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

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Study

- Pilot Study
- Black Forest Fire
- Fallowing 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
Black Forest Fire

- El Paso County
- Two deaths
- 489 homes burned
- 14,280 acres burned
- Damage: $480 million
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.
Conclusion

• Pilot stage

• Poor coordination between govt. agencies and NPOs.

• Staging area for NPOs

• “Joint Operations Center” for NPOs

• NPOs part of EOC.