



Disaster Recovery Case Studies

Guidance Development Office, Interagency Coordination
Division, Recovery, FEMA

June 1, 2020



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22nd Annual Emergency Management Higher Education Symposium, June 1–4, 2020

Ground Rules for our Zoom Session

- Question or comment? Use your voice
- Please ask questions throughout the presentation
- Mute your line when not speaking



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About Us



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Why are we here?

Our recovery case studies are available for you to use as a learning opportunity ...

...and we want your feedback!



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Poll 1: Which best describes your focus within emergency management?

- A) Preparedness / Hazard Mitigation
- B) Response / Emergency Management
- C) Short-term Recovery
- D) Long-term Recovery
- E) Other



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Poll 1: Which best describes your focus within emergency management?

Results



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Why case studies?

- Everyone loves stories
- Evokes emotions – improves memory retention
- Makes concepts more practical

What else?



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Poll 2: How many of you have used case studies in a classroom before?

- A) Yes, I use them as an integral part of my curriculum.
- B) Yes, I use them occasionally.
- C) No, I do not currently use case studies as a learning tool.



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Poll 2: How many of you have used case studies in a classroom before?

Results



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Overview: IRC case study methodology

1. Receive case study topic proposals
2. Prioritize topics to develop
3. Scoping / research
4. Interview recovery managers
5. Write initial draft
6. Review
7. Develop teaching notes
8. Prepare to teach



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How can we, as practitioners and academicians, work together?

- Interact through the Higher Education and Learning SIG
- Propose recovery case study topics
- Collaborate on case development
- Use IRC cases as references or in the classroom
- Provide feedback

How else?

Get in touch with us at FEMA-RECOVERY-ICD-GDO@fema.dhs.gov



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Poll 3: What would you like to focus on for the remainder of the session?

- A) Topic Prioritization Algorithm
- B) Methodology for Case Development
- C) Developing Teaching Notes
- D) Collaboration Opportunities
- E) Other



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Poll 3: What would you like to focus on for the remainder of the session?

Results



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Any Questions?

Helpful resources:

- IRC Case Study Repository: <https://www.fema.gov/media-library/assets/documents/182675>
- Independent Study Courses: [IS-2900 National Disaster Recovery Framework Overview](#), and [IS-2905 Coordinating Health and Social Services Recovery](#)
- [Higher Education Case Study Report: A Proposed FEMA Case Study Development Process](#)
- Contact us: FEMA-RECOVERY-ICD-GDO@fema.dhs.gov



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1. Receiving Case Study Topics

- Word of mouth vs. standard form
- Need to Know:
 - Contact info
 - Disaster details
 - Characteristics of impacted community
 - Partners in the recovery effort
 - Challenges faced
 - Applicable lessons learned



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2. Prioritizing Topics to Develop

- We Consider:
 - Available data → required learning objectives, disaster data, recovery capability gaps and priorities of governments
 - Strategic priorities
 - Addressing gaps in current case inventory
 - Equity
 - Promoting innovations

What else?



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3. Scoping & Research

- Literature Review
- Boundary of topics to be covered?
- Who should be interviewed?



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4. Interview Leaders from the Field

- Recovery managers from:
 - FEMA
 - Other Federal Agencies
 - State/Territory Government
 - Tribal Government
 - Local Government
- Community leaders
- Non-profit organizations and private partners in recovery



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5. Writing the Initial Case Draft

- Understand the context the emergency managers were in
- Ideal to have a protagonist or point of view
- Set up to facilitate discussion that analyzes the issue/challenges, and potential paths forward



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6. Review

- Case contributors
- Peers
- Leadership, subject matter experts, external affairs



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7. Developing Teaching Notes

- Learning Objectives
- Discussion Questions and Activities
- Additional Resources



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8. Teaching a Case

- Learning Objectives
- Successful practices?
- How to balance engagement versus information delivery?



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