

Flood Recovery Task Force, Inc. Status Report of the Governor's
Council of State Agencies for Flood Recovery in Wyoming
Valley, 1972 October 23



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF COMMUNITY AFFAIRS
HARRISBURG
17120

THE SECRETARY

Flood Recovery Task Force

October 18, 1972

WILKES COLLEGE

OCT 23 1972

President's Office

Dr. Francis Michelini
Wilkes College
Wilkes-Barre, Pennsylvania 18703

Dear Dr. Michelini:

As a member of the Flood Recovery Task Force it occurred to me that you might wish to have a copy of a recent Status Report of the Governor's Council of State Agencies for Flood Recovery in Wyoming Valley.

We would be pleased to have your comments on this report and suggestions as to how to proceed in the remaining difficult problem areas.

Sincerely yours,

William H. Wilcox
Secretary

Enclosure

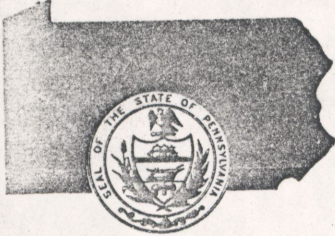
A STATUS REPORT BY
THE GOVERNOR'S COUNCIL OF STATE AGENCIES
FOR FLOOD RECOVERY IN THE
WYOMING VALLEY

to

The Honorable Milton J. Shapp
Governor
Commonwealth of Pennsylvania

36 South Washington Street
Wilkes-Barre, Pennsylvania 18701

October 5, 1972



THE GOVERNOR'S COUNCIL OF STATE AGENCIES
for Flood Recovery in the Wyoming Valley

Wilkes-Barre, Pennsylvania

October 5, 1972

DEPARTMENTS:

Agriculture
Education
(Student financial assistance)
Environmental Resources
Health
Justice
(Consumer Protection)
Labor & Industry
(Vocational Rehabilitation)
(Employment Security)
Public Welfare
Transportation
Commerce
Community Affairs

The Honorable Milton J. Shapp
Governor, Commonwealth of Pennsylvania
State Capitol
Harrisburg, Pennsylvania

Dear Governor Shapp:

This is a status report of your Council of State Agencies for Flood Recovery in the Wyoming Valley.

This report is not, nor was it intended to be, a comprehensive survey of the important work done by the wide range of State agencies including the State Police, National Guard, etc., which responded immediately to the flood disaster. It is a summary report of the continuing activities of the ten departments and agencies represented on your Council here in the Valley who together and on a coordinated basis continue to do their best to confront human and community needs.

No level of government has done as good a job of recovery work as probably should have been done. Delays in providing services have been excessive, too many citizens have been referred from place to place for a single problem, and programs have been too numerous and complicated for the ordinary citizen to cope with. A better, more carefully designed and more comprehensive disaster plan on a national basis should result from governments' experience in this disaster.

Nevertheless, the Commonwealth's response has been massive and, in most cases, effectively directed to human needs, as this report demonstrates.

The Honorable Milton J. Shapp

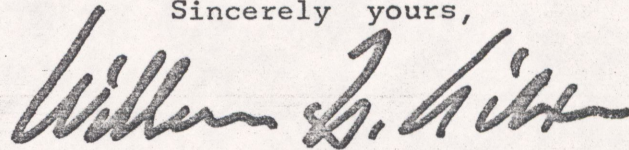
October 5, 1972

At least three critical problems remain -

- (1) the widespread confusion of flood victims over governmental programs and policies must be eliminated,
- (2) while there has been a marked decline in unemployment, it remains inordinately high, and
- (3) redevelopment policies must be decided and announced on an accelerated basis, so individual families can make important decisions for the years ahead.

The following is a summary of the activities of the constituent agencies serving on your Council of State Agencies for Flood Recovery in the Wyoming Valley.

Sincerely yours,



William H. Wilcox
Chairman

DEPARTMENT OF AGRICULTURE -
The Flood Hit Rural People, Too

The first activity of the State Department of Agriculture while the water was still at flood level was to make sure the food in the flooded areas was suitable for human use.

A call for help for food inspectors went out to other departments throughout the State. At that point we began to get help from other areas to have a combined team of approximately 65 members under the supervision of the Pennsylvania Department of Agriculture, Bureau of Foods and Chemistry supervisor cooperating with the Department of Environmental Resources inspection supervisor. The City of Philadelphia sent five (5) food inspectors. We, also, used five (5) Dog Law Enforcement Officers, five (5) Food and Drug inspectors, eleven (11) Pennsylvania Department of Agriculture food inspectors from other regions and thirty (30) Department of Environmental Resources sanitarians. The nine (9) slaughter plants in the Wyoming Valley were handled by the Bureau of Animal Industry and Meat Hygiene.

From June 26 when the inspection program was enlarged, the personnel worked seven days a week until July 14 and then by July 19 coverage was nearly completed and the other outside agencies were released and Department of Environmental Resources took over its normal inspections. We had an agreement with the Department of Environmental Resources that any inspection reports we had would be available to them and vice versa for the State's use in accumulating data.

Department of Agriculture

During the period of June 26 to July 31 there were 645 inspections made of stores, warehouses, food processing plants, soft drink plants and distributors. This figure includes original food and reinspection for reopening of businesses.

During this period of inspection there were 249 voluntary disposals of flood damaged foods and related products. There were, also, 49 seizures which were condemned and disposed of. Besides condemning foods, all agents involved aided food establishment owners in getting equipment and manpower to move condemned food to the numerous landfills. This was done with the cooperation of the U. S. Army Corps of Engineers and sub-contractors under the Office of Emergency Preparedness. Advice was, also, given to business owners regarding the cleaning, repairing and sanitizing of buildings prior to reopening.

The approximate dollar value of food destroyed through inspection was \$13,725,000 which is a very conservative figure as there were many places where food was destroyed that was beyond inspection.

Following is a breakdown of food establishments inspected:

Wholesale Grocers.....	40
Bakeries.....	24
Beer and Soda Distributors.....	12
Rest. & Taverns(Wilkes-Barre excepted).	89
Misc. Food Processors (Seafood, Salad Makers, Candy Mfgs.).....	5
Food Store/Meat Markets.....	112
Cold Storage Warehouses.....	1
Ice Cream Plants.....	1
Dairies.....	1
Railroad Cars.....	8
Soda Bottling Plants.....	4
TOTAL.....	297

Department of Agriculture

In the case of warehouses containing liquor, the Department of Agriculture embargoed everything within the warehouse and then turned over to the Auditor General's office the responsibility of disposal of the liquor.

During the height of the inspection activities, the Department of Agriculture manned seven (7) offices in the flood area with Department personnel.

The Department, with a damage survey, helped bring about the Federally sponsored Agri-Speed Program which was carried out under the supervision of the Pennsylvania Department of Agriculture. The aim of the Agri-Speed Program was to aid flood victims clean up some of the damage and help them return to somewhat normal living conditions. The Agri-Speed Program, to September 23, has completed 23 projects, 8 are in process, plus 45 requests. The personnel employed under the program totals 65. The Agri-Speed Program is slated to end October 13 and at that time will be replaced with ACRE (Agriculture Community Recovery Effort) Program which is Pennsylvania subsidized. This should be operating by October 13 with a complement of 45 men in Bradford, Luzerne and Wyoming Counties.

The State Department of Agriculture continues to function in coordination with the Governor's Council. Its representative continues to receive an average of ten calls a day, many of which are from rural people requesting information relative to the other State agencies. Necessary referrals are made.

DEPARTMENT OF COMMERCE -

Keeping Business Going

The Pennsylvania Department of Commerce is administering a massive short-term loan program to get flood-damaged businesses back in operation to reduce unemployment. Its most important loan was for \$2.5 million to the Wilkes-Barre Steam Heat Company to permit repairs to heat downtown Wilkes-Barre stores and homes.

The Department is also initiating a program to encourage the nearly 50% of flood damaged businesses who have not done so to consider applying for Small Business Administration Loans.

DEPARTMENT OF COMMUNITY AFFAIRS -

Helping Where You Can

Agencies of the Department of Community Affairs have spent a large portion of their time in recent months on flood recovery activities in the Wyoming Valley.

The Department of Community Affairs was the first Department of State government to assure a supply of financial aid to flood-stricken communities. On June 29, 1972, only three days after the flood waters had subsided, the Department encumbered \$9 million for flood relief activities - \$7 million for the Wilkes-Barre and Luzerne County Redevelopment Authorities. This grant was designed to permit local redevelopment authorities meet a wide range of community needs. This grant, for example, has funded the Property Improvement Program.

Recently the Department's Secretary was named chairman of the Governor's Council of State Agencies for Flood Recovery in the Wyoming Valley. The Department is staffing, with strong support from other Departments, much of the Council's activities.

The Department has received approximately \$20 million from the Flood Disaster Relief Fund - a special appropriation of the Pennsylvania General Assembly. These funds are being used for the following activities:

1. Creation of disaster recovery team. The Department is presently employing professionals for this program -- some of whom are themselves flood victims. The major thrust of the program will be to give specialized technical assistance to flood-stricken communities for the next two years and to supplement the work normally undertaken by the specially trained

Department of Community Affairs

technical assistance staff of the Department's regional offices.

2. Disaster Planning Assistance (State and Federal). Funds are being made available to local and regional planning agencies through this program so that the necessary comprehensive development planning can take place prior to the Commonwealth investing money into redevelopment and housing programs in the communities.

3. Disaster Redevelopment. The goal of these funds is to make it possible financially for communities to undertake the necessary surveys and planning activities which will ultimately lead to redevelopment programs with full State and Federal funding. The General Assembly has approved a \$100 million State bond issue to be administered by the Pennsylvania Department of Community Affairs to pay for the entire local portion of Federally-assisted urban renewal projects. The State's \$100 million should produce close to \$300 million of Federal dollars. Much, though not all, of these funds will come to the Wyoming Valley for land acquisition, rehabilitation, etc.

4. Housing Assistance. The money made available for this program, over \$3 million, is being used in a flexible fashion to finance housing site preparation costs and technical housing assistance.

5. Housing Inspection. The Department of Community Affairs hired housing inspectors from communities not damaged during the flood. These inspectors have worked in the flood-damaged neighborhoods with local building inspectors and flood damage survey workers. These inspectors were financed by an OEP grant administered by the Department of Community Affairs. It also had available temporarily the services of a crew of

Department of Community Affairs

New Jersey building inspectors. These inspectors were working in Pennsylvania within 48 hours after the Department had requested aid from the New Jersey Department of Community Affairs.

6. Mobile Home Pad Rentals. It was the Commonwealth's responsibility to supply group sites or pads in commercial mobile home parks for all temporary mobile homes. State funds, provided by a special disaster appropriation of the Pennsylvania General Assembly, will be used to pay leases on trailer pads at commercial mobile home parks acquired by the Commonwealth. The Department also leased sites to meet Federal requirements much faster than the sites could be developed and occupied. The Commonwealth, as a portion of its share of the development of the mobile home group sites, spent an excess of \$500,000 for off-site improvements.

The Department of Community Affairs has been responsible for supplying all auxiliary buildings in the mobile home group sites, including a number of townhouses acquired under the Neighborhood Assistance Act, several inflatable structures acquired for the recreation program and a large number of modular structures to be used for commercial and public use.

The Department negotiated a cost-share formula for the acquisition and installation of these auxiliary buildings with OEP and negotiated a cost-share formula that was accepted by OEP for the management and maintenance of all group mobile home sites.

The Department contracted with the American City Corporation to develop a program for management of these group sites. This study was turned over to the U. S. Department of Housing and Urban Development to use in developing

Department of Community Affairs

a management and maintenance program for trailer parks in the Wyoming Valley area.

7. Volunteer Fire and Ambulance Associations Reimbursement. Many volunteer fire companies and ambulance associations in the Commonwealth suffered heavy loss of equipment as a result of the flood, reducing their fire fighting capacity. This grant program, proposed by the Lieutenant Governor, is designed to make available to these companies replacement equipment. This particular program was necessary because the Federal government did not have programs that would assist these types of semi-public activities.

8. Recreation Assistance. Many of the recreational facilities in the Commonwealth were severely damaged during the flooding and population shifts have occurred making it mandatory that new recreation facilities be established in different areas and new programs be developed for these areas. One specific activity under this program, financed with State and Federal funds, is the creation of recreation programs for those families living in the larger mobile home group sites as well as those who returned to their local communities.

9. State Program to Assist Individual Flood Victims. Over 400 flood victims have used the questionnaire published in full page ads sponsored by the Governor's Council of State Agencies for Flood Recovery in the Wyoming Valley to tell the Council their problems. These requests for help are promptly forwarded to Federal, State and local agencies for action. A follow-up on results is made.

DEPARTMENT OF EDUCATION -
Keeping Public Education Functioning

The Pennsylvania Department of Education effort in the Wyoming Valley has been of two types: (1) direct support and (2) coordination with Federal agencies.

(1) Direct Support

Direct support activities in the Wyoming Valley began immediately following the flood. Visits by the Secretary of Education, the Commissioners for Basic and Higher Education, and other staff led to formal and informal meetings with appropriate school officials. Discussions resulting led to the appointment of a Wilkes-Barre based department staff member as the Secretary of Education's personal representative to the Wyoming Valley. Authority to approve exceptions to existing regulations was vested in the Secretary's representative in order to speed needed authorization to permit the opening of school. Direct support activities include:

(a) Regulation Exceptions

Exceptions to the 180-day school year requirement were granted to ten school districts. Exceptions to the normal school day pattern, i.e. double and split sessions, were granted in three districts.

(b) In-Service Program

Through the Luzerne Intermediate Unit the Department provided a massive three-day in-service program during the week prior to school opening. Approximately 70 Department staff conducted training sessions for nearly 2,600 professional staff in ten school districts in the Wyoming Valley. Sessions were coordinated in Wilkes-Barre by the Secretary's representative and designed to meet identified school district needs.

Department of Education

(c) Bussing

An elaborate bussing system was planned and established to provide the option for students living temporarily outside their regular school districts to return to their former schools. The Secretary's representative and one additional Department staff member who has been assigned to Wilkes-Barre for the duration of the emergency worked closely with representatives from the Luzerne intermediate unit to plan and establish bus routes and schedules which transport approximately 400 children from trailer parks as well as private locations to schools they formerly attended. The program is constantly monitored and modified by Department and intermediate unit staff. The program is funded through the intermediate unit under P.L. 81-874.

(d) Telephone Survey

Problems of locating students were substantial. The Department established and maintained a telephone survey facility at the Catholic Youth Center in Wilkes-Barre to assist in locating students and to resolve personal problems with inter-district bus transportation.

(e) Counselling Program

A program to augment existing pupil and family counselling facilities is currently being designed. Department personnel working with Luzerne Intermediate Unit staff and the counselling staff of ten local school districts have met and are proceeding with the design of an Intermediate Unit based pupil personnel services program to counter a predicted increase in the need for psychological and sociological services. Key ingredient in the design is the inclusion of the facilities of non-school public and private family service agencies.

Department of Education

(f) Coordination of Efforts

The Pennsylvania Department of Education has maintained communication with other service agencies seeking to provide social services to families displaced by the flood.

(2) Federal Coordination

Federal coordination efforts have centered in Harrisburg and have related to the completion of damage survey reports and the submission of applications under P.L. 81-874 and P.L. 91-606 for reimbursement for physical and equipment damage inflicted by Hurricane Agnes on public and private elementary, secondary, and higher education facilities and on public libraries. One Harrisburg based representative from Basic Education, from Higher Education, and from the state library has served to schedule and monitor survey and application procedures.

DEPARTMENT OF ENVIRONMENTAL RESOURCES -

Dealing With the "Nuts and Bolts" Problems

Of all the Departments of the State Government the Department of Environmental Resources was called on to make perhaps the most massive and immediate response of all to the June disaster. For example, inspections were conducted on all industrial waste, water supply and sewage treatment plants affected by the flood until they were in full operation. Only one sewage treatment plant of the Wyoming Valley Sewage Authority is not in full operation. A meeting on the problem with concerned local officials is scheduled at an early date.

The Department also operated an emergency rodent control program almost all of which was conducted in the Valley. A major mosquito control program was initiated in the Valley. In addition, the Department made over 500 inspections at the numerous evacuation centers in the State. It was called on to make, as a result of the flood, many specialized inspections of water supply sources, eating and drink establishments and mobile home parks inundated by the flood.

At the height of the post-flood cleanup the Department established or supervised 14 temporary and permanent solid waste disposal sites in Wyoming Valley. In this activity, as in many others, it worked closely with the U. S. Army Corps of Engineers.

The Department has placed high priority on reviewing the design of the Swoyersville-Forty Fort, the Wyoming-West Wyoming, the Wadham River in Plymouth Borough and the Duryea area flood protection projects to determine their adequacy in averting future flood emergencies. Two other flood protection projects, Spring Run and Swoyersville on Bowman Creek, are in the early planning stage.

The Department also assisted local agencies prepare and file damage survey reports. It provided the first site for a temporary mobile home park -- at Slocum State Park.

GOVERNOR'S JUSTICE COMMISSION -
Strengthening Local Law Enforcement

Following the flood, staff was immediately sent to all police departments affected by the flood to determine what steps were necessary to enable their departments to operate. On July 5, the Governor's Justice Commission dispatched a motorized office to Kingston to assist some 31 communities in applying for funds to replace Communication Equipment and Supplies lost during the disaster. These applications were approved by the Governor's Justice Commission on July 10th.

The money was made available out of the block grant appropriations made to the State of Pennsylvania under the Omnibus Crime Control and Safe Streets Act. This quick action by the Governor's Justice Commission enabled the affected police departments to maintain police operations in the disaster area.

The second phase of involvement by the Northeast Regional Office was the establishment of police patrols for the Mobile Home Sites established for the flood victims. In a period of 9 days the Governor's Justice Commission and its Northeast Regional Office organized, assisted in employing and initiated a training school for 72 law enforcement officers. The training school provided 80 hours of concentrated training in order that these officers would have training prior to being placed on the street. The training school was conducted by the Pennsylvania State Police Academy and held at the National Guard Armory, Plymouth, Pennsylvania. The school began on Monday, September 18 and commencement exercises were conducted September 29. Fourteen municipalities are participating in this program which provides 71 policemen and one policewoman in addition to 15 vehicles necessary for patrol. Technical assistance is being provided by the Police Consulting Program, Department of Community Affairs and the LEAA Technical Assistance Program.

DEPARTMENT OF HEALTH -
Protecting the Peoples' Health

At the time of the flood disaster, the Department of Health established and assisted in the establishment of Medical Care Centers. The purpose for establishing these centers was to give some relief to the unaffected, overloaded hospitals. Necessary referrals to hospitals from these centers were handled through the Health Department. Coordination with other Departments of State, Civil Defense and the hospitals was done through the utilization of key State personnel. Over a million dollars in drugs and medical equipment which was donated to the Health Department was carefully itemized and distributed to various hospitals and other health-related services. Medical society physicians and other physicians were supported through staff efforts drawn from all over the Commonwealth. Since coming on board, this has continued but to a lesser degree and more direct services from the State Health Centers have been delivered to this flood-affected area.

Among the major disaster activities of the Department are:

1. A mass screening immunization process against influenza
2. Typhoid screening to discover typhoid carriers.
3. Tracing all tuberculosis active patients and getting them under control
4. Contracting with physicians for supportive clinical services
5. Contract with Health & Hospital Planning Council of Northeastern Pennsylvania for the planning of short, intermediate, and long-term goals
6. Nurses and other health consultants are manning our posts in the trailer parks and we are assessing the displaced population in totality.

PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY -

Keeping College Students in College

The Pennsylvania Higher Education Assistance Agency opened emergency operations offices August 7th to begin an intensive program of assistance to flood victims.

The Agency received referrals from the Federal Department of Health, Education and Welfare at Kings College, from the Jewish Welfare Agency, and numerous contacts as a result of an extensive publicity campaign carried out by the Agency through the cooperation of the public media (television, radio and newspapers). The media campaign consisted of taped television and radio announcements, program appearances by PHEAA representatives, free newspaper advertisements and general news coverage. All were geared to locating the prospective student and helping him to continue his plans for higher education for the 1972-73 scholastic year.

About 1,200 contacts were made with students, either in person or via telephone from the CYC offices of PHEAA. As of October 3, 1972 information requests were still being received at the Agency office. Such inquiries have been averaging more than 200 per week. Most of the queries and contacts resulted in actual dissemination of scholarship applications.

The Agency, through its office in the midst of the flooded area, was able to render significant assistance by encouraging flood victim students to stay in college to file applications reflecting their altered circumstances so as to be able to enter school for the first time this fall. Moreover, the Agency's emergency office assisted in the arrangement of

Pennsylvania Higher Education Assistance Agency

temporary loans and developed liaison between the student and the colleges to forestall the need for immediate payment of school funds pending either future grants or loans.

The Agency has processed some 4,300 student applications and is awarding scholarships in the sum of \$3,884,400 appropriated by the Pennsylvania General Assembly. The average award to a student whose parents had sustained flood losses is \$908. This was direct, student-oriented aid. In addition, more than \$580,000 in state money was appropriated to both public and private colleges in areas where the flood losses were most severe as part of a state program of cooperation with the colleges in the use of federal government money to aid students through work study and other programs.

DEPARTMENT OF JUSTICE -
Bureau of Consumer Protection

The Bureau of Consumer Protection assists flood victims who believe they have been cheated.

During 24 days of operation, there have been 1,665 contacts made by this agency; however, only 211 of these required written documentation to this time. To resolve a complaint or inquiry, the Bureau utilized the telephone method thereby eliminating accumulation of paperwork other than noting a contact being made. At the present time there are 65 unresolved complaints in process; of this number 16 involve one Building/Repair Contractor; and we are in the process now of preparing litigation against that firm for various reasons. Another five of the 65 cases involve a mail-order book firm, presently defunct, and difficulty is experienced in contacting responsible officials to satisfy these complaints. The remaining 44 unresolved cases are awaiting further information or time for satisfactory completion of job performances, etc.

The types of complaints are varied, but it is noted that 50% are equally divided between Building/Repair Contractors, for failure to complete contracts, and merchants, for failure in fulfilling sales and/or service contracts. Other types of complaints are against Landlords, Used Car Dealers, Insurance Firms, small repair contractors and various other one-of-a-kind types.

We conservatively estimate that only 50% of our complaints are flood-related. The actions resulting in these complaints were initiated prior to the flood date of June 23, 1972.

Some complainants were not correct in their allegations, when the respondent's rebuttal was compared with the charges.

Almost all complaints have been resolved in favor of the complainants.

DEPARTMENT OF LABOR AND INDUSTRY -
Employment and Occupational Security

The Bureau of Employment Security of the Department of Labor and Industry opened a claims office at the Wyoming Valley Mall in Wilkes-Barre on June 27, 1972, which was 4 days after Hurricane Agnes struck, and on this day, 4,000 flood victims were serviced by our claims-taking unit. Efforts were then directed to bring this service to all sections of the flood disaster, and at the end of the week the BES opened and staffed 17 itinerant points covering all areas affected by the disaster. During our first month ending July 31, 1972, over 45,000 disaster-stricken applicants had filed new claims under the Unemployment Compensation and Disaster Unemployment Assistance programs. This was in addition to our normal claims load.

Since Hurricane Agnes struck Wyoming Valley, the Bureau of Employment Security has processed 207,000 compensable UC claims and 165,000 DUA compensable claims. This amounts to an expenditure of over \$22.5 million.

In addition to the BES claims-taking activity, they have also placed in employment, over 3,500 individuals. Over 50% of these people have been utilized in servicing the needs of flood-related agencies such as: HUD, SBA and GSA.

On July 24, 1972, the Bureau of Employment Security was mandated to immediately put into operation the Special Program for Emergency Employment Development (SPEED) which was established to provide short-term work experience for unemployed persons in activities which provide relief from flood disaster caused by Tropical Storm Agnes.

Department of Labor and Industry

The Pennsylvania State Employment Service recruited and referred unemployed individuals to public and private non-profit organizations which were engaged in flood disaster relief activities. SPEED participants were assigned to work in the reclamation of public facilities, clearing debris, provided special public aid available to flood victims, and other related activities.

Over 5,500 individuals in the Luzerne County flood area participated in this SPEED program and it involved an outlay of over \$3 million to date. This program is scheduled to phase out on October 13, 1972.

Other agencies under the Department of Labor and Industry immediately went into action to provide necessary flood-related services.

The Department of Occupational and Industrial Safety began inspections of facilities such as hospitals, nursing homes, school facilities, and other private and public buildings that were inundated by the flood. Their department is continually reinspecting all buildings that require repair work prior to final approval. Approximately 87 such inspections were made of buildings housing classrooms, dormitories, administrative offices, etc., and necessary orders have been issued to bring these facilities up to department standards. They will continue to be on top of this phase of inspection until all such buildings have been given a final approval for occupancy.

The Department of Occupational & Industrial Safety has coordinated their inspection scheduling with HUD officials and they also have made their services available to the Corps of Engineers and the

Department of Labor and Industry

Department of Community Affairs.

The following information will reflect the roles played by the Bureau of Vocational Rehabilitation and Workmen's Compensation Bureau during and after the flood emergency:

B.V.R. representatives were stationed at each Evacuation Center in order to render on-the-spot assistance. All forms of physical restoration services were rendered at the Evacuation Centers for the replacement of appliances such as hearing aid devices, orthopedic shoes, body braces, artificial limbs, corrective lenses, and dental restoration. In several cases open heart surgery was authorized for flood-stricken victims without the necessary forms. All red tape was abolished. Other vital services rendered were provisions for room and board for college students made homeless by the flood.

Nine counselors were assigned to the Post Flood Recovery Task Force and dispatched to the temporary mobile home park areas to satisfy the needs of park residents. Once again, Rehabilitation services were authorized for the evacuees. It should also be noted that ramps were made available for wheelchair patients to enter and depart their mobile homes eliminating all barriers.

During the emergency period, the Workmen's Compensation Bureau made every effort to maintain its scheduling in servicing the cases involving employers and workers in the disaster area. This involved a great deal of work in locating individuals and planning necessary appointments and schedules.

The Department of Labor and Industry, through its assigned agencies in the flood disaster area, are continuing their all-out efforts to maintain and improve mandated services to our disaster-stricken public.

Department of Labor and Industry

The Bureau of Employment Security, in cooperation with the Department of Public Welfare, and the HEW Regional Office, have developed and submitted a proposal for Job-Ready Employment to meet the needs of approximately 37,000 unemployed and displaced persons. One phase of the proposal offers employer incentive payments of hourly rates up to 75% to be paid by the Federal government. The goal of this program is to cover 10,000 jobs at a total cost of over \$65 million, and would cover the full range of public and private employment.

Coupled with this proposal is a New-Day Employment program to cover On-The-Job Training employment. Its primary emphasis will be directed toward occupations in the following fields: construction and repair, furniture manufacturing, health areas, and automobile repair. Enrollees would receive a training stipend of \$2.50 per hour plus allowances for transportation, child care and special needs.

With the implementation of these two programs, we will have the necessary tools to help stabilize our local labor market. These combined programs are budgeted at over \$73 million. There has been no progress reported on these proposals.

In addition to the above proposals, we have requested 250 training slots under Section 241 of the Manpower Development and Training Act, which covers areas with an unemployment rate of 12% or more. As of this date, no funding has been made on this request.

The Bureau of Vocational Rehabilitation will continue to search out and provide necessary restoration services to individuals requiring

Department of Labor and Industry

their help to become employable.

The Bureau of Occupational and Industrial Safety, and the Workmen's Compensation agency will follow through on current problems affecting flood-stricken applicants and employers to determine that all possible service is utilized to help our recovery program.

DEPARTMENT OF PUBLIC WELFARE -

Meeting Emergency Human Needs

The June 1972 flood resulted in massive devastation and displacement of approximately 88,500 individuals in Luzerne County and 554 in Wyoming County. Even before the flood waters had subsided, the resources of the Northeastern Regional Office of the Department of Public Welfare were quickly mobilized. Voluntary and public agency officials were called together in emergency session to address themselves to the matter of flood recovery.

Because the physical plants of the human services agencies in Luzerne County and Wyoming County were inundated by the flood waters and more than 50% of all staff in the agencies were personally affected, the staffing, management and administration of the programs was of necessity taken over by the Regional Office. Direction of the Luzerne County Board of Assistance was provided through the Regional Office. Emergency Day Care staff was also supplied through this effort. Staff to assist in the operation of all programs was deployed from other parts of the Region and State. Material, equipment and supplies lost in the flood were secured on a loan basis from non-affected agencies and departments.

Flood information centers were immediately established at 23 locations throughout Luzerne and Wyoming Counties. The Department coordinated these centers. These centers were opened on a 24-hour basis for several weeks and were staffed by personnel from all of the human services agencies; not only those under the supervision of the Department of Public Welfare but also other State agencies. Among the latter were Pennsylvania Department of Health, Community Affairs,

Department of Public Welfare

Labor & Industry, Environmental Resources, Education, and Justice. Services including free food stamps, emergency cash assistance, child care, etc. required by flood victims were made available to them at easily accessible points. In addition information and referral to Federal agencies was made for temporary housing, SBA loans, counseling and professional help in health and environmental problems.

The Department developed a contract with voluntary agencies in neighboring Lackawanna County whereby those agencies joined the public agencies in the Flood Information Centers to provide not only information and referral services but to assist in the completion of applications and fulfill the role of Ombudsman for those individuals seeking help at the centers.

Because there were approximately 23,400 children displaced by the flood, Emergency Day Care Centers were established. These centers served a total of 4,664 children from June 23 through the end of July 1972. At that time the Emergency Centers were phased out and the children still needing day care absorbed into the existing Luzerne County Day Care program. The number of children served prior to the flood was 240 as compared to 4,664 subsequent to June 23, 1972.

Because of the fact that Luzerne and Wyoming Counties were declared disaster areas, the U. S. Department of Agriculture authorized the provision of free food stamps to flood affected families. This program was implemented immediately and from its inception to the present \$3,172,125 in free food stamps has been authorized to flood victims in Luzerne and Wyoming Counties. The following is a breakdown of the number of families, individuals, and cost of this phase of the program.

Department of Public Welfare

Luzerne County

<u>No. Households</u>	<u>No. Persons</u>	<u>Cash Issuance</u>
72,179	223,393	\$3,164,697

Wyoming County

<u>No. Households</u>	<u>No. Persons</u>	<u>Cash Issuance</u>
153	526	\$ 7,248

In addition to the above, Emergency Cash Assistance granted because of need directly related to the flood was as follows:

Luzerne County

<u>No. Families</u>	<u>\$ in Emergency Assistance</u>
236	\$35,459.40

Wyoming County

<u>No. Families</u>	<u>\$ in Emergency Assistance</u>
2	\$ 287.50

In the Wyoming Valley five nursing homes with a total of 300 patients were flood affected and evacuation of the patients became necessary. This was accomplished by DPW Regional Office staff who made all necessary arrangements. Initially, patients were evacuated to those hospitals and nursing homes still in operation and where vacancies existed. Through special approval secured by the Regional Office, the approved capacity of licensed nursing homes was extended when health and safety standards could be maintained.

Beginning June 28, 1972, four teams were organized and dispatched to visit County Boards of Assistance and County Boards of Assistance outposts, evacuation centers, nursing homes and hospitals in the flooded areas to ascertain their needs, problems and the extent of damages.

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These teams were the only communications with these facilities during the first week after the flood waters subsided. Information brought back by the teams was referred to the appropriate agencies to provide assistance where needed.

The teams were multi-departmental. They included a DPW Standards Representative and Social Worker; Department of Health Public Nurse; and an Environmental Resources Sanitary Engineer.

Visits were made to all flooded areas within the Region, including 66 evacuation centers, 30 nursing homes, and 12 hospitals. Some of these facilities were visited several times.

A survey team of caseworkers and Social Workers deployed from throughout the State conducted a survey of persons in "Feeding Lines" at evacuation centers to determine the extent of their loss and need and to refer them to the appropriate Federal, State or local agencies.

During the period immediately following the flood, Retreat State Hospital as well as all other agencies was completely cut off because of failure of the telephone communications system. Contact was maintained here and throughout the entire area by use of radio communication provided by the Department of Environmental Resources. Supplies, manpower and medications were delivered to the hospital by helicopter.

In addition to radio contact, constant courier service was maintained between the Regional Office and the agencies and institutions.

As soon as telephone service was restored, phones were manned in the Regional Office on a 24-hour basis. Status reports, requests for assistance and any problems encountered by the operating agencies were funneled into this operation handled by staff borrowed from areas

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throughout the State.

Through the efforts of the Regional Office banking and food marketing industries opened their facilities on Saturday and Sunday, July 1st and 2nd, as well as July 4th. These arrangements were made in order to facilitate honoring free food stamp authorizations by the banks and purchase of food with the stamps over the long holiday weekend. This same arrangement for weekend services continued for several weeks.

After the immediate emergency had been met and in a continuing effort to provide services in a most expeditious and concerted kind of effort, the United Services Agency was created. This vital program provides a comprehensive, coordinated human services delivery system from a network of eight strategically located multi-service centers. These will be further augmented by outposts at selected mobile home sites.

Through contract negotiated with the County Commissioners of Luzerne and Wyoming Counties effective October 1, 1972 the State assumed the county costs for the administration through the United Services Agency of the following programs:

1. Luzerne/Wyoming Mental Health/Mental Retardation Program.
2. Luzerne County Day Care Program.
3. Luzerne and Wyoming County Child Welfare.
4. Luzerne County Juvenile Detention Center.
5. Luzerne County and Wyoming County Juvenile Probation Services.
6. Luzerne County Bureau for Aging.

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In addition the Income Maintenance and Social Services Programs of the Luzerne and Wyoming County Boards of Assistance will continue to be administered as State Programs by the United Services Agency.

To date \$1,200,000 has been provided to the Luzerne County Bureau for the Aging for an extension of services in Luzerne and Wyoming Counties. Wyoming County currently has no aging programs and establishment of such will be necessary. In Luzerne as well as Wyoming County the expanded services will include screening, Protective Services, Foster Care, Activity Centers, Community Kitchens and Meals on Wheels, Homemaker Service and Case work Services.

An amendment to the existing Day Care Contract with the Luzerne County Commissioners authorized an additional \$1,358,000 for expanded Day Care Services.

Cost of administration of the United Services Agency and provision of technical and consultative assistance to agencies as well as establishment of some facilities will be funded in the amount of \$592,000 by an amendment to the Delaware County section 1115 demonstration project. In addition, proposals for the expansion of services and waivers of some State and Federal requirements which are now under consideration, if accepted should free a large amount of Federal dollars. This money, if made available, will permit expansion of existing services and provision of new services to a large segment of the population in Luzerne and Wyoming Counties.

DEPARTMENT OF TRANSPORTATION -

The June 1972 flood caused severe disruption to bridges and roadways in Luzerne County. A brief summary of the Department's activities follows:

(1) Bridges: Twenty-three bridges were damaged as a result of the June flood. Sixteen of these bridges have since been repaired and reopened. The Army Corps of Engineers has erected a Bailey Bridge where Traffic Route 11 crosses the Shickshinny Creek. PennDOT is constructing a temporary bridge at North Street which is scheduled to be open January 15, 1973. The remaining six bridges will require complete restoration. We anticipate beginning construction of these structures as soon as plan development permits.

(2) Roadway: Roadways in Luzerne County damaged by the flood have been restored and all State roads are currently open to travel.

(3) Expenditures: To date, approximately \$820,000 has been expended in Luzerne County to remove debris and rehabilitate the State Highway System.

Figures compiled to date from 123 Damage Survey Reports indicate that future grants in aid will exceed \$40 million.

(4) PennDOT has provided Luzerne County with bridge engineering expertise to assess damage to several large County-owned bridges; also, Municipal Services has helped local governments complete Damage Survey Reports and make application for OEP aid.

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