm to allow for the passage of emergency vehicles.
- ◆ The City assisted residents with debris removal operations through the Expedited Debris Removal (EDR) initiative. EDR was a new initiative approved by President Obama on May 31.
- ◆ Crews removed more than 3 million cubic yards of debris from the devastated area.
- ◆ Health professionals administered more than 17,000 tetanus vaccinations to those working to clean up the City.

One
Year.



One
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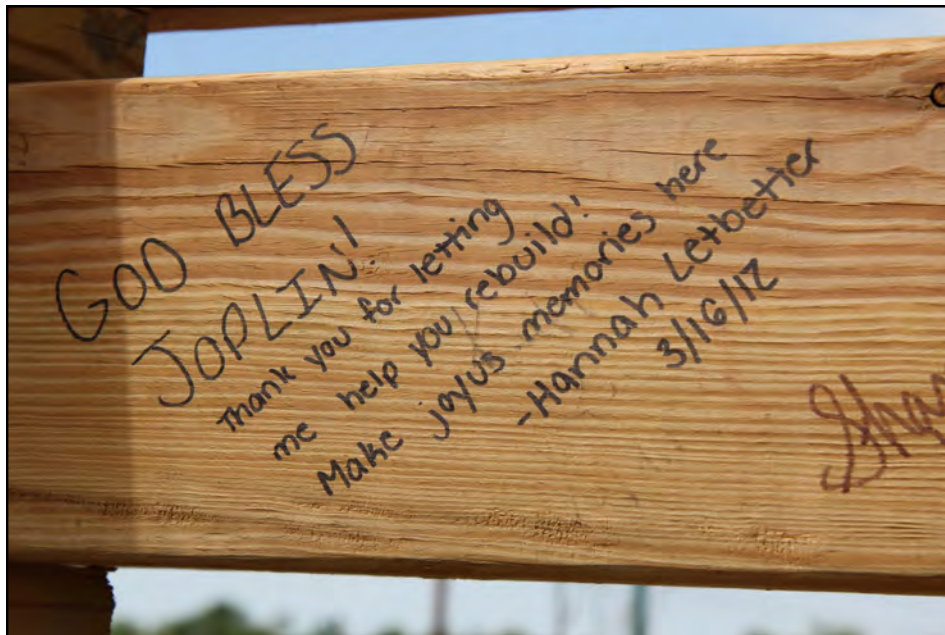


One
Direction.

City of Joplin (cont)



- ◆ 1,308 pets were displaced due to the tornado. 529 of these pets were returned to their owners. The remaining pets found homes through an “Adopt-a-Thon” sponsored by American Society for the Prevention of Cruelty to Animals (ASPCA) and Joplin Humane Society.

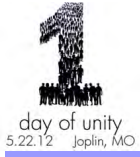


Today our story is different.

- ◆ As of May 22, 2012, residential building permits have been issued for more than 66 percent of the dwellings lost in the storm.
- ◆ More than 40 percent of citizens living in temporary housing provided by Federal Emergency Management Agency (FEMA) have moved out and into longer-term or permanent residences.

- ◆ Residential home sales in Joplin surpassed 1,100, and more than 700 vacant land and/or lots in the city have been sold.
- ◆ The business community is recovering. More than 80 percent of the businesses affected have reopened.
- ◆ 21 NEW businesses have opened in Joplin.
- ◆ Schools have completed a full academic year in temporary locations. Ground-breaking ceremonies for the new schools were held on the one-year anniversary.
- ◆ The faith-based community is recovering. Churches are rebuilding, with all congregations continuing to hold services in repaired or temporary buildings. No churches have closed.
- ◆ Citizens and community leaders have joined together to help develop a long-term plan for Joplin’s recovery and future development. To do this, a grass-roots effort known as the Citizens Advisory Recovery Team (CART) was established. The CART Implementation Team’s Next Steps Report received unanimous ratification by Joplin City Council, Joplin Board of Education, Duquesne Board of Aldermen, and the Joplin Area Chamber of Commerce.
- ◆ The Joplin City Council passed an ordinance allowing overlay districts in its planning and zoning regulations, which offers mixed-use multi-function neighborhoods that citizens requested.
- ◆ Through the CART process, initial contract negotiations with a master developer continue in an effort to bring private-sector investments to our community as the disaster area is redeveloped.
- ◆ The City purchased two tracts of land to relocate Fire Stations #2 and #4. These new locations will enable the Fire Department to better protect all areas of the City.

City of Joplin (cont)



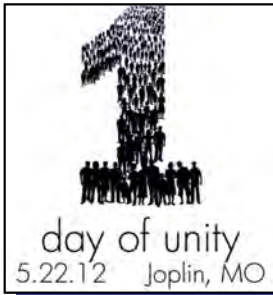
- ◆ The City received a record-setting amount of eligible donated resources that helped offset City costs. The \$17.7 million of donated resources is the largest amount recorded in the history of Missouri and in FEMA Region VII. At time of reconciliation of records, City had 102,000 volunteers with 610,300 service hours along with donated goods and services valued at over \$8.5 million, and 12,000+ hours of donated equipment use.
- ◆ More than 130,000 volunteers, including those registered through AmeriCorps and from other organizations, have provided 810,476 hours of service since May 22, 2011. That's equivalent to just over 92 years' worth of service at a 24/7 pace since the tornado.



With heartfelt thanks....

The amazing amount of work that has been completed within the past 12 months is a tribute to the team that has come together including our citizens, the faith-based community, the multiple resources from the State of Missouri, the federal government and our elected officials, the business community, the news media and the thousands of volunteers from all over the world, our country, and our neighborhoods of southwest Missouri.

We thank you for all of the support and resources you brought to Joplin and Duquesne. This year represents a unified effort in our recovery. As we move into the future we look forward to strengthening the ties that have pulled us together through this challenging year.



One
Year.



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Healthcare

Mercy Hospital Joplin (formerly St. John's Regional Medical Center)

St. John's Regional Medical Center, a 367-bed hospital in the heart of Joplin took a direct hit. The nine-story building was still standing, but windows were blown out, the roof was destroyed, every floor was filled with water and debris, and irreparable damage was done to the building's infrastructure, including emergency generators and a power distribution system. The lack of power meant that 183 patients and 117 hospital staff were left in the dark. Water, sprinkler, gas and sewer pipes were disrupted. Liquid O2 tanks were damaged. Eighty-six physicians' offices were severely damaged or destroyed.

Despite the challenges, hospital staff, visitors and strangers worked tirelessly to evacuate all the patients in approximately 90 minutes. Wounded residents streamed onto the hospital's property seeking help. Triage areas were set up. Samaritans showed up with pickup trucks and SUVs to help transport patients, and buses from three area school districts were pressed into action to transport the wounded. Though the on-site aircraft was destroyed, St. John's MedFlight provided air medical service throughout the night with its Nevada, Missouri-based helicopter. Ultimately, inpatients were transported to more than 50 facilities in four states.

To restore medical services as quickly as possible, Mercy set up a command post and utilized resources from within its hospital system, as well as local, state and federal governments and others. To keep its 2,200 Joplin employees on the payroll, Mercy arranged to talent-share them with other health systems throughout the region.

- ◆ A Missouri Disaster Medical Assistance Team was pressed into service to assist in treating patients. The team treated 157 patients from two locations.
- ◆ Within a week, a mobile medical unit—a 60-bed field hospital—was erected on a hospital parking lot east of the main hospital, enabling doctors to restore much of the hospital's surgical capabilities. The unit had an emergency room, operating room, intensive care, chemotherapy suite and full imaging capabilities. Medical professionals treated an average of 130 patients daily for the first two weeks. The unit, provided by the State of Missouri, leased by Mercy and funded by the Federal Emergency Management Agency (FEMA) operated until Oct. 7 when services moved to a second temporary location.



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Healthcare (cont)



- ◆ In August 2011, a temporary “Clinic Park” was opened for patients just east of the former Medical Office Building. The 33,000-square-foot specialty clinic consists of six modular structures and is home to 35 specialists who have been practicing out of Memorial Hall since the tornado. Some specialists will stay until permanent facilities are completed in January 2014, while others will move to renovated office space in late 2011 and early 2012. More than 20 physicians have integrated with Mercy Clinic since the storm. New specialties include hematology/oncology, hospitalists, pathology, psychiatry and urology.
- ◆ Also in August, Mercy announced plans to build a new 327-bed hospital in Joplin about three miles from its tornado-ravaged facility. The new hospital is part of a nearly \$950 million rebuilding plan to restore a large portion of the city’s damaged healthcare infrastructure. Funding will come from the hospital’s insurance proceeds, FEMA and other sources.
- ◆ In April 2012, a 120-bed interim hospital opened to its first patients. The facility, constructed of component units, is intended to be a fully serviceable and certified healthcare facility offering a similar level of services to the destroyed hospital. The new, 150,000-square-foot facility includes a full-scale emergency department, four high-tech surgical rooms, a heart and vascular department



- equipped and staffed to perform open heart procedures, a radiology wing , a dedicated labor and delivery department and six dedicated pediatric rooms. Anticipated use: Three to five years. Funding is coming from the hospital’s insurance proceeds and more than \$100 million from FEMA, among other sources.
- ◆ A permanent, state-of-the-art hospital is under construction at I-44 and Main Street, about three miles south of the old hospital. Expected completion is 2015.
 - ◆ Two of Joplin’s destroyed grade schools will be combined and built on 13 acres of the hospital property, which Mercy Hospital Joplin donated to Joplin Schools.

Freeman Health System

Freeman Health System was the only hospital left standing after St. John’s was directly hit by the tornado. Within minutes of the storm striking Joplin, Freeman’s emergency room was brimming with critically injured patients—children impaled by debris, head traumas, broken bones and severed limbs. Literally every inch of space—the trauma rooms, the lobby, the hallways, the sidewalks and parking lots outside—were packed with people in wheelchairs, on gurneys and on the floor.

Healthcare (cont)



Ambulances from Joplin and surrounding communities brought hundreds of patients to Freeman West. The injured also arrived in the backs of strangers' pickups and SUVs. Some were carried in on car hoods and doors ripped from homes.

More than 500 wounded were treated at Freeman West in the first hours after the storm, many by staff who had climbed from the rubble of their own homes. In the first 12 hours, 22 life-saving surgeries were performed at Freeman Hospital West. As the days progressed, more than 1,700 victims of the tornado sought care from Freeman.

As a result of the storm, 10 major construction projects are now underway or have been completed, so Freeman can meet the growing healthcare needs of the community. Among these projects are the completion of two floors to add 58 beds; the addition of a step-down Intensive Care Unit; the expansion of Freeman Neosho Emergency Department; the establishment of Will's Place, a healing center for children named in memory of Will Norton, killed during the tornado on the way home from his high school graduation; and the construction of a new rehabilitation facility.



Other Medical Support:

- ◆ Many other medical professionals – physicians, dentists, etc. – have temporarily relocated to other facilities in town or built new offices.

Contacts:

Mercy Hospital Joplin - Angie Saporito

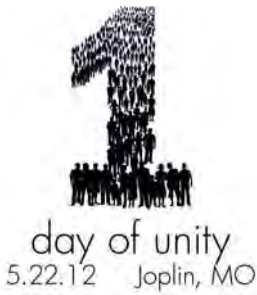
Ph: 417-434-1220

Freeman Health System - Christen Stark

Ph: 417-434-3458

Brooke Haneborg

417-347-6621



Joplin Area Chamber of Commerce

More than 550 businesses were destroyed or severely damaged. Over 1000 others were affected in some way. Today, one year later, 80% of those destroyed employers have reopened their doors and are aided in the phenomenal recovery that Joplin and Duquesne have experienced.

Within two hours the chamber was communicating with members and the nation watching the tragedy unfold. Social media was a critical information tool used effectively by the chamber communications staff to share vital, accurate information as it became

available. Social media proved to be one of the only reliable communication tools immediately after the tornado and has proven to still be effective one year later.

Chamber staff immediately began distributing information from FEMA, SBA, City of Joplin and Small Business Technology and Development Center (SBTDC) to all employers regardless of membership status. Within two weeks of tornado, contact had been made with all the destroyed member businesses (200+); within six weeks all destroyed businesses (553) as well as the 800+ Chamber

Member businesses that were not affected, had been personally contacted. Status check updates are being made on regular basis. The chamber is maintaining an accurate, complete public list of business status information for affected businesses located at

<http://www.joplincc.com/businessstatus.html>.

The Joplin region was “open for business” immediately following the tornado and at the one year anniversary, the chamber has been proud to welcome more than 25 completely new employers to our area.

Through its partnerships with the SBTDC, the City of Joplin, Joplin Schools and many other agencies and groups, the successful recovery of the area employers has been an integral piece of the entire recovery effort of Joplin, Duquesne and the entire region.

Contact: Joplin Area Chamber of Commerce, Kirstie Smith
Ph: 417-438-1738

One
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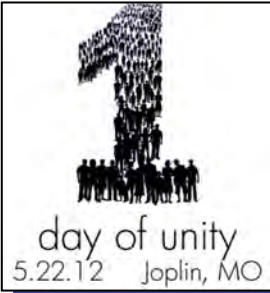


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- ◆ 553 businesses destroyed or severely damaged affecting 4,500-5,000 employees. 446 businesses have reopened or are in the process
- ◆ Approximately 3,000 were kept on immediately on payroll
- ◆ 25 new businesses have opened

Education



One
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Joplin Schools

The tornado hit Joplin's public schools hard. It destroyed or damaged 10 of its 20 buildings. Completely destroyed were Joplin High School, Franklin Technology Center, East Middle School, Irving Elementary School, Emerson Elementary School and the old South Middle School, which was used as a transitional facility. One school staff member and seven students were killed.

There was still approximately one week of school left on May 22, but administrators ended the year early so staff and students could concentrate on rebuilding.

School employees located all their staff and students within a week of the tornado using social media, phone calls and personal visits. In order to maintain some sense of normalcy and to give kids a place to go while their parents worked in the debris field, Joplin summer school started on time with an extended summer session.



All Joplin schools reopened on time Aug. 17. The destroyed schools reopened in temporary structures in Joplin's Northpark Mall, a building in the Crossroads Industrial Park and in modular units placed on the remaining school properties.

Demolition of the destroyed buildings continues today. The new schools will be rebuilt within the next three years thanks in part to a \$62 million bond issue passed by Joplin voters in April, insurance proceeds, funding from the Federal Emergency Management Agency and the State of Missouri. The combined Irving and Emerson Elementary schools will be rebuilt on the former St. John's Mercy Hospital campus. St. John's Mercy is rebuilding at a location three miles south of its former site.

Joplin Area Catholic Schools

St. Mary's Elementary School and Church on 25th Street were destroyed, but classes resumed in a renovated warehouse on the campus of McAuley Catholic High School just three weeks after the school year was to start in August.

Thirty-five students' families were displaced when their homes were damaged or destroyed, and one student, her little brother and their father perished. Through donations 12 students received scholarships to continue their education at the school without financial worry.

McAuley High School served as a medical triage and call center immediately after the storm and as a shelter and distribution center in the following days. A week after the storm, Catholic Charities arrived and used the high school as its

Education (cont)



distribution center and offered case management services out of the classrooms.

St. Mary's Elementary School will be rebuilt, but for now the focus is on rebuilding St. Mary's Church. Currently the St. Mary's Church parishioners and St. Peter's Church parishioners are both using St. Peter's Church.

Missouri Southern State University

On April 28, 2011, Missouri Southern State University (MSSU) and the American Red Cross announced they would cooperate in disaster preparation using MSSU facilities. Just a few weeks later MSSU was called into action to assist state and federal agencies and non-profit organizations in this major natural disaster.

- ◆ The Leggett & Platt Athletic Center sheltered up to 400 displaced residents and their pets.
- ◆ The Health Sciences Building was used as a temporary medical clinic and dental care facility until St. John's re-established those services.
- ◆ Billingsly Student Center became the center of voluntary organization efforts managed by AmeriCorps. About 10,000 volunteers had registered by Memorial Day. The student center also served as barracks for President Obama's military advance group, a missing-persons call center and the D-MORT disaster morgue processing center for DNA analysis by the U.S. Department of Health and Human Services and the Missouri Department of Public Safety.
- ◆ Taylor Performing Arts Center and the Fine Arts Complex became the center of activity for FEMA and Gov. Jay Nixon's Community Resource meetings that pulled together state agencies and services to assist disaster victims.
- ◆ Residence halls were used to house hundreds of police, fire and rescue teams pouring into the area to assist.
- ◆ Taylor Auditorium served as the location for the memorial services hosted by Gov. Nixon and attended by President Obama.
- ◆ Through the summer, MSSU hosted events and services to support the ongoing recovery efforts: hearings held by the state legislature's House and Senate committees on Disaster Recovery; a Disaster Recovery Center for state and federal program information; the New York Says Thank You Foundation and the National 9-11 Flag; and the "I am Joplin" event heralding a new school year for the city's children.

MSSU, like many other organizations and businesses, was trying to account for its own employees and students. A faculty member and a student perished in the storm, as did an employee's spouse.

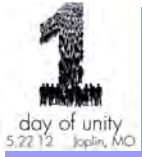
Thomas Jefferson Independent Day School

Thomas Jefferson Independent Day School did not escape the effects of the May 22 tornado. More than 15 Thomas Jefferson families lost their homes and/or businesses in the storm. Thankfully, the school did not lose any students or faculty, and no injuries were reported.

Because of the overwhelming community impact, Thomas Jefferson cut its school year short by one week to allow students and teachers to help with recovery activities. The Thomas Jefferson community, including students, parents, teachers and members of the alumni group, raised more than \$4,900 to assist families after the storm. Teachers worked together to gather school supplies, books and funds for other teachers at schools damaged by the storm.

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Education (cont)



Graduation for Thomas Jefferson’s Class of 2011 was moved forward one day to avoid conflicting with President Obama’s visit to Joplin.

In addition, Thomas Jefferson played host to volunteers from a St. Louis independent school—led by a former Thomas Jefferson faculty member—who camped in the school’s gym for a week while assisting with debris removal.

College Heights Christian School

While the school and church were outside the tornado’s path, some College Heights Christian School staff members and school families suffered loss or damage to homes or businesses. The night of the tornado, CHCS turned the school into an emergency shelter. The remaining week of classes was canceled and the facility was turned over to support tornado recovery. The gymnasium, classrooms, and hallways filled with donated items. Using their own supplies, school cafeteria staff worked with other volunteers to cook and provide meals for volunteers and survivors of the storm

Throughout the summer, CHCS continued to serve as one of the major distribution points for donated goods and as a command center for incoming volunteers from around the country.

Many faculty, staff, students and parents volunteered, not only in the CHCC distribution center or in the volunteer command center, but in many other places around the city, or on their own.

Crowder College

With the main campus 15 miles south of Joplin in Neosho and satellite campuses throughout southwest Missouri—including one in Webb City, seven miles north of Joplin—Crowder was in a strategic position to provide assistance:

- ◆ In the first month following the tornado staff and students logged over 1,300 volunteer hours.
- ◆ Set up donation trailers throughout McDonald and Newton counties collecting and delivering donated items.
- ◆ Housed in campus dorms over 300 disaster responders and volunteers including representatives of Health and Human Services and the Missouri Highway Patrol.
- ◆ Designated the Transport Training department’s “skid pad” as the staging site for FEMA housing.
- ◆ Ten staff members and 146 students were impacted by damaged or destroyed homes.
- ◆ Crowder College Foundation Office accepted donations for employees who were affected by the tornado. Close to \$10,000 was raised. A student fund was also established with an initial staff donation.
- ◆ Received a \$15,000 USA Funds grant for students. Assistance was used for tuition, fees, books, room and board/housing and food, or other education-related expenses. Funds were available for the 2010-2011 or 2011-2012 academic years.

Contacts:

Joplin Schools - Kelli Price

Ph: 417-850-6953

Missouri Southern State University - Cassie Mathes

Ph: 417-625-9365

Joplin Area Catholic Schools - Renee Motazed

Ph: 417-624-5008

Thomas Jefferson Independent Day Schools - Robert Carlson

Ph: 417-781-5124, ext. 240

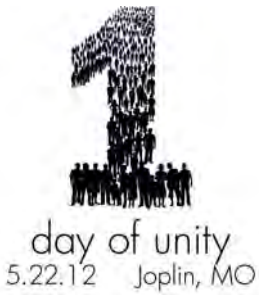
College Heights –Christina Hardy

Ph: 417-782-4114

Crowder College – Cindy Brown

Ph: 417-455-5540

Utilities



One
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Empire District Electric Company

Immediately after the storm, 20,000 Empire District Electric Company customers were without power. Empire's system infrastructure was severely impacted as well. One electrical substation was destroyed; two others sustained damage. Approximately 4,000 poles, more than 1,000 transformers, and about 100 miles of line also were lost.

Empire quickly restored service to Freeman Hospital and Missouri American Water facilities. Power was made available to the temporary St. John's Mercy Hospital when it opened within days of the storm. During the summer, Empire worked to provide service to the temporary schools across the city and FEMA temporary housing units.



Today, Empire estimates that about 95 percent of its primary lines have been rebuilt. Work is well underway to replace the lost substation. Customers are returning on a daily basis, and crews are replacing street lights lost in the storm.

Missouri American Water Company

Water lines were broken throughout the disaster zone, causing a drastic decrease in water pressure. Two elevated storage tanks were empty in less than two hours. Employees detected zero water pressure at various points in the system, resulting in a multi-day boil order issued by the Missouri Department of Natural Resources. Despite the loss of its service center and plant filter-to-waste building, operations did not cease at any time.

Employees from across the state worked around the clock to shut down the entire system due to rapidly decreasing water pressure. Those same employees traveled through the impacted area shutting down 4,000 leaking service lines and 25 torn fire service lines while opening water mains to ensure the impacted zone had fire protection. Customers outside the damage zone saw minimal interruption to their water service during this time.

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Utilities (cont)



Missouri Gas Energy

With 3,500 of their customers affected, Missouri Gas Energy (MGE) immediately took stock of the situation it faced. The company lost 3,500 meters and had to abandon roughly 55,000 feet of damaged gas main. Crews worked endlessly for two weeks to make sure the system was safe for use again. MGE called in close to 150 employees from its Missouri offices in Joplin, Monett, Republic, Kansas City, Lee's Summit and St. Joseph, offices to assist.

Today, MGE has replaced roughly 70 percent of the damaged main and restored approximately 20 percent of services to those affected by the storm.

Contacts:

Empire District Electric Company – Amy Bass

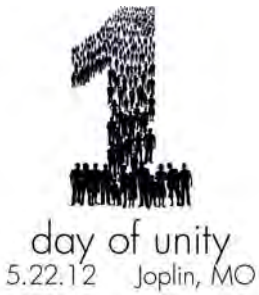
Ph: 417-625-5114

Missouri American Water – Christie Barnhardt

Ph: 417-627-3800 ext. 1008

Missouri Gas Energy – Galen Shoemaker

Ph: 417- 626-4814



One
Year.



One
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AmeriCorps

When much of Jasper and Newton counties were still reeling from the EF-5 tornado that ground its way through one third of Joplin and nearly all of Duquesne, AmeriCorps was getting ready to go help.

Within two hours of the 5:41 p.m. tornado, the AmeriCorps St. Louis Emergency Response Team was mobilized and in the process of packing their disaster-response gear. By 9:30 that evening, AmeriCorps members were on their way to Joplin. The teams arrived in Joplin around 2:30 a.m. and immediately started preparing to receive the thousands of volunteers expected that morning as well as establishing a call center for missing persons.

Soon after the tornado struck, volunteers began pouring into the region. A volunteer staging area was established by AmeriCorps at Missouri Southern State University to coordinate the masses who came to help. By Memorial Day, nearly a week after the tornado, AmeriCorps



registered close to 10,000 volunteers. Hundreds of other volunteers went directly into the debris field to lend aid.

One year later, AmeriCorps is still an active volunteer group in Joplin and Duquesne. Under the coordination of AmeriCorps St. Louis, about 350 national service members from seven states have served more than 76,000 hours in Joplin, Duquesne, Jasper and Newton counties on various recovery projects including:

- ◆ Setting up and managing a Volunteer Reception Center at the Missouri Southern State University campus in Joplin
- ◆ Supporting the Missouri Highway Patrol and the Joplin Police Department with missing person inquiries
- ◆ Coordinating donations in conjunction with the Missouri State Emergency Management Agency
- ◆ Operating donation and distribution warehouses
- ◆ Recruiting, facilitating and engaging tens of thousands of volunteers in a myriad of service opportunities
- ◆ Completing **more than 2,940 requests** for homeowner assistance in the past year.
- ◆ Serving the City of Joplin by creating databases to track volunteer registrations and hours to meet the Federal Emergency Management Agency's required local cost-share match
- ◆ Supporting the Missouri Humane Society
- ◆ Removing volumes of debris, including damaged trees and stumps
- ◆ Assisting with residential demolitions

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AmeriCorps (cont)



- ◆ Building a recreational trail at FEMA's community housing sites
- ◆ **Planting more than 800** new, donated trees for homeowners
- ◆ Coordinating volunteers to assist with **planting more than 200 trees** at city parks
- ◆ Assisting with administrative recovery tasks.
- ◆ **Helping more than 150 Joplin** homeowners and renters in moving from temporary living situations to more permanent housing

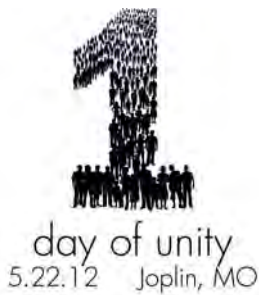
AmeriCorps is part of the Corporation for National and Community Service (CNCS). For the Joplin-area tornado, FEMA has provided more than **\$341,000** in funding to CNCS for assistance from AmeriCorps to support local and state authorities.

AmeriCorps St. Louis has added the Joplin area to its "Joining Hands in the Heartland" campaign, designed to provide appliances to persons or families who were impacted by natural disasters, such as tornadoes, floods and ice storms. Interested persons can donate money outright or hold their own fundraising efforts to purchase much-needed appliances such as stoves, refrigerators, washers, dryers and/or water heaters.

AmeriCorps St. Louis is a 501(c)3 nonprofit that builds community by addressing critical unmet needs in the areas of urban education, disaster relief, environmental conservation, and volunteer mobilization.

The Corporation for National and Community Service (CNCS), a federal agency, provides strong support, expertise, and trained and dedicated volunteers to help communities to prepare for, mitigate, respond, and recover from natural and man-made disasters. From forest fires and floods, to hurricanes and tornadoes, to terror attacks and oil spills, participants in CNCS programs have provided critical support to millions of Americans affected by disasters since 1994. Reflecting the agency's growing expertise and commitment in disaster services, CNCS has joined with FEMA to launch FEMA Corps, a new 1,600 member unit within AmeriCorps NCCC whose members will be devoted solely to disaster response, and recovery efforts. FEMA Corps will strengthen the nation's disaster response capabilities, expand opportunities for young people, and save taxpayer dollars.





Joplin Area Ministerial Alliance

The tornado struck when many residents were heading to Sunday evening church services. Some were already in their church buildings when the storm hit and others were en route. The tornado damaged or destroyed 28 churches in the area, resulting in several deaths.

Within minutes of the storm's passing, churches and ministries fielded crews for search-and-rescue operations, street clearing, taking care of residents' immediate needs and transporting the homeless and injured. Within 24 hours, full-blown emergency feeding and housing facilities were set up on the grounds of numerous local churches until more permanent accommodations were established.

Going hand-in-hand with the remarkable local response, many out-of-town churches and ministries sent vehicles loaded with food and vital supplies, including hot meals, into the affected areas.

Churches and ministries in the greater Joplin area remain committed to Joplin's long-term recovery by providing for thousands of volunteers, being points of distribution to meet survivors' physical needs and organizing crews for clean-up, repair and rebuilding of damaged and destroyed homes.

Additionally the faith-based community has hosted numerous activities such as programs and fundraisers for those impacted.

Beyond seeing to residents' physical needs the faith community continues to be instrumental in providing for the emotional and spiritual impact of those dealing with losses and fears.

Contact: Dan King

Phone: 417-439-1206



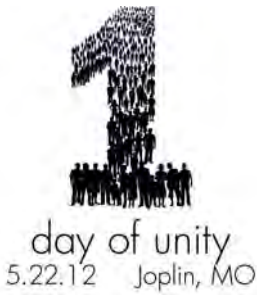
One
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One
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One
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Long Term Recovery Committee

A Long-Term Recovery Committee (LTRC) is a group of agencies, organizations and faith-based entities working together to find and assist tornado survivors with unmet, disaster-related needs in southwest Missouri.

A robust Long-Term Recovery Committee is active in Joplin, with more than 50 agencies providing long-term recovery assistance. Disaster case management services are being provided through a collaborative effort among the American Red Cross, Catholic Charities, and Salvation Army. So far, more than 1,000 cases have been assisted with services

such as rental and utility assistance, transportation, household items, food and clothing. In addition, Mennonite Disaster Services, United Methodists Disaster Response team and Convoy of Hope have provided demolition assistance to owners of more than 500 residential structures in Jasper and Newton counties. Voluntary organizations' assessments for survivor unmet needs are estimated at \$4.6 million.



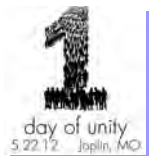
The LTRC serves under the constitutional authority of the Community Organizations Active in Disasters (COAD). The Jasper County COAD was formed in 2003 following the Carl Junction tornado and has been active ever since. The COAD has overseen at least four previous LTRCs in different events, including wind storms, ice storms, floods, and the 2008 Newton County tornado. Each event is handled separately and the LTRC remains active until all cases under management have been mitigated to the best of the committee's ability. The LTRC reports monthly to the COAD. The current LTRC was stood up within days following the May 22 tornado.

Member agencies include:

City of Joplin, City and County Health departments, FEMA, SEMA, American Red Cross, Salvation Army, Southern Baptist Disaster Relief, University of Missouri Extension, Legal Aid of Southwest Missouri, Mercy Health Systems, Freeman Health Systems, Ozark Center, House of Hope, City/County Office of Emergency Management, Joplin Area Ministerial Alliance, Spring River Baptist Association, Joplin Family Worship Center, Abundant Life Church, College Heights Christian Church, A Church Called Mystery, Mennonite Disaster Services, Lutheran Disaster Relief, Presbyterian Disaster Services, Catholic Charities of Southwest Missouri, Missouri Southern State University, Missouri State University, Joplin Public Schools, Rebuild Joplin, Church World Services, Habitat for Humanity, Fuller Center for Housing, Area Agency on Aging, The Independent Living Center, Harry S. Truman Center for Housing, J-Hope.

-more-

Long Term Recovery Committee (cont)



Contacts:

Renee White, LTRC Chair
Steve Patterson

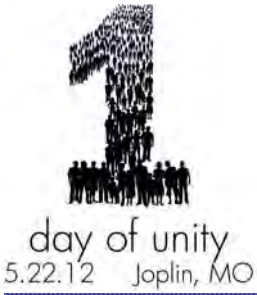
Ph: 417-629-3942
Ph: 417-782-3770

Joplin Tornado Stats

(As of April, 2012)

Information provided by: The Independent Living Center, Economic Security Corporation, Spring River Baptist Association, Area Agency on Aging, Long Term Recovery Case Management, State and Federal partners, Faith Based Entities (Joplin Family Worship, Mennonites, UMCOR, Spring River, Forest Park, Samaritan's Purse, College Heights), POD network, Multi-Agency Warehouse, the City of Joplin.

<u>Services Provided</u>	<u>Cumulative</u>
Total # of Families	9,083
Individuals	28,588
Bulk Distribution (tons)	3,501.5
Homes Rebuilt	149
Homes Repaired	789
Rental Assistance/Motel	885
Utilities	591
Transportation (rides, vehicle purchase and maintenance)	279
Medical	953
Household Items (Families Assisted)	357
Meals Served	47,152
Food (Families Assisted)	650
Food (tons distributed)	493.5
Clothing	168
Misc.	147
Moving people into home	7
Outside Cleanup	14
Financial Assistance	\$436,744
Volunteers	12,165
Volunteer hours	62,850
Vehicle Provided	



Citizen's Advisory Recovery Team (CART)

The Joplin Area Citizens Advisory Recovery Team (CART) was organized to guide a recovery planning process, engage and listen to citizens, gather input and articulate community views.

- ◆ Comprised of a broad cross-section of residents, business leaders, and community leaders, CART is responsible to:
- ◆ Ensure all segments of the community engage in recovery conversations, share ideas, exchange information and work collaboratively.
- ◆ Develop a community recovery vision and supporting goals.
- ◆ Provide recommendations on recovery issues.
- ◆ Demonstrate transparency to recovery decision making.



The citizen-led group is organized around four sectors. Each sector consists of CART members and interested citizens who work as a group to facilitate recovery conversations. The four sectors include:

Housing + Neighborhoods Schools + Community Facilities
Infrastructure + Environment Economic Development

EVENTS

- 05/31/11 – Initial conversations between City and Joplin Area Chamber of Commerce to establish a citizen-led recovery steering committee.
- 06/30/11 – CART Organizational and Kick-Off Meeting.
- 07/12/11 – Community Meeting: Issues, Assets and Opportunities.
- 08/16/11 – Community Meeting: Recovery Themes and Preferences.
- 09/22/11 – Decision-Making Workshop: Project Ideas and Refinement.
- 10/13/11 – Design Charrette: Diagrams and Sketches of Project Concepts.
- 01/19/12 – Recovery Resource Forum: Connecting federal, state, private and non-profit partners for project discussions.
- 01/19/12 – Next Steps Report: Recovery Road Map presented to community.

OUTCOMES

Citizen Comment Booklet – 48-page booklet of citizen ideas.

Citizen Preferences and Comments Booklet – 13-page booklet of preferences and feedback.

Listening to Joplin Report - Recovery concept recommendations presented to Joplin City Council, November 7, 2011.

Implementation Task Force – Formed, November 7, 2011.

Listening to Joplin – Next Steps: Implementation Task Force Report – Unanimous ratification during a meeting of the Joplin City Council, Joplin Board of Education, Duquesne Board of Aldermen, and the Joplin Area Chamber of Commerce Board of Directors, January 19, 2012.



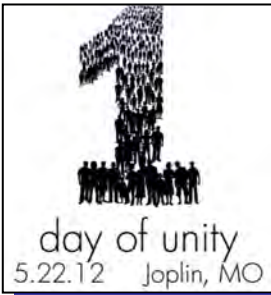
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Joplin Parks

Five of the city's public parks sustained damage from the EF-5 tornado of 2011. Damages ranged from near total destruction (Cunningham Park) to minor damage (Mohaska).

Cunningham Park, on land donated to the city in the late 19th century by prominent businessman Thomas Cunningham, is the first park in Joplin, its 'flagship' park. Directly across 26th Street from St. John's Mercy Hospital, it was also 'ground zero' in the path of the EF-5 tornado.

A multitude of public and private sector efforts are being used to restore and rebuild these important community assets. Here's a glimpse at some of those efforts:

The Federal Emergency Management Agency's (FEMA's) Public Assistance program is providing nearly \$1 million in funding for the following projects:

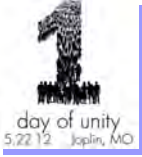
- ◆ **CUNNINGHAM PARK** facilities will receive more than \$800,000 in federal funding for two pavilions, the historic Shelter House, playground equipment, basketball and tennis courts, the pool house, lighting and signage.



- ◆ **PARR HILL PARK**, a pleasant neighborhood park near 20th and Connecticut Streets, lies in the path of major tornado destruction. FEMA will provide more than \$90,000 to assist the city in repairing or replacing playground equipment, basketball courts, signage, picnic tables, wooden pedestrian bridges, lighting, and the bathroom facility.
- ◆ Public Assistance funds will assist with repairs required at these three additional parks: **GARVIN PARK** lost its gazebo, some lighting, signage, and playground equipment. Light poles will be replaced at **EWERT PARK**. At **MOHASKA PARK**, chain-link fencing and playground structures will be repaired.

-more-

Joplin Parks (cont)



Assistance from State of Missouri includes:

- ◆ Department of Natural Resources directed \$700,000 from the Scrap Tire Surface Material Grant Program to Joplin and Duquesne.
- ◆ Workers from the DRJP, State Parks Youth Corps and the Missouri Department of Conservation assisted in planting trees.
- ◆ Division of State Parks makes up to \$400,000 available in grant funds to redevelop and reforest community parks.
- ◆ The playground equipment at the FEMA community housing sites, provided by the State of Missouri, will go to Joplin city parks when the housing mission is finished.

Extreme Makeover: Home Edition, as part of their one-week 'extreme build' of seven homes assisted with restoration of Cunningham Park.

- ◆ EMHE partnered with Drury University School of Architecture, Springfield, Mo., to design and build the Volunteer Tribute Garden.
- ◆ EMHE volunteers installed a new basketball court, a children's play area, and renovated the destroyed restroom into a picnic shelter. They landscaped other areas of the park.

Private-sector companies also reached out to the community:

- ◆ Sandstone Gardens, Joplin. Designed, built and donated the Memorial Fountain.
- ◆ Mark and Theresa Clements of MyFixItUpLife designed and built the wooden Memorial Wall.
- ◆ Coca-Cola awarded a \$25,000 grant to Cunningham Park as the third-place winner of Coca-Cola's *America Is Your Park* campaign.
- ◆ The Wal-Mart Foundation donated \$250,000 to help with new park amenities.
- ◆ Leggett & Platt donated more than \$150,000 to help with rebuilding efforts for both Cunningham and Parr Hill parks.
- ◆ Miracle Recreation donated over \$60,000 worth of product to help rebuild the destroyed playground bigger and better.
- ◆ Longaberger Company, Newark, Ohio donated \$7,000 from the Longaberger Foundation to the City of Joplin for the purchase of 40+ trees for Cunningham Park.
- ◆ The City of Fort Scott, Kansas donated a waterslide for the rebuild efforts of Cunningham Family Aquatic Center.

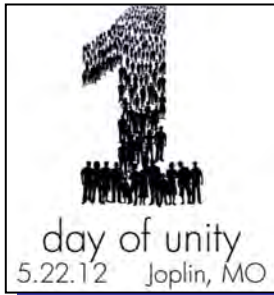
Contacts:

Lynn Onstot, City of Joplin

Ph: 417-438-2287 (cell)

Chris Cotten, Joplin Parks Director

Ph: 417-438-9782 (cell)



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Housing

One of the tornado's greatest impacts was to homes and neighborhoods. The City of Joplin estimates that more than 7,000 homes were affected; about 4,000 of which were destroyed.

Numerous efforts have been underway to restore housing throughout the impacted areas using the combined resources of individuals, insurance proceeds, state and federal disaster assistance, voluntary organizations, the private sector, donations, grants and volunteers. Here's a glimpse at some of what's been done:

The City of Joplin has been working with property owners since the tornado to help restore and rebuild neighborhoods and commercial businesses. These efforts have included: assisting with debris removal, issuing permits for repair, reconstruction and new construction, and conducting safety code inspections.



As of May 15, 2012 the city has issued:

- ◆ **4,015 building permits** since the tornado for residential repairs, reconstruction and new construction
- ◆ **423 permits** for rebuild/repair/new commercial construction, including apartment complexes
- ◆ **1,615 demolition permits.**

The Federal Emergency Management Agency (FEMA) has supported local housing efforts by providing:

Direct Financial Assistance

- ◆ More than **\$8.2 million in grants** for **2,980 eligible applicants** has been provided to repair disaster damage to their residences in order to make their homes safe, sanitary and functional.
- ◆ Provided more than **\$12.7 million** for **2,652 applicants** who cannot qualify for low-interest disaster loans, to replace personal property.

Direct Temporary Housing

- ◆ FEMA provides temporary housing units (predominantly mobile homes) for eligible individuals and families who need a short-term place to live while they work to find a permanent home. These FEMA units are placed in 13 existing commercial mobile home parks as well as in three temporary housing communities that FEMA had built on land provided by the city in Joplin's north end. The Joplin effort is one of FEMA Region VII's largest direct-housing missions.

Housing (cont)



- ◆ So far, **261 households have moved out** of the FEMA community sites and into longer-term or permanent housing.
- ◆ 325 households still live in FEMA-provided units, down from a peak of 586. Currently, **217 households** (of the 325) live in the three FEMA sites; the remaining individuals and families are spread among the 13 commercial parks.

Debris Removal Assistance

- ◆ FEMA provided oversight and funding for a special Expedited Debris Removal (EDR) initiative authorized by President Obama to clear loose debris from public rights-of-way and private, residential property in the hardest-hit areas. The goal was to help hasten the community's economic recovery and to quicken the rebuilding process for residents. FEMA tasked the U.S. Army Corps of Engineers to facilitate this debris removal and by the end of the initiative, more than 1.2 million cubic yards of debris had been removed from residential areas. The cost of this effort is estimated to be more than \$60 million.



The Missouri Department of Economic Development, Business and Community Services Division is facilitating and funding a variety of residential rebuilding efforts such as:

- ◆ Provided low-interest construction Loans totaling \$10 million to area developers for the purpose of new housing construction.
- ◆ Provided financial assistance to 65 homeowners for new construction of owner-occupied housing in the tornado path through an allocation of Neighborhood Preservation Tax Credits
- ◆ Provided financial resources to construct two playgrounds for the children housed at Hope Haven and Jeff Taylor community group sites
- ◆ Provided \$4 million in DED Community Development Block Grant financial assistance for demolition and debris removal not covered by FEMA
- ◆ Provided \$500,000 in DED Community Development Block Grant to Duquesne for housing recovery activities
- ◆ Provided \$4,499,500 in Federal 9% Low-Income Housing Tax Credits and \$4,289,500 in State 9% Low-Income Housing Tax Credits, \$600,000 in HOME Funds and \$520,000 in Missouri Housing Development Corporation (MDHC) funds to support eight new multi-family projects with the construction of 340 affordable rental units in the Joplin MSA;
- ◆ Provided \$1.6 million in Missouri Housing Trust Funds to meet emergency housing needs, half of which is dedicated to low-income households at or below 50% of MHI and half to very low-income households at or below 25% of MHI. These funds have served 1912 households

Missouri Housing Development Commission (MHDC)

- ◆ MHDC has pre-qualified 43 homebuyers for down payment and mortgage assistance
- ◆ MHDC made \$958,983 in funding available to assist homeowners with rehab and home repair
- ◆ MHDC has provided direct case management to 253 households regarding their housing choice

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Housing (cont)



Joplin Area Habitat for Humanity, through partnerships, collaborations and grants, is building 65 new houses within the community.

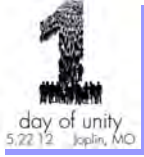
- ◆ In the fall of 2011, Joplin Habitat teamed up with Tulsa (OK) Habitat and several other partners to launch “Ten for Joplin” – a two-week blitz to build 10 homes for families who were affected by the tornado. The homes, built in a heavily impacted neighborhood, were dedicated in November 2011.
- ◆ Since then, four more houses have been built; another **16 are under construction** with partners that include many area churches – College Heights, St. Paul’s, Christ’s Community UMC, Christ’s Church of Oronogo, and Immanuel Lutheran. Other partners include Joplin Rotary Clubs, United Way, Carl Junction Building Trades, the City of Joplin, the Clark Howard Show (CNN), and Major League Baseball (MLB is funding 5 homes in Joplin and 4 in Tuscaloosa).
- ◆ **35 houses will be built** through the Governor’s Challenge, a collaborative effort among the State of Missouri; major sports teams such as the Kansas City Royals, Kansas City Chiefs, St. Louis Cardinals, St. Louis Rams, St. Louis Blues, Missouri Tigers, the Kansas Motor Speedway, and builders, volunteers and homeowners. The effort is funded by a \$3.6 million Community Development Block Grant to Joplin Habitat by the Missouri Department of Economic Development. Habitat houses are built to Energy Star standards and sold at a 0% interest, 20-year mortgage.
- ◆ **Extreme Makeover-Home Edition** launched “Seven Homes in Seven Days,” to build houses in one of the city’s heavily impacted areas for seven families. The one-week, 24/7 effort was filmed throughout the process, culminating in a two-hour television special that aired in January 2012. The Joplin rebuild effort was the TV series’ final project.
- ◆ **Convoy of Hope** is building at least a dozen storm-resilient “green” homes for Joplin families impacted by the tornado. The new high-tech, low-energy buildings are specially designed with reinforced concrete walls and other innovations to be sturdier and more sustainable than traditional houses. The project is a partnership with the Global Green Building, Project Safe Home, T.F. Concrete Forming Systems and Joyce Meyer Ministries—Hand of Hope. These partners are coordinating efforts with the U.S. Department of Homeland Security and the Federal Emergency Management Agency (FEMA) to provide guidance on other future “resilient” constructions.

Rebuild Joplin

A number of strong partners emerged in the months following the storm to address one of the community’s most basic remaining needs: housing. Rebuild Joplin, the construction arm of the Joplin Long Term Recovery Committee (LTRC), was appointed by the LTRC to lead and coordinate the collaborative effort to provide repairs on existing houses and rebuild new homes for uninsured or underinsured residents. Collaborating organizations in the recovery effort include Joplin Area Habitat for Humanity, Catholic Charities of Southern Missouri, Mennonite Disaster Recovery, Samaritan’s Purse, Convoy of Hope and Harry S. Truman Coordinating Council.

During 2012, Rebuild Joplin/Joplin LTRC pledged to repair and rebuild 100 homes for individuals and families affected by the tornado. They’ve finished five houses and have 22 projects underway. Other pledges include 50 homes by Joplin Area Habitat for Humanity and 20 homes by Samaritan’s Purse.

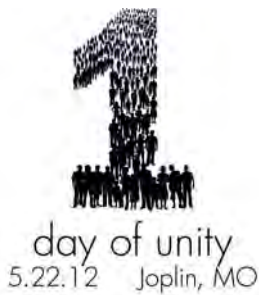
Housing (cont)



Homes continue to be repaired and rebuilt primarily in the tornado devastation zone, but assistance is available to those outside this area who were affected by other facets of the storm, including hail, high winds and water damage.

Housing projects are primarily funded through individual organizations receiving donations. Funding is also provided through a variety of grants, including one received by Rebuild Joplin in collaboration with seven partners in March 2012 for \$1.5 million from the Community Foundation of Southwest Missouri to be used for building materials and supplies. The collaborative grant was the first of its kind.

Commercially, several large apartment complexes have been completed or are under construction.



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Health and Human Services Campus

The Human Services Campus (HSC) was established by community leaders and collaborating agencies to assist all survivors affected by the May 22 tornado. More than 40 local community



agencies joined together and constructed this idea to offer an array of services under one roof to promote a whole community recovery concept for their fellow neighbors. Services found at this facility include: recovery information, resources, a helping hand, classes and events – all free of charge. From block parties to community dinners to kid’s preventative dental care and summer camps, legal aid clinics to support groups, yoga classes, coffee and more, the collaboration has served approximately 900 residents since it opened March 17, 2012.

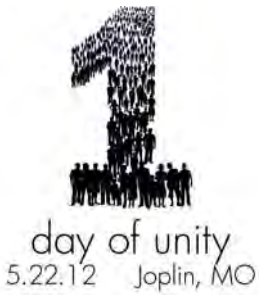
Collaborating agencies include but are not limited to: Access Family Health Care, Alliance of Southwest Missouri, Alternative Opportunities Employment Services, Art Feeds, Area Agency on Aging Region X, Aspire of Southwest Missouri, Cerebral Palsy of Tri-County Webb City Development Center, Child Care Aware of Missouri, Children’s Haven, State of Missouri Children’s Division, Community Partnership of Southwest Missouri, Connections Case Management, Crosslines, Crowder College, Early Head Start/Economic Security Corporation, Franklin Technology Center, Freeman Health System, Fuller Center For Housing, Habitat for Humanity, House of Hope, Independent Living Center, Ozark Center/Healing Joplin, Joplin Family YMCA, Joplin Fire Department, Joplin Police Department, Joplin Schools, Lafayette House, Legal Aid of Southwest Missouri, Local Faith Based Organizations, Disaster Case Management, Catholic Charities, American Red Cross, and Salvation Army, Mercy Hospital, Missouri Career Source & (Workforce Investment Board program), Missouri State University, Neighborhood Adult Literacy Action, Parents as Teachers, Rebuild Joplin, Relief Spark, Spring River Baptist Association/J-HOPE, City of Joplin, United Way 211, United Way of Southwest Missouri & Southeast Kansas, University of Missouri Extension, Veterans Health Care System of the Ozarks, A/O Employment Services for vocational rehabilitation.

Sponsors: Community Foundation of Southwest Missouri, Heart of Missouri United Way Tornado Recovery Fund, Joplin Family YMCA, Missouri Foundation of Health, Shell Corporation, and YMCA of Greater Kansas City

Contact: Bandi Kolbe

Ph: 417-553-4691

Arts



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Recognizing the healing power of art, Joplin's Spiva Center for the Arts responded to the tornado's effects by offering a full summer schedule of art classes for children. Regular class fees were waived thanks to scholarships made available to those children affected by the tornado.

A registered art therapist from Springfield, Mo. was brought in by Spiva to train working artists and other volunteers willing to take 'art buckets' to organizations serving children: Lafayette House, Boys and Girls Club, Children's Haven and others welcomed the professionals in to assist their clients with drawing out the emotions they were experiencing.



Spiva was a catalyst for bringing in a community muralist who oversaw a local design team that created a Joplin mural. Over 200 citizens painted the piece on the wall of Dixie Printing in downtown Joplin. A dedication ceremony was held last September to local and state acclaim.

The arts center rearranged its regular exhibit schedule to create an opportunity for artists to express their response to the tornado in an exhibit called On the Other Side. One hundred percent of the sale of the works went to the Joplin Recovery Fund.

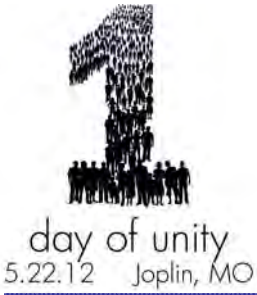
Area arts organizations made donations of dollars to support Joplin artists who lost their studios and/or supplies. Members of the Spiva board created an artist tornado fund and distributed the monies through a mini-grant application. Those artists receiving the funds will exhibit their work in the upstairs gallery in June.

Another organization, Art Feeds, used volunteers to go into the schools with craft projects that engaged the children and provided support to those coping with the tornado's effects. Weekly art opportunities allowed the children a consistent outlet for their emotions. The organization was recognized by Extreme Home Makeover-Joplin edition and included in their episode.

Contact: Lori Marble

Ph: 417-623-0183





Community Stories

There are many stories that tell the tale of Joplin and Duquesne's tornado recovery. Here is a look at some of our personal and community triumphs:

Amplify Gymnastics LLC
Amplify is located behind Home Depot. They were scheduled to open in June of 2011. The tornado wiped out the entire gym plus all of their equipment. The owners considered not rebuilding, but they were well insured and were also able to obtain an SBA loan. They rebuilt, bigger than originally planned, and opened in March 2012. At last report they have more than 200 students.



Contact: Paul Comstedt, co-owner/gym manager Ph: 417-659-9200

Joplin Area Chamber of Commerce

The first member communication after the tornado was made at 6:52 pm on May 22, via social media. The Chamber's Facebook page has continued to be a valuable source of information for our Members as well as the public. Members and other business owners might have been without their computers or land-line telephones, but nearly all were able to maintain connectivity via cell phones thanks to mobile cell towers and numerous power charging stations.

Contact: Kirstie Smith, communications director Ph: 417-438-1738

Home Depot



Home Depot was one of the very first to open a temporary store, a feat accomplished by May 27th. They have a very detailed disaster plan corporate-wide and when put to the test here in Joplin, it worked well. Their loyalty to the community and their willingness to put their employees in the field working on debris clearing has made them a local favorite now.

Contact: Steven Cope, store manager

Ph: 417-206-7510

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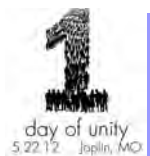


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Community Stories (cont)



SNC Squared

SNC Squared is an IT management company. Their pre-tornado address was on 26th Street, just across from St. Mary's. They lost everything of course, BUT they were back up and running in John's garage within an amazing 24 hours after the storm. None of the company's customers lost any data and they were all back up and running within just a few short days. The bulk of John's customers are from the medical and dental community.



Contact: John Motazedj, owner

Ph: 417-622-0933

Life Preservers Grief Support at the Creative Cottage

Leach was at home in her rented duplex in Duquesne when the tornado hit. She ran to the only room without windows, the bathroom, and hunkered down to wait out the storm. The cabinet and the toilet were still standing when Leach emerged after the storm, but the bathtub was gone. Leach, always a renter, purchased an historic home at the end of September, and has recently renovated the second story to include a bed-and-breakfast for those coping with a life-altering event of their own. Community businesses joined her in furnishing and decorating the private suite to showcase the cooperative spirit found in Joplin throughout its recovery this past year.

Contact: Ann Leach, owner

Ph: 417-438-6808

Southtown Cleaners

Locally- owned cleaners on Main Street lost everything in the storm. They have rebuilt bigger than ever and have added employees. Brigitte utilized *Joplin Tomorrow* funds to assist with the expansion costs. *Joplin Tomorrow* was established by Former Senator Jack Danforth to assist companies in the disaster area who wanted to expand and add jobs.

Contact: Brigitte Pippin, owner

Ph: 417-781-6046

Edward Jones—Don Swanson

Located on Connecticut Avenue it one of the hardest hit areas, Don Swanson's office was brand new when the tornado ripped a neighboring fitness center to shreds. Don's office stood as a beacon of hope in the devastated landscape. While the office had sustained damage, remarkably, it was largely untouched and was able to help house other Edward Jones Advisors as soon as safely allowed by officials. The secret? Hurricane straps. Don had designed his new building with hurricane straps at the suggestion of his builder. This small step may have helped Don get open for business faster. The Joplin City Council did add to the commercial building code mandatory hurricane straps shortly after the storm.

Contact: Don Swanson, financial advisor

Ph: 417-781-2711

Community Stories (cont)



Joplin Area Chamber of Commerce

The Joplin Area Chamber of Commerce like many after the tornado found their office without electricity. Communication with the business community was vital at that time.

Early communications were sent from an iPad at a location that had electricity and internet connectivity. However, there was a key component missing from the iPad. A media list, a list of chamber members and a list of all the employers in the area. All this information was readily available in the chamber's computer system. A system that could not be accessed until late Thursday after the tornado. Since the tornado, the chamber has put several backup alternatives in place to ensure that access to critical information is still available in the event of a future major disaster.

Contact: Kirstie Smith, Communications Director

Ph: 417-438-1738

The "Volunteer House"

Eight people survived the tornado in the basement of the house at 2502 S. Joplin Ave. When they emerged all that was left of the 1920s bungalow were interior walls and some china in a cabinet. AmeriCorps teams cleared the yard of debris and the grateful owner, Tim Bartow, painted a heart-encircled message of hope for others to see: "Thank you volunteers. We love you. You are our heroes." He left furniture and a can of markers on a coffee table in the open living room; volunteers began scribbling messages of hope and inspiration on the doors, floors, walls and window frames. Soon, it became known as the "Volunteer House". Weather took its toll on the fragile structure and the thousands of scribbled personal messages, so in February 2012, with donated materials and labor, the house was shrink-wrapped to protect its message of hope and community, then moved to Schifferdecker Park where it waits to be incorporated in a future museum.

Contact: City of Joplin, Lynn Onstot

Ph: 417-438-2287

RWI Benefits, LLC

Immediately after the tornado, Robert Weaver was unsure what to do first. The tasks he had to do for his business alone were huge, and he still had to serve his customers who lost everything. Robert came to the chamber office needing a temporary location, furniture and help. Today Robert's business is doing very well at a new location.

Contact: Robert Weaver, owner

Ph: 417-624.2200

AdornAble, Inc.

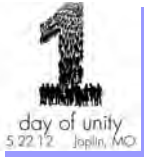
Located in the hardest hit area of Main Street, this small business had nothing left to show for years of hard work growing their business and researching and implementing new services like digital screen printing to serve customer needs. Chris and Liliya Moos moved to a location still on Main Street. Today their business is "better than ever" and they are supporting Joplin's recovery efforts with original shirt designs.

Contact: Chris or Liliya Moos

Ph: 417-206-2300



Community Stories (cont)



Cupcakes by Liz

Making Joplin sweeter one cupcake at a time, Liz Easton was one of the very first to say that her business would rebuild bigger and better than before. The new bakery has a great new look and is opening any day.

-more-

Contact: Liz Easton

Ph: 918-542-0093

Off The Track Coffee Company

Christine Caudwell owned a successful resale shop on Main Street before the tornado. When she lost everything, she took time to rethink her business opportunities and decided to open a completely new business on Main Street. The unique building—it looks like a streetcar—is a great site on Main Street.

Contact: Christine Cadwell

Ph: 417-624-1999

The Independent Living Center

The Independent Living Center in Joplin, joined by other disability organizations, teamed up with FEMA, Federal, state and local officials to serve as a resource for individuals with disabilities, access and other functional needs – ensuring that people with disabilities, seniors and those with low English proficiency had the same opportunity as others to access and understand disaster assistance.

Contact: Stephanie Brady

Ph: 417-659-8086

Con-way Truckload



Con-way Truckload whose headquarters is on the outskirts of Duquesne, suffered nearly \$2 billion in damages to the main office, outlying buildings and trucks and trailers parked on the lot. Con-way put numerous trailers throughout Joplin to be used to collect and disburse donated goods, and to store donations. Other carriers sent their trucks and trailers to Con-way filled with donated items to use for its employees and the community.

“Within 36 hours of the storm, we received, unsolicited, two 53-foot trailers full of relief goods from two of our closest competitors; Werner Enterprises and Heartland Express,” said Con-way Truckload President Herb Schmidt. “Along with the trailers came notes for us to keep the trailers as long as we needed and to distribute the relief goods wherever needed; and that Joplin was in their thoughts and prayers. Similar trailers full of relief goods and funds to assist our affected employees and the community continued to arrive from many other groups including customers, vendors, churches and our affiliate Con-way companies.”

Con-way Truckload’s parent company, Con-way, Inc., donated \$100,000 to community relief efforts and an additional \$100,000 to employees who suffered losses from the tornado.

Contact: Wendy Brunner-Lewis

Ph: 417-623-5229



- = Walk Starting Location
- = Walk Ending Location
- = Event Locations
- = Hydration Stations
- = First Aid Available
- = Portable Toilet Sites
- = Connecting Walks (east & west)



- Hydration Stations**
- H1 = 2517 E. 20th Street
-- United Methodist Churches
 - H2 = 1804 E. 20th Street
-- Commerce Bank
 - H3 = Pavilion @ LDS Center
-- Red Cross
 - H4 = 24th & Iowa
-- Hilti
 - H5 = 25th & Pennsylvania
-- Ozark Gateway Assoc Realtors
 - H6 = 25th & Joplin
-- Salvation Army
 - H7 = 26th & Bird
-- Convoy of Hope

- Time**
- 2:00
 - 2:20
 - 2:30
 - 3:15
 - 3:41
 - 4:13
 - ** 4:30
 - 4:42
 - 5:00
 - 5:15

- Action**
- 2:00 Small Group Departs 20th and Duquesne west
 - 2:20 Small Group Arrives Walmart South Parking Lot
 - 2:30 **Large Group Departs 15th Street Walmart (west)**
 - 2:38 Reach 17th and Texas (turn south)
 - 2:42 Reach 20th and Texas (turn west)
 - 2:58 Reach 20th and Connecticut
 - 3:06 Reach 20th RR Track
 - 3:07 Reach 20th and Wisconsin (turn south onto Wisconsin)
 - 3:11 Reach 22nd and Wisconsin (turn west onto 22nd Street)
 - 3:15 **Arrive Joplin LDS Stake Center (2200 Indiana) -- Ecumenical / Steeple Raising**
 - 3:35 Depart 22nd and Indiana, west across H.S. parking lot & baseball field
 - 3:41 **Arrive 22nd and Iowa -- High School Groundbreaking Ceremony**
 - 3:56 Depart 22nd and Iowa (to the south)
 - 3:58 Reach 24th and Iowa (turn west)
 - 4:07 Reach 24th and Pennsylvania (turn south)
 - 4:10 Reach 25th and Pennsylvania (turn west)
 - 4:13 Reach 25th and Main Street (cross)
 - 4:17 **Arrive Irving Elementary -- Children's Activities**
 - ** 4:30 *Group from West Joplin departs St Paul's Methodist Church east to Cunningham Park*
 - 4:32 Depart from 25th and Pearl south to 26th Street, then west on 26th
 - 4:42 **Arrive 26th and Bird (south side of 26th) -- JACC Ribbon Cutting for Kraft Insurance Services**
 - 4:52 Depart 26th and Bird (west)
 - 5:00 **Arrive Cunningham Park**
 - 5:15 Formal Ceremony Begins

WALK OF UNITY

Tuesday, May 22, 2012, Joplin, MO.
One Year. One Community. One Direction.



day of unity
5.22.12

<u>Time</u>	<u>Action</u>
2:00	Duquesne Group Departs 20 th and Duquesne Road, heading west
2:20	Duquesne Group Arrives Wal-Mart, South Parking Lot, joins Unity Group
2:30	Unity Group Departs 15 th Street Wal-Mart (west)
2:38	Reach 17 th and Texas (turn south)
2:42	Reach 20 th and Texas (turn west)
2:58	Reach 20 th and Connecticut
3:06	Reach 20 th and RR Track
3:07	Reach 20 th and Wisconsin (turn south onto Wisconsin)
3:11	Reach 22 nd and Wisconsin (turn west onto 22 nd Street)
3:15	Arrive Joplin LDS Stake Center (2200 Indiana) -- Ecumenical / Steeple Raising - STOP #1
3:35	Depart 22 nd and Indiana, west across H.S. parking lot & baseball field
3:41	Arrive 22nd and Iowa - STOP # 2 -- High School Groundbreaking Ceremony on baseball field
3:56	Depart 22 nd and Iowa (to the south)
3:58	Reach 24 th and Iowa (turn west)
4:07	Reach 24 th and Pennsylvania (turn south)
4:10	Reach 25 th and Pennsylvania (turn west)
4:13	Reach 25 th and Main Street (cross)
4:17	Arrive Irving Elementary (25th & Pearl) -- Children's Activities - STOP # 3
4:30	<i>Group from West Joplin leaves St. Paul's United Methodist, walking east to meet Unity Group at Cunningham Park</i>
4:32	Depart 25 th and Pearl (south to 26 th Street)
4:33	Reach 26 th and Pearl (turn west)
4:42	Arrive 26th and Bird (south side of 26th) - STOP # 4 JACC Grand Re-Opening Ribbon Cutting for Kraft Insurance Services
4:52	Depart 26 th and Bird (west)
5:00	Unity Group arrives at Cunningham Park
5:00	West Group joins Unity Group at Cunningham Park
5:15	DAY OF UNITY Program portion begins in Cunningham Park



Fact Sheet

Disaster Recovery Information **Joplin Tornado ♦ May 14, 2012**

*Note: Information represents Jasper and Newton counties as a whole, including cities of Joplin and Duquesne.
All data is current as of May 14, 2012, unless otherwise noted.*

- **More than 13 federal agencies** supported critical emergency needs and functions for Jasper and Newton counties. At peak staffing, **more than 820 FEMA employees** worked the Joplin response and recovery efforts.
- **FEMA and state officials immediately established four joint task forces** to manage the largest recovery priorities – Housing, Debris Removal, Schools and Critical Infrastructure. These task forces included numerous other local, state and federal agencies – all with the goal of bringing an experienced, comprehensive approach to recovery in these key areas.

Individuals and Businesses:

- **10,746 Missourians** in Jasper and Newton counties registered for state and federal disaster assistance.
- **Nearly \$21 million in grants** has been approved for eligible Missourians in the two counties to help pay for home repairs, temporary housing and other critical, disaster-related needs through FEMA's Individual Assistance Program.
- FEMA also is providing **temporary housing units** for individuals and families who have not yet been able to move into a more permanent housing. These units are disbursed among 13 pre-existing commercial sites and three community sites that were built specifically to temporarily house tornado survivors. At the peak of this housing effort, 586 individuals and families were provided a temporary home in one of these sites.
 - So far, **261 households have moved out** of FEMA temporary housing and into longer-term or permanent housing.
 - **325 households** are living in temporary housing units among the 16 community and commercial sites. Of those, 217 households live in the three FEMA sites; the remaining individuals and families are spread among the 13 commercial parks.

(continued on page 2)

- Disaster Unemployment Assistance has been provided to help workers whose employment was impacted by the tornado but who do not qualify for regular unemployment aid. In the two counties, **541 claims totaling \$353,943** had been paid as of May 2, 2012.
- **The U.S. Small Business Administration (SBA)** has approved more than **\$41.3 million** in low-interest disaster loans for **518** tornado-impacted individuals, businesses and not-for-profits. SBA provides these loans to help cover property losses. In addition, SBA provides economic injury loans (working capital) for eligible businesses.
 - 417 low-interest disaster loans to homeowners for \$26.8 million
 - 97 low-interest disaster loans to businesses for \$14.3 million
 - 4 low-interest disaster loans to not-for-profits for \$256,400
- FEMA has provided **more than \$4.8 million** to help fund crisis counseling services through community-based outreach and short-term interventions that help disaster survivors understand and handle the feelings they are experiencing. The counseling helps them review their recovery options, discuss their reactions and learn how to use or develop coping strategies.
- A grant of more than **\$5.3 million** from the FEMA Disaster Case Management Program was awarded to the Missouri Department of Economic Development to fund disaster case managers to work directly with survivors. The case managers – from Catholic Charities, American Red Cross, Salvation Army and Lutheran Social Services – will assist in developing a disaster recovery plan that may include referrals, monitoring of services and advocacy, as needed.
- **7,522** individuals visited four Disaster Recovery Centers and a Multi-Agency Resource Center to talk face-to-face with recovery specialists, access valuable recovery information and get questions answered about their individual cases.

Public Assistance:

- FEMA provides grants to local, state and federal governmental entities, tribal nations and certain not-for-profit organizations to help reimburse eligible costs to remove debris, provide emergency protective measures and to repair or replace damaged public infrastructure and facilities.
- **FEMA expects to spend nearly \$150 million** to help remove debris, provide emergency protective measures and to permanently repair or replace public buildings and infrastructure damaged or destroyed by the tornado. **To date, about \$97 million** of that amount already has been paid to the State of Missouri for disbursement to 25 eligible entities, including local governments, school districts and critical facilities such as hospitals.

** Funding subject to change based on eligibility review process and potential insurance proceeds. Does not include costs for U.S. Army Corps of Engineers Expedited Debris Removal operations.*

(continued on page 3)

Other:

- **More than 130,000 volunteers** from across the country put in more than **810,476 hours of community service in Joplin since the tornado**, helping with everything from clean-up and repairs to home construction. The effort represents more than 82 years' worth of community service and is valued at more than \$17 million.
- FEMA has provided more than **\$341,000** in funding to the Corporation for National and Community Service for assistance from AmeriCorps to support local and state authorities. AmeriCorps St. Louis first arrived in the early hours of May 23 and has continuously been on the ground since then. Overall, **more than 350 AmeriCorps** members from seven states have served more than 76,000 hours in Joplin on various recovery projects including:
 - Coordinating the large influx of volunteers who came to Joplin to help clean up and rebuild
 - Completing more than **2,940 requests** for homeowner assistance
 - Coordinating donations
 - Removing volumes of debris, including damaged trees and stumps,
 - Building a recreational trail at FEMA's community housing sites
 - **Planting more than 800** new, donated trees for homeowners
 - Coordinating volunteers to assist the City of Joplin with **planting more than 200 trees** at city parks
 - **Helping more than 150 Joplin** homeowners and renters in moving from temporary living situations to more permanent housing
 - Assisting with administrative recovery tasks.
- Federal, state and local officials teamed up with **The Independent Living Center** in Joplin and other disability organizations to serve as a resource for individuals with disabilities, access and other functional needs – ensuring that people with disabilities, seniors and those with low English proficiency had the same opportunity as others to access and understand disaster assistance.
- **FEMA recovery specialists helped the Joplin community** establish a citizen-based, long-term recovery effort now known as the Joplin Citizens Advisory Recovery Team (CART). With input from a broad cross-section of the community, CART developed a long-term recovery plan and has begun its implementation.
- FEMA continues to work with a local **Long-Term Recovery Committee**, representing more than 50 voluntary agencies, on more than 1,000 cases of unmet, disaster-related needs.

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