

*Cooperation Between Nonprofit Organizations and
Governmental Agencies During Disaster Management:
Not so Equal Partners*

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Study

- Pilot Study
- Black Forest Fire
- Following Waldo Canyon Fire Study
- Chapter: *Social media in Crisis: How Social Media Created an NPO and Relief During a Wildfire Crisis*
- Paper: *WEB 2.0: How social media applications leverage nonprofit responses during a wildfire crisis*



Area

- El Paso County
- Outside of city of Colorado Springs
- Dense forest
- Dry conditions



Past and Present Challenges

- Waldo Canyon Fire
- Black Forest Fire
- Flash Floods



Hurricane Katrina

- Hurricanes in Florida in 2004
- Hurricane Katrina
 - NOPD
 - State and local agencies

Methodology

- In-depth interviews
- Case study
- Anonymous study
 - Pseudonymous assigned
 - IRB obtained
- Semi-structured interview list
- Thematic analysis of case study to analyze data
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Black Forest Fire

- El Paso County
- Two deaths
- 489 homes burned
- 14,280 acres burned
- Damage: \$480 million
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Interviewee: BF001

- Volunteer with government agency
- Substantial emergency management experience
 - Deploying “Hot Shots” from New Mexico
 - Evacuation of animals
 - Social media: rumor mill
 - Would do everything differently
 - Staging area for NPOs (Americore example: KS & MO).



Interviewee: BF002

- Manager of large NPO
- 97% of personnel are volunteers
- Covers 16 counties in South-Central Colorado
- Provides meals to first responders in first 12-24hrs.
- Poor coordination with Sheriff's department.
 - Sheriff not communicating opening shelters (church).
 - Additional evacuations due to lack of coordination.

Interviewee: BF002 (cont.)

- Prevented to do damage assessment
- Mental health experts prevented from access by govt. agencies.
- Insurance claims: Local governmental agencies tuned away from people's problems.
- Big number of volunteers
- Obvious need for NPOs from the moment disaster happens.

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Conclusion

- Pilot stage
- Poor coordination between govt. agencies and NPOs.
- Staging area for NPOs
- “Joint Operations Center” for NPOs
- NPOs part of EOC.
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