

**UNMET HOUSING REHABILITATION AND HOUSEHOLD
GOODS NEEDS IN TEXAS DURING KATRINA-RITA, 2005**

A Senior Scholars Thesis

by

DAYNA KATHRYNE FINLEY

Submitted to the Office of Undergraduate Research
Texas A&M University
in partial fulfillment of the requirements for the designation as

UNDERGRADUATE RESEARCH SCHOLAR

April 2010

Major: Environmental Design

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Associate Dean for Undergraduate Research:

Sherry Bame
Robert C. Webb

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ABSTRACT

Unmet Housing Rehabilitation and Household Goods Needs in Texas During Katrina-Rita, 2005. (April 1, 2010)

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The U.S. was appalled by the overall devastation of Hurricane Katrina, the costliest storm in American history. Just days later the Gulf Coast was swept by Hurricane Rita which amplified the already disastrous situation. In light of these concurrent disasters Texas communities responded to host millions of evacuees. The state's Emergency Management Office designated 2-1-1 as the communication hub between evacuees searching for non-emergency help and agencies and programs providing resources. Staff and volunteers provided information and referrals to available, affordable services while simultaneously logging the caller's location and unmet needs.

The purpose of this study is to examine unmet housing needs that occurred prior to, during, and following the 2005 Katrina and Rita hurricane disasters using Texas 2-1-1 caller data from August 1 through December 31, 2005. Following the 2005 Katrina and Rita hurricane disasters, the Texas 2-1-1 lines were flooded with calls for help. Amid the myriad of requests were a multitude of appeals for aid in the housing sector. Conclusions

and recommendations will be communicated to the 2-1-1 organizations nationally, and to organizations and professionals dealing with disaster management and services for the built environment.

Analysis of Texas 2-1-1 data will enable identification of unmet needs captured in “real time” during fall 2005 regarding date, location, and types of unmet needs logged by the network of 2-1-1 programs throughout Texas. The findings will result in a better understanding of disaster preparations, management and response for future disasters. Understanding unmet housing needs during disaster situations will have wide implications for the field of architecture including reducing costs for planning and design in disaster-prone areas. The unfortunate, yet unique, events of the 2005 hurricane season provide an opportunity to examine unmet housing needs prior to, during, and following this variety of disaster. Specifically, renovation and remodeling needs requested by 2-1-1 callers in Texas will be investigated for differences by disaster phase and location. Further examination will be done to identify differences in these types of needs by population size, demographics, and economics.

DEDICATION

For Sarah,
My sister and friend.

ACKNOWLEDGMENTS

This study was funded by the Department of Homeland Security and aided by Texas IandR Network (2-1-1) and Texas A&M University Hazards Reduction and Research Center. Without the help of these contributors, this undertaking would not have been possible.

I would like to thank Dr. Sherry Bame for encouraging me throughout my undergraduate career. I would also like to thank her for her time and extensive support throughout my research.

I thank my research group for their hard work on the topic of un-met needs in the Katrina and Rita disasters. Our journey together since the fall of 2008 was the basis for this study.

Finally, thanks to my friends and loved ones who are a constant source of encouragement, support and love.

NOMENCLATURE

AIA	American Institute of Architects
AIC	Area Information Center
CD	Compact Disk
FCC	Federal Communication Commission
FEMA	Federal Emergency Management Agency
HUD	Department of Housing and Urban Development
HVAC	Heating Ventilation and Air Conditioning
I and R	Information and Referral
TIRN	Texas Information and Referral Network
USACE	U.S. Army Corps of Engineers

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CHAPTER I

INTRODUCTION

Importance of research

The U.S. was appalled by the overall devastation of Hurricane Katrina, the costliest storm in American history (Knabb, et al., 2005). With landfall August 29th, 2005, 43 days passed before the Army Corps of Engineers reported New Orleans free of floodwaters. At least 1,833 individuals lost their lives to Katrina. Still reeling from the enormous scope of Katrina, hurricane Rita made landfall September 24th and laid waste to the northeast Texas coast with significant storm surge, high winds, rain and tornadoes. Fearing mismanagement shown during Katrina, many from Houston evacuated early before Rita turned north to devastate Beaumont/Port Arthur and other communities near the Louisiana border. Texas communities responded to host the millions of evacuees. The State's Emergency Management Office designated 2-1-1 as the communication hub between evacuees searching for non-emergency help, agencies and programs providing resources.

The purpose of this study is to examine unmet housing needs that occurred prior to, during, and following the 2005 Katrina and Rita hurricane disasters using Texas 2-1-1 caller data collected from August 1 through December 31, 2005. Following the 2005

This thesis follows the style of *Journal of the American Planning Association*.

Katrina and Rita hurricane disasters, the Texas 2-1-1 phone lines were flooded with calls for help. Amid the myriad of requests were a multitude of appeals for aid in the housing sector. The Texas 2-1-1 dataset was analyzed to examine the housing disaster and recovery unmet needs by county and disaster phase. This is a broad geographic scope of disaster data that is unique because the data reflect unmet needs captured in “real time”. Conclusions and recommendations will be communicated to the 2-1-1 organizations nationally, and to organizations and professionals dealing with disaster management and services for the built environment.

In 2000, the FCC approved 2-1-1 as a three-digit number for non-emergency information and referral, similar to 9-1-1 for emergency needs (211, 2009). In 2004, Texas completed its 2-1-1 Network of twenty five regional programs. Callers are connected directly to trained 2-1-1 staff for information and referral to nearest services per type of need(s). A year later, the Texas 2-1-1 Network assumed a key role in disaster communication management. Road signs reading “Dial 2-1-1 for help” were posted for Katrina evacuees coming into Texas. Rita evacuees and the host communities used 2-1-1 to search for services needed anywhere in Texas. Staff and volunteers provided information and referrals to available, affordable services, at the same time logging the caller’s location and unmet needs. In this study, I propose to analyze the 2-1-1 disaster data to identify unmet housing needs for disaster locations and evacuation host communities.

The 2-1-1 data used for this study were collected in “real time” Texas-wide, 8/1/05 through 12/31/05, covering disaster phases: a) baseline prior to Katrina, b) preparation and evacuation for each hurricane, c) immediate and short-term emergency management, and d) recovery period up to four months post Katrina and three months post Rita. The hypotheses are to test differences in unmet housing needs by: 1) disaster phases leading up to, during, and following the hurricanes; 2) location of the disaster sites and evacuation destinations; and 3) county characteristics of urban/rural.

Analysis of Texas 2-1-1 data will enable identification of unmet needs captured in “real time” during Fall 2005 regarding date, location, and types of unmet needs logged by the network of 2-1-1 programs throughout Texas. The findings will result in a better understanding of disaster preparations, management and response for future disasters. Understanding unmet housing needs during disaster situations will have wide implications for the field of architecture, including reducing costs for planning and design in disaster-prone areas.

Within the first year of recovery \$81 billion was spent on recovery for Katrina and \$10 billion was spent for Rita recovery (Knabb, et al., 2005). Between 275,000 and 300,000 homes were completely demolished in the storm in Louisiana alone (Bowen, 2005). It is estimated that five billion board feet of lumber and three billion square feet of paneling were required for reconstruction and repairs. The amount of resources needed to recover from these disasters was immense. Conclusions will be focused on recommendations to

minimize the impact of disasters on the built environment, and in doing so, reduce the impact on human lives.

Review of literature

The issue of housing in the Katrina and Rita hurricane disasters has been analyzed from multiple angles and under various means and methods. (See Appendix A.1.1 for summary table of literature reviewed to date.) Common housing issues examined in connection with these disasters include type of housing affected, racial and socio-economic populations affected, location of damage, phasing of disaster recovery, Housing Rehabilitation, governmental response funding, and use of funding.

Hurricanes Katrina and Rita were monumental in the devastation they caused. According to the Brookings Institution, Katrina was the deadliest and costliest national disaster in this country's history and the landfall of Rita just weeks later exacerbated Katrina's effects (Liu, A., Fellowes, M., and Mabanta, M., 2006). Storm damage spanned across five U.S. states. A Hurricane Katrina and Rita search query on Google returned 1,700,000 hits. Over a 100 million cubic yards of debris were removed within the first year of recovery (Horst, T., Williams, J., Jones, K., and Gould, C., 2006).

Past studies have shown that Housing Rehabilitation is vital to the recovery of areas impacted by disasters. An economist at Louisiana State University, commented on the state of Housing Rehabilitation in areas affected by Hurricane Katrina that "if extensive renovations do not occur, or temporary housing does not become more prevalent, or

commuting does not become more commonplace, housing becomes a binding constraint on the ability of the region to recover” (Richardson, 2006). Without housing the populace has no base from which to recover. Several studies examined housing needs following disasters regarding the number of housing units damaged, how degrees of damage were assigned, how building codes effected the rebuilding process, number of building permits issued, pace of demolition, number of housing units built in relation to funding awarded, and causes of building failure (e.g., Liu, Fellowes, and Mabanta, 2006; Bowen, 2005; Weiss, 2006).

Three significant articles discussed the number of housing units destroyed during Hurricane Katrina, each with a different perspective as well as a different assessment of the magnitude of the damage. First, Liu, Fellowes, and Mabanta (2006) discussed this topic in *Special Edition of the Katrina Index: A One-Year Review of Key Indicators of Recovery in Post-Storm New Orleans*. They examined the difference in number of housing tear-downs at a period of six months following Katrina and again at twelve months. They found that the number had risen from 185 at six months to 808 at twelve months. Second, Bowen (2005) reported in *Hurricane Katrina and Rita Damage Figures Become Clearer; Experts Debate What Can Be Saved* that between 275,000 and 300,000 homes were lost and roughly as many were damaged, according to the AIA. Third, Weiss (2006) discussed in *Rebuilding Housing After Hurricane Katrina: Lessons Learned and Unresolved Issues*, a summary of concerns for Congress to consider, that Katrina left 770,000 people homeless and severely damaged more than 305,000 houses.

In Louisiana alone more than 106,000 units were severely damaged, more than 98,000 suffered major damage, and more than 310,000 had minor damages. These figures amount to 29% of the owner-occupied housing and 35% of the rental housing left uninhabitable.

Research question

The objective of this study is to examine types and variation of unmet housing needs in Texas that occurred prior to, during, and following the 2005 Katrina and Rita hurricane disasters. Specifically, home repair and household goods requested by 2-1-1 callers in Texas will be investigated for differences by disaster phase and location. Further examination will be done to identify differences in these types of needs by population size, demographics, and economics.

The Department of Homeland Security funded a three year project in July 2008 to examine Katrina-Rita unmet needs using Texas' 2-1-1 call data from 8/1/05-12/31/05. The call data from twenty five diverse 2-1-1 programs' paper and electronic records (N=625,399) were coded into a consistent database format by a TAMU student team under the direction of Dr. Sherry Bame (Bame et al., 2009aandb). Independent variables are: X1=location of caller (aggregated into 254 Texas counties + out-state) and X2=call date (aggregated by disaster phase per hurricane = baseline, pre-landfall, landfall, immediate, short-term, long-term recovery). Dependent variables are Y_i = number of unmet housing needs for hurricane recovery, i.e. housing rehabilitation and household

goods. Differences in housing needs per confounding variables will be analyzed according to adjusted Census data by county for size. The data will be analyzed using SAS© and mapped using ARC GIS©.

Hypothesis 1: Unmet housing renovation and remodeling needs varied by amount and type according to phase of hurricane disaster – evacuation, landfall, immediate post-landfall, short-term recovery, long-term recovery.

Hypothesis 2: Unmet housing renovation and remodeling needs varied by amount and type according to disaster site versus evacuation locations.

Hypothesis 3: Unmet housing renovation and remodeling needs varied by amount and type according to county population size per number of households.

Scope of study

Analysis of the Texas 2-1-1 data presented a unique opportunity to examine unmet community needs reported in “real time” at an unprecedented scope of statewide coverage. Both Katrina and Rita victims evacuated throughout Texas, with some unable to return home for several weeks and some with housing needs in order to settle permanently. Hence this study was able to not only identify needs at the disaster locations, but also to investigate the unusual perspective of victims and host communities at evacuation destinations. The five month study period enabled identification of a baseline of housing needs during August prior to Hurricane Katrina

and continued until the end of December to include recovery needs reported up to four months post landfall.

Chapter II describes the recording, data entry and analysis procedures in detail. Chapter III reports the results of the analysis according to each hypothesis. Finally, Chapter IV summarizes the conclusions and recommendations made from the study.

CHAPTER II

METHODS

The methods for this study involved merging thirty two tertiary datasets provided by the Texas 2-1-1 Information and Referral Network (TIRN) for analysis of 2-1-1 callers' unmet needs in Texas, 8/1/05 through 12/31/05. The following describes the procedures that were involved as well as the limitations and constraints encountered. As this was the first effort to unify and analyze 2-1-1 data at a state level, the study evolved procedures as it progressed, sometimes having to revise processes in order to improve validity and reliability of the data.

Study population

The study population was comprised of all 2-1-1 calls logged into the Texas 2-1-1 Information and Referral (IandR) system during fall 2005. The 2-1-1 system has provided IandR services for Texas communities since its establishment state-wide in July 2004, with service coverage increasing monthly. Following the 2005 Katrina and Rita hurricane disasters the Texas 2-1-1 lines were flooded with calls for assistance. Road signs reading "Dial 2-1-1 for help" were posted for Katrina evacuees coming into the state and evacuees and host communities alike used 2-1-1 to search for services needed anywhere within Texas' borders. Staff and volunteers provided information and referrals to available and affordable services while at the same time logging the caller's

location and unmet needs. Calls rolled-over from one 2-1-1 region to another in order to handle the surge of calls and reduce waiting time. Because all twenty five regional Texas 2-1-1 programs handled calls from throughout Texas, and because evacuees were sent everywhere in the State, a valid analysis of disaster unmet needs had to be done using statewide data.

The 2-1-1 data used for this study were collected in “real time” Texas-wide, 8/1/05 through 12/31/05, covering disaster phases: a) baseline prior to Katrina, b) preparation and evacuation for each hurricane, c) immediate and short-term emergency management, and d) recovery period up to four months post Katrina and three months post Rita. The Texas 2-1-1 dataset was analyzed to examine the unmet needs regarding housing disaster and recovery by county and disaster phase. This is a broad geographic scope of disaster data that is unique because the data reflect unmet needs captured in “real time”.

The study is a unique representation of unmet community needs during and following two major hurricane disasters. This type of information has been previously available only by surveys post-disaster with their own recall and respondent biases and limitations. 2-1-1 callers represented a group that was motivated to seek help but encountered access barriers to meet their needs. Access barriers such as awareness of services, availability of services, affordability, and acceptability of services (language barriers, social status problems, racial-ethnic barriers, age barriers, gender barriers, etc.) affected those

represented. For this group we have no demographic data available but location and time information were collected.

Limitations of the study population

One must recognize limitations to the 2-1-1 caller population. First, there were individuals with unmet needs who did not know about 2-1-1. This program was just over a year old throughout Texas and had done minimal and uneven marketing in the twenty five Area Information Center regional programs that served Texas' 254 counties. However, as people sought disaster services they were notified about 2-1-1 to aid their needs. Second, there were individuals who met their own needs through the private and public sectors and these were not represented in the study population. Third, people who were not motivated to seek help or were not capable of seeking help were also not included. Fourth, needs from people without access to phones because of dead cell phone towers and batteries, fallen telephone lines, etc. were lost. The potential biases of these subgroups versus callers remains unknown because reliable demographic data were not collected during the hurricanes to test how representative callers were of the general population.

Data collection

There were two aspects of data collection: 1) data collection and management during the call phase and 2) the data collection method used by the research team.

Call phase data management

2-1-1 is an easy to remember three-digit number. A live person, not a recording, answers the line to receive the caller's request. There were two types of people that answered 2-1-1 calls: staff and volunteers. Staff persons were available twenty four hours a day and seven days a week by one or more of the twenty five regional 2-1-1 programs. If the local 2-1-1 office was closed, the calls rolled-over to other available AIC offices. The 2-1-1 staff were trained and certified per IandR accreditation standards. Staff entered data during the call into that AIC's intake software database.

Volunteers from local communities worked during the disasters. The number, quality and skill of volunteers varied greatly during the disasters. There was little time for training volunteers during 2-1-1's response to Katrina-Rita; hence, their skills and documentation of handling calls differed greatly. AIC's provided one or more paper forms to document the calls, further adding to the complexity and variation of information collected during the call.

Another aspect of caller data management was the way caller data was stored. Three AICs used more than one method. Thirteen AICs exported their software data into Excel and saved on CD for the researchers. Eight AICs provided some or all of their call data on their paper forms used for logging calls. These had been stored in cardboard boxes or file cabinets at TIRN headquarters, redacted for any personal identifying information, copied, and then transported to the researchers. Six AIC's had lost some or all of their

data (electronic and/or paper) but had been able to provide a summary report of calls logged during the study time period. One AIC (Panhandle) had lost all data and did not provide any information about calls handled during the study period.

Data transfer

Texas AICs submitted all available data to the Texas IandR Network's Austin headquarters. The data were stored for two years until funding was available for the project. Once funding was awarded, the electronic files were sent on a compact disk (CD) with caller identification columns deleted. Paper data were photocopied and redacted to delete any personal caller identification. Report data was sent with aggregate tallies for day, time and volume of callers. Once we received paper data they were organized by AIC and coded into a consistent data file format for each caller.

The eight AICs' paper data tallied to approximately 57,000 callers and took fourteen student workers seven months to compile and code into a consistent database format. It took approximately three months for the fourteen student workers to code the thirteen AIC's with electronic data, tallying to over 375,000 callers. Aggregated report data from six different AIC's came in all different formats and needed to disaggregate caller data by need, date and location to retrieve as much information as possible on the approximately 192,000 callers. The total number of callers during the five month study period was 635,983.

Limitations of data collection

The validity and reliability of what information was collected varied by staff versus volunteer, shift, etc.; however, the information logged was verbatim or paraphrased for what the caller identified. Completeness of data was biased in three ways. First, the surge of calls around the time of landfall meant workers did not have time to document each call and thus an unknown number of needs and referrals were lost. Second, agencies that lost their data were not able to reconstruct date or location per caller, thus these data read with either missing needs or missing date or location, without ability to relate these variables. Unfortunately this introduces a bias because two of these were Fort Worth and Dallas, which were evacuation destinations for many Katrina and Rita victims. However, all other AICs took calls that rolled-over from these locations as well, so the types of needs related to these areas will be available but underrepresented.

Variables

Caller information was entered into a consistent database format. A unique ID was assigned to each call with the addition of the AIC that reported it and coder information. There were three variables collected on each call: 1) caller need (approximately 5% missing any need information), 2) call date (MM, DD, YY) (32.5% had no date information), and 3) caller location, any information about city, zip code, and/or county where the call was made was aggregated up to the county level (5% missing after triangulating the location information). If a caller was out of state, the call was

aggregated to the state level. 1% of callers were from out of state. All data related to the caller's need was recorded exactly as it appeared in the 211 data collection.

Any need relating to housing was identified and then categorized into any one or more of twenty one housing variables according to housing types, services and special housing population groups (i.e., senior, handicapped, women, children, and homeless). The two of the twenty one housing variables were analyzed in this study: 1) Housing Rehabilitation and 2) Household Goods.

Variable limitations

We are limited by the fact that we do not know anything more than what was documented in the original data recorded by 2-1-1 workers. We do not know why callers had the unmet needs that they did, only what the needs were. In addition, we do not know whether the needs were attributed a caller's home county versus evacuation destination. Callers focused on their immediate primary needs, therefore secondary needs may not have been captured as reliably. Nevertheless, this dataset remains a remarkable representation of "real-time" unmet needs for a large geographic scale during two major hurricane disasters.

Analysis

The analyses will test the hypotheses regarding differences in unmet housing recovery and rehabilitation needs by: 1) disaster phases leading up to, during, and following the

hurricanes; 2) location of the disaster sites and evacuation destinations; and 3) changes in number and type of unmet housing needs by location per disaster phase.

Three types of analysis were done: 1) descriptions of the frequency and nature of each housing variable, 2) statistical relationships between the dependent housing variables and independent variables of disaster phases, and 3) spatial relationships of the variation in housing variables by geographical location overall and per disaster phase. The analyses were conducted using Excel and SAS. The mapping was done using ArcGIS and ArcInfo.

CHAPTER III

RESULTS

There were a total of 635,983 Texas 2-1-1 calls in fall 2005 (8/1/05 - 12/31/05). These were coded and analyzed by type of need according to location and disaster phase. The two unmet disaster needs discussed in this paper are Housing Rehabilitation and Household Goods. The frequency of each need is examined separately by disaster phase and two types of spatial analysis. The first spatial analysis was done for total volume of calls, and the second spatial analysis was adjusted by population size measured by the number of households per county, which is called the “at-risk rate” (per 1000 households), 2005.

Description of housing rehabilitation needs

The Housing Rehabilitation group included calls related to home repair. Of the total 635,983 calls logged by Texas 2-1-1 during the study period 180,601 calls, or 28%, were housing need related. 4,184 calls, or 0.66% of total calls and 2.3% of Housing need calls, were Housing Rehabilitation related. Table A.3.1 in the Appendix lists the specific needs included in this Housing Rehabilitation group logged in the 2-1-1 calls during fall, 2005. Table 3.1 lists the top fifteen specific Housing Rehabilitation problems, the frequency, and the percentage of Housing Rehabilitation variable.

Table 3.1. Top Fifteen Unmet Housing Rehabilitation Needs, Katrina-Rita in Texas, Fall 2005.

HOUSING REHABILITATION NEED	FREQUENCY	PERCENT OF ANY HOUSING	PERCENT OF HOUSING REHABILITATION
HOME REHAB/REPAIR SERVICES	2653	0.59%	63.41%
WEATHERIZATION	308	0.07%	7.36%
POST DISASTER HOUSING	192	0.04%	4.59%
HEAT THE TOWN	174	0.04%	4.16%
HOME REHAB/REPAIR GRANTS	154	0.03%	3.68%
PLUMBING REPAIR	66	0.01%	1.58%
RAMP CONSTRUCTION	66	0.01%	1.58%
ROOF REPAIR	61	0.01%	1.46%
HOME MAINTENANCE	45	0.01%	1.08%
YARD WORK	41	0.01%	0.98%
HOME BARRIER EVALUATION/REMOVAL	40	0.01%	0.96%
TREE REMOVAL	33	0.01%	0.79%
BLUE ROOF PROJECT	27	0.01%	0.65%
DISASTER SPECIFIC HOME REPAIRS	27	0.01%	0.65%
HOME REPAIR and WEATHERIZATION	27	0.01%	0.65%

The top unmet need for Housing Rehabilitation was home rehabilitation and repair services (63.4% of Housing Rehabilitation needs), which were believed to have been a result of the Katrina and Rita hurricane disasters. The next three highest reoccurring unmet needs were weatherization (7.4% of Housing Rehabilitation needs), post disaster housing (4.6% of Housing Rehabilitation needs), and Heat the Town (4.2% of Housing Rehabilitation needs). Weatherization by definition is the protection of a building and its

interior from the elements. This includes repairs to the exterior envelope and the installation of storm doors and windows, as well as other modifications. The shortage and inadequacy of post disaster housing was a well publicized issue in these disasters, and is reinforced by this data. Heat the Town is a volunteer service which provides free heating repairs and replacements to low income homeowners.

All of the needs occurring in the top fifteen unmet needs could have been a result of the hurricane disasters, but could have also occurred as routine community needs. The needs we do know for certain occurred as a direct result of the Katrina and Rita disasters are post disaster housing (4.6% of Housing Rehabilitation needs), disaster specific home repairs (.7% of Housing Rehabilitation needs), and requests for Operation Blue Roof Project (.6% of Housing Rehabilitation needs), a program managed by the U.S. Army Corps of Engineers (USACE) which provides free temporary roofs for short term relief ("Operation Blue Roof," 2010).

Description of household goods needs

Household Goods are items that can be found inside the home. Like Housing Rehabilitation needs, examining damages to Household Goods has the potential to identify the types of problems frequently caused by hurricane disasters. The number of Household Goods unmet needs were 6,829 which comprise 1% of total unmet needs and 3.8% of Housing unmet needs. Table A.3.2 in the Appendix lists the specific unmet needs included in the Household Goods variable. Table 3.2 lists the top fifteen specific

Household Goods types of needs, the number of instances each top need occurred and the percentage of Household Goods.

Table 3.2. Top Fifteen Household Goods Unmet Needs in Texas, Fall 2005.

HOUSEHOLD GOODS NEED	FREQUENCY	PERCENT OF ANY HOUSING	PERCENT OF HOUSEHOLD GOODS
FURNITURE	2759	0.61%	40.40%
HOUSEHOLD ITEMS	2411	0.53%	35.31%
FANS; AIR CONDITIONERS	404	0.09%	5.92%
APPLIANCES	225	0.05%	3.29%
FANS FOR ELDERLY	211	0.05%	3.09%
HEATERS	181	0.04%	2.65%
FURNITURE FOR BABY	137	0.03%	2.01%
BEDDING	74	0.02%	1.08%
FANS FOR DISABLED	65	0.01%	0.95%
FURNITURE; APPLIANCES	42	0.01%	0.62%
AIR CONDITIONER	35	0.01%	0.51%
GENERATOR FOR DISABLED	19	0.00%	0.28%
KITCHENWARE	18	0.00%	0.26%
AIR CONDITIONER REPAIR	15	0.00%	0.22%
BEDS	14	0.00%	0.21%

The top unmet need for Household Goods was furniture (40.4% of Household Goods needs). The need for furniture, including furniture for baby, bedding, beds, etc. is believed to be a result of loss of property and the needs of displaced persons. The next three highest reoccurring unmet needs were household items (35.3% of Household Goods needs), fans and air conditioners (5.9% of Household Goods needs), and

appliances (3.3% of Household Goods needs). The need for appliances, including household items and generators, is also believed to be a result of loss of property and the needs of displaced persons, and also a need for special appliances not used on a day to day basis, but used during disaster instances. The need for HVAC systems, including fans, air conditioners and heaters, is believed to be linked to malfunction or loss of systems due to the disasters, and a need to augment systems during disaster recovery.

Unmet needs over time by disaster phase

In order to compare needs between Katrina and Rita the number of calls in each disaster phase were divided by the number of days in the phase to calculate a daily value. The disaster phases and dates are identified in Table 3.3. There is a baseline period of 25 days prior to Hurricane Katrina (8/1/05 – 8/25/05) to establish typical community demand for these types of unmet needs. The length of each phase was determined according to newspaper accounts of notification for evacuation, duration of emergency sheltering, short-term arrangements for returning home, and weekly followed by monthly tallies of the evolution of recovery. Because the recovery phases of Hurricane Rita were compounded with Katrina evacuee needs, these are combined after 3 weeks post-Rita. The daily values of unmet needs per disaster phase for unmet Housing Rehabilitation needs are shown in Figure 3.1, Table 3.4 and the same disaster phase analysis for unmet Household Goods needs are shown in Figure 3.2, Table 3.5.

Table 3.3. Dates and Total 2-11 Calls per Disaster Phase in Texas, , Hurricanes Katrina and Rita, Fall 2005.

DISASTER PHASES	NUM. DAYS	KATRINA TOTAL CALLS		RITA TOTAL CALLS		COMBINED TOTAL CALLS	
		DATES	TOTAL CALLS	DATES	TOTAL CALLS	DATES	TOTAL CALLS
BASELINE	25	NA	NA	NA	NA	8/1-8/25	1972.9
EVACUATION	3	8/26-8/28	958.7	9/21-9/23	4,678.3	NA	NA
LANDFALL	1	8/29	3,017.0	9/24	804.0*	NA	NA
IMMEDIATE POST-LANDFALL	3	8/30-9/1	4,219.0	9/25-9/27	4,483.7	NA	NA
SHORT-TERM POST-LANDFALL	4	9/2-9/5	4,379.3	9/28-10/1	5,201.8	NA	NA
IMMEDIATE RECOVERY	7	9/6-9/12	4,679.7	10/2-10/8	4,085.1	NA	NA
EARLY RECOVERY	7	9/13-9/19	3,621.9	10/9-10/15	3,118.4	NA	NA
SHORT-TERM RECOVERY	28	NA	NA	NA	NA	10/16-11/12	2,740.6
INTERMEDIATE RECOVERY	28	NA	NA	NA	NA	11/13-12/10	2,383.5
LONG-TERM RECOVERY	21	NA	NA	NA	NA	12/11-12/31	1,771.9

* Calls on Rita landfall were significantly under-reported.

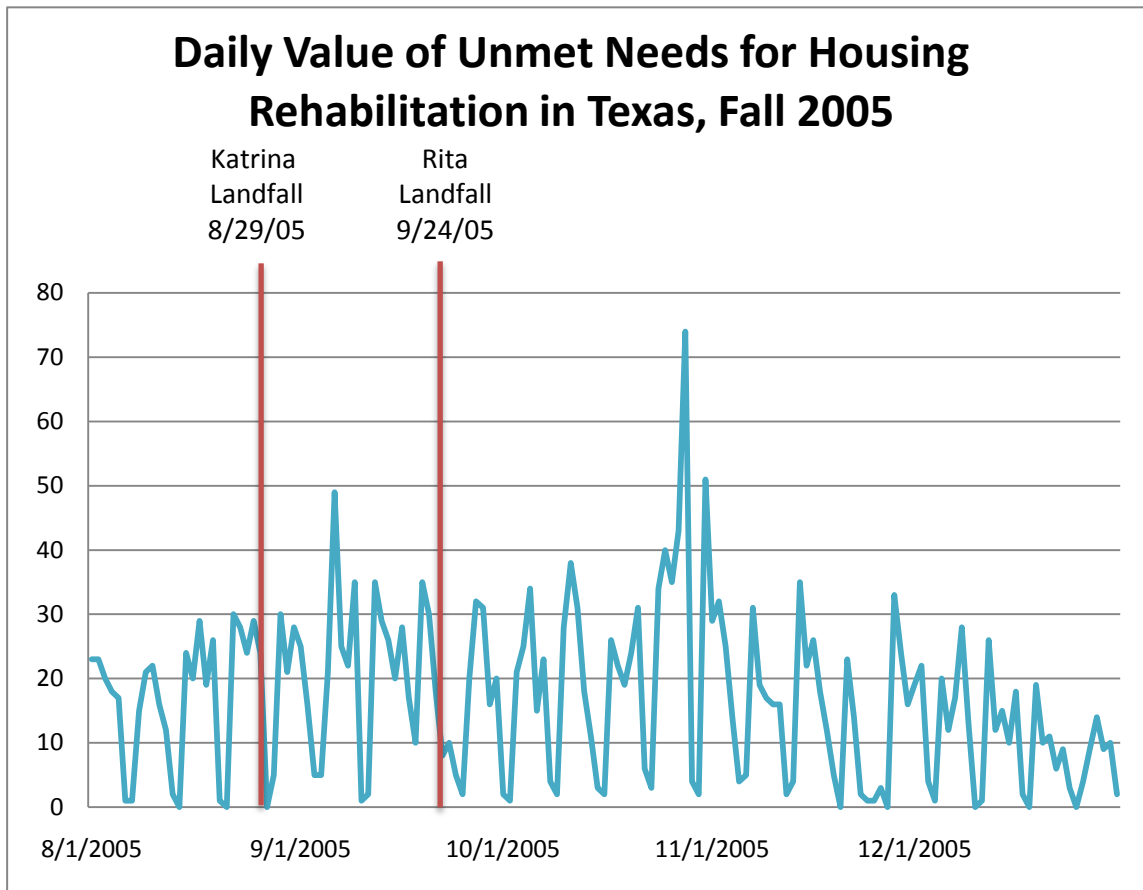


Figure 3.1. Daily Number of 2-1-1 Calls for Unmet Housing Rehabilitation Needs in Texas, Fall 2005.

Table 3.4. Daily Number of 2-1-1 Calls for Unmet Housing Rehabilitation Needs in Texas, Fall 2005.

DISASTER PHASES	NUM. DAYS	KATRINA HOUSING REHABILITATION		RITA HOUSING REHABILITATION		COMBINED HOUSING REHABILITATION	
		DATES	TOTAL CALLS	DATES	TOTAL CALLS	DATES	TOTAL CALLS
BASELINE	25	NA	NA	NA	NA	8/1-8/25	16.8
EVACUATION	3	8/26-8/28	9.7	9/21-9/23	22.0	NA	NA
LANDFALL	1	8/29	30.0	9/24	5.0	NA	NA
IMMEDIATE POST-LANDFALL	3	8/30-9/1	24.7	9/25-9/27	18.0	NA	NA
URGENT POST-LANDFALL	4	9/2-9/5	11.8	9/28-10/1	17.3	NA	NA
IMMEDIATE RECOVERY	7	9/6-9/12	24.1	10/2-10/8	17.6	NA	NA
EARLY RECOVERY	7	9/13-9/19	23.6	10/9-10/15	18.7	NA	NA
SHORT-TERM RECOVERY	28	NA	NA	NA	NA	10/16-11/12	22.4
INTERMEDIATE RECOVERY	28	NA	NA	NA	NA	11/13-12/10	13.4
LONG-TERM RECOVERY	21	NA	NA	NA	NA	12/11-12/31	9.0

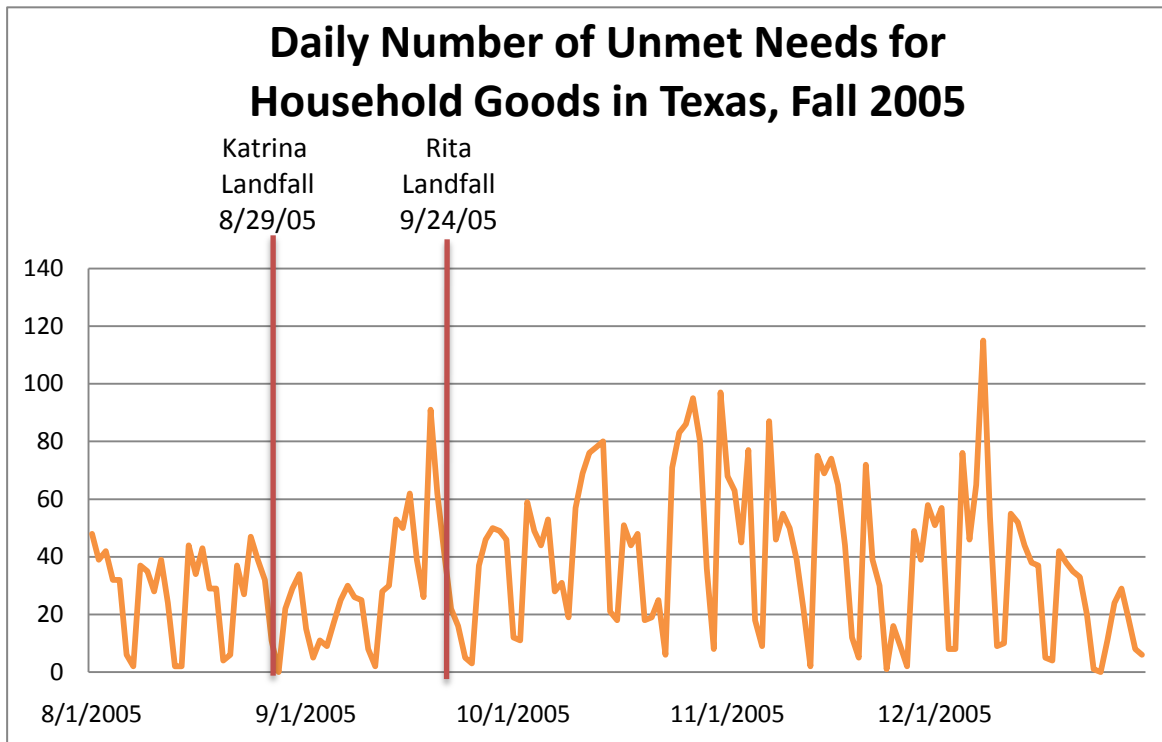


Figure 3.2. Daily Number of 2-1-1 Calls for Unmet Needs for Household Goods in Texas, Fall 2005.

Table 3.5. Daily Number of 2-1-1 Calls for Unmet Needs for Household Goods in Texas, Fall 2005.

DISASTER PHASES	NUM. DAYS	KATRINA HOUSEHOLD GOODS		RITA HOUSEHOLD GOODS		COMBINED HOUSEHOLD GOODS	
		DATES	TOTAL CALLS	DATES	TOTAL CALLS	DATES	TOTAL CALLS
BASELINE	25	NA	NA	NA	NA	8/1-8/25	28.3
EVACUATION	3	8/26-8/28	13.3	9/21-9/23	47.0	NA	NA
LANDFALL	1	8/29	22.0	9/24	5.0	NA	NA

Table 3.5 continued.

DISASTER PHASES	NUM. DAYS	KATRINA HOUSEHOLD GOODS		RITA HOUSEHOLD GOODS		COMBINED HOUSEHOLD GOODS	
		DATES	TOTAL CALLS	DATES	TOTAL CALLS	DATES	TOTAL CALLS
IMMEDIATE POST-LANDFALL	3	8/30-9/1	26.0	9/25-9/27	28.7	NA	NA
URGENT POST-LANDFALL	4	9/2-9/5	10.5	9/28-10/1	39.3	NA	NA
IMMEDIATE RECOVERY	7	9/6-9/12	20.6	10/2-10/8	39.3	NA	NA
EARLY RECOVERY	7	9/13-9/19	50.1	10/9-10/15	57.1	NA	NA
SHORT-TERM RECOVERY	28	NA	NA	NA	NA	10/16-11/12	48.7
INTERMEDIATE RECOVERY	28	NA	NA	NA	NA	11/13-12/10	41.1
LONG-TERM RECOVERY	21	NA	NA	NA	NA	12/11-12/31	24.3

Housing rehabilitation calls by disaster phase

The baseline average of 2-1-1 calls for unmet Housing Rehabilitation needs was 17 per day (Figure 3.3). The number of calls peaked at 30 per day at Katrina landfall. The average volume of calls per day dropped a bit afterwards but was high for the first 3 weeks of Katrina disaster phases (average of 22-24 calls per day) except for the end of the first week post-landfall (12 calls per day). The reason for the peak at landfall is not known. Perhaps this was a component of Katrina evacuees who came into Texas on their own or their family or friends trying to set up temporary housing arrangements. The

reason for the drop in Katrina urgent post-landfall phase at the end of the week of landfall can only be speculated that the evacuees might have been trying to set up FEMA and insurance coverage during this time. It was interesting to note that calls for Housing Rehabilitation unmet needs post-Rita were equivalent to the baseline daily average except during evacuation for Rita, compounding Katrina and Rita evacuees. The drop in calls at Rita landfall was a likely function of the 2-1-1 staff not able to keep up with logging calls as they were overwhelmed with the surge of demand on the 2-1-1 system. Hence, Katrina victims had a greater average number of calls for unmet Housing Rehabilitation needs for almost every phase of disaster once they arrived in Texas at or after landfall. During recovery, the daily average for October through December decreased over time, dropping during holiday periods.

Thus, the modest proportion of unmet Housing Rehabilitation needs and the relatively even distribution over disaster phases may have been an indication that these were ongoing community-based needs, with only a moderate increase in needs of typically 5-8 calls per day during Katrina post-landfall, then dropping around baseline level post-Rita. Although considerable Housing Rehabilitation would be expected at disaster sites, those needs were likely addressed under the scope of FEMA, insurance companies, and local recovery efforts. Hence, this longitudinal analysis of unmet Housing Rehabilitation needs shows that disaster-related needs were largely met through existing disaster and community resources. However, an average of 10-20 calls per day for help with housing maintenance and rehabilitation may be worthwhile for the private sector to examine

opportunities for volunteer program development for architects, builders and stores carrying home repair materials.

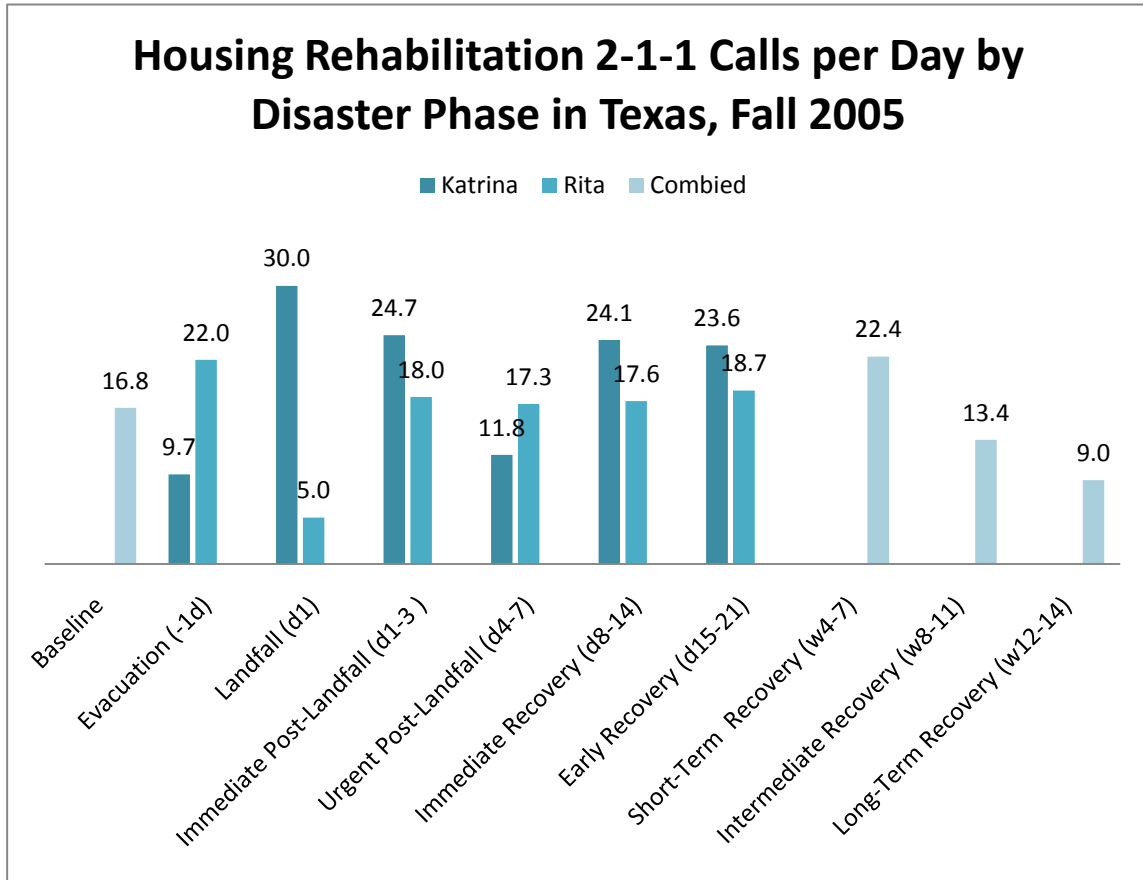


Figure 3.3. Housing Rehabilitation 2-1-1 Calls per day by Disaster Phase in Texas, Fall 2005.

Household goods calls by disaster phase

The pattern of unmet needs for Household Goods was different than that for Housing Rehabilitation. The baseline of an average 28 calls per day for help with Household Goods was almost 70% higher (11 calls per day) than Housing Rehabilitation. The patterns of demand for Household Goods differed for Katrina versus Rita, except during

immediate post-landfall and early recovery at 3 weeks post-landfall when the number of calls was approximately the same for both sets of hurricane victims. Nevertheless, the number of callers needing Household Goods was greater during every disaster phase for Rita than Katrina, except at landfall when 2-1-1 staff could not keep up with logging calls. On one hand, perhaps sheltering and temporary housing for Katrina victims in Texas included better availability of Household Goods than for Rita evacuees who may have relied more on their own resources within their own state. On the other hand, sheltering and temporary housing disaster services may have simply used up these resources after responding to Katrina needs.

The highest peak of unmet needs for Household Goods occurred at 3 weeks post-landfall (50-57 calls per day) (See Figure 3.4), dropping slowly back to baseline during the following 3 months of recovery (24 calls per day during December). There was also a spike in demand for unmet housing goods during Rita evacuation, perhaps compounding the unmet needs of Katrina victims displaced yet again. In comparison to the baseline level, disaster management during the acute aftermath seemed to successfully manage this type of need. It is hypothesized that, after 2 weeks when the first-responders and volunteers began to withdraw, the unmet needs for Household Goods shot up to over 50 calls per day during the third week post-landfall. For the next two months, an average of 40-50 Katrina-Rita victims per day needed help obtaining Household Goods. Thus, the immediate disaster phases seemed to be well managed, but the recovery phases were not, leaving hurricane victims to rely on limited or depleted resources of Household Goods in

their evacuation destinations. It was assumed that the Texas evacuation communities had stretched their resources beyond their local capabilities to meet these evacuation needs for everyday Household Goods, hence limiting availability of these resources for their own local residents.

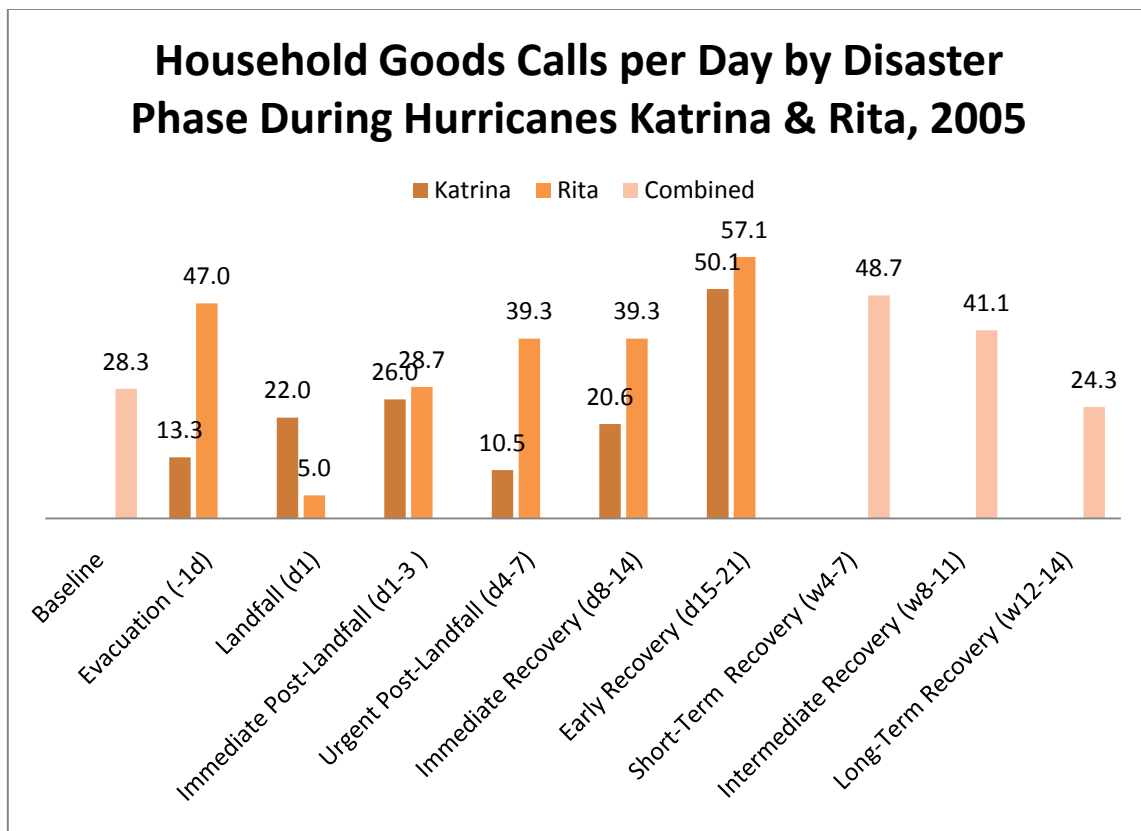


Figure 3.4. Household Goods 2-1-1 Calls by Disaster Phase in Texas, Fall 2005

Spatial analysis of caller location by county

Spatial Analysis involved aggregating the caller's reported city, zip, or highway location to the appropriate Texas county or other state. Of the 635,983 total calls made to Texas

2-1-1 during the study period 98.9 percent of calls were from Texas (N= 618,712) and 1.1 percent were from out of state (N= 6,627). Of the 180,601 Housing calls 99.9 percent of housing needs calls were from Texas (N= 180385) and 0.1 percent of calls for unmet housing needs were from out of state (N= 216). Ninety-eight percent of Housing Rehabilitation calls were from Texas while 2.3 percent of calls were from out of state. Also 98% of calls for Household Goods were from Texas and 2 percent were from out of state. The number of Housing Rehabilitation and Household Goods from each state is listed In Appendix Table A.3.3.

Only a small number of calls for unmet Housing Rehabilitation needs came from out of state. Six calls came from Louisiana, four from Florida, and one from Mississippi. Out of state calls for Household Goods were from 6 states, again with small numbers. There were seven calls from Louisiana, five from Georgia, two from Arkansas, two from Florida, one from Illinois, and one from Mississippi. These small numbers may reflect Texan evacuees staying out of state but trying to set up arrangements for returning. Alternatively, these small numbers could be out of state family or friends trying to help an evacuee currently in Texas to recover their housing.

Data were mapped using ArcGIS and ArcInfo in order to visualize where unmet needs were being experienced. It was of particular interest to view differences in unmet needs at Rita disaster sites in comparison to evacuation destinations. Tables A.3.4-A.3.8 in the Appendix show the cut points for the maps.

Unmet housing needs by location

The distribution of calls for all housing unmet needs is mapped in Figure 3.5. Harris (Houston), Travis (Austin) and Bexar (San Antonio) counties received over 12,000 calls each. These “hot spots” were not surprising as these areas include large population centers and major evacuation destinations. Both disaster sites and urban evacuation destinations had the second highest volume of calls, with a range of 1,000 to 6,100 calls each. This group contained both expected results and surprises. Dallas and Fort Worth were also metropolitan evacuation destinations. The other urban areas of Tyler, Bryan/College Station, Waco and north Austin were along the state’s inland evacuation corridors, as well as Corpus Christi for those fleeing south along the coast. The disaster sites in eastern Texas, along with areas around Houston which evacuated prematurely, also had heavy demand for housing unmet needs. It was surprising that Abilene, Lubbock and Midland-Odessa in west Texas also had high volume of unmet housing needs. A sizable number of Katrina evacuees were flown out to these smaller west Texas cities when Rita threatened Houston. Even Amarillo and El Paso received a sizable number of evacuees. The next tier of calls for all housing related unmet needs ranged between 100 and 1000 calls. Most of the counties included in this tier were located along the main highways and evacuation routes.

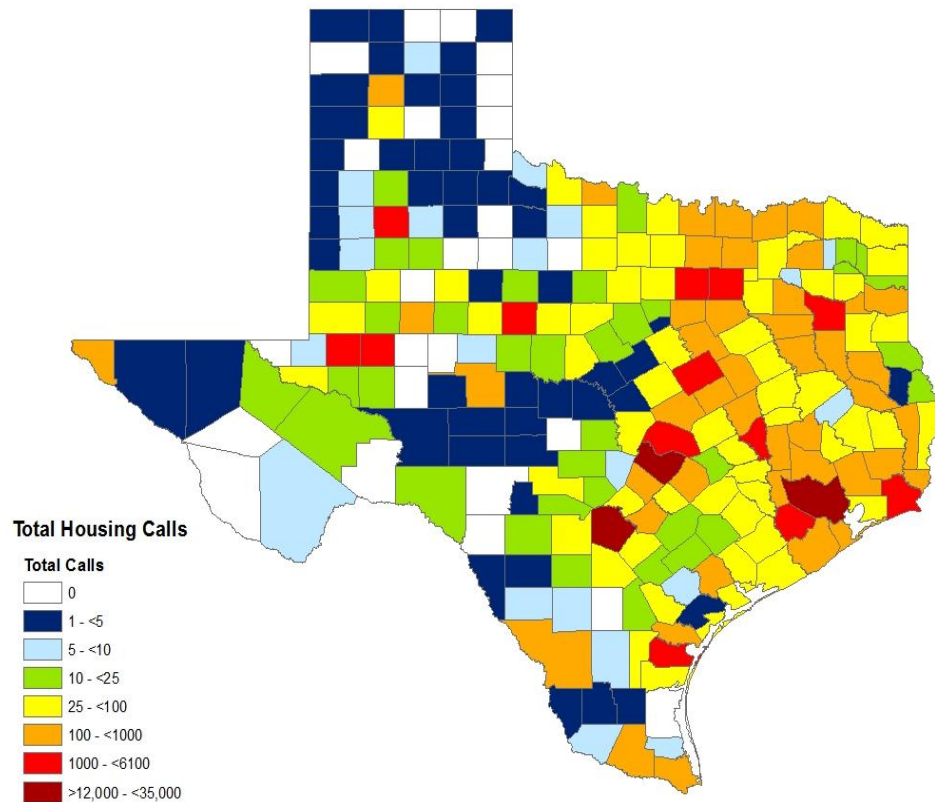


Figure 3.5. Map of Total 2-1-1 Calls for Housing Unmet Needs in Texas, Fall 2005.

Unmet housing rehabilitation needs by location

Volume of unmet housing rehabilitation needs

Housing Rehabilitation unmet needs were mapped in Figure 3.6. Twenty-nine percent of unmet Housing Rehabilitation needs were reported in Dallas (Dallas County) alone, perhaps reflecting relocation of Katrina victims. Houston (Harris County) also had a sizable number of Katrina evacuees reporting 19% of unmet Housing Rehabilitation needs, perhaps reflecting evacuees' need for help to settle there. The other major urban locations along the I-35 corridor also reported high proportions of unmet Housing

Rehabilitation needs. Surprisingly small proportions of unmet Housing Rehabilitation needs were from the Rita disaster sites, likely an indicator that the disaster management organizations and responders were doing an appropriate job to help Rita victims rebuild and recover. No Housing Rehabilitation calls were made in 110 counties and another 100 counties had only 1-5 calls for this type of need. The bulk of these counties were rural; hence, hypothesizing that few evacuees were settling in these areas. Those who were settling in the rural areas were likely to meet their Housing Rehabilitation and maintenance needs with local resources.

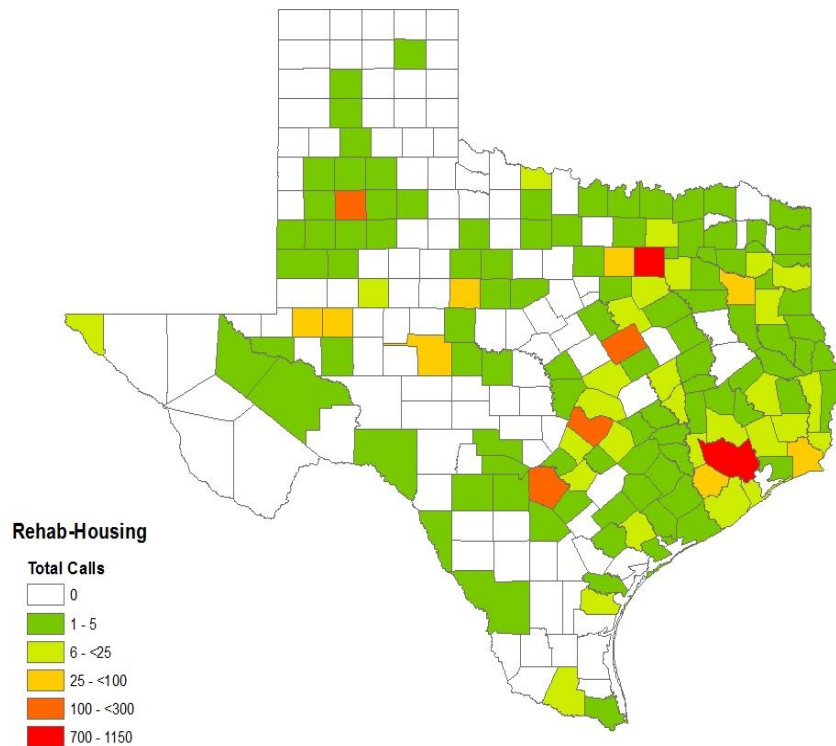


Figure 3.6. Map of 2-1-1 Calls for Unmet Housing Rehabilitation Needs in Texas, Fall 2005.

Unmet housing rehabilitation needs demand adjusted by population size

San Antonio (Bexar County), Houston (Harris County), Austin (Travis County) and Dallas (Dallas County) stand out as hot spots because of their comparatively high volume of 2-1-1 calls. These counties have a higher population density than the other Texas counties because of their high population centers. It cannot be assumed that these counties were at higher risk for need, as the higher volume of calls could have been attributed to a higher volume of population. Therefore, we obtained the 2005 census adjustments for households per Texas counties. Per need, the number of calls per county was divided by the number of households per county then multiplied by 1,000 to create the number of calls per 1,000 households. One call per 1000 households was considered to be the expected and normal amount of calls. Anything over one call per 1000 households was considered “at risk” for unmet needs.

Whereas the volume of unmet Housing Rehabilitation needs occurred in the “urban triangle” of Texas, it was evident that west Texas cities had much more of a burden to meet these needs once the analysis controlled for population size. Adjusting the number of 2-1-1 calls for this need by the number of households per county revealed counties at greatest risk for the demands of unmet Housing Rehabilitation needs on their limited available local resources. As seen in Figure 3.7 after taking out the urban/rural bias, the numbers of calls for this unmet need were two to three times what would be expected in these west Texas communities, given their population size. This pattern of high demand

followed Highway 385 from south of Midland-Odessa area heading north to Highway I-27 at Lubbock to Amarillo then to Pampa on Route 60 toward Oklahoma.

Katrina evacuees had been flown out to west Texas cities in order to get them out of harm's way when Rita headed toward Houston. The 2-1-1 requests for help regarding construction and maintenance types of needs might be an indicator that the evacuees were trying to establish households but encountered limited supplies of building resources in these communities unaccustomed to population growth. Thus, disaster policies should account for possible alternatives of relocating evacuees to smaller communities, but then disaster managers would need to plan for establishing resources for new and rehabilitated housing in order to accommodate the relative surge in population.

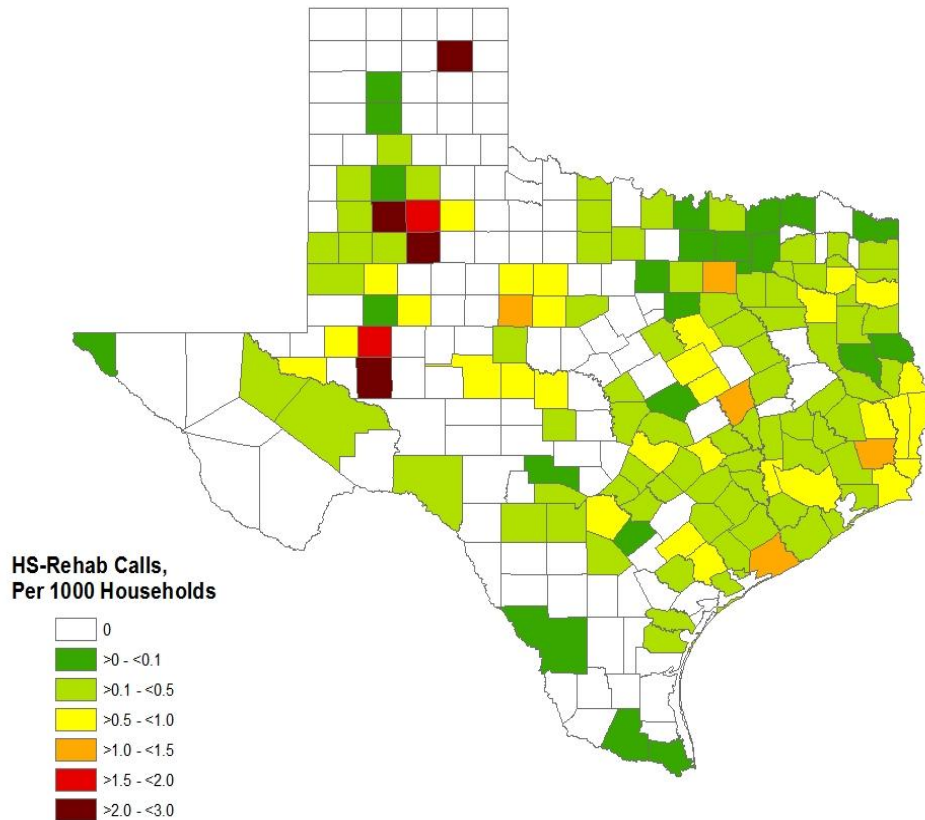


Figure 3.7. Map of 2-1-1 Calls for Unmet Housing Rehabilitation Needs in Texas, Fall 2005, Adjusted by Population.

Unmet needs for household goods by location

Volume of unmet household goods needs

Unmet Household Goods 2-1-1 calls by Texas county are described in Figure 3.8. A total of 2671 Household Goods calls came from Houston (Harris County) alone, which comprised 44.8% of all calls for Household Goods unmet needs. The other metro areas unexpectedly did not exhibit the same magnitude of need. Having said that, 67.86% of

Household Goods calls were from the five metro areas, and hubs such as Dallas, Austin and San Antonio had unmet needs numbering between 100 and 1000 each. Similar to calls for Housing Rehabilitation unmet needs, calls for Household Goods unmet needs were greater in counties through which evacuation routes run; however, this relationship was not as strong in Housing Goods. There were 144 counties with no Household Goods calls, which comprised 56% of the total counties.

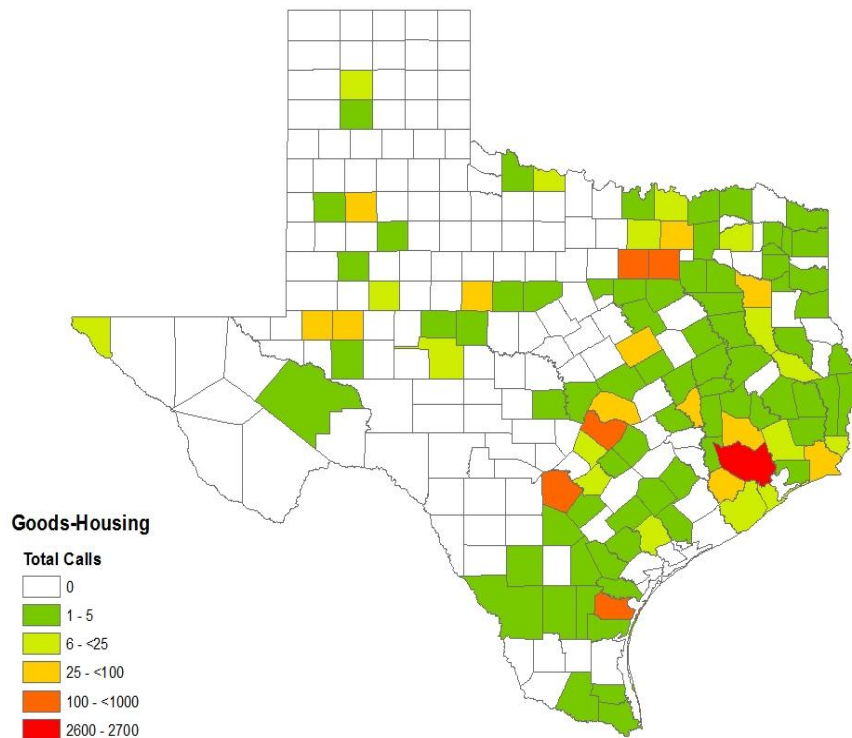


Figure 3.8. Map of 2-1-1 Calls for Unmet Household Goods Needs in Texas, Fall 2005

Unmet household goods needs adjusted by population size

Figure 3.9 shows a map of Household Goods adjusted by population, hence taking out the urban/rural bias. Hopkins and Taylor Counties fell into the category of expected needs. Midland had over 1.5 times the expected number of needs, again, increasing the demands on local resources by Katrina evacuees flown out to west Texas cities. Perhaps these patterns of needs indicate that the evacuees were trying to establish households but encountered limited supplies and resources in these small communities. Thus, disaster policies should account for possible alternatives of relocating evacuees to smaller communities, and disaster managers may need to plan for establishing resources for new and rehabilitated housing in order to accommodate the relative surge in population.

In addition, Houston stood out as having twice the expected number of needs per 1000 households. San Antonio and Austin were also at higher risk with over 1.5 times the expected number of needs. This shows that even with the large amount of aid and resources that flowed into these areas, it was not enough to meet the needs of the overwhelming numbers of evacuees that also flooded in.

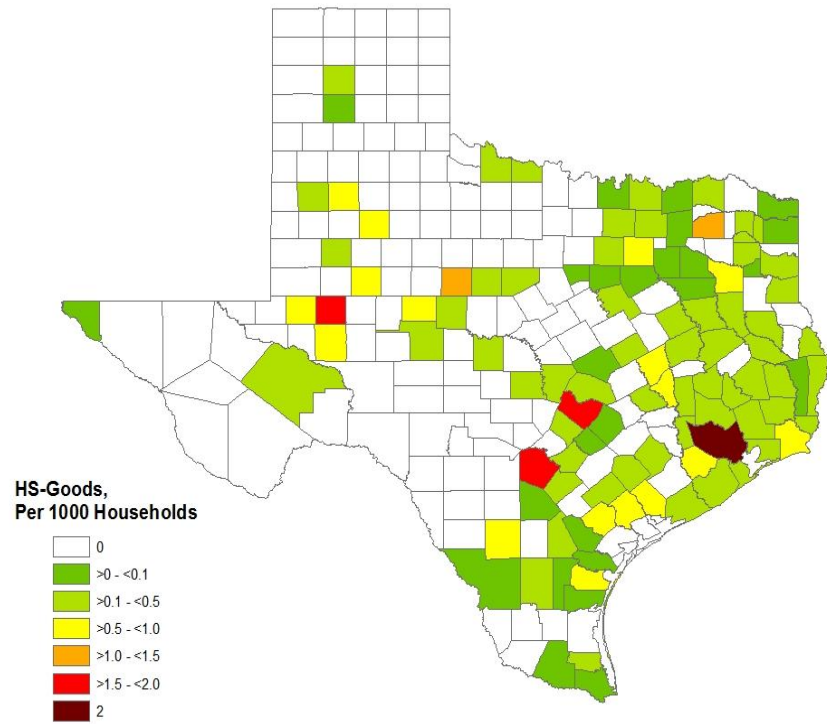


Figure 3.9. Map of 2-1-1 Calls for Unmet Household Goods Needs in Texas, Fall 2005, Adjusted by Population.

CHAPTER IV

CONCLUSIONS AND RECOMMENDATIONS

Introduction

Unmet needs over time by disaster phase

In order to compare needs between Katrina and Rita the number of calls in each disaster phase were divided by the number of days in the phase to calculate a daily value. The modest volume of unmet Housing Rehabilitation needs and the relatively even distribution over disaster phases may have been an indication that these were ongoing community-based needs, with only a moderate increase in needs during Katrina post-landfall, then dropping around baseline level post-Rita. Although considerable Housing Rehabilitation would be expected at disaster sites, those needs were likely addressed under the scope of FEMA, insurance companies, and local recovery efforts. Hence, this longitudinal analysis of unmet Housing Rehabilitation needs during Katrina-Rita in Texas showed that disaster-related needs were largely met through existing disaster and local community resources in Texas. However, an average of 10-20 calls per day for help with housing maintenance and rehabilitation may be worthwhile for the private sector to examine opportunities for volunteer program development for architects, builders and stores carrying home repair materials.

The pattern of unmet needs for Household Goods was different than that for Housing Rehabilitation. The immediate disaster phases seemed to be well managed, but the

recovery phases were not, leaving hurricane victims to rely on limited or depleted resources of Household Goods in their evacuation destinations. It is assumed that the Texas evacuation communities had stretched their resources beyond their local capabilities to meet these evacuation needs for everyday Household Goods, hence limiting availability of these resources for their own local residents.

Unmet needs by location

Data were mapped in order to visualize where unmet needs were being experienced. It was of particular interest to view differences in unmet needs at disaster sites in comparison to evacuation destinations. This is important to know because the disaster site is typically where most resources are sent in the event of a disaster, and the data could examine the demand for unmet needs at evacuation destinations. Houston had a sizable number of Katrina evacuees reporting unmet Housing Rehabilitation and Household Goods needs, perhaps reflecting evacuees' need for help to settle there. The other major urban locations along the I-35 corridor also reported high proportions of unmet Housing Rehabilitation and Household Goods needs. Surprisingly small proportions of unmet Housing Rehabilitation and Household Goods needs were from Rita disaster sites, which was likely an indicator that the disaster management organizations and responders at the disaster sites were doing an appropriate job to help Rita victims rebuild and recover. Because of the small number of calls from the rural areas we can hypothesize that few evacuees were settling in these areas. Those who were

settling in the rural areas were likely to meet their Housing Rehabilitation and Household Goods needs with local resources.

Unmet needs by location adjusted by population

The high population centers stand out as hot spots because of their comparatively high volume of 2-1-1 calls. It cannot be assumed that these counties were at higher risk for unmet needs, as the higher volume of calls could have been attributed to a higher volume of population. Therefore, we obtained an “at-risk” rate for unmet needs, dividing the number of calls per county by the number of households in that county. The adjusted maps indicated what areas were more at-risk for unmet needs controlling for urban/rural bias.

The adjusted spatial analysis of unmet Housing Rehabilitation needs indicated a surprising pattern of high-risk counties in west Texas ranging from the Panhandle to south of Midland-Odessa. Katrina evacuees had been flown out to west Texas cities in order to get them out of harm’s way when Rita headed toward Houston. The 2-1-1 requests for Housing Rehabilitation may have indicated that the evacuees were trying to establish households but encountered limited supplies of building resources in these communities unaccustomed to population growth. Thus, disaster policies should take into account alternatives for relocating evacuees to smaller communities, and in turn, providing adequate resources for recovery. In this case disaster managers would need to plan for establishing resources for new and rehabilitated housing in order to

accommodate the relative surge in population in these smaller, insular communities. In addition, Houston stood out as having twice the expected number of Household Goods unmet needs per 1000 households. San Antonio and Austin were also at higher risk as destination centers. This perhaps indicated that even with the large amount of aid and resources that flowed into these areas, there were not enough to meet the needs of the overwhelming numbers of evacuees that also flooded in. Thus, disaster policies should provide extra Household Goods resources to urban centers which will be flooded with evacuees in the event of a disaster.

Recommendations for 2-1-1

The 2-1-1 call centers in Texas did a tremendous job in recording the call data during the hectic hurricane disasters that occurred sequentially within a month of each other and less than 250 miles apart. Unfortunately, during this time some data were lost or made illegible by hasty handwriting or indecipherable because of the use of unrecorded anagrams, hence, unusable for research and evaluation. Another problem was that data collection was not uniform across all 25 AICs. Making the process more uniform could streamline the service and provide for more interchangeability and exchange between AICs. In fact, initiatives have been undertaken by the Texas 2-1-1 Network and by San Diego's 2-1-1 system to create a uniform format for data collection and database structure which would be used by all AICs within their jurisdiction during disasters. This format could be extended to include menus and tabs pre-loaded with options to quickly

record and refer the caller's needs. In my opinion, doing so would be helpful for the operator, caller, administrator, disaster manager, and researcher.

Recommendations for disaster management

The research conducted in this study can serve as a model of how to manage disasters. This study showed that a multitude of resources were needed to provide for both evacuees and host communities. Since the data illustrated that the large population centers needed double the amount of household goods as were available, in the future it may be advised to double the amount of goods sent to large population centers. It is also important to send help along with evacuees if they are being relocated. If small counties are used as evacuation destinations due to high volunteer numbers, it will likely be important to involve large and small businesses, and arrangements should be made to consolidate, communicate and distribute donations. Aid with shelter and household goods should be available along evacuation routes so that people are not stranded hours away from their homes without facilities or goods. Aid should not be limited to only the evacuation phases, but throughout the recovery phases. People will need help to return to their homes, and to return to normalcy once they do.

Recommendations for housing policy during disasters

Housing Policy was one of the most criticized realms in the Katrina and Rita disasters. Post disaster housing was the third highest unmet need occurring in Housing Rehabilitation, and requests for other forms of temporary housing rehabilitation, such as

Operation Blue Roof Project, were also ranked highly. This study showed that aid was needed in this realm post disaster. It may be worthwhile for the private sector to examine opportunities for volunteer program development for architects, builders and stores carrying home repair materials.

Recommendations for further research

This study looked at a previously unexplored topic at an unprecedented scope. New research can be conducted in this area from a multitude of angles. It would be interesting to examine unmet housing needs by population and demographics. Researchers could conduct a follow up of 2-1-1 callers' experience with services referred by 2-1-1. Further analyses of the data developed in this study will include spatially tracking unmet needs over time to determine differences in volume and risk according to size, demographics and economic characteristics of the counties as evacuation destinations or disaster sites. The process of merging and consolidating twenty-five 2-1-1 databases for this study is being reviewed to serve as a model for real-time analysis for feedback during disasters. The next phase of this project is to critically examine the adaptation of 2-1-1 databases for national disaster response capabilities.

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Table A.1.1 Summary of Literature Reviewed

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
Katrina; Rita; causes of failure; damage figures	Bowen, t. S.	2005	Katrina and Rita damage figures	LA	Interviews with specialists	Lost between 275,000 and 300,000 homes; 5 billion board feet lumber and 3 billion sf paneling needed; repair and rebuilding likely to be completed end of 2008, according to the AIA; damage greatest in buildings four stories and taller, one- and two-story wood buildings bore more damage from Flooding; termite damage in wood frames, with previous Flood damage, left many buildings vulnerable
FEMA; disaster housing; funding; how funding was awarded; MISS; LA; TX; AL; monetary damage directly proportional to water Flooding depth	Wood, d.g.	2007	FEMA's alternative housing pilot program	FL, AL, MISS, TX, LA	Evaluate processes FEMA followed for evaluating AHPP project proposals; how FEMA's processes compare with other agencies, how the projects selected addresses identifying alternative forms of disaster housing.	Convened panel to review project proposals, grant processes were generally similar to those of education, EPA, and HUD; FEMA could have funded more projects

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
Urban housing recovery; policy	Mary, c.c.	1998	Hurricanes, earthquakes, Floods	United states	Identify disasters, state why housing is critical, identify what happens after disasters, analyze patterns in recovery	What should happen after disasters; mitigation is necessary
Buildings; safety	Stubbs, n	1990	Buildings and hazards	United states	Identify hazards, risk analysis	Consequences of hazards mitigation by proper design
HUD; damage estimates; Katrina; Rita	HUD	2006	Katrina, FEMA; HUD	MISS.; LA; TX.	Examine history of orgs; examine FEMA housing assistance programs; examine HUD's involvement; examine effects of assistance for gov; consequences of housing response	FEMA failed during Katrina due to not delegating per Stanford act; policy reform necessary
Rebuilding ; Katrina; senate; congress; housing; HUD;	United states. Congress. Senate. Committee on	2006	Rebuilding needs; federal response; affected individuals of Katrina	TX; MISS; LA; al; FL	Examine roles of state local and federal gov;	Discussion of how monies will be distributed; \$23 billion in Flood insurance payouts; \$11.5 billion in

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
FEMA	banking, housing, and urban affairs.				examine principles of disaster assistance and recovery; appropriate funding; senator witnesses	community development block grants
TX acts as shelter; Katrina; Rita; disaster location; phases	United states. Congress. House. Committee on financial services. Subcommittee on housing and community opportunity.	2005	Emergency housing needs	LA; al; MISS; TX	Senator witnesses	163,000 people without homes; cement in shortage before disaster; lumber in short supply; 90,000 square miles impacted
Katrina; indicators of recovery; demolition pace; rent prices; home sale market; aid money; workers displaced; number of destroyed housing units; necessity	Liu, a., Fellowes, m., and mabanta, m.	2006	Indicators of recovery	LA; new Orleans; MISS	monthly snapshot Launched in December 2005 to monitor recovery in new Orleans and LA and MISS; relies on data from federal, state, and local	Housing rehabilitation and demolition, underway while housing market tightens; rising rent and home prices; since august over \$100 billion in federal aid dedicated to families and communities impacted; number of displaced and unemployed workers remains high; 160,000 homes and apartments destroyed

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
of housing; number of building permits issued; new Orleans recovery timeline					agencies and other orgs	
Reconstruction; Katrina; phasing; number of deaths; funding totals; area vulnerability; number of building permits	Kates, r. W., Colton, c. E., and Leatherman, s. P.	2006	Time of recovery	New Orleans	60 years of research on natural hazards and reconstruction after disasters and 288 years of environmental history provide perspective on the vulnerability of city	Emergency post disaster period longer in duration than any other studied disaster; to take 8–11 years; human ability to reduce consequences of hazards while increasing catastrophic potential; sequence and timing of reconstruction phases; conflicting goals and behaviors for; disasters accelerate preexisting demographic, economic, social, and political trends and influence recovery
Katrina; recovery; rebuilding; HUD	Weiss, e	2006	Disasters	New Orleans and impacted area	Status of recovery; explores reasons why recovery has proceeded as it has; issues for congress to consider to order better plan for	LA recovery corporation, funded by \$30 billion to finance and manage rebuilding of housing in LA Office of federal coordinator for gulf coast rebuilding within (DHS) congress approved \$81.6 billion in disaster appropriations in fy2005 and fy2006. The state of LA created the LA recovery authority to oversee rebuilding efforts.

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
					future disasters	
Recovery; housing; Flooding; work; debris ; evacuees; rental and owned, single and multifamily	Horst, t., Williams, j., Jones, k., and Gould, c.	2006	Impacts of Katrina	LA, MISS	Na	70,000 destroyed and 65,000 seriously damaged homes in MISS; debris cleanup numbers; evacuee numbers; 94,000 of 123,000 single-family residential structures in Orleans parish suffered Flood damage; breakdown of owner/rental housing damage
Construction; Katrina	Murray, r.	2005	Recovery	LA, MISS	Examine impact on: housing commercial, infrastructure, federal response, economy, building materials	230,000 people left homeless by Katrina; during 2004, total construction in impacted area reported at \$7.1 billion, or 1.2% of Last year's national total of \$589.2 billion; concern over rising price of concrete, lumber and Labor
Low income housing nationwide	Pelletier, d., and Wardrip, k.	2008	Low income housing	Nationwide	Tabulations of 2005	300,000 housing units destroyed by Katrina; majority were affordable to low income households
HUD; housing; grants; funding	HUD	2006	Aid monies	MISS; TX; LA; AL; FL	NA	Aid \$ numbers
Houston; Galveston; TX; unmet housing	Houston-Galveston city council	2008	Housing needs	Houston-Galveston area	Unmet housing from Rita; special	NA

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
needs; diz location; Rita; counties affected					needs populations given extra consideration	
Housing; rehabilitation; funding; number housing destroyed; Rita	Henneberger, j.	2009	Testimony	TX	Preparation for testimony before disaster response subcommittee of senate homeland security committee	First round of hurricane Rita funding, totaled \$40.8 million 223 homes built and 240 manufactured housing units purchased; second round of hurricane Rita funding, totaling \$383.5 million 23 homes completed with 231 under construction, etc.
HUD; estimated damages; number of people displaced; deaths; economic effects; Robert t. Stafford act	Carley, w.k.	2009	Report far from home:	LA; MISS; ga; FL; TX; al	Review of 'far from home' article Deficiencies in federal disaster housing assistance after Katrina and Rita and recommendations	1.2 million units of housing - more than 309,000 units – sustained major or severe damage due to Flooding
HUD; estimated damages; number of people displaced; deaths; economic effects; Stafford	Ad hoc subcommittee on disaster recovery of the committee on homeland security	2009	History and organizations	LA; MISS; ga; FL; TX; al	History of federal disaster response; Stafford act; FEMA's post-Katrina housing;	1.2 million units of housing - more than 309,000 units – sustained major or severe damage due to Flooding

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
act; challenges of governments	and governmental affairs united states senate				role of HUD; effects for government	
Disasters; population displacement; affordable housing; social vulnerability; emergency management; phases	Levine, j. N., Esnard, a. M., and Sapat, a.	2007	Na	Na	Na	Na
Hazard context; causes of failure; building codes; hurricane scale; storm surge; recommendations	Department of commerce united states of America.	2006	Technical issues to be addressed in rebuilding effort - damage to structures	LA; TX; FL; al; MISS	Three diverse teams sent to identify issues that need to be addressed in the rebuilding effort	23 recommendations for specific improvements; roofing failures; wind-borne gravel from building rooftops caused damage; critical equipment at or below grade damaged by Floodwaters. Masonry wall failures may have been prevented
Storm surge; Flood; monetary loss	Gannon, m.	2005	Storm surge and Flooding monetary damage	New Orleans; MISS; FL; al; LA	Analyzed aerial images to create simulation of Flooding in new Orleans.	Property damage caused by water \$44 bill; cost of Flood damage to new Orleans \$22.6 bill; storm surge \$21.4 bill of damage in LA (excluding new Orleans); etc.

KEY WORDS	AUTHOR	YEAR	UNIT OF ANALYSIS	WHERE	METHODS	FINDINGS
Damages estimate; Rita	Harris county, tax office.	2005	Rita	Harris county	Na	\$111 million damage estimate
Katrina	Knabb, r., brown, d., and Rhome, j.	2005	Katrina	All affected areas	Meteorological tests	Katrina path and strength at all active times
Rita	Knabb, r., Rhome, j., and brown, d.	2006	Rita	All affected areas	Meteorological tests	Rita path and strength at all active times
2-1-1.	2-1-1.	2009A	211	US	NA	NA
2-1-1.	2-1-1.	2009B	211	US	NA	NA
2-1-1; TX; Katrina; Rita; services	Bame s, parker k, Finley d, et al.	2009a	211	TX	Analysis of 2-1-1 data	Demand peaked directly following Landfall
2-1-1; TX; Katrina; Rita; services	Bame, sherry; parker, Kay; Finley, Dayna; et al.	2009b	211	Texas	Analysis of 2-1-1 data	Demand peaked directly following Landfall

Table A.3.1 Specific Unmet Needs Included in Housing Rehabilitation

HOUSING REHABILITATION NEED	NUMBER OF NEED
# FOR WEATHERIZATION PROGRAM	1
\$. HOME REPAIR	1
08/10/05 CLIENT HAS AN AMPUTATED LEG. SHE IS 67 AND NEEDS HELP WITH HOME IMPROVEMENTS AND HER AC NEE	1
10/19/05 CLIENT LIVES IN ARLINGTON AND IS SEEKING ASSISTANCE FOR HER 72-YEAR-OLD MOTHER WHO LIVES HE	1
10/24/05 CLIENT IS 59, HER HUSBAND IS 70. SHE IS DISABLED AND UNABLE TO PUT PLASTIC ON THE WINDOWS A	1
10-12-05 CLIENT CALLED SEEKING ASSISTANCE WITH A PLUMBER TO FIX A GAS LEAK. I TOLD HER TO CHECK AND	1
10-13-05 CLIENT SEEKING # FOR ELDERLY PATIENT. WHO NEED ASSISTANCES WITH REPAIRS TO HOME.	1
10-18-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HOUSE. CLIENT LIVES IN JONES COUNTY."REF" CLIENT	1
10-19-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HER HOME.CLIENT WAS HERE FOR THE WEATHERIZATION.	1
10-24-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HER HOME.NEEDED INFO "REF" CLIENT TO THE AGENCY	1
10-25-05 CLIENT CALLED SEEKING ASSISTANCE WITH HIS HOME. HE WAS IN AN ACCIDENT WITH A DRUNK DRIVER A	1
10-25-05 I CONTACTED JIMMY AT APS, HE TOLD ME TO HAVE THE CLIENT CALL THE 800 # AND REPORT HIS HOME	1
11/28/2005 CLIENT NEEDING WEATHERIZATION.	1
11-15-05 CLIENT SEEKING ASSISTANCES WITH ? ABOUT WEATHERIZATION.REF.CLIENT TO CAP AGENCY.	1
11-15-05 CLIENT SEEKING ASSISTANCES WITH NEEDING INFO FOR GRANDPARENTS REF CLIENT TO THE AAA AGENCY,	1
11-16-05 CLIENT SEEKING ASSISANCES WITH WEATHERIZATION.REF CLIENT TO CAP AGENCY.	1
11-29-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HIS MOTOR HOME. REF CLIENT TO CALLAHAN,COUNTY.	1
11-30-05 AGENCY SEEKING ASSISTANCES FOR CLIENT WHO NEEDS HELP WITH REPAIRS TO HOME FOR WEATHERIZATIO	1
11-30-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS NEEDED TO HER HOME.REF CLIENT TO EMERGENCY REPAIRS	1
11-9-05 CLIENT SEEKING ASSISTANCES WITH WEATHERIZATION REF CLIENT TO C.A.P.	1
12-12-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HER HOME.NO RESOURCE AVAILABLE.	1
12-13-05 CLIENT SEEKING ASSISTANCES WITH AN AGENCY THAT COULD HELP WITH HOME REPAIRS.CLIENT SAID DYE	1
12-19-05 CLIENT SEEKING ASSISTANCE WITH WEATHERIZATION.REF CLIENT TO CAP,SS AGENCIES.	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
12-2-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HER HOME.REF CLIENT TO EMERGENCY REPAIR,CAP AGENC	1
12-7-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HER HOME. REF CLIENT TO CAP AGENCY.	1
12-8-05 CLIENT SEEKING ASSISTANCES WITH REPAIRS TO HOME FOR ELDERLY MOTHER WHO FELL AND BROKE HER HI	1
71 YR OLD NEED NEED ROOF REPAIR; CALL AREA AGENCY ON AGING	1
73/ AREA AGENCY ON AGING; ROOF BLOWING OFF	1
9-20-05 CLIENT IS IN HUD HOUSING IN HASKELL. HOME AT LAKE STAMFORD WAS A RENTED MOBILE HOME WHICH IS	1
A.C REPAIR	1
ADA IMPLEMENTATION ASSISTANCE	2
ADULT PROTECTIVE SERVICES REPLACING WINDOWS	1
AIR CONDITIONER REPAIR	1
AIR CONDITIONER/FENCE REPAIR	1
ALICE CALLED SEEKING PHONE # FOR WEATHERIZATION. SHE SAID THEY HAD COLLEGE STUDENTS COME IN TO HER H	1
ALTERNATIVE SMOKE ALARM	1
ANTONIO CALLED; ASKING ABOUT STATUS OF PARENT'S CLAIM. EXPLAINED THAT IT COULD BE END OF OCTOBER BEF	1
ARE HEAT TT PEOPLE COMING TO FIX MY UNIT; I WANT THEIR NUMBER	1
AREA AGENCY ON AGING WEATHERIZATION	1
ASSIST CLEANING HOUSE, DAUGHTER CALLING FROM EP FATHER LIVES IN DALLAS; TRANSFER TO DALLAS	1
ASSIST FIX ROOF	1
ASSISTANCE GETTING A BLUE ROOF ON HIS HOUSE; TRANSPORTATION	1
ASSISTANCE W/PLUMBING LEAK; ASSISTANCE W/GAS LEAK; FINANCIAL ASSISTANCE	1
ASSISTANCE WITH AIR CONDITION REPAIR; TRANSFER TO 211 FORT WORTH	1
ASSISTANCE WITH DAMAGE TO HOME; FEDERAL EMERGENCY MANAGEMENT AGENCY DENIED	1
ASSISTANCE WITH FENCE (NO INSURANCE)	1
ASSISTANCE WITH GLASS WINDOWS IN NEW ORLEANS; TRANSFER 211	1
ASSISTANCE WITH HEAVY PLUMBING PROBLEMS IN TOILET	1
ASSISTANCE WITH HOME REPAIRS FOR ELDERLY MOM	1
ASSISTANCE WITH LEAKING ROOF; ADJUSTING SPACE HEATER; WALL FURNACE NOT WORKING PROPERLY	1
ASSISTANCE WITH REMOVAL OF ITEMS FROM YARD LEFT BY DEC'D HUSBAND	1
ASSISTANCE WITH REPAIR OF ROOF AND CEILING	1
ASSISTANCE WITH THE WATER PUMP IN HER HOUSE; TRANSFER TO SAN ANTONIO	1
ASSISTANCE WITH WEATHER STRIPPING	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
ASSISTANCE WITH WEATHERIZATION OF WINDOWS	1
BATHROOM MODIFICATION	5
BATHROOM MODIFICATIONS	11
BATHROOM MODIFICATIONS (BH-300.350-10)	1
BATHROOM REPAIR; MODIFICATION ADA; 74 YR OLD; ON OXYGEN; ASTHMA; DIABETIC; 15 MEDICATIONS; NEEDS BAT	1
BLUE ROOF	1
BLUE ROOF HOTLINE	1
BLUE ROOF PROGRAM	10
BLUE ROOF PROJECT	1
CALLING FOR MOTHER AS WELL FOR HOME MODIF; DISABLED	1
CATHOLIC OUTREACH; CHRISTIANS IN ACTION; PROJECT DIGNIDAD; WEATHERIZATION	1
CATHOLIC OUTREACH; TEXAS WORKS; WEATHERIZATION	1
CATHOLIC OUTREACH; WEATHERIZATION	1
CEILING IS COMING DOWN	1
CHORE SERVICE	1
CHRISTINA SEEKING HELP W/FOOD AND WEATHERIZATION. INFORMED HER OF EASTLAND COUNTY OUTREACH CENTER. W	1
CHRISTMAS EMERGENCY PROGRAM; HOUSING REHAB; TEXAS DEPT OF FAMILY AND PROTECTIVE SERVICES; PHYSICAL D	1
CLEANING HOUSE; DISABLED; ADULT PROTECTIVE SERVICES	1
CLIENT APPLIED FOR WEATHERIZATION	2
CLIENT ASKING FOR A VOLUNTEER TO MOW HER GRASS- SUGGESTED SHE TRY RSVP	1
CLIENT ASKING FOR ASSISTANCE ON ELECTRIC BILL/\$330- STATES RELIANT TOLD HER THEY MUST BE PD BY THE 1	1
CLIENT ASKING FOR ASSISTANCE ON WEATHERIZATION ON HER HOME- STATES SHE HAS ALREADY APPLIED THRU CAP-	1
CLIENT CALLING ABOUT WEATHERIZATION APPLICATION; TOLD HER TO CALL BACK ON TUESDAY- WILL START TAKING	1
CLIENT CALLING FOR WEATHERIZATION APPLICATION- WILL CALL BACK ON TUESDAY	1
CLIENT LOOKING FOR A BED; STATES SHE JUST MOVED and GOOD PAY FOR A CHEAP ONE. TOLD HER TO TRY THE GOOD	1
CLIENT NEEDED TO CHECK ON WHY HER MOTHER'S HOUSE HADNT BEEN DONE YET FOR WEATHERIZAION. GAVE HER SPE	1
CLIENT NEEDING TO MODIFY HER BATHROOM FOR HANDICAPPED MOTHER WHO WILL BE MOVING IN W/HER SOON.	1
CLIENT NEEDS STRIPPING FOR DOORS and ONLY USES ELECTRIC HEATERS. HIS WALL BOARD NEEDS TO BE REPAIRED D	1
CLIENT NEEDS WINDOWS REPLACED, AND STRIPPING FOR DOORS. ALSO LOOKING FOR A SMALL A/C ALONG W/HEATER.	1
CLIENT WANTED TO KNOW IF WE KNEW WHERE SHE COULD PURCHASE A USED LAWN	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
MOWER FOR ABOUT \$20- STATES SH	
CLIENT WANTS US TO FIX A ROOM WHERE HER LAUNDRY IS DONE	1
CLIENTS HOME SUSTAINED DAMAGE; INSURANCE WILL NOT PAY FOR DAMAGES; NOT REGISTERED W/ FEDERAL EMERGEN	1
CLOTHING; UTILITY; HEAT THE TOWN	1
CONTACT FROM APS WORKER; ASKING FOR RESOURCE TO HELP 69-YR-OLD CLIENT BUILD A RAMP. REF'D TO AAA AND	1
CUT DOWN A TREE IN BACKYARD	1
DALLAS HOUSING; HOUSE FIRE; TRANSFER	1
DAMAGE TO TRAILER	1
DARS (HAND BARS IN HOME)	1
DAU (MELISSA SANDERS) CALLING ON BEHALF OF HER 72 YR OLD FATHER; HE HAD A WATER LEAK IN SEVERAL ROO	1
DAUGHTER KILLED; GRANDDAUGHTER 4; ROOF; TREE DOWN IN BACKYARD; NEED DENTURES	1
DENTURES; GLASSES; SHOWER; HOME MOD	1
DEPARTMENT OF HEALTH SERVICES; BUILDING INSPECTIONS	1
DISABILITY ASSISTANCE FOR HOME MODIFICATIONS	1
DISABLED AND NEEDS TO HAVE HANDICAPPED SHOWER INSTALLED	1
DISABLED; ASSISTANCE IN WILLIS TX; HAS WOMAN THAT HELPS BUT NEEDS FOOD SUPPLIES; MICROWAVABLE FOODS;	1
DISABLED; BEDRIDDEN- 350 LBS; NEEDS TO GET BACK HOME-HAS TRANSPORTATION; NEEDS SOMEONE TO CLEAN HOUS	1
DISASTER HOME RECONSTRUCTION	1
DISASTER HOME REPAIRS	5
DISASTER SPECIFIC HOME REPAIR	3
DISASTER SPECIFIC HOME REPAIRS	18
ELDERLY CLIENT SEEKING ASSISTANCE W/CUTTING DOWN A TREE. SHE SAW ON NEWS THAT DYESS HAD VOLUNTEERS D	1
ELDERLY COUPLE NEEDS HOME REPAIRS DONE	1
ELDERLY HOME REPAIR	1
ELDERLY ILLEG; HOME NEEDS TO BE CHECKED	1
ELDERLY NEEDS AIR CONDITIONER REPAIR	1
ELDERLY NEEDS HOME REPAIR	1
ELECTRIC/AC; HOME REPAIR; EXXON EMPLOYEE CLUB	1
EMERGENCY HOUSE REPAIR	1
EMERGENCY HOUSING; 5 MO OLD BABY; HOUSE OLD; WINDY; BAD WATER IN PIPES; BROKEN WINDOWS	1
ENERGY CONSERVATION IMPROVEMENTS	8

HOUSING REHABILITATION NEED	NUMBER OF NEED
FATHER IN LAW; ASSIST REPAIR	1
FINANCIAL ASSISTANCE TO PROVIDE HOUSING	1
FINANCIAL; MEDICA; FIX HOUSE, RITA	1
FIX AIRCONDITIONER	1
FIX HOUSES	1
FLOOR REPAIR	1
FLOORS;WALLS	4
FOOD STAMPS; DISABILITY; HOUSE NEEDS REPAIRS; ASSISTANCE	1
FOOD; CLOTHING; WERE LIVING IN MOBILE HOME PARK; TRAILER DAMAGED BY HURRICANE WILMA	1
FRIEND IS HANSICAPPED NOT HAVE SPACE TO PARK IN FRONT OF HER HOME	1
FURNACE DOESN'T WORK	1
FURNACE NEEDS WORK	1
GAS LEAK	1
GLORIA SEEKING HEATING UNIT FOR HOME. REFERRED HER TO SPECIAL SVCS.	1
GOAT TO HELP REPAIR HIS HOUSE	1
HABITAT FOR HUMANITY	2
HABITAT FOR HUMANITY NUMBER	1
HABITAT FOR HUMANITY; HUD	1
HABITAT HUMANITY	1
HABITAT NUMBER	1
HEAT THE TOWN	139
HEAT THE TOWN - NO ONE CAME	1
HEAT THE TOWN - WHEN ARE THEY COMING?	1
HEAT THE TOWN (DOESN'T OWN HOME)	2
HEAT THE TOWN ARE THEY COMING	1
HEAT THE TOWN- ARE THEY GOING TO COME BACK TO PUT MOTOR ON FOR ME	1
HEAT THE TOWN DID NOT COME	4
HEAT THE TOWN- DID NOT COME	1
HEAT THE TOWN INFO.	2
HEAT THE TOWN- NO ONE CAME	3
HEAT THE TOWN PROGRAM	6
HEAT THE TOWN PROGRAM (HOME WEATHERIZATION)	1
HEAT THE TOWN- QUESTIONS	1
HEAT THE TOWN- THEY DIDN'T COME	1
HEAT THE TOWN TOWN	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
HEAT THE TOWN WHEN ARE THEY COMING	1
HEAT THE TOWN WHY AREN'T FULFILLING THEIR PROMISE	1
HEAT THE TOWN; AAA	1
HEAT THE TOWN; DISABLED	1
HEAT THE TOWN; ROOFING; PRESCRIPTION; HUSBAND ELDERLY; DISABLED	1
HEAT THE TOWN; WAS TOLD HEATER NEEDED THERMOSTATE AND COULD BE BACK BUT DIDN'T	1
HEAT THE TOWN; WHEN ARE THEY COMING	1
HEAT THE TOWN-TECHS WERE TO RETURN AND FINISH	2
HEAT THE TOWN-WHEN ARE THEY COMING	5
HEAT THE TOWN-WHEN ARE WE GOING TO HEAR FROM THEM	1
HEAT; ROOF REPAIR	1
HELP FIXING ROOF; ASSIST TO GO BACK HOME; DISABLE	1
HELP FOR SISTER TO PAY LIGHT BILL; LIVES ALONE-HAS HOME HEALTH; DIABETES; CHRONIC ASTHAMA; NEBULIZER	1
HELP IN PREVENTING HOUSE FROM FLOODING IN HURRICANE COMING	1
HELP IN REPAIRING HOME	1
HELP TO REPAIR HOUSE	1
HELP W HOME BUILDING; FOR FAMILY OF CHILD W SPINA BIFIDA	1
HELP W/ DAMAGED HOME, RITA EVACUEE	1
HELP WITH HOME REPAIR	1
HER TREE IS ABOUT TO COLLAPSE ON TOPOF HOUSE	1
HOME BARRIER EVALUATION/REMOVAL	40
HOME BARRIER REMOVAL LOANS	6
HOME CONSTRUCTION LOANS (BH-350.320)	1
HOME IMPROVEMENT/ACCESSIBILITY	5
HOME IMPROVEMENTS	1
HOME MAINTENANCE SERVICES	45
HOME MODICFICATION	1
HOME MODIFICATION FOR DISABILITY	1
HOME MODIFICATION ISSUES	1
HOME MODIFICATION/REPAIR	2
HOME MODIFICATIONS	12
HOME MODIFICATIONS; AAA COUNSELING HELP	1
HOME MODIFICATIONS; AMPUTEE	1
HOME MODIFICATIONS; CALLING FOR FATHER ON MEDICARE	1
HOME MODS. FOR DISABLED	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
HOME NEEDS UPDATED TO TAKE CARE OF PERSON WITH DISABILITIES	1
HOME NO WHEEL CHAIR RAMPS	1
HOME REHAB-DISASTER	1
HOME REHABILITATION/REPAIR	176
HOME REHABILITATION/REPAIR (BH-300.355)	22
HOME REHABILITATION/REPAIR GRANTS	153
HOME REHABILITATION/REPAIR LOANS	22
HOME REHABILITATION/REPAIR SERVICES	1360
HOME REHABILITATION/REPAIR SERVICES; SPECIAL NEEDS REGISTRY	1
HOME REHABILITATION/REPAIR/HOME SAFETY SERVICES	6
HOME REHABILITATION/REPAIR; HOME REHABILITATION/REPAIR GRANTS	1
HOME REHABILITATION/REPAIR; HOME REHABILITATION/REPAIR LOANS; IN HOME ASSISTANCE	1
HOME REHABILITATION/REPAIR; WEATHERIZATION PROGRAMS	1
HOME REPAIR	411
HOME REPAIR - MOM IS NEEDING ASSISTANCE WITH WEATHERING	1
HOME REPAIR and WEATHERIZATION	5
HOME REPAIR ASSISTANCE	2
HOME REPAIR ASSISTANCE; TRANSFERRED	1
HOME REPAIR CONTRACTORS	1
HOME REPAIR FOR ELDERLY	1
HOME REPAIR FOR HANDICAP	1
HOME REPAIR/IMPROVEMENTS	85
HOME REPAIR/MODIFICATION	1
HOME REPAIR; FINANCIAL	1
HOME REPAIR; GAS BILL ASST	1
HOME REPAIR; RAISING GRANDCHILDREN	1
HOME REPAIR; TRANSFER	2
HOME REPAIR; TRANSFER TO DALLAS	1
HOME REPAIR; TRANSFERRED	1
HOME REPAIR; TRANSFID	1
HOME REPAIR; WEATHERIZATION	1
HOME REPAIR;WEATHERIZATION	19
HOME REPAIRS	251
HOME REPAIRS; ADULT/ELDER ABUSE	1
HOME REPAIRS; CODE ENFORCE	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
HOME REPAIRS; MOTHER DISABLED	1
HOME REPAIRS; REFERRED TO BEAUMONT	1
HOME SERVICES: CLEANING; LAUNDRY; SHOPPING	1
HOMEMAKER ASSISTANCE (PH-330.300)	4
HOUSE BURNED DOWN LAST NIGHT; TRANSFER	1
HOUSE BURNED- NEEDS ASSISTANCE TO REBUILD	1
HOUSE BURNT	1
HOUSE CLEANING	1
HOUSE IS DEMOLISHED NEED TO GO BACK TO AUSTIN	1
HOUSE NEEDS RAMP	1
HOUSE PAINTING	1
HOUSE REPAIR	1
HOUSE REPAIR; HANDICAP ACCESSIBLE	1
HOUSE SIDING	1
HOUSE WEATHERIZATION; COMMUNITY WAREHOUSE	1
HOUSEHOLD CLEANUP; TRANSFERRED	1
HOUSING AUTH.; VOC REHAB	1
HOUSING INSPECTION NUMBER	1
HOUSING REPAIR and REHABILITATION	1
HOUSING REPAIRS	2
HOUSING REPAIRS/MAINTENAN	261
HOUSING REPAIRS/MAINTENANCE	1
HOUSING SERVICE	1
HOUSING, HOME REPAIR	4
HOUSING; BLUE TARP	1
HOUSING; HOUSE BURNED; COMMUNITY ACTION	1
HURRICANE - LUMBER ASSIST TO BOARD UP WINDOWS	1
I RETURNED CLIENTS CALL; CLIENT STATES SHE DID CALL MR. BAKER/CAP- WAS NOT ELIGIBLE FOR WEATHERIZATI	1
landA 60+. NEEDS ASSISTANCE W/TAXES TO SELL HER HOME. IS A WIDOW AND IN BAD HEALTH DUE TO CAR ACCIDENT	1
landA 60+; UTILITY, ELECTRIC; HOME REPAIRS	1
INFO ON FEDERAL EMERGENCY MANAGEMENT AGENCY; HOME REPAIRS; IN JASPER, TX	1
INFO ON REPAIRING HOME; HAVE 3 DAYS TO VACATE HOUSE BECAUSE OF STRUCTURAL DAMAGE; NEED SHELTER; HOUS	1
INFO RE: HOME REPAIR. GAS HAS BEEN DISCONNECTED DUE TO A LEAK.	1
INFO RE: WEATHERIZATION PROGRAM. ADVISED HER TO CALL NEXT YEAR.	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
INFOR: WEATHERIZATION and CHRISTMAS	1
INFORMATION ON BLUE ROOF PROJECT	1
INFORMATION ON HANDICAP RAMP ASSISTANCE	1
INFORMATION ON MEDICARE RX BENEFITS; BIGGER HANDICAPPED ACCESSIBLE BATHROOM; VETERAN	1
INTERESTED IN HOME MODIFICATIONS	1
JOHN CALLING- HIS WATER PIPES BURST- STATES HE DOESNT HAVE MONIES TO REPAIR- SUGGEST HE CALL APS	1
KITCHEN MODIFICATIONS	3
LEAKING ROOF; CHRISTMAS IN APRIL; SPACE HEATER BURNING RED	1
LEROY NEEDS HELP WITH GAS BILL. HE IS A VETERAN AND 63 YEARS OLD. I GAVE HIM THE NUMBER FOR AREA AGE	1
LIVER CANCER-DISABLE; ASSIST FIXING HOUSE	1
LOCAL HOME REPAIR	1
MARGARET SEEKING HELP FOR WEATHERIZATION OF HER HOME. REFERRED HER TO SPECIAL SVCS.	1
MEDICAL TRANSPORTATION; RAMP; 100% DISABLED	1
MISS	2800
MOBILE HOME REPAIR/SERVICE COMPLAINTS (DD-150.590-50)	1
MOD. OF HOME; TRANSFER TO TT AIC	1
MONEY TO FIX HOME; UNEMPLOYMENT ASSISTANCE	1
MOVE TREES FROM YARD	1
MYRTLE COLE HOUSEKEEPING ASSISTANT; SENIOR CARE	1
NEED ASSISTANCE WITH NEIGHBOR IN REGARD TO TREES	1
NEED INFO ON GETTING A RAMP FOR HER NEPHEW WHO IS DISABLED	1
NEED SOMEONE TO BUILD WHEELCHAIR CAMP; TRANSFERRED TO 211 IN ABILENE	1
NEED TO CONTACT AN ELECTRICIAN TO INSPECT THE HOUSE	1
NEED TREES REMOVED	1
NEEDING ASSISTANCE IN REPAIRING HOUSE	1
NEEDING HELP WITH GETTING RAMP FOR MOBILE HOME	1
NEEDING REMODIFICATION OF HOME FOR RAMP ASSISTANCE FOR WHEELCHAIR	1
NEEDING WEATHERIZATION ON HOME; REFERRED TO CAP	1
NEEDS A PLUMBER	1
NEEDS AIR CONDITION REPAIR	1
NEEDS FOUR WINDOWS AND A DOOR REPLACED IN HER HOME	1
NEEDS HELP FOR DAMAGED HOUSE	1
NEEDS HELP WITH COVERING WINDOWS; HAS HANDICAP HUSBAND-BRAIN INJURY	1
NEEDS HELP WITH HOME REPAIRS DISABLED	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
NEEDS INFO ON GETTING BLUE ROOF PROJECT #; HOME IS 1200 SF	1
NEEDS RAMP; HOME ALMOST TOTALLY DAMAGED; NO DRINKING WATER; HAS INSURANCE; FUNDS NOT ENOUGH TO FIX H	1
NEEDS RED CROSS; HOUSE DESTROYED; FINANCIAL ASSISTANCE	1
NEEDS RESOURCES FOR WEATHERIZING PARENTS HOME (MOTHER 81 YR OLD HAS ALHZEHEIMERS)	1
NEIGHBORHOOD IMPROVEMENT GROUPS (TD-160.600)	1
NEW ROOF; AAA	1
NO	176417
NO LONGER CAREGIVER - NEEDS HOUSE CLEANING; ALZHEIMERS - CAN'T AFFORD TO PAY ANYONE	1
NO MONEY; SLIGHT DAMAGE TO HOUSE; WHO HELPS US?	1
NONE	452582
NUMBER FOR BLUE ROOF PROJECT; NUMBER FOR FOOD STAMP OFFICE	1
NUMBER FOR FOOD STAMP OFFICE; BLUE ROOF PROJECT	1
PAINT FOR HOUSE	1
PAUL WITH WEATHERIZATION	1
PHONE NUMBER FOR TRASH PICKUP	1
PINE TREE ON BACK OF HOUSE	1
PLUMBERS BILL ASSISTANCE; FOOD ASSISTANCE; FINANCIAL ASSISTANCE	1
PLUMBING	3
PLUMBING ASSISTANCE	1
PLUMBING LEAK	1
PLUMBING NONFUNCTIONAL; GAS IS OFF	1
PLUMBING PROBLEMS	1
PLUMBING REPAIR	51
PLUMBING REPAIRS	2
PLUMBING REPAIRS *OLDER ADULTS	1
POST DISASTER HOME CHECKS (TH-230.640)	1
POST DISASTER HOUSING ASSISTANCE	192
PROBLEMS WITH FEMA; MOLD IN HOUSE; TEXAS LEGAL DISASTER HOTLINE; HOUSE OF PRAYER OUTREACH; POWER HOU	1
RAMP	1
RAMP CONSTRUCTION	43
RAMP CONSTRUCTION (BH-300.350-70)	2
RAMP FOR HOME FIRE VICTIMS	1
RAMP INTO APT.	1
RAMP;PORCH;STAIRS	9

HOUSING REHABILITATION NEED	NUMBER OF NEED
RAMPS FOR LOW INCOME DISABLED HOME	1
REBUILDING HOUSE; BURNED DOWN	1
RENOVATION ASSISTANCE	1
REPAIR FOR A TRAILOR HOME	1
REPAIR SERVICES	18
REPAIR TO HOME	1
REPLACING WINDOWS IN HOME	1
REQUESTING TRASH REMOVAL	1
RESCUED-IN TWO STORY HOUSE WHICH IS FLOODING	2
RESCUED-THE ROOF HAS BEEN BLOWN OFF HOME OTHER ELDERLY PEOPLE AND FAMILY WITH; OXYGEN; BROKEN HIP	1
RESIDENTAIL REPAIR	25
RESIDENTIAL COMPLAIN ON MOLD	1
RESIDENTIAL LIFT EQUIPMENT	1
RESOURCES FOR HOME MODIFICATIONS; MEDICAL TRANSPORTATION (MEDICAID ELIGIBLE)	1
ROOF	3
ROOF HAS BEEN TORN OFF; FOOD; DELIVERY	1
ROOF LEAKING; WATER; POWER; EPILEPTIC; DEVELOPMENTALLY DELAYED; SEVER FOOD ALLERGIES; PSYCHIATRIC CA	1
ROOF LEAKING; WATER; POWER; HEART PROBLEMS; PSYCHIATRIC CARE	1
ROOF LEAKING; WATER; POWER; PSYCHIATIC CARE	1
ROOF LEAKS; NO HOT WATER FOR 4 YEARS; GAS LINE BROKEN UNDER HOUSE; ELECTRIC WATER HEATER	1
ROOF OF APARTMENTS PARTIALLY COLLAPSED AND PEOPLE ARE STANDING OUT SIDE- RESCUED	1
ROOF REPAIR	35
ROOF REPAIR (NO INSURANCE)	1
ROOF REPAIR (PH-330.275-72)	3
ROOF REPAIR-CALLED RED CROSS	1
ROOF REPAIRS; AREA AGENCY ON AGING	1
ROOFING	1
SENECA CALLED; ASKING ABOUT RESOURCE TO BUILD WHEELCHAIR RAMP. REF'D TO APS FOR POSSIBLE ASSISTANCE.	1
SENIOR CITIZEN NEEDS HELP WITH WORK DONE ON HER HOME; RAMP	1
SEWAGE REPAIR	1
SEWER LINE COLLAPSING; UTILITY BILL ASSISTANCE	1
SHELTER; MOLD; DAMAGED ROOF	1
SOCIAL SECURITY; DRIVERS LICENSE; HOUSE BURNED	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
SOCIAL SECURITY; VISITING NURSES ASSOCIATION; HOUSE CARE; INDEPENDENT CARE	1
SPACE HEATERS; WEATHERIZATION	1
STORM WINDOW/SHUTTER INSTALLATION/REMOVAL	1
TAKE OFF HEAT THE TOWN LIST	1
TEXAS DEPT OF HEALTH SERVICES; HOME REPAIR	1
TILE WORK	1
TOYS FOR TOTS; WEATHERIZATION; EYE GLASSES	1
TRASH DAY-WHEN IS IT	1
TREE CUTTING	1
TREE FALLING ON RESIDENCE	1
TREE FELL IN HOME	1
TREE FELL ON FEMA TRAILOR; ROOF CAVED IN	1
TREE FELL ON ROOF	1
TREE MAINTENANCE	7
TREE REMOVAL	12
TREE REMOVAL (PH-330.975-87)	1
TREES DOWN AROUND HOUSE	1
UTILITY ASSISTANCE; HOME REPAIR	1
VACANT HOUSE BEING BOARDED UP	1
VEHICLE MODIFICATIONS; RAMP; HOME MODIFICATIONS	1
WALL HEATER REPAIR	1
WANTS FEDERAL EMERGENCY MANAGEMENT AGENCY TO SEND INSPECTOR TO EVALUATE DAMAGE TO HOME AS INSURANCE	1
WANTS TO APPEAL AMOUNT SENT BY FEDERAL EMERGENCY MANAGEMENT AGENCY; HOME HAS EXTENSIVE DAMAGES; ON F	1
WANTS TO KNOW IF GARBAGE PICK UP WILL BE TOMORROW	1
WANTS TO KNOW IF THERE WILL BE A TRASH PICK UP TODAY	1
WANTS TO KNOW WHAT KIND OF DAMAGE DONE TO HOME	1
WEATHER PROTECTION FOR HOUSE	1
WEATHERIZATION	224
WEATHERIZATION ASSISTANCE TO WINTERIZE HOME	1
WEATHERIZATION FOR HOME	1
WEATHERIZATION PROGRAM; TRANSFER	1
WEATHERIZATION PROGRAMS	45
WEATHERIZATION PROGRAMS (BH-300.180-95)	1
WEATHERIZATION PROGRAMS; RENT PAYMENT ASSISTANCE	1
WEATHERIZATION; REPAIR TO HOME	1

HOUSING REHABILITATION NEED	NUMBER OF NEED
WEATHERIZE PROGRAM	1
WETHERIZATION PROGRAMS	1
WHEEL CHAIR RAMP	1
WHEEL CHAIRS/RAMPS	4
WHEELCHAIR RAMP	2
WIND DAMAGE	1
WINDOW ELECTRIC BILL ASSISTANCE	1
WINDOW REPAIR	1
WINTERIZATION PROJECT HASN'T BEEN NOTIFIED WAS OUT OF AREA	1
YARD CLEAN UP; FOOD STAMPS	1
YARD CLEANUP	2
YARD CLEANUP (PH-330.975-95)	1
YARD WORK	34

Table A.3.2 Specific Unmet Needs Included in Household Goods

HOUSEHOLD GOODS NEED	NUMBER OF NEED
(LA) FURNITURE; TRANSFER TO HOUSTON	1
08/10/05 CLIENT HAS AN AMPUTATED LEG. SHE IS 67 AND NEEDS HELP WITH HOME IMPROVEMENTS AND HER AC NEE	1
10/11/2005 CLIENT CALLED ABOUT FURNITURE. REFERRED TO CSC.	1
10-25-05 CLIENT SEEKING ASSISTANCES WITH ELECTRIC HEATERS. REF. CLIENT TO THE S.A., CAP.	1
10-26-05 CLIENT SEEKING ASSISTANCES WITH BEDDING. REF. CLIENT TO THE CSC.	1
10-6-05 CLIENT NEEDING FURNITURE	1
11-2-05 CLIENT SEEKING ASSISTANCES WITH FURNITURE.REF CLIENT TO THE SA.	1
11-21-05 CLIENT SEEKING ASSISTANCES WITH BUNK BEDS.NO RESOURCES.	1
11-28-05 CLIENT SEEKING ASSISTANCES WITH ELECTRIC HEATER.NO RESOURCES.	1
11-4-05 CLIENT CALLED SEEKING ASSISTANCE WITH FUNITURE. I REFERRED HER TO CHRISTIAN SERVICE CENTER O	1
11-4-05 CLIENT SEEKING ASSISTANCES WITH APPLIANCES.CLIENT CALLED ALL AGENCY'S. NO RESOURCE AVAILABLE	1
11-9-05 CLIENT SEEKING ASSISTANCES WITH BEDDING.REF. CLIENT TO CHRISTIAN SERVICES CENTER.	1
12 APARTMENTS- UNFURNISHED, DISCONNECTED FROM LIGHTS AND WATER AT PRESENT	1
12-13-05 CLIENT SEEKING ASSISTANCES WITH HELP WITH HER NON ANTIBIOTIC RX.FURNITURE.REF CLIENT TO THE	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
12-2-05 CLIENT SEEKING ASSISTANCES WITH BEDDING.REF CLIENT TO CSC AGENCY.	1
12-8-05 CLIENT SEEKING ASSISTANCES WITH BEDDING,HEATERS.REF CLIENT TO THE SA AGENCY.	1
12-8-05 CLIENT SEEKING ASSISTANCES WITH BEDDING.REF CLIENT TO CSC.	1
12-8-05 CLIENT SEEKING ASSISTANCES WITH JACKETS AND HEATERS.REF CLIENT TO CSC AND LCM.NO RESOURCES F	1
30 PILLOWS	1
65 YR. OLD DAD NEEDS A SHOWER CHAIR; HURRICANE VICTIM	1
76 YR OLD NEEDS FAN OR AIR CONDITIONER	1
8 MONTHS PREGNANT NEEDS GENERATOR TO KEEP COOL	1
9/5/05 CLIENT SEEKING A BED	1
A.C REPAIR	1
A/C	1
A/C PROGRAMS	1
AC NOT WORKING REFER TO FEMA	1
AC REPAIR	1
AIR COND	1
AIR CONDITION HELP; TRANSFERRED TO HOUSTON	1
AIR CONDITION OUT	1
AIR CONDITION REPAIR; TRANSFERRED	1
AIR CONDITION UNIT OUT; TRANSFER	1
AIR CONDITIONER	19
AIR CONDITIONER BROKEN; SECURITY FINANCE	1
AIR CONDITIONER FOR HOUSE; ELDERLY; ON DISABILITY	1
AIR CONDITIONER FOR LA	1
AIR CONDITIONER NOT WORKING	1
AIR CONDITIONER REPAIR	1
AIR CONDITIONER/FENCE REPAIR	1
AIR CONDITIONER; TRANSFERRED	1
AIR CONDITIONER;FAN	2
AIR CONDITIONERS - EMERGENCY	1
AIR CONDITIONING	2
AIR CONDITIONING FOR DISABLED	1
AIR CONDITIONING FOR ELDERLY WITH MEDICAL NEEDS	1
AIR CONDITIONING ISSUES RELATED TO HEALTH	1
AIR CONDITIONING; IMMIGRATION and NATURALIZATION REGISTRY	1
AIR CONDITIONING; TRANSPORTATION TO A SHELTER; WHEELCHAIR RIDDEN; EXTERNAL	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
CATHETER; CHANGED DAILY,	
AIR CONDITIONING; WANTED TO BE EVACUATED, AMBULANCE WILL NOT PICK UP; MUST BE TURNED OVER EVERY 21/2	1
AIR PURIFIER; ASMATIC	1
AIRCONDITIONER OUT; NEEDS FANS AND AIRCONDITIONER	1
APPLIANCE RECYCLING	2
APPLIANCE REPAIR	13
APPLIANCE REPAIR/SERVICE COMPLAINTS	1
APPLIANCES	217
APPLIANCES; 3BD, 4 BATH, 4 LIVING AREA, 10-15 PEOPLE	1
APPLIANCES--REFRIGERATORS	1
APPLIED FOR FEDERAL EMERGENCY MANAGEMENT AGENCY; NEEDS FURNITURE; UTILITIES; RELOCATE TO ANOTHER ARE	1
APPROVED FOR NEED; HOME NEED FURNITURE	1
ASSISTANCE BUYING HEATERS	1
ASSISTANCE FOR FURNITURE	1
ASSISTANCE FOR HOUSEHOLD ITEM	1
ASSISTANCE LOCATING APARTMENT; EMPLOYMENT; HEALTH CARE; MEDICATIONS; FURNITURE	1
ASSISTANCE WITH AIR CONDITION REPAIR; TRANSFER TO 211 FORT WORTH	1
ASSISTANCE WITH AIR CONDITIONING	1
ASSISTANCE WITH APARTMENT THAT HAS STOVE AND OTHER APPLIANCES- FAMILY OF FOUR	1
ASSISTANCE WITH FURNITURE	2
ASSISTANCE WITH FURNITURE IN HER HOME	1
ASSISTANCE WITH LEAKING ROOF; ADJUSTING SPACE HEATER; WALL FURNACE NOT WORKING PROPERLY	1
BABY BED	1
BABY FURNITURE	136
BED	1
BED FRAME PARTS	1
BED FRAME; HOUSEHOLD ITEMS	1
BEDDING/LINEN	56
BEDDING/LINEN (BM-300.100)	1
BEDDING/LINENS	1
BEDDING; CLOTHES; TRANSFERRED TO AUSTIN	1
BEDS; FURNITURE	1
BEDS; TRANSFERRED	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
BEDS-ADOPTED A FAMILY	1
BLANKETS; CHURCHES	1
BLANKETS; MENS CLOTHING; AVAILABLE EVENINGS	1
BLANKETS; PILLOWS	2
BOTH ARE ON DISABILITY; NEEDS A GENERATOR; RED CROSS; UNITED WAY	1
BRYAN SHELTER NEEDING SUPPLIES	1
CALLED BACK 211- GOODWILL AND HOMELESS COALITION DON'T ASSIST WITH FURNITURE, UNITED WAY WILL HELP H	1
CALLING ABOUT INFORMATION TO GIVE OUT AVAILABLE BEDS IN NURSING HOMES. WILL EMAIL ME INFO.	1
CALLING FOR HURRICANE VICTIMS NEEDING FURNITURE	1
CHEST OF DRAWERS	1
CHILD CARE SUBSIDIES; FURNITURE	1
CITY COUNCILMAN- WOMAN NEEDS BED FOR A NIGHT	1
CLEANING SUPPLIES	2
CLIENT ASKING FOR ELECTRIC HEATERS; NO GAS IN HOUSE- STATES SHE HAS CALLED SA, CAP, I ASKED CLIENT H	1
CLIENT ASKING FOR ELECTRIC HEATERS; TOLD CLIENT UNAWARE OF A RESOURCE FOR HEATERS; SHE SAID SHE HAD	1
CLIENT CALLING FOR FURNITURE- TOLD HER TO TRY CSC	1
CLIENT JUST HAD A BABY AND DOESNT HAVE ANY HEAT IN HOME. HOUSE DOES HAVE GAS HOOKUP. DOESNT HAVE TO	1
CLIENT NEEDS HEAT FOR HOME,HER 2 ELECTRIC HEATERS BROKE. SHE ALREADY CONTACTED CAP BUT OUT OF FUNDS.	1
CLIENT NEEDS HEAT IN HOME. REFERRED HER TO CAPS.	1
CLIENT NEEDS STRIPPING FOR DOORS and ONLY USES ELECTRIC HEATERS. HIS WALL BOARD NEEDS TO BE REPAIRED D	1
CLIENT NEEDS WINDOWS REPLACED, AND STRIPPING FOR DOORS. ALSO LOOKING FOR A SMALL A/C ALONG W/HEATER.	1
CLIENT SEEKING ELECTRIC HEATERS FOR HOME, SHE HASNT BEEN ABLE TO PAY GAS BILL. SHE HAS A CHILD W/SPI	1
CLIENT SEEKING HELP TO GET HEAT IN HOME. GAVE HER 2 REFERENCES AND INFORMED TO CALL LOCAL CHURCHES T	2
CLIENT WANTED TO KNOW IF WE KNEW WHERE SHE COULD PURCHASE A USED LAWN MOWER FOR ABOUT \$20- STATES SH	1
CLOTHES; FOOD; HOUSEHOLD ITEMS	1
CLOTHES; FURNITURE; TRANSFER	1
CLOTHING; FURNITURE	2
CLOTHING; FURNITURE; FOOD; NO TRANSPORTATION	1
CLOTHING; FURNITURE; TRANSPORTED FROM GEORGIA TO TEXAS; BUS CLIENT WAS ON CAUGHT FIRE; WILL BE MOVIN	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
CLOTHING; HOUSE ITEMS	1
COMMUNITY SERV WANTING TO FIND A WASHER AND DRYER FOR CLIENT TO DO LAUNDRY	1
COMPASS FURNITURE STORE	1
CONTACT FROM BEV SPRINGER @ SVDP STORE. CLIENT REC'D CLOTHES, KITCHEN ITEMS, ETC. STORE VOLUNTEER TO	1
COTS FOR SHELTER	1
DEPRESSED; SUPPOSED TO BE EVACUATED BUT THEY DIDN'T GET ALL OF THE RESIDENTS OF THE APARTMENT COMPLE	1
DISABLED ASSISTANCE WITH LIGHT BED	1
DISABLED HOUSING	1
DISABLED NEIGHBOR; NO MONEY; STOVE	1
DISASTER RECOVERY FURNITURE	2
DISASTER RECOVERY -FURNITURE	1
DISASTER RECOVERY-FURNITURE	17
DISASTER/EMERGENCY SERVICES -FURNITURE	4
DISASTER/EMERGENCY SERVICES- FURNITURE	1
DISTER RECOVERY-FURNITURE	1
DRESSERS	1
ELDERLY FATHER NEEDS GENERATOR	1
ELDERLY NEEDS AIR CONDITIONER REPAIR	1
ELECTRIC BILL; UTILITY; STOVE; REFRIGERATOR	1
ELECTRIC HEATER	1
ELECTRIC HEATERS	9
ELECTRIC/AC; HOME REPAIR; EXXON EMPLOYEE CLUB	1
EMERGENCY GENERATORS (BM-175)	1
EMPLOYMENT; FURNITURE; CLOTHING	1
FAMILY NEEDS FAN FOR HOUSE	1
FAN	1
FAN FOR 5 CHILDREN	1
FAN FOR APARTMENT; TRANSFER	1
FAN FOR NEIGHBOR	2
FANS	7
FANS FOR THE DISABLED	63
FANS FOR THE ELDERLY	211
FANS, COMPLAINTS	5
FANS/AC/HEATER	11
FANS/AIR CONDITIONERS	400

HOUSEHOLD GOODS NEED	NUMBER OF NEED
FANS/AIR CONDITIONERS (BM-300.050-20)	1
FATHER IS COPD PATIENT DOES NOT HAVE GENERATOR TO KEEP EQUIPMENT GOING	1
FEMA; TRANSFER; FURNITURE; HOUSING	1
FINANCIAL AND FURNITURE	1
FINANCIAL ASSISTANCE, FURNITURE	1
FINANCIAL ASSISTANCE; BESIDES FEMA; ALONG WITH FURNITURE	1
FINANCIAL ASSISTANCE; FOOD; HOUSING; CLOTHES; FURNITURE	1
FINANCIAL ASSISTANCE; FURNITURE	2
FINANCIAL ASSISTANCE; FURNITURE; CLOTHES	1
FINGERS FURNITURE STORE	1
FIX AIRCONDITIONER	1
FOOD STAMPS; FURNITURE	2
FOOD STAMPS; MEDICAID; MONEY; FURNITURE	1
FOOD; HOUSING; FURNITURE	1
FOOD; POTS; BEDDING FOR CHURCH SHORT-TERM SHELTER; TRANSPORT VOUCHER	1
FREE FURNITURE	1
FUNITURE	1
FURNACE;HEATER REPAIR	1
FURNISHING ASSISTANCE	1
FURNISHING ASSISTANC	1
FURNISHING ASSISTANCE	45
FURNISING ASSISTANCE	1
FURNITUE	1
FURNITURE	2201
FURNITURE - KATRINA	30
FURNITURE - RITA	8
FURNITURE (BM-300.200)	15
FURNITURE (CALL FROM MIDLAND)	1
FURNITURE (DUE TO LOSS)	30
FURNITURE (NEW NOT USED)	1
FURNITURE (NO INCOME)	1
FURNITURE *DISASTER VICTIM	1
FURNITURE *DISASTER VICTIMS*	2
FURNITURE *DISASTER*	1
FURNITURE AND CLOTHES	1
FURNITURE AND RENTAL	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
FURNITURE ASSISTANCE	10
FURNITURE ASSISTANCE DUE TO HURRICANE	1
FURNITURE ASSISTANCE;TRANSFER TO DALLAS	1
FURNITURE BANK	5
FURNITURE BANK; TRANSFERRED TO HOUSTON AIC	1
FURNITURE FOR APARTMENT PROGRAM	1
FURNITURE FOR HOME	1
FURNITURE FOR VICTIMS	1
FURNITURE FOR VICTIMS OF KATRINA	1
FURNITURE NEEDED	1
FURNITURE REQUEST	1
FURNITURE REQUEST HURRICANE KATRINA	1
FURNITURE TRANSPORTATION	1
FURNITURE VOUCHER	3
FURNITURE VOUCHER; TRANSFERRED	1
FURNITURE VOUCHERS	2
FURNITURE VOUCHERS; TRANSFERRED	1
FURNITURE*DISASTER VICTIM	1
FURNITURE, POST FIRE	1
FURNITURE/APPLIANCES	39
FURNITURE/BEDDING COMPLAINTS	1
FURNITURE/HOUSEHOLD ITEMS	6
FURNITURE; APPLIANCES	2
FURNITURE; APPLIANCES (MILITARY FAMILY: US COAST GUARD-HUSBAND'S IN MISSISSIPPI, SHE'S IN TEXAS)	1
FURNITURE; CLOTHES; HOUSEHOLD ITEMS	1
FURNITURE; CLOTHES; TRANSFERRED TO 2-1-1	1
FURNITURE; CLOTHING	1
FURNITURE; FEMA #	1
FURNITURE; FINANCIAL ASSISTANCE	1
FURNITURE; FOOD	1
FURNITURE; GLUCOMETER	1
FURNITURE; HOUSEHOLD GOODS	1
FURNITURE; MEDICAID	1
FURNITURE; MONEY	1
FURNITURE; OTHER HELP	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
FURNITURE; PRENATAL CARE	1
FURNITURE; REFRIGERATOR	1
FURNITURE; REIMBURSE	1
FURNITURE; SALVATION ARMY	1
FURNITURE; TALK WITH SOMEONE IN HOUSTON AREA	1
FURNITURE; TRANSFER	4
FURNITURE; TRANSFER TO DALLAS AIC	2
FURNITURE; TRANSFER TO HOUSTON AIC	1
FURNITURE; TRANSFERRED	1
FURNITURE; TRANSFERRED TO HOUSTON AIC	2
FURNITURE; TRANSPORTATION	1
FURNITURE; UTILITES; SCHOOL SUPPLIES	1
FURNITURE; UTILITIES	2
FURNITURE; UTILITY ASSISTANCE	1
FURNITURE--BABY	1
FURNISHING ASSISTANCE	7
FURNTIURE	1
FURNTURE	1
FV; UTILITIES; CFS FOR FURNITURE	1
GAS BILL; STOVE NOT WORKING	1
GAS DEPOSIT; A/C; CLOTHING; HOUSEHOLD APPLIANCES; SSI	1
GAS DRYER	1
GAS HEATERS	1
GENERAL FURNITURE PROVISION	203
GENERAL FURNITURE PROVISION (BM-300.200-25)	7
GENERATOR	1
GENERATOR TO COOL DOWN; HEART PROBLEMS; KIDNEY PROBLEMS; HIGH BLOOD PRESSURE; BLIND	1
GENERATOR/ ELECTRICITY; BRAIN INJURY	1
GENERATOR/ ELECTRICITY; DIABETIC; NEBULIZER MACHINE	1
GENERATOR/ ELECTRICITY; GAS; CPAP MACHINE WITH ELECTRICITY; OXYGEN; HEART FAILURE	1
GENERATOR/ ELECTRICITY; SLEEP APNEA; ASTHMA; DIABETES; BREATHING TREATMENTS	1
GENERATOR; CANCER; HEART PATIENT; OXYGEN	1
GENERATOR; CRUSHED PELVIC; 2 BROKEN HIPS; BROKEN ARM HEAT MAKING SICK; HOSPITAL	1
GENERATOR; ELECTRICITY; NEEDS BREATHING TREATMENTS; SLEEP APNEA; ASTHMA; DIABETES; WHEELCHAIR	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
GENERATOR; ELECTRICITY; WATER; TRANSPLANT; DIABETIC	1
GENERATOR; EMPHYZEMA; CONGESTIVE HEART FAILURE; ON OXYGEN	1
GENERATOR; FORCED AIR MACHINE FOR LUNGS	1
GENERATOR; HEART PROBLEMS; KIDNEY PROBLEMS; HIGH BLOOD PRESSURE; BLIND	1
GENERATOR; MEDICAL AIR MATTRESS THAT USES ELECTRICITY; WHEELCHAIR; QUADRAPOLEGIC; OPEN WOUNDS SUBJEC	1
GENERATOR-ELECTRICITY; PARAPLEGIC	1
GIVE AWAY FURNITURE	1
GRACE SEEKING MATTRESS. REFERRED HER TO NOAH SALES AGAIN AND TO ST VINCENT DE PAUL.	1
HAS EVACUEE STAYING AT HOME AND NEEDS FURNITURE	1
HAS HOUSE TO OFFER IN HOUSTON; WOULD NEED A/C FOR HOUSE	1
HAVE KATRINA VICTIMS THAT NEED FURNITURE	1
HEART CONDITION; BOX FANS	1
HEATER	55
HEATER REPAIR	1
HEATER TURNED ON	1
HEATERS	98
HEATERS/ AIR CONDITIONERS	5
HEATERS/AIR CONDITIONERS	1
HELP WITH FURNITURE	1
HELP WITH FURNITURE AND HOME FIXTURES FROM HURRICANE DISASTERS	1
HELP WITH HEATER	1
HOME FURNISHINGS; POTS; PANS; BEDS; SHEETS	1
HOT WATER HEATER	1
HOUSEHOLD GOODS	1265
HOUSEHOLD GOODS (BM-300)	1
HOUSEHOLD GOODS STORAGE	8
HOUSEHOLD GOODS STORAGE (BH-500.310)	1
HOUSEHOLD GOODS VOUCHERS	302
HOUSEHOLD GOODS/RESOURCES	2
HOUSEHOLD ITEMS	839
HOUSEHOLD ITEMS FOR APARTMENT; BEDROOM SET; TABLE WITH CHAIRS; LIVING ROOM FURNITURE	1
HOUSEHOLD ITEMS/FURNITURE	6
HOUSEHOLD;FURNITURE	5
HOUSING COMPLAINTS	2

HOUSEHOLD GOODS NEED	NUMBER OF NEED
HOUSING INFO; FURNITURE; APPLIANCES	1
HOUSING; BEDDING NEEDED	1
HOUSING; FURNITURE	1
HOUSING; FURNITURE FOR HURRICANE VICTIMS	1
HOUSING; FURNITURE VOUCHERS	1
HOUSING; FURNITURE; SALVATION ARMY	1
HOUSING; FURNITURE; TRANSFER	1
HOUSTON HOUSE APARTMENTS; FURNITURE	1
HURRICANE EVACUEE, REFRIGERATOR; STOVE	1
HURRICANE KATRINA EVACUEE, NEEDS FURNITURE	1
HURRICANE VICTIM NEEDS FURNITURE	1
HURRICANE VICTIM- NEEDS FURNITURE	1
HURRICANE VICTIM- NEEDS FURNITURE; CLOTHING	1
HURRICANE VICTIM- NEEDS FURNITURE; HOUSEHOLD ITEMS	1
HURRICANE VICTIM; BED; WHEELCHAIR	1
HURRICANE VICTIM; EMPLOYMENT; FURNITURE ASSISTANCE	1
HUSBAND NEEDING WOUND CARE; SPECIAL MATTRESS TO SLEEP ON; DIALYSIS	1
I WANT VOUCHERS FOR FOOD; FURNITURE	1
INFORMATION ON OBTAINING FURNITURE	1
ITEMS NEEDED AS SOON AS POSSIBLE; TEN EVACUEES WILL BE MOVING IN; NEED BEDS; BEDDING	1
KAREN ASKING FOR A REFRIGERATOR; SUGGESTE SHE TRY GOODWILL; MAY BE ABLE TO GET ONE AT CHEAPER PRICE	1
KAREN WANTED A REFERRAL TO BSM SO HE COULD BUY HER A GAS HEATER; STATES THEY JUST GOT GAS TURNED ON	1
KATRINA EVACUEE ASSISTANCE; FURNITURE	1
KATRINA EVACUEE, FURNITURE	1
KIMBERLY CALLED NEEDING A MATTRESS. REFERRED HER TO ST VINCENT DE PAUL. AND ALSO GAVE HER THE PHONE	1
KITCHENWARE	18
LAKISHA CALLED IN TO FIND FURNITURE. REFERRED HER TO CSC.	1
LOW COST FURNITURE	1
MATRESSES	1
MATTRESS	2
MISS	2800
NANCY CALLED SEEKING FURNITURE AND BEDDING. HER DAUGHTER AND HER FAMILY FROM WACO WILL BE MOVING IN	1
NEED AIR CONDITIONING	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
NEED FOOD; FURNITURE NEEDED	1
NEED FURNITURE	2
NEED FURNITURE AND FOOD	1
NEED FURNITURE FOR REFUGEES	1
NEED FURNITURE VOUCHER; HOUSING VOUCHER	1
NEED JOB; BED; CLOTHES	1
NEED SOMEONE TO TURN ON WATER HEATER	1
NEEDED A WASHER	1
NEEDING A MATTRESS	1
NEEDING APPLIANCES	1
NEEDING FURNITURE	1
NEEDING HOUSEHOLD ITEMS FOR APARTMENT. IS AN EVACUEE	1
NEEDS A HEATER	1
NEEDS A MATRESS	1
NEEDS A MATTRESS	1
NEEDS AIR CONDITION REPAIR	1
NEEDS ASSISTANCE FOR HANDICAP SON; HAS MEDICATIONS; NEEDS GAS FOR GENERATOR	1
NEEDS ASSISTANCE WITH BLANKETS; PILLOWS FOR EVACUEES FROM HOUSTON	1
NEEDS ASSISTANCE WITH FAN	1
NEEDS BEDDING; FAMILY FROM NEW ORLEANS IS IN HER HOME	1
NEEDS DONTATIONS FOR PEOPLE IN HER HOME; UNITED WAY	1
NEEDS FAN FOR HER HOUSE	1
NEEDS FURNITURE	3
NEEDS FURNITURE FOR APT	1
NEEDS FURNITURE FOR FAMILIES	1
NEEDS FURNITURE FOR HOUSING	1
NEEDS FURNITURE- WENT TO SALVATION ARMY NO ASSISTANCE	1
NEEDS FURNITURE; APPLIANCES	1
NEEDS FURNITURE; CLOTHES	1
NEEDS FURNITURE; SENIOR CITIZEN	1
NEEDS GENERATOR; EMPHYZEMA; CONGESTIVE HEART FAILURE	1
NEEDS HEAT; DISABLED	1
NEEDS HEATERS	2
NEEDS HELP BUY BUTANE TO WARM HER HOUSE	1
NEEDS HELP IN REPLACING HOT WATER HEATER. SUGGESTED HE CONTACT HIS CHURCH FOR POSSIBLE ASSISTANCE.	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
NEEDS HOUSING ASSISTANCE; EMPLOYMENT; FURNITURE	1
NEEDS MATTRESS AT LOW COST	1
NEEDS PERSONAL GOODS, FURNITURE	1
NEEDS REFRIGERATOR	1
NEEDS RESOURCE FOR ELECTRIC HEATERS. REF'D TO CSC, SA STORE, GOODWILL.	1
NEEDS STOVE	1
NEW STOVE OR OVEN	1
NO	173772
NO AIRCONDITIONING	1
NO ELECTRICITY GENERATORS	1
NO ELECTRICITY, NEEDS AC	1
NO MATTRESS; NO FURNITURE; EMPTY APARTMENT	1
NONE	452582
NOT EVACUEE- NEEDS FURNITURE; CLOTHING	1
NOT HURRICANE VICTIM- NEEDS SMALL STOVE	1
NOT HURRICANE VICTIMS- NEEDS FURNITURE	1
OUT OF ELECTRICITY DUE TO POPPING OF POWER CABLES (OLD HOUSE AND FUSE BOX DAMAGED)	1
OUT OF WORK; AIR CONDITIONER OUT; NEEDS FAN	1
OWNER OF CAMPGROUND - FAMILY OF 16 MOVED IN AND NEEDS BLANKETS AND PILLOWS	1
OXYGEN; AIR CONDITIONING; NURSING	1
PILLOWS; BLANKETS; SMALL QUANTITIES	1
PLACED IN HOSPICE; NEEDED A BED; STROKE VICTIM	1
POST DISASTER FURNITURE	1
POST DISASTER FURNITURE	10
POST DISASTER FURNITURE	1
POST DISASTER RECOVERY-FURNITURE	4
POST DISASTERFURNITURE	1
POST RECOVERY-FURNITURE	1
POTS; FURNITURE; JOB	1
RC FOUNDATION WANTS TO GET FURNITURE FOR ILLEGIBLE FAMILIES	1
REFRIG NOT WORKING; FOOD STAMP GETTING SMALL AMOUNT	1
REFRIGERATOR	3
REFRIGERATOR REPLACED	1
REFRIGERATOR; DIABETIC; INSULIN DEPENDENT	1
REFRIGERATOR; FINANCIAL ASSISTANCE	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
REFRIGERATORS	2
RENT ASSIST; FURNITURE	1
RENT DEPOSIT ASSISTANCE; FURNITURE DISCOUNT; SECTION 8 #S	1
RENT; FURNITURE ASSISTANCE	1
RENT; FURNITURE; SALVATION ARMY (ON DISABILITY)	1
REQUESTED ASSISTANCE FOR MATTRESS	1
RESOURCES FOR FURNITURE	1
RITA EVACUEE, FURNITURE	1
RITA EVACUEE, LIGHT BILL ASSISTANCE	1
ROOF LEAKS; NO HOT WATER FOR 4 YEARS; GAS LINE BROKEN UNDER HOUSE; ELECTRIC WATER HEATER	1
ROY CALLED, ASKING FOR RESOURCE FOR BEDS FOR HIS CHILDREN.	1
RUNNING A SHELTER NEED BEDS; FEMA	1
SALVATION ARMY- FURNITURE	1
SALVATION ARMY NUMBER; FURNITURE ASSISTANCE	1
SALVATION ARMY; BABY CLOTHES; FURNITURE	1
SALVATION ARMY; FURNITURE	1
SHE CAIMS SHE WAS RAPED BY BROTHER AT AGE OF 6; BORTHERS AND MOTHER BEAT HER UP AND BROKE HER BACK;	1
SHEETS (LINENS)	1
SHELTER; A/C	1
SHELTER; AIR MATTRESS; FOOD; TOILET PAPER	1
SHOWER CHAIR; REGULAR BED	1
SMALL KITCHEN APPLIANCES	3
SOMEONE TO FIX WASHER DRYER	1
SON - BEDS	1
SPACE HEATERS	1
SPACE HEATERS; UTILITY ASSISTANCE	1
SPACE HEATERS; WEATHERIZATION	1
STEPHANIE SEEKING TODDLER BEDS AND CARSEATS FOR GRANDKIDS WHICH SHE HAS TEMPORARY CUSTODY. REFERRED	1
STOVE	3
STOVE; REFRIGERATOR	1
STOVES	1
STUDENT FAMILY SUPPORT SERVICES- CALLING FOR VICTIMS NEEDING FURNITURE	1
TALKED TO BARBARA; APT ON N 15 BURNED FRIDAY. CURRENTLY STAYING W/FRIEND. ASKING ABOUT RESOURCES FOR	1
TOYS FOR TOTS; ELECTRIC STOVE	1

HOUSEHOLD GOODS NEED	NUMBER OF NEED
UNITED WAY-NOT HURRICANE EVACUEE HAS NO FURNITURE	1
USED CLOTHES DRYER	1
UTILITY; FURNITURE	1
VETERAN NEEDS SPECIALIZED BED HERE	1
VICTIM REQUESTING FURNITURE	2
VICTIM REQUESTING MATTRESS OR BED	1
VICTIM; FURNITURE	1
VIOLENCE; ABUSED FAMILY NEEDS FAN	1
VIRGINIA CALLED AGAIN, SAID SA TOLD HER TO CALL US FOR ELECTRIC HEATERS. TOLD CLIENT I DIDNT KNOW OF	1
WALL HEATER REPAIR	1
WANTS A BED	1
WANTS HEATERS FOR HIS HOUSE; TRANSFERRED TO MIDLAND	1
WANTS TO GET FURNITURE IN NEW ORLEANS	1
WANTS TO GIVE ROLLAWAY BEDS; TRANSFERRED TO BRYAN	1
WASHER/DRYER	1
WATER COOLERS; TRANSFERRED 40111	1
WATER DISCONNECTED FOR \$175- CLIENT HAS ZERO INCOME; STATES FRIENDS and FAMILY HAVE HELPED ALL THEY CA	1
WATER HEATER	3
WATER HEATER MAINTENANCE/REPAIR (PH-330.275-90)	1
WINDOW UNIT A/C; FOOD PANTRY	1
WORKS AT BEAUMONT JAIL; NEED GENRATOR AT HOME	1

Table A.3.3 Numbers of Housing Rehabilitation and Household Goods Needs per State

STATE	FREQUENCY OF HOUSING REHABILITATION NEEDS	PERCENTAGE OF HOUSING NEEDS	FREQUENCY OF HOUSEHOLD GOODS NEEDS	PERCENTAGE OF HOUSING NEEDS
TEXAS	3680	97.66	5845	98.00
ALABAMA	0	0.00	0	0.00
ARIZONA	0	0.00	0	0.00
ARKANSAS	0	0.00	2	0.03
CALIFORNIA	0	0.00	0	0.00
COLORADO	0	0.00	0	0.00

STATE	FREQUENCY OF HOUSING REHABILITATION NEEDS	PERCENTAGE OF HOUSING NEEDS	FREQUENCY OF HOUSEHOLD GOODS NEEDS	PERCENTAGE OF HOUSING NEEDS
CONNECTICUT	0	0.00	0	0.00
DELAWARE	0	0.00	0	0.00
FLORIDA	4	0.11	2	0.03
GEORGIA	0	0.00	5	0.08
HAWAII	0	0.00	0	0.00
IDAHO	0	0.00	0	0.00
ILLINOIS	0	0.00	1	0.02
INDIANA	0	0.00	0	0.00
IOWA	0	0.00	0	0.00
KANSAS	0	0.00	0	0.00
KENTUCKY	0	0.00	0	0.00
LA	6	0.16	7	0.12
MAINE	0	0.00	0	0.00
MARYLAND	0	0.00	0	0.00
MASSACHUSETTS	0	0.00	0	0.00
MEXICO	0	0.00	0	0.00
MICHIGAN	0	0.00	0	0.00
MINNESOTA	0	0.00	0	0.00
MISSISSIPPI	1	0.03	1	0.02
MISSOURI	0	0.00	0	0.00
MONTANA	0	0.00	0	0.00
NEBRASKA	0	0.00	0	0.00
NEVADA	0	0.00	0	0.00
NEW JERSEY	0	0.00	0	0.00
NEW MEXICO	0	0.00	0	0.00
NEW YORK	0	0.00	0	0.00
NORTH CAROLINA	0	0.00	0	0.00
NORTH DAKOTA	0	0.00	0	0.00
OHIO	0	0.00	0	0.00
OKLAHOMA	0	0.00	0	0.00
OREGON	0	0.00	0	0.00
PENNSYLVANIA	0	0.00	0	0.00
PUERTO RICO	0	0.00	0	0.00
SOUTH CAROLINA	0	0.00	0	0.00
SOUTH DAKOTA	0	0.00	0	0.00
TENNESSE	0	0.00	0	0.00
TENNESSEE	0	0.00	0	0.00

STATE	FREQUENCY OF HOUSING REHABILITATION NEEDS	PERCENTAGE OF HOUSING NEEDS	FREQUENCY OF HOUSEHOLD GOODS NEEDS	PERCENTAGE OF HOUSING NEEDS
UTAH	0	0.00	0	0.00
VIRGINIA	1	0.03	0	0.00
WASHINGTON	0	0.00	0	0.00
WASHINGTON DC	0	0.00	0	0.00
WEST VIRGINIA	0	0.00	0	0.00
WISCONSIN	0	0.00	0	0.00
MISS	76	2.02	101	1.69
Total	3768	100.00	5964	100.00

Table A.3.4 Cut Points for Map of Calls for Unmet Housing Needs

RANGE OF CUT POINTS	MINIMUM IN RANGE	MAXIMUM IN RANGE	NUMBER OF COUNTIES IN RANGE	NUMBER OF CALLS IN RANGE
> 12,000 TO < 35,000	12,130	34678.00	3	4802
1000 TO < 6100	1044	6065	13	9336
100 TO < 1000	101	914	45	7263
25 TO < 100	25	98	65	2595
10 TO < 25	11	24	35	403
5 TO < 10	5	9	22	104
1 TO < 5	1	5	45	56
0	0	0	26	0

Table A.3.5 Cut Points for Map of Calls for Unmet Housing Rehabilitation Needs

RANGE OF CUT POINTS	MINIMUM IN RANGE	MAXIMUM IN RANGE	NUMBER OF COUNTIES IN RANGE	NUMBER OF CALLS IN RANGE
>2800-<300	2,800.00	<300	1	3
>300-<100	300	<100	2	86
>100-<50	100	<50	3	1167
>50-<15	50	<15	7	69
<15-<7	15	<7	13	352
<7-<2.5	7	<2.5	54	545
<2.5-<0	2.5	<0	60	270
0	0	0	110	0

Table A.3.6 Cut Points for Map of Calls for Unmet Housing Rehabilitation Needs,

Adjusted by Population

RANGE FOR AT RISK RATIO PER 1000 HOUSEHOLDS	MINIMUM IN RANGE	MAXIMUM IN RANGE	NUMBER OF COUNTIES IN RANGE	NUMBER OF CALLS IN RANGE
> 2.0 - < 3.0	2.216	2.892	4	78
> 1.5 - < 2.0	1.548	1.551	2	2
> 1.0 - < 1.5	1.079	1.282	5	147
> 0.5 - < 1.0	0.504	0.998	30	1383
> 0.1 - < 0.5	0.105	0.495	78	409
> 0 - < 0.1	0.009	0.098	23	38
0	0	0	112	0

Table A.3.7 Cut Points for Map of Calls for Unmet Household Goods Needs

RANGE OF CUT POINTS	MINIMUM IN RANGE	MAXIMUM IN RANGE	NUMBER OF COUNTIES IN RANGE	NUMBER OF CALLS IN RANGE
> 300	10,900.00	<300	1	570
> 300 - < 75	300	<75	1	50
> 75 - < 25	75	<25	3	187
> 25 - < 10	25	<10	7	175
> 10 - < 5	10	<5	14	705
> 5 - < 1	5	<1	58	449
>1 - <0	1	<0	22	19
0	0	0	144	0

Table A.3.8 Cut Points for Map of Calls for Unmet Household Goods Needs, Adjusted
by Population

RANGE FOR AT RISK RATIO PER 1000 HOUSEHOLDS	MINIMUM IN RANGE	MAXIMUM IN RANGE	NUMBER OF COUNTIES IN RANGE	NUMBER OF CALLS IN RANGE
> 2.0	> 2.0	2.037	1	2671
> 1.5 - < 2.0	1.546	1.616	3	2.06681239
> 1.0 - < 1.5	1.112	1.185	2	1.190364015
> 0.5 - < 1.0	0.504	0.985	17	7.92321655
> 0.1 - < 0.5	0.101	0.473	60	11.21119489
> 0 - < 0.1	0.017	0.097	26	0.651539598
0	0	0	145	0

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