

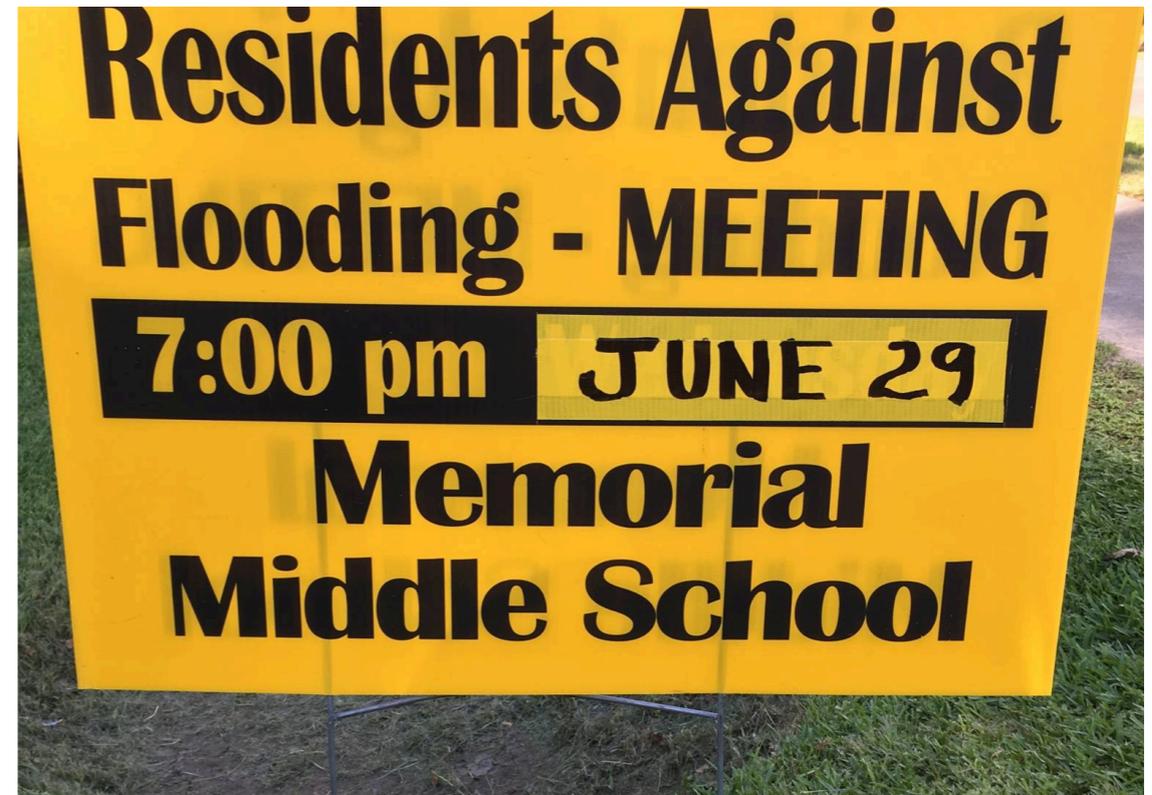


We help people harmed by flooding get organized, heard and supported

Flood Forum USA



Citizen's Committee for Flood Relief, City of De Soto, MO



Residents Against Flooding, Houston, TX

Why social impacts?

- To better design services and programs
- Because citizens are experts
- Because citizens are voters



Analysis

- Analysis of 140 Facebook groups
- Documented 70 videos of raw footage
- Online survey and interviews with 15 Flood Group leaders



What do we know?

Flood survivors exist within social networks

- Neighbors
- Volunteers
- Social services
- Commentators and supporters
- Documenters
- Agitators



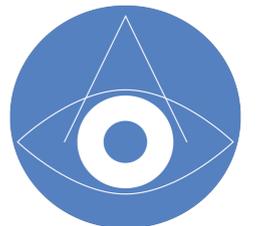
Facebook groups

- Set up spontaneously by flood survivors/supporters after flood event using Facebook
- Flood survivors, neighbors, volunteers & social services, documenters & commentators
- 31 US states, 10-150,000 members, urban & rural
- Together they make up 500,000 people



Type 1

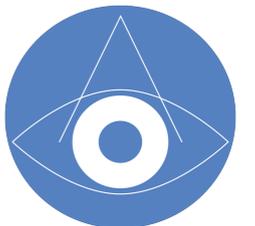
- **Set up to coordinate rescues and relief during a disaster.**
- 2/3 of groups fit into this category
- Members range from 10 to 150,000
- Play critical role e.g. *Hurricane Harvey 2017 - Together We Will Make It*
- but mostly fade out after the event





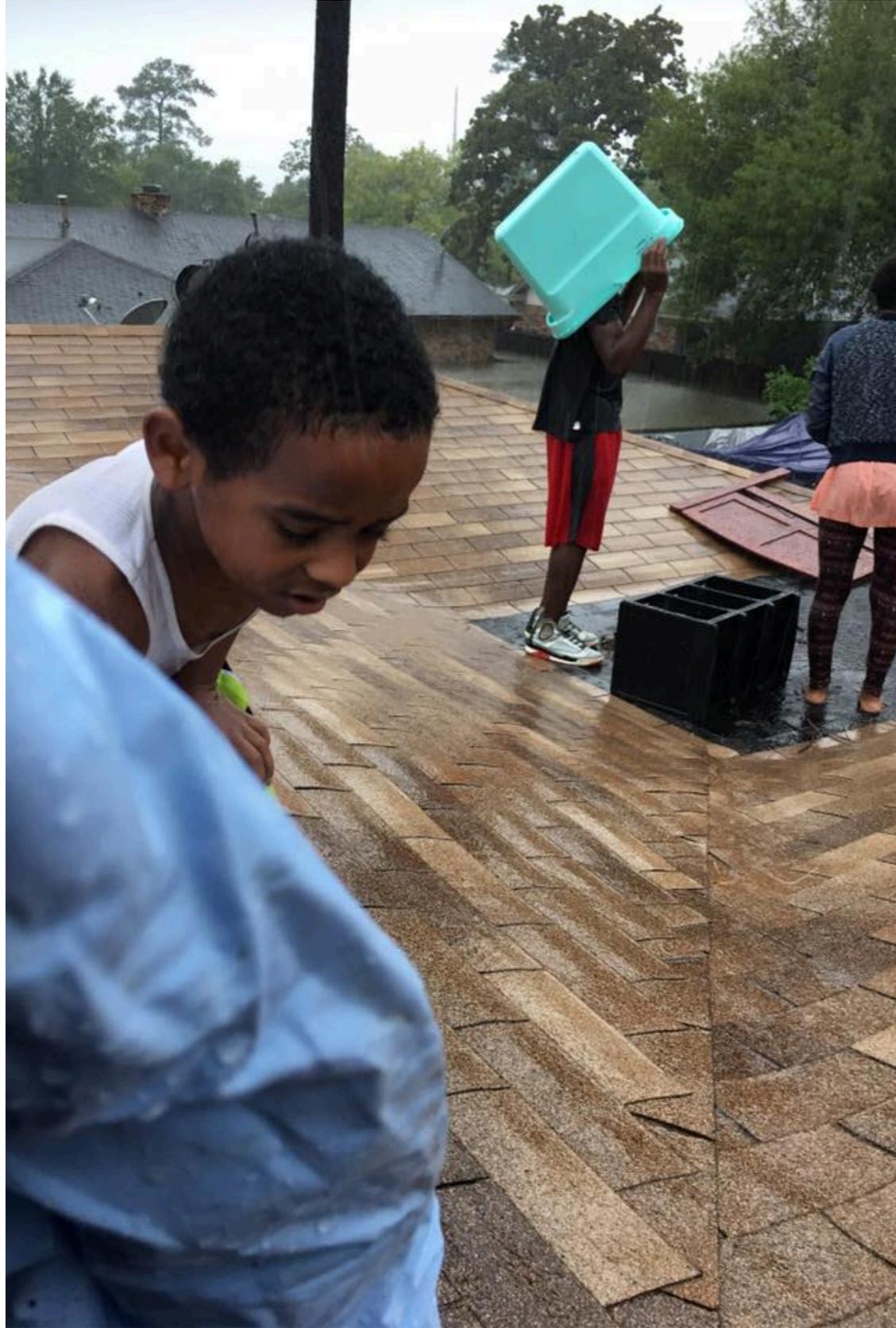
Type 2

- **Set up to support the longer-term relief and mitigation efforts.**
- 1/3 of groups fit into this category
- Membership is smaller
- More likely to meet in person, formal committees
- Longer term, mostly run by women





During flooding



10:49 AM 80%

← Tweet

kayla @kayladeshelle_

im sorry yall but i need help again.. my cousin has water almost waist deep in her house, she has 2 kids!!! 4410 4th street Port Arthur TX

2:17 AM · 30 Aug 17

878 Retweets 281 Likes

kayla @kayladeshelle_ · 8h
 Replying to @kayladeshelle_
 they are still in there!!!

1 2

Tiger Wiese Jones @TigerWies... · 7h
 RT @MommaP__: If you're in Port Arthur & need help my uncle is with the fire

Tweet your reply

7:41 AM 79%

← Posts

Alejandro Robles
 Aug 28 at 9:31pm ·

We have found and taken in an elderly male in his 70's. Driving a older white Grand Cherokee. He was lost and doesn't know where he lives. His name is Magdaleno Guevara Molina. Drivers license says he lives close to Tidwell but not sure if license is current. If anyone knows of someone missing a family member please let me know.

Write a comment...

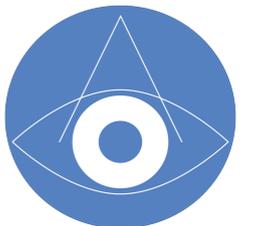
cricket 9:51 PM 21%

× Hurricane Harvey Rescue... **SHARE**

www.google.com

Hurricane Harvey Rescue--EMERGENCY EV...

- *My 3 and 2 year old sons are stranded in our car. I'm 38 weeks pregnant.*
- *Family of 3 stranded. Husband on crutches. Unable to get on roof due to husband on crutches.*
- *Mother with severe dementia and legally blind 87 year old need rescue*
- *Disabled man and animals in attic....*



Short term

Getting assistance

- *My 82 year old father lost every single thing in the flood. Not only did he return home to a flooded house, but to find out looters stole from his garage. He desperately needs somewhere to live close to his house where he hopes to rebuild. He hasn't received anything from fema yet and he is basically living out his car.*

Maintaining safety

- *Does anyone have recommendations for a reputable company to test the air quality in our home and for mold?*

Clean up and contractors

- *Has anyone looked into private garbage removal for their flooded house? I don't want to wait months and months for the city to pick up my curb while the smell and flies build up.*





Dealing with insurance and FEMA

- *I'm still in shock and broken hearted that State Farm would deny my claim for damages to my floors due to water. I will need to meet a lawyer*
- *I would rather smash my fingers with a hammer over and over again instead of working on contents spreadsheet*

Managing stress

- *I'm tired of people telling me I should sell my house because it flooded!!!! Well, since you are so brilliant in making that suggestion, do you want to buy it?????*
- *Thoughts on exposing ur kids to the flooding destruction. We evacuated via river tubes with my 2 dogs and 11-13 year old daughters. With 72 inches of water I have yet to bring our girls back to the house.*



Contemplating the future

- *Just wondering what people are thinking... Is anybody going to rebuild and move back to their home and hope it doesn't flood again? Are people moving?*

Celebration

- *We just moved into our apartment ending over a month of living out of suitcases as we were traveling when the storm hit. I am completely exhausted.*





Longer term

Anger over vulnerability

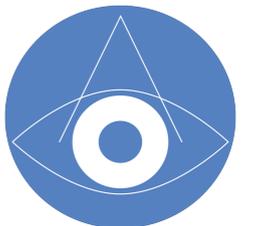
- *I still do not understand why the flood crisis is not a basis of a class action lawsuit!*
- *People seem to think the flooding issues have been taken care of, they don't realize homes are still in water.*

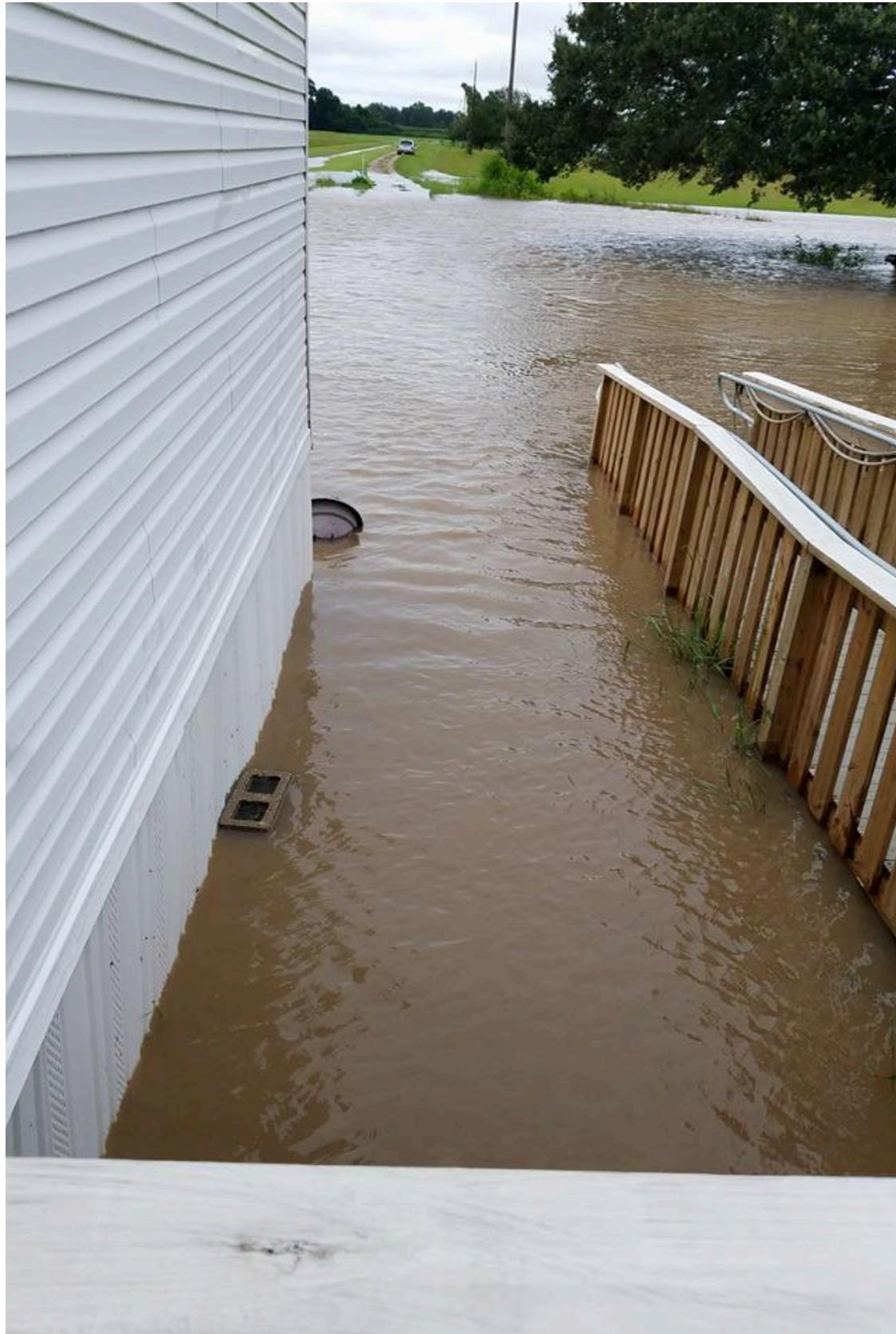
Still managing the impacts

- *So depressing, anyone have a rock big enough for me to crawl under?*

Ongoing flooding

- *Our house is still at least 4 ft under water*





On the left is my fema trailer I'm currently living in until my house is complete. I've been crying all day. Water is still rising

Lessons learned

What didn't FEMA insurance cover?

Doors were covered but not door knobs! Anything outside that wasn't inside of an attached garage or anchored shed; patio furniture; my swimming pool, inside A/C unit, depreciated appliances, carpet, landscaping, counter tops, ceiling crack repairs from the settlement of the foundation, storage for the items you managed to save, A/C vent cleaning due to all the dust, plumbing and electrical service costs for installation of outlets on the cabinets and islands, reconnection of gas appliances; mold removal, treatment, cleaning of central hvac system; inside or out, walls or ducts, water well, softener, septic system check, cleaning, repair, recondition or repair; generators; exterior siding, upper kitchen cabinets; Plastic shower basin, still can't get the stains out. Cast iron tubes even it the flood water caused the legs to rust; lawn equipment and tools unless you used them to make your living. Granite counter tops; outdoor kitchens patio furniture fireplaces etc.

AL: unfortunately I learned more about flood insurance than I ever wanted to know during this entire ordeal

MB: Mold remediation is covered, this is a misconception.

AB: Apparently my adjustor is working the misconceptions to the fullest



- Government & nonprofit partners bring distrust & distress
- So do contractors
- Some voices not at the table
- Visibility brings power, power brings money
- Speaking up requires a brave person





**I FLOOD
AND
I VOTE**

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