

AFTER THE STORM

Missouri's Commitment

to **JOPLIN**

RESPONSE. RECOVERY.
REVITALIZATION.



January 2012

Office of Missouri Governor
Jeremiah W. (Jay) Nixon



Cunningham Park aglow
at Nov. 22 Remembrance.

“In Joplin, the sun rises every day on a different place,
and sets every night on a better place.”

Gov. Jay Nixon
Joplin Six-Month Remembrance
Nov. 22, 2011

Gov. Jay Nixon

We are committed to making Joplin an even better place to live

AS WE BEGIN THE NEW YEAR, I want to update you on the tremendous progress being made in Joplin since the devastating May 22 tornado. The First Lady and I also want to thank the tens of thousands of Missourians and others from around the world who responded to Joplin, including the men and women from more than 400 emergency response agencies and the Missouri National Guard, who saved lives; and the volunteers from faith-based and charitable groups, who provided crucial support and vital services.

MAY 22, 2011, is a day most Missourians will never forget: the heart-wrenching images of a tornado-ravaged city; the shock as we learned that scores of lives had been lost. Eventually, that number would climb to more than 160.

But I also will never forget the images from my many trips to Joplin since the tornado: the dramatic changes in the landscape, the rebuilding of homes, businesses, schools and parks, and, of course, the unwavering spirit of the people of the Joplin area. I am constantly impressed and inspired each time I visit Joplin.

I WANT YOU TO KNOW that Missouri remains committed to working closely with community leaders to ensure that Joplin not only recovers, but that it thrives. The state is committed to rebuilding a community with a robust economy, good jobs and housing for families, strong schools and playgrounds for children.

My repetition of the word “commitment” is no accident. Commitment sums up the story that unfolds in the pages that follow. State agencies and state employees began responding immediately



On scene: Governor and Mrs. Nixon at St. John's Mercy Hospital on May 23.

after the tornado touched down. They are committed to continuing to work tirelessly with residents, businesses and local leaders.

AS WE'VE MOVED

forward, my overarching directives to state agencies have been simple: waive or streamline regulatory hurdles wherever practical and safe; adapt existing programs and grants to inject funding and

expertise into Joplin; support our private partners who are the engines of economic and community revitalization; and put the well-being of the children and families of the Joplin area first. Above all else: Move quickly. Move safely. Start now.

I am proud of the work that state employees are doing and that they are committed to doing in the years to come. Working together, the people of Missouri can meet any challenge. Joplin reminds us of that every day.

Sincerely,

Jeremiah W. (Jay) Nixon
Governor

“I am constantly impressed and inspired each time I visit Joplin.”

Missouri's Commitment to JOPLIN

RESPONSE. RECOVERY.
REVITALIZATION.

5-22-11
5:41
EF-5



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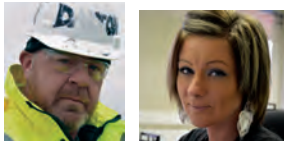
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Jeff Welborn: State loan injects capital to keep small business going.



5-22-11**5:41****EF-5**

5-22-11 These numbers – the date, time and lethal force of one of the country’s deadliest tornadoes on record – have been forever linked to Joplin. They were broadcast around the world. They are now part of history. They will not change. Other numbers would come in the days and weeks that followed: 8,000 homes and buildings damaged or destroyed, more than 160 dead, damage estimates in the billions of dollars. But they are not Joplin’s legacy.

Unlike the numbers in an equation that can produce only one outcome, Joplin’s future was not determined by an EF-5 tornado at 5:41 p.m. on May 22, 2011. Instead, Joplin’s citizens began determining their own future in the first minutes after the danger had passed.

“ I’ve lived in this neighborhood my entire life, and I didn’t know where I was. Everything was unrecognizable. Completely unrecognizable. It’s like Armageddon. ”

Jeff Law, tornado survivor, May 22



“What our nation has witnessed this week is the spirit of Joplin, Missouri. And we are humbled and awed by it.”

Gov. Nixon at May 29 Memorial Service attended by President Obama

JUST DAYS after the tornado hit, Gov. Jay Nixon, describing the determination and self-reliance that Missourians are known for, said, we “were born for this mission.” Each day, the people of the Joplin area continue building their resurgent future with optimism, determination and hard work. They are being assisted by an outpouring of support from Missouri, the U.S. and the world.

STANDING WITH JOPLIN

Missouri state government and employees are determined to stand with Joplin as the rebuilding and revitalization move forward. Many state employees are residents of Joplin and Jasper and Newton counties, and the surrounding area. They also suffered injuries, lost relatives, friends and neighbors; had homes and cars destroyed; and comforted frightened children.

The state’s response began immediately and only grew as the recovery phase began and state agencies assisted with issues like housing, schools and business development.

In the immediate aftermath of



Springfield News-Leader



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Joplin Globe

Top: Peace Lutheran Pastor William Pape beside the destroyed church, May 29.

Center: Gov. Nixon thanks Red Cross worker, May 25.

Below: Joplin Family Worship Center member Shani Black, May 25.

the tornado and in the weeks that followed, more than 330 Missouri State Highway Patrol troopers and 89 civilian Patrol employees responded to Joplin.

At the height of the Missouri National Guard’s response, more than 400 Guardsmen served in Joplin. The State Emergency Management Agency worked 24 hours a day.

TEAMWORK

In fact, virtually every state government agency assisted – from the Missouri Veterans Commission dispatching wheelchair accessible vans and personnel the night of the tornado, to the Department of Corrections supplying offender labor for assistance at donations warehouses, to dedicated Department of Economic Development employees who continue working in Joplin to finance housing, assist businesses and help the community recover.

State agencies are working with local governments and citizens to identify needs and quickly meet them. This commitment will continue.



Members of Missouri Task Force 1, an urban search and rescue team.

Delivering rapid response, coordination and regional homeland security assets

STATE GOVERNMENT responded swiftly and decisively on Sunday night, May 22, as Joplin law enforcement and fire dispatchers relayed news that the city had been struck by a major tornado with catastrophic consequences.

EMERGENCY ACTIONS

Gov. Nixon immediately activated the State Emergency Operations Center, mobilized the Missouri National Guard, and directed the Missouri State Highway Patrol to send all available troopers and resources to assist in Joplin. Missouri already was operating under a state of emergency because of spring storms and flooding.



Springfield News-Leader

Emergency responders from 14 states assisted in Joplin.

JOPLIN RESPONDERS

Highway Patrol troopers: 336

Patrol civilian employees: 89

Local police, fire and EMS departments: 400+

SUPPLIES

SEMA's Logistics Branch coordinated supplies, including:

Ice: Over 1/4 million pounds.

Protective masks: 4,200.

SEMA also provided generators, forklifts and fuel.

A state of emergency allows state agencies to directly assist local governments with coordination through the State Emergency Management Agency (SEMA). The 24/7 state assistance would continue for weeks.

HIGHWAY PATROL

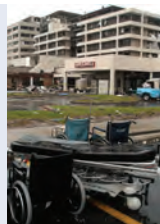
Because of the tremendous need for law enforcement assistance and to provide additional radio communications, the Patrol's command and communications vehicle was immediately moved to Joplin to assist with dispatching law enforcement personnel in the area.

Missouri Department of Conservation agents and Department of Natural

TIME LINE

May 22:

EF-5 tornado strikes at 5:41 p.m. Gov. Nixon mobilizes Highway Patrol; deploys National Guard and state resources.



▶ Heavily damaged St. John's Mercy Hospital is fully evacuated in 90 minutes.

▶ American Red Cross shelter opens at Missouri Southern State University.



MAY 23

Gov. Nixon meets with Highway Patrol, National Guard; visits Red Cross shelter and evacuated hospital.

“ We are deploying every agency and resource available to keep Missouri families safe, search for the missing, provide emergency medical care, and begin to recover.”

Gov. Nixon, May 23

Resources park rangers also assisted. More than 400 local law enforcement, fire and EMS departments from across Missouri and from other states responded.

MUTUAL AID

The Missouri Division of Fire Safety helped coordinate fire, EMS, and search and rescue mutual aid. Missouri’s Incident Support Team program – which sends experienced command-level emergency response agency leaders to support local command during large-scale emergencies – helped with command support critical to Joplin’s around-the-clock operations.

HOMELAND SECURITY REGIONALIZATION

The Missouri Office of Homeland Security’s regionalization effort paid dividends as response assets positioned throughout the region – including trailers with cots, blankets and communications equipment – were rapidly dispatched to Joplin.

Assets from the Taney County Ambulance District provided essential medical support at St. John’s Mercy Hospital and Joplin Memorial Hall.

Eventually, virtually every state agency responded – from computers and support personnel from the Office of Administration to unemployment assistance from the Department of Labor.



State Emergency Operations Center activated.

24/7 response coordination

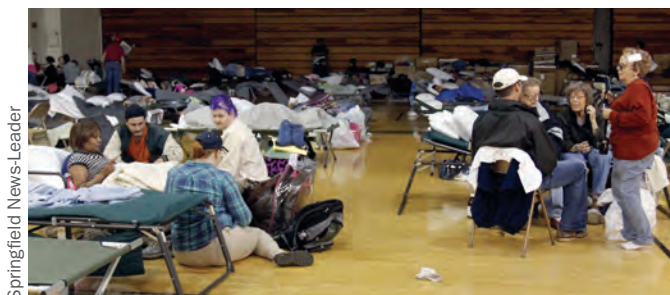
The State Emergency Operations Center in Jefferson City began 24-hour-a-day operations coordinating tornado response among local, state, federal, faith-based, volunteer and private-sector agencies.

The state’s “all hazard” response plan is designed to deliver the necessary personnel and resources no matter the type or scale of the disaster.

Representatives from the Highway Patrol, National Guard, as well as state experts in search and rescue and health response, emergency sheltering, logistics, communications and other response areas, all worked to meet the needs identified by their counterparts on the ground in Joplin.

State agency representatives also assisted in Joplin’s Emergency Operations Center.

SEMA’s Emergency Human Services Branch assisted with sheltering survivors and their pets and also quickly moved into donations management as truckloads of relief supplies were rushed to Joplin.



Springfield News-Leader

Cots, blankets and other supplies arrived in Joplin within hours and were used at the Red Cross shelter at Missouri Southern State University beginning May 22.

▶ Jasper and Newton counties declared federal disaster area, making federal assistance available.



▶ Donations warehouse opens at MSSU to handle relief supplies already flowing into Joplin.

MAY 24

With more severe weather approaching, tornado sirens are tested. Portable sirens replace two non-functioning ones.

▶ Gov. Nixon tours destruction by helicopter; meets with FEMA Administrator Craig Fugate.



State Highway Patrol leads massive law enforcement response; largest in history

WHILE THE historic tornado was still on the ground in Joplin, the Missouri State Highway Patrol began organizing what would become the largest law enforcement response to a single event in Missouri history. Field Operations Bureau command staff and Troop D, Springfield, officers responded immediately to coordinate the massive response effort. Within five hours, more than 50 troopers were assisting in search and rescue operations and providing security.

SPEEDING RESPONSE

Because wrecked and overturned vehicles and debris closed Interstate 44, preventing some response vehicles and assets from moving into the area, troopers helped facilitate the complete reopening of I-44 within 12 hours.

COMMUNICATIONS

The tornado destroyed phone lines and cellular towers, seriously impacting the ability to communicate by cellphone.

The Patrol's Mobile Command and Communications Vehicle (MCCV) was immediately dispatched from Jefferson City and moved into the disaster zone. Within nine hours of the tornado strike, it was providing



Gov. Nixon arrives for a ground survey of destruction on May 24.

emergency radio and satellite voice communications to the area. The MCCV, staffed and operated by the Patrol's Communications Division, became the primary communications asset for law enforcement officers and agencies that responded to assist Joplin through June 12.

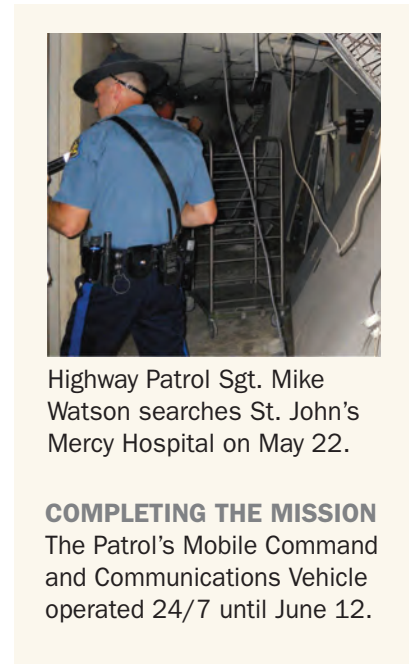
SECURITY, COORDINATION

The Patrol moved swiftly to provide a strong, visible presence to both reassure shaken residents and to prevent opportunistic crime. By daylight on May 23, more than 100 uniformed troopers and support personnel were on scene.

The Patrol also assumed coordination of all responding law enforcement officers from hundreds of agencies.

MERGER BENEFITS

The Jan. 1 merger of the Water Patrol into the Highway



Highway Patrol Sgt. Mike Watson searches St. John's Mercy Hospital on May 22.

COMPLETING THE MISSION

The Patrol's Mobile Command and Communications Vehicle operated 24/7 until June 12.

Patrol provided additional troopers without compromising other public safety needs across the state. The merger meant the Patrol could assign an additional 24 troopers to Joplin.

TIME LINE



MAY 24
Volunteer Reception Center, staffed by AmeriCorps, opens at MSSU.

► Shelter population peaks at more than 500 at Red Cross and four other shelters.



► Highway Patrol's Mobile Command Communications Vehicle is repositioned outside Joplin Emergency Operations Center from original disaster zone location.



“We have committed to a 24-hour-a-day effort, devoting all available resources, because that is what the relatives, friends and loved ones of those who are unaccounted-for deserve.”

Deputy Director Andrea Spillars, Missouri Department of Public Safety, May 28

24/7 effort locates all unaccounted-for

AT THE DIRECTION of Gov. Nixon on May 25, the Department of Public Safety oversaw a 24-hour-a-day effort to account for all missing persons.

The Highway Patrol led the effort, which involved the State Emergency Management Agency and other state agencies, and included checking hospital records, shelter registration lists, FEMA assistance applications, and personal contacts.

The Patrol also took over the notification of the next-of-kin of the deceased to prevent delays and so that families could begin the healing process.

PRIORITY MISSIONS

Some media reports had put the number of unaccounted-for individuals at 1,500 or more. Promptly and sensitively completing these missions was critical to begin the closure process and to reassure local residents.

Troopers not only made next-of-kin notifications in Missouri, but traveled to Kansas and Oklahoma to personally notify relatives of the loss of their loved ones.



Top: Troopers confirm identities.

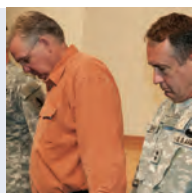


Left: The process of accounting for all individuals included checking hospital records, shelter registrations and FEMA assistance applications, and making personal contacts.

A Patrol plane flew dental records in from Illinois to speed the identification of those who lost their lives. Civilian employees in Jefferson City and Springfield also worked 24 hours a day, including Memorial Day weekend, to check

DNA and fingerprint records.

Within seven days of being tasked, all 232 persons for whom missing person reports had been filed were fully accounted for. The number of unaccounted-for individuals was officially zero.



MAY 25

Gov. Nixon prays with and discusses importance of foundation of faith for recovery with local pastors.



► Governor orders Department of Public Safety to account for all persons.



► Gov. Nixon meets with FEMA administrator and local leaders to discuss response coordination.



May 24: Pfc. Jesus Ramos, 1139th Military Police Company, Missouri Army National Guard, directs traffic.

National Guard fills critical roles

GUARD UNITS activated by Gov. Nixon were on the scene in Joplin within hours of the tornado strike on May 22.

SEARCH AND RESCUE

At the height of the Missouri National Guard's response, over 400 personnel were deployed, with 377 assisting in essential missions as part of Task Force Southwest, including search and rescue, security operations, transportation assignments and establishing a mobile medical unit. One of the first missions on May 22 was assisting with search and rescue at the collapsed Walmart on Range Line Road.

MOBILE MEDICAL UNIT

With Joplin's largest hospital, St. John's Mercy, heavily damaged and evacuated, Guardsmen were dispatched to Branson to expedite the disassembly of a mobile medical unit that had just been used the week before in a disaster response exercise.

They also helped transport the unit to Joplin and then assembled it so Joplin residents and thousands of responders would have sufficient medical care. It was used by St. John's through Oct. 7, until a temporary



Citizen-Soldiers from the 1-138th Infantry Regiment volunteered for a 12-person team that aided residents.

hospital could be fully completed. To assist local law enforcement and keep Joplin's streets secure, the Guard staffed checkpoints throughout the disaster zone.

GUARD LEADS DEBRIS REMOVAL

Gov. Nixon also directed the Missouri National Guard to provide state coordination and oversight of tornado debris removal

under the Expedited Debris Removal Program.

Task Force Phoenix – named for the mythological bird that rises from the ashes – has comprised as many as 45 Guardsmen who work with local, state and federal partners to expedite and manage debris clearance from public and private property so that rebuilding the community could begin rapidly.

The Guard has assisted with employment of local residents and mentoring through the Missouri Disaster Recovery Jobs Program. A grant financed the temporary cleanup and restoration jobs.

In coordinating this program, the Guard has worked with the Joplin Career Center and the Missouri Department of Economic Development. Guardsmen act as crew leaders for civilian debris removal and cleanup workers.

TIME LINE

MAY 25

Joplin YMCA teams up with other agencies to offer free child care for survivors.



MAY 26

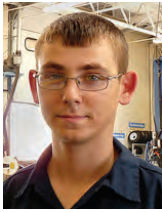
Governor signs executive order to expedite rebuilding of schools and purchase of equipment and supplies.

► Gov. Nixon signs executive order waiving fees for replacing motor vehicle and identification documents.



► State departments provide services to over 2,000 at state Community Response Meeting.

PROFILE: Jeffrey Price



“Men, women, kids ... I actually had the pleasure of pulling out a three- to four-week-old infant ... I felt the baby move.”

National Guard Spc. Jeffrey Price

Guardisman immediately on duty

MISSOURI National Guard Spc. Jeffrey Price was at his day job at Joplin’s Range Line Walmart as the tornado approached. Store employees and more than 100 customers gathered near the rear of the store. “The next thing I know, the roof is gone, and we’re lying there in a pile of rubble,” says



May 22: Guardsmen search for survivors at the collapsed Walmart in Joplin.

the 22-year-old heavy equipment operator for the Guard’s 294th Engineer Company.

Since he’s slightly built, Price trail-blazed the path out of the wreckage through a small opening in the collapsed roof. The Carthage resident had made it to safety but his work was just beginning. Price and his supervisor – a former Marine – began looking for ways to get survivors out.

RESCUES FROM COLLAPSED WALMART

Price estimates he helped 50 to 60 battered survivors to safety through the opening, across the damaged roof and down a collapsed wall. The most memorable may have been an infant. “I felt the baby move. I didn’t look at it, but I felt it move, so I just handed him to another person,” Price says.

During the rescues, Price’s fiancée texted good news from their hometown of Sarcoxie – she and his 4-month-old son were safe. Two hours after the tornado, Price was called up for emergency duty by the 294th.

Price, as a Citizen-Soldier, of course, had been on duty from the moment his neighbors needed his assistance.

While others got out of

the wreckage and, understandably, went on their way, he and his supervisor felt compelled to help.

He rejects the term “hero.” Price says, “I was just doing the best I could to get people out.”

CALL-UP FOR EMERGENCY DUTY

By 10 p.m. on May 22, Price, now in his Missouri National Guard uniform, and more than 30 of his fellow 294th Citizen-Soldiers were assisting search and rescue workers in Joplin. The 294th’s first assignment was to the same Walmart where Price had been assisting hours earlier.

The soldiers also assisted local law enforcement in staffing traffic control checkpoints during the next week. The 294th had a one-week break before traveling to Germany for annual Guard training.



▶ Gov. Nixon orders Missouri National Guard to oversee debris removal.

▶ Gov. Nixon signs executive order protecting insurance consumers, including ban on insurers canceling customers.



▶ St. Louis Rams players visit survivors at MSSU.

▶ Joplin Area Chamber of Commerce establishes Foundation for Business Recovery Fund to accept donations to speed business recovery.



Assembling the mobile medical unit at St. John's Mercy Hospital.



Ready for patients in the mobile medical unit/field hospital.

Missouri's disaster medical, health plans successfully activated to treat survivors

MISSOURI'S established disaster response medical and health planning were critical elements of the Joplin response in three key areas:

- Medical treatment for those injured in the tornado and response effort.
- Preventive health care, including vaccinations, in the days following the tornado.
- Tracking survivors evacuated to hospitals in the four-state region in the frantic hours after the tornado.

Even before a field hospital was operational, the Missouri Disaster Medical Team (MO DMT) was already treating patients in Joplin.

The MO DMT team treated 157 patients in two separate locations, including Joplin Memorial Hall, which had been set up as an alternate care facility, utilizing the Taney County Ambulance District's rapid response trailer (RRT).

The RRT is equipped with medical equipment and supplies and runs on a generator. It was set up as a five-bed emergency room.

Not only did the team treat



The field hospital, with St. John's Mercy Hospital in the background.

tornado survivors, but also responders who suffered burns, bruises and fractures.

700 EVACUATED PATIENTS TRACKED

Following the tornado, staff from the Missouri Department of Health and Senior Services (DHSS) immediately began tracking over 700 patients evacuated from Joplin to 42 hospitals throughout Missouri, Arkansas, Oklahoma and Kansas. This mission was essential for reuniting families, helping account for the missing and relieving anxious friends and loved ones.

TIME LINE



MAY 26
MU Tigers basketball team delivers donated supplies.

MAY 27
Joplin School District announces summer classes will begin June 13, as scheduled.

▶ Following his visit to Sedalia, which was hit by a tornado on May 25, Gov. Nixon meets in Joplin with Highway Patrol on law enforcement issues.

▶ Gov. Nixon directs additional \$25 million into state's disaster relief fund to help pay for immediate costs from tornado.

“Six days after the event, we’re up and running.”

Dr. Bob Dodson, St. John’s Mercy Hospital



Up and running: the field hospital at St. John’s.

Mobile medical unit provides full hospital services within six days

In less than a week, the Department of Health and Senior Services, working with the Missouri Disaster Medical Team, helped coordinate establishment of a 60-bed field hospital at St. John’s Mercy Hospital.

The field hospital, also called a mobile medical unit, was purchased with a Missouri Homeland Security grant by the Taney County Ambulance District. It was maintained and operated with federal grant funding.

Designed specifically to support a damaged or destroyed hospital, it was ideally suited to become Joplin’s Mercy field hospital after the hospital was heavily damaged and evacuated in the hours following the tornado.

MOBILE MEDICAL UNIT STATS

- 60-bed field hospital and ER.
- Chemo suite.
- Pre- and post-operative suites.
- Operated until Oct. 7.
- Treated an average of 130 patients a day during first two weeks.

VACCINATIONS

DHSS also worked to protect public health, working with the Joplin and Jasper County health departments and the State Emergency Management Agency, to assist with the purchase and distribution of 13,000 tetanus and TDAP vaccines.

Environmental health staffers provided inspections to mass care shelters, mass care kitchens, restaurants and grocery stores reopening after the tornado. DHSS staffers also provided sanitation evaluations for child care facilities.

REPLACING PRESCRIPTIONS

Because of the number of pharmacies destroyed or damaged, and the need for Joplin residents to get both new prescriptions and replacements for lost medications, the department’s Bureau of Narcotics and Dangerous Drugs assisted pharmacies with waivers to controlled substance laws and other hurdles to relocating to temporary locations.

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A DHSS team gave tetanus and TDAP vaccines and distributed hand sanitizer, insect repellent, sunscreen, toothbrushes and toothpaste. Through Oct. 31, DHSS staff logged 6,088 hours of Joplin tornado response activities.



MAY 28

Gov. Nixon meets with Missouri National Guard on debris removal planning.

► Dillon’s grocery chain makes commitment to rebuild its destroyed store.



► Medicine Shoppe Pharmacy is first business destroyed by tornado to reopen in new location, moving from 20th Street to 32nd Street.



A Department of Revenue employee issues a free replacement vehicle title to Cari Buntin on May 26 as Buntin's children, Elijah and Sophia, watch.

State quickly serves tornado survivors with one-stop shop for expedited assistance

BECAUSE the breadth of the tornado's destruction posed the potential to overwhelm survivors with many complicated issues that all needed to be acted upon immediately – housing, new vehicles, finding employment, finding new child care facilities, insurance claims, recovering essential lost documents, to name just a few – Gov. Nixon believed it essential to simplify and expedite the handling of many of the critical issues required to move forward.

He also moved to protect those left vulnerable by the tornado. On

May 26, an executive order from Gov. Nixon waived any fee for replacement of state documents for tornado survivors. That same day, the Governor issued another executive order protecting insurance policyholders in the Joplin area from cancellation, rate increases and unscrupulous contractors.

On May 26, the Governor hosted the Community Response Meeting at Missouri Southern State University, attended by over 2,000 tornado survivors who came with questions about how they would move forward.

Representatives from all state agencies with roles in recovery issues were on hand to help begin the process. State employees not only answered questions, but issued replacement documents, provided tetanus vaccinations and filled other immediate needs.

On June 7, Gov. Nixon opened the state Resource, Recovery & Rebuilding Center, which continues to operate.

The RRRC, at 705 Illinois Ave, Building A, Suite 12, is a one-stop shop for state resources and recovery assistance.

TIME
LINE



MAY 29
Memorial Service with Gov. Nixon and President Obama is televised internationally.



5:41 p.m.
Joplin residents observe moment of silence to honor victims.



► Focus of Joplin's traditional Memorial Day celebration changes to fundraising for tornado survivors.



At the May 26 state Community Response Meeting, Gov. Nixon tells tornado survivors, “This meeting is the first step on a long road to recovery; but we will be there every step of the way.”

CENTER’S MISSION

To serve the people of Joplin by providing a convenient, accessible, one-stop shop for recovery assistance and information that will rebuild and strengthen the community. To work hand-in-hand with the people of Joplin to expedite services and assistance, and to be present until recovery and rebuilding are complete.

RECOVERY CENTER STATS

- Visitors to center:** Over 1,900 through Dec. 1.
- Licenses, registrations issued:** Over 2,500 duplicate driver licenses, non-driver IDs, vehicle titles and vehicle registrations were issued for free to tornado survivors by the Department of Revenue.
- Insurance complaints and inquiries:** Over 1,000 consumers were assisted by the Department of Insurance. The department worked to ensure that insurance policyholders got all benefits they are entitled to.
- Regulated banks:** The Division of Finance contacted all Joplin-area banks, strongly encouraging flexible payments for borrowers impacted by the tornado.

State agencies represented at the Recovery Center include:

- Department of Elementary and Secondary Education: K-12 education issues
- Department of Economic Development: business resources, housing, community development
- Department of Health and Senior Services: public health, disease prevention
- Housing Development Commission: temporary and permanent housing
- Department of Insurance, Financial Institutions and Professional Registration: insurance issues and complaints, car and home loans
- Department of Labor and Industrial Relations: temporary unemployment assistance, disaster unemployment assistance
- Department of Mental Health: grief counseling, mental health services
- Department of Natural Resources: clean-water, solid-waste, environmental issues
- Department of Public Safety: state emergency management, response issues
- State Emergency Management Agency: emergency response, shelters
- Department of Revenue: driver licenses, identification cards, certificates of title
- Department of Social Services: food assistance, other services
- Division of Workforce Development: career centers, job training, services for unemployed individuals
- Office of Attorney General: consumer issues and scams



► State-leased Joplin Multi-Agency Donations Warehouse opens with Seventh Day Adventist Church as management partners.

MAY 30

Department of Public Safety announces original list of 232 unaccounted-for individuals reduced to 29.



► Army of volunteers from around U.S. spends Memorial Day assisting with cleanup and recovery.



SURVIVOR STORY: David & Susan Hughlett

“I’ll never be able to thank her for what she did for me.”

David Hughlett, homeowner and tornado survivor, with wife, Susan

Caring Department of Insurance employee makes a difference for retired homeowners

ON MAY 22, David and Susan Hughlett, both 64 and retired, were still getting settled in their new house on Connor Avenue in Joplin. Just two weeks earlier, they’d downsized, leaving their home of 35 years. They were also adjusting to the fact that three days before, David had been diagnosed with leukemia.

Then the tornado bore down on Joplin. David and Susan took shelter in a closet. As the house collapsed around them, Susan was pinned under the debris, breaking her back.

TROUBLE MOUNTS

With a house in ruins, a spouse in intensive care in Springfield and a cancer diagnosis, the Hughletts had a crisis on their hands. And there was the financial business at hand: filing an insurance claim for their home and belongings. But the insurance company offered

\$60,000 less than the Hughletts believed their policy provided.

“With my wife in the hospital, it just tore me up,” said David. “It was total mental anguish and frustration. You pay on a policy – it was the same company I’d had for 35 years.”

COMPASSIONATE ASSISTANCE

So he turned to the Department of Insurance, one of the Missouri state agencies serving tornado survivors at the Resource, Recovery & Rebuilding Center. Insurance representative Charlotte



Charlotte Onstott
Department of Insurance

Onstott met with David.

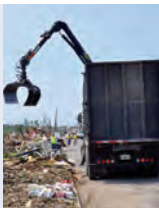
She reviewed the Hughletts’ insurance policy and agreed with their assessment – their coverage entitled them to much more money for their loss. Charlotte contacted the insurance company, which called David later the same day.

“They had a totally different attitude, much more sympathetic,” David said. “I wasn’t trying to beat anybody up – just wanted them to be fair.” The company agreed to pay an additional \$60,000 to the Hughletts for their loss.

David chokes up when he thinks about the day he walked into the state RRRC.

“Charlotte is an angel. I was beyond myself emotionally and physically wearing out. Charlotte was a godsend – someone to talk to who listened to me. While I was there, I broke down and Charlotte even connected me to a counselor. I’ll never be able to thank her for what she did for me.”

TIME LINE



MAY 31
Gov. Nixon announces Expedited Debris Removal Program. FEMA will pay 90% of cost.

▶ Home Depot commits to rebuilding its Joplin store destroyed in tornado.



JUNE 1
Team members from Arkansas Razorbacks assist with relief efforts.

▶ Governor announces 24/7 effort has accounted for all persons.



SURVIVOR STORY: Mark Lindquist

“What do you say to someone who has saved your life?”

Mark Lindquist

Surrounded by family and National Guard Staff Sgt. Mike Byers and Brian Hamlet

Reunited: Citizen-Soldier and miracle survivor he pulled from group home wreckage

MARK LINDQUIST has a miraculous survival story. He was buried in a debris pile and impaled by a piece of metal after being thrown almost a block by the tornado, when he was found by Missouri National Guard Staff Sgt. Mike Byers. All of his ribs were broken.

Witnesses say bones were literally falling from Lindquist's body when he was loaded onto a makeshift stretcher. Lindquist credits the Guard's Byers and Byers' cousin Brian Hamlet with saving his life.

Byers, of the Guard's 203rd Engineer Battalion, and Hamlet headed south from Byers' home 15 miles from Joplin as soon as they heard about the destruction. “We immediately said, ‘We’ve got to go help,’” says Byers. The pair arrived near the remnants of a group home for the developmentally disabled that had been ripped apart.

“We just started pulling people out,” Byers says. “We pulled a lot of people out and put them on trucks.” At first they believed Lindquist, an employee of the



Survivor Mark Lindquist is reunited with one of his rescuers, Staff Sgt. Mike Byers.

home, was dead – his eyes had rolled back in their sockets. But then he spoke. “I prioritized him first,” Byers says.

Lindquist had risked injury to protect three group home residents with Down syndrome. He and a co-worker placed the men under mattresses and then piled on top to keep the mattresses from being blown off. The residents all died.

Shortly after his rescue, Lindquist would lapse into a coma for seven weeks. But he is recovering and making progress every day.

Exactly three months after the tornado hit, Guardsman Byers and his cousin reunited

with Lindquist at a rehab center. Byers had gone to the hospital regularly to visit.

“I have no doubt in my mind my brother would not be alive if not for those two,” says Lindquist's sister, Linda Lindquist Baldwin.

“Having come off deployment, you just react,” says Byers, who returned in 2010 from a yearlong deployment to Afghanistan. “I’m sure I was just one of a thousand guys that helped that day.”

► Missouri Department of Insurance announces consumers have filed over 17,000 insurance claims because of tornado.

► Gov. Nixon announces Disaster Recovery Jobs Program to put residents to work clearing debris.

JUNE 3

Riverside, Mo., Master Patrolman Jefferson “Jeff” Taylor dies. He was struck by lightning while serving in Joplin.



Gov. Nixon works to provide critical mental health services to children, families

MISSOURI state government agencies that work with children, the elderly, developmentally disabled and those with mental health issues understood that the tornado would produce emotional stress that could lead to long-term mental health problems.

Research shows that while the majority of disaster survivors recover over time, crisis counseling and other stabilizing assistance provide real benefits. Others might require more support than crisis counseling.

CHILD TRAUMA CENTER

On July 6, Gov. Nixon allocated \$2 million to establish the Joplin Child Trauma Treatment Center to provide critical mental health services to children and families. Services are provided regardless of health insurance or family income. The center focuses on training schools, churches and organizations to identify children experiencing trauma, and on providing specialized mental health treatment.

SCHOOL ASSISTANCE

The Governor also directed the Department of Mental Health (DMH) to work with Ozark Center, the local community mental health center, to assist the Joplin School District meet the mental health needs of Joplin's children as they returned to school.



MENTAL HEALTH SERVICES

The Department of Mental Health took steps to assist those with mental health needs:

- Eligibility for treatment services was eased, allowing mental health treatment without a specific diagnosis.
- Mental health funding was redirected to assist relocation of displaced mental health clients.
- Substance abuse treatment eligibility was eased to allow those in need to get treatment.

Ten therapists and case managers, employed by the new center, were placed in schools at the start of the school year. Funding from the Missouri Foundation for Health provided training for 180 Joplin teachers in how to identify and respond to children impacted by the disaster.

Ozark Center, DMH's local administrative agent, accessed a grant from FEMA to establish Healing Joplin – an initiative that includes community outreach, education and crisis counseling.

The crisis counselors have had more than 150,000 contacts and have made over 3,500 referrals for further counseling or treatment, along with more than 1,800 referrals to other community services.

EMERGENCY RESPONDERS

Ozark Center also connected with emergency responders to address any mental health needs they experienced. Grants provided resources to raise community awareness about the risk of substance abuse, domestic violence and other negative behaviors following a disaster.

The destruction of St. John's Mercy Hospital meant the loss of over 40 inpatient psychiatric beds. To meet this challenge, DMH worked with local providers to find a temporary site for St. John's to operate an inpatient psychiatric unit.

TIME LINE



JUNE 3
Head Coach Gary Pinkel and MU football players assist with cleanup.



JUNE 7
Opening of state Resource, Recovery & Rebuilding Center, a one-stop shop for survivors.

JUNE 8
Gov. Nixon speaks at Master Patrolman Jeff Taylor's funeral. Taylor is buried in Cameron, Mo.

PROFILE: Matt Ferguson



“It was just human nature. I didn’t think of it as anything out of the ordinary, you just help people.”

Matt Ferguson with sons Xie, 6, and Zoran, 4

The family car is visible behind Xie, buried under the wrecked Backyard Burgers.



Mental Health worker puts vulnerable first

MATT FERGUSON regained consciousness in a collapsed building, pinned under a large broiler grill, his shirt covered in blood. He and his uncle had taken cover from the tornado with a handful of employees inside Joplin’s Backyard Burgers restaurant.

Knocked unconscious and suffering a probable concussion, Ferguson was burned and had a large gash that would require stitches. He was pulled out of the debris by the others, none of whom required hospitalization.

DELAYING TREATMENT

Ferguson would not seek treatment for more than 24 hours. “Adrenalin,” he says. Instead, he and his uncle hitched a ride to

Ferguson’s house and Matt quickly got on the phone. Ferguson is director of the Department of Mental Health’s Division of Developmental Disabilities Joplin regional office.

PHONE CALLS

“I instinctively started calling providers and employees,” says Ferguson, who oversees about 25 employees and 1,500 clients with developmental disabilities. “I knew immediately that people we serve were impacted by the storm and we had to respond as quickly as possible.”

He and his staff put the people served by his office first, as employees began searching for vulnerable clients and finding housing for those who were displaced.

TEAMING UP

On Monday, after a sleepless night, Ferguson opened the Joplin regional office to contracted providers that lost buildings and vehicles, which included Ozark Center, Community Support Services, and Arc of the Ozarks. Meeting rooms were turned into offices and state cars were used to transport clients to safe locations.

Three clients were killed in the tornado. Division employees were injured and lost homes and cars. Ferguson says he accepted a Missouri State Employee of the Month award for all Department of Mental Health employees.

“I truly believe any DMH employee would do the same in my position.”



► Gov. Nixon announces “Teams Unite for Joplin,” Cardinals-Royals series to benefit Joplin relief.



JUNE 9

Gov. Nixon and Homeland Security Secretary Janet Napolitano thank responders.

JUNE 10

MSSU announces summer athletic camps for children will be held, as scheduled.

“ We will continue to clear parcels. We are moving the community forward. Together, we will rebuild.”

Rapid debris removal is key to rebuilding

THE TORNADO left behind more than 1.2 million cubic yards of debris in the worst-hit area – destroyed houses and business structures, wrecked cars and trucks, appliances and hazardous materials.

Clearing and disposing of the six-mile trail of wreckage rapidly, safely and at a cost that would not overburden Joplin’s citizens was critical to setting the stage for the rebuilding that would restore Joplin’s vibrancy.

EXPEDITED DEBRIS REMOVAL

On May 31, Gov. Nixon announced the Expedited Debris Removal Program (EDRP), which, to speed the process, would remove debris from public rights-of-way and private, residential property in the hardest-hit areas simultaneously.



Highview
Before and after



DEBRIS REMOVAL STATS

- **Debris cleared:** Over 1.2 million cubic yards in expedited zone.
- **Lots cleared:** Over 2,700 in expedited zone.
- **Special items disposed of:** Over 100,000, including household hazardous waste, appliances, electronics & motorized equipment.
- **Volunteer hours removing debris:** Over 249,000 hours by individuals and faith-based and civic groups.

TIME LINE

JUNE 12

St. John’s Mercy unveils plans for a new hospital as workers reunite for first time after hospital was evacuated May 22.



JUNE 13

Summer school opens on time.



JUNE 14

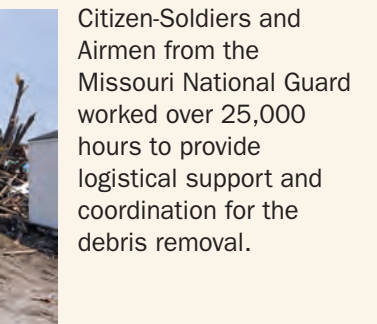
About 200 volunteers clear debris at Joplin South Little League field.

We will continue to move this
will rebuild this vibrant community.”

Gov. Nixon, Aug. 1



Avenue:
debris clearance



Citizen-Soldiers and Airmen from the Missouri National Guard worked over 25,000 hours to provide logistical support and coordination for the debris removal.

GUARD LEADS EFFORT

The Missouri National Guard led the EDRP, which worked with local, state and federal agencies to clear parcels. The federal government agreed to pay 90 percent of the cost of the program up to Aug. 7.

LOCAL TAXPAYERS PROTECTED

On Aug. 1, the Governor announced the state would take the extraordinary step of paying the full 10 percent non-federal share of the Expedited Debris Removal Program.

He said a major factor in his decision was the tremendous disruption of the local tax base as a result of the storm. In fact, that same day, the Governor ordered the Department of Revenue and State Tax Commission to review the impact of the tornado on the local tax base.

“These jurisdictions provide their citizens with essential services such as schools, roads, water, and fire and law enforcement protection,” Gov. Nixon said. “It’s important to know the scope and impact of lost revenue on providing those vital services.”

EMPLOYING RESIDENTS

The Governor also moved to employ hundreds of local residents to assist with debris removal and other projects through the Missouri Disaster Recovery Jobs Program, which is coordinated by the Missouri Division of Workforce Development.



Aug. 4: Gov. Nixon expands monetary commitment to ensure debris removal.

Pledge expanded to pay non-federal share of debris removal

Aug. 1: Gov. Nixon pledges the state will pay the full 10 percent non-federal share for the Expedited Debris Removal Program.

Aug. 4: The Governor announces the state will pay the full 25 percent non-federal share to complete removing debris in the hardest-hit area after the Expedited Debris Removal Program ends.

Sept. 19: Gov. Nixon tells the Joplin City Council he is directing a Community Development Block Grant of up to \$4 million to Joplin to complete the job of demolishing structures and removing debris.



► Operation Blessing rebuilds John and Debbie Lacey’s damaged home.



JUNE 15
Gov. Nixon and Joplin Superintendent C.J. Huff tour temporary school building.



► Rosie Sanders and her family are among first to move into FEMA modular homes in mobile home parks.



“As I’ve said from the beginning, we will rebuild Joplin. And putting folks back to work is a vital part of that process.”

Gov. Nixon on June 1, announcing the Disaster Recovery Jobs Program

Investing in Joplin: Putting workers back to work, helping businesses reopen

THE TORNADO, of course, didn’t just destroy houses and offices, cars and trucks, retailers and restaurants. The monster twister threatened to destroy thousands of jobs and the businesses that paid those local workers’ salaries. Many residents faced the dual trauma of losing their homes and their employment. Gov. Nixon believed there was an urgent need to direct state resources to getting people back to work and to help businesses reopen their doors. In addition, the Missouri Department of Economic Development streamlined its procedures to minimize paperwork and red tape.

DISASTER RECOVERY JOBS PROGRAM

On June 1, Gov. Nixon announced the \$5.8 million Missouri Disaster Recovery Jobs Program (DRJP) to create temporary jobs for those who awoke May 23 without jobs.

The program, funded by the U.S. Department of Labor, was designed to create hundreds of jobs assisting with cleanup, restoration and humanitarian efforts in Jasper and Newton counties. The first priority was workers who lost their jobs due to the tornado. Gov. Nixon urged Joplin-area residents to apply to help with the process of restoring their community.



Disaster Recovery Jobs Program employees clear debris.

JOBS STATS

Total funds: \$10.8 million.

Source: U.S. Department of Labor National Emergency Grant.

Jobs through Dec. 1: 1,090.

Clearance projects: 500 residential properties, 35 miles of roadway easements and ditches, over 700 city blocks.

JOBS PROGRAM EXPANDED

The program provides job and safety training and equipment for each worker, along with vaccinations and other requirements to safely work in the disaster area. Many went to work assisting the National Guard with the Expedited Debris Removal Program. Humanitarian aid workers worked in child care for storm survivors, staffing assistance distribution centers and other important recovery areas.

On July 7, Gov. Nixon announced an additional \$5 million for the program to hire 130 more cleanup and humanitarian workers in Joplin. DRJP workers are restoring and revitalizing Joplin, serving people in need, while strengthening their own skills and employment prospects.

TIME LINE



JUNE 15

Gov. Nixon thanks Kansas City-area public safety officers and volunteers for their assistance.



JUNE 17

Opening night of “Teams Unite for Joplin” at Busch Stadium. Cardinals-Royals series benefits Joplin relief.

JUNE 20

Home Depot opens temporary store near its destroyed Range Line Road store.

SURVIVOR STORIES: Dalton Farmer & Melissa Bebee



“The job is a form of income, and everybody needs to make money.”

Dalton Farmer,
Jobs Program worker

Former rehab center worker glad to see progress

DALTON FARMER’S job disappeared when the tornado destroyed the rehabilitation center where he worked. With destruction all around him, Farmer, like many residents, was interested in helping rebuild Joplin.

The Disaster Recovery Jobs Program has put Farmer and hundreds of others to work clearing debris, repairing sidewalks and cleaning heavily damaged streets in what has become known as the “tornado zone.”

Dalton has attended a DRJP job fair and he continues to look for a permanent job. But until he lands that permanent position, Farmer says, “The job is a form of income, and everybody needs to make money.”

And Farmer has the added satisfaction of seeing the tremendous progress he and his co-workers are making each day in their community.



“I had lost everything I owned, including my job, and I had felt lost as well. [The Jobs Program] helped me get back on my feet.”

Melissa Bebee,
Jobs Program worker

Jobs program provides single mom more than just income

MELISSA BEBEE, a single mother of two, lost her home, her car and most of her belongings to the tornado. She also lost her job. As her family’s sole provider, Melissa couldn’t go long without an income.

Melissa had been unemployed for three weeks when her mother told her about the Disaster Recovery Jobs Program that Gov. Nixon had created. Melissa applied and one week later, on June 26, she was offered a full-time position.

Melissa is responsible for testing DRJP participants, ensuring that they undergo proper training, and recording program participants’ hours worked. In addition to providing an income, Melissa says the job is giving her valuable experience and the satisfaction of working with her Joplin neighbors who are also rebuilding their community.

“I am able to give others jobs that will also help clean Joplin,” Melissa says.

JUNE 23

Players, coaches and cheerleaders from Kansas City Chiefs assist with relief efforts.



JUNE 24

Governor announces programs to boost businesses, including “Grow Missouri.”

JUNE 30

Department of Insurance announces \$500 million in claims paid toward recovery.

“Getting employers and employees back to work is vital to the health and well-being of the regional economy, and the health and well-being of families.”

Gov. Nixon, June 24



Business owners Jeff and Denise Welborn with Gov. Nixon as he announces small-business loans on Sept. 7.

New state resources for Joplin businesses

ON JUNE 24, Gov. Nixon announced \$75 million in new resources to assist Joplin-area businesses with needs such as building rehabilitation, working capital and inventory purchases. Two existing loan programs were modified as part of the initiative, and two new awards were used:

“GROW MISSOURI”

The Governor broadened the Grow Missouri Program, to make more applicants eligible, including retail and service businesses. The program, which utilizes U.S. Treasury Department funds, was modified so that insurance proceeds could be counted toward the private match required under Treasury program rules. The funding available through this program is \$10 million.

STATE SMALL BUSINESS LOAN PROGRAM

The State Small Business Loan Program was broadened to include more eligible applicants, including retail and service businesses; and to allow for more flexible deferred payment terms. The funding available through this program is just under \$1 million.

TWO NEW AWARDS ANNOUNCED:

- \$50 million in **Private Activity Tax Exempt Bond** capacity set aside by the Department of Economic Development to assist Joplin-area manufacturers.
- \$14 million for investment for the Joplin Area Chamber of Commerce Foundation that will be generated by \$7 million in **Neighborhood Assistance Tax Credits**.

The funds will be used for recovery activities, including business assistance, business facilities, workforce facilities and training, community facilities, capacity building, land acquisition and assembly for rebuilding.

TIME LINE

JULY 1

Gov. Nixon pledges additional \$100 million in state disaster aid for Joplin and other Missouri disasters.



▶ Cut Loose, a hair salon on South Byers Avenue, is first destroyed business to rebuild and reopen in its original location.



▶ American Red Cross shelter closes because it is no longer needed.

SURVIVOR STORY: Wireless Connections



“We needed immediate capital to keep us going, and the loan helped us through the hard time.”

Jeff Welborn, Joplin business owner in his new Wireless Connections store

Missouri’s rapid \$50,000 loan makes a big difference for small business

THE TORNADO didn’t come close to Jeff and Denise Welborn’s home 15 miles from Joplin. But they had a worry beyond their neighbors in the Joplin community – their business. Wireless Connections, which provides commercial satellite TV systems and custom home electronic systems, was directly in the path of the tornado.

As Jeff, Denise and their children traveled down Range Line Road, one of Joplin’s major retail corridors, they saw block after block of annihilated buildings and crushed cars. “We came upon our building,”

Jeff says. “It was insulation and debris wrapped; inventory blown all over and missing.” The store was a total loss.

As small-business owners, Jeff and Denise didn’t have time to dwell on the loss. Wireless Connections had nine employees who would need their jobs now more than ever. Three days after the twister ripped through Joplin, the Welborns were up and running – out of their home.

But Wireless Connections had lost its entire inventory, computers, phones, office furniture. Jeff and Denise needed a new store, too. All of this would take working capital, and

the Welborns needed it now.

Gov. Nixon’s broadening of the Missouri Small Business Loan Program allowed Wireless Connections to receive a \$50,000 loan that helped purchase vehicles to get products and services to their customers.

On Sept. 7, Gov. Nixon was in the new store to make it official. “We were very grateful for the loan,” Jeff says.

Wireless Connections is open in its new location, a shopping center on Range Line, 12 blocks from the old store. Jeff and Denise and their employees are working and growing the business, once more.

JULY 2

Joplin hosts free picnic and concert at Cunningham Park in appreciation of volunteers.

JULY 4

Independence Day concert at Branson Landing helps raise money for Homes of Hope Joplin.



JULY 6

Work begins on two FEMA housing parks, Hope Haven and Jeff Taylor Memorial Park, which will house over 300 mobile homes.

SURVIVOR STORY: St. John's Mercy Hospital

“Your resolve to not just remain in Joplin – but to build a new hospital and stand strong with residents, has helped carry the city through its darkest hour.”

Gov. Nixon



Gov. Nixon speaks to St. John's Mercy Hospital employees on June 15 as they gather for the first time after the tornado. New hospital plans were unveiled; workers were assured they would not miss a paycheck.

Gov. Nixon met with employers large and small to identify needs going forward. One was St. John's Mercy Hospital.

JOPLIN'S largest hospital was so badly damaged that it was fully evacuated on May 22 – 183 patients in 90 minutes.

St. John's devoted staff has continued treating patients, first in a field hospital and now in temporary facilities.

The building was down, but St. John's was not out. In addition to being an essential health-care facility, with about 2,200 employees, St. John's is one of Joplin's largest employers and a critical part of the



From left: Mercy President and CEO Lynn Britton, Gov. Nixon and Sister Mary Roch Rocklage, health ministry liaison with Sisters of Mercy.

community.

That's why it was so important for Joplin's future when Mercy President and CEO Lynn Britton not only vowed to keep all 2,200 workers on the payroll, but to build a new state-of-the-art Mercy Hospital in Joplin.

Gov. Nixon, who met regularly with Britton and hospital employees following the tornado, said Mercy's decision "kept thousands more people in Joplin working at a time when it was needed most."

TIME LINE



JULY 6

Gov. Nixon announces establishment of Joplin Child Trauma Treatment Center.



JULY 7

Governor expands Disaster Recovery Jobs Program, increasing job opportunities for residents.

JULY 8

Joplin issues building permits to residents from Picher Avenue west to city limits.



MSSU’s outstanding role supporting Joplin and disaster response effort

IMMEDIATELY after the tornado ravaged Joplin, Missouri Southern State University opened its doors for everything from housing survivors at the Red Cross shelter and their pets at the pet shelter to hosting the May 29 Memorial Service attended by President Obama.

Beginning in those first critical days, MSSU also:

- Housed emergency responders.
- Housed the Family Assistance Center, serving those who had lost loved ones.
- Served as headquarters for the volunteer reception center.
- Supplied warehouse space for the crush of relief donations.
- Hosted the May 26 Community Response Meeting that Gov. Nixon held for tornado survivors.

In all of these important missions, MSSU and its



May 26: Missouri Department of Insurance regulators assist tornado victims at the MSSU campus. They also hosted a “Recovery Roundup” on Sept. 24 to help policyholders.

employees enthusiastically supplied critical support personnel and expertise. These are just a fraction of the responsibilities that the MSSU team took on in the first week.

A BEACON OF HOPE

The university’s compassionate work for its neighbors has never wavered, taking on countless support efforts in the months that

followed. In the fall it hosted fundraising basketball games between the MSSU Lions and Mizzou and Missouri State University.

Gov. Nixon called MSSU “a beacon of what a university can be, not only educating the leaders of tomorrow, but a vital piece of the fabric of the Joplin community.”



JULY 13

St. Louis Rams assist with cleanup and recovery efforts.

JULY 19

Six nationally known comedians perform at “Stand Up for Joplin” at MSSU to raise money for Joplin schools.



▶ Gov. Nixon announces \$122 million “Jumpstart Joplin” to boost new housing construction.

JULY 22

Joplin issues building permits to residents west of Main Street.



Irving Elementary School Principal Debbie Fort greeted nearly every student with a hug on the first day of classes at the converted Washington School. The Irving school was destroyed.

“One of the primary reasons that Joplin will come back stronger than ever is that this community has an excellent school system, with visionary leadership and committed citizens.”

Gov. Nixon on Oct. 14, announcing \$500,000 grant from Rawlings Foundation for school science labs

Resources for schools, educating Joplin’s children

RECOGNIZING that Joplin’s most precious resource is its children, as well as the necessity of ensuring their future, Gov. Nixon’s administration worked to rapidly identify and fund programs that would strengthen schools and create a sustaining environment for youngsters.

MOVING QUICKLY

Nine of Joplin’s public schools and the district administration building had been destroyed or damaged, leaving 4,200 students with no place to attend school.

Respected Joplin Schools Superintendent C.J. Huff recognized the importance of sending a message of resilience and strength to Joplin students. That powerful message soon resonated across the nation as word spread of the district’s successful scramble to convert vacant buildings and reopen

MENTAL HEALTH NEEDS

On July 6, Gov. Nixon directed the Missouri Department of Mental Health to work with the Ozark Community Mental Health Center to assist the Joplin School District meet the mental health needs of Joplin’s children as they returned to school.

As part of that effort, 180 Joplin teachers were trained in how to best identify and respond to children impacted by the disaster.

previously closed schools in time for the scheduled first day of school on Aug. 17.

Nixon administration leaders, including Budget Director Linda Luebbering, Insurance Director John Huff and Senior Policy Adviser Mike Nietzel, were involved throughout Joplin

TIME LINE

JULY 23

Construction begins for a new temporary facility for St. John’s Mercy Hospital.



JULY 28

Joplin approves residential building in all areas affected by the tornado.

AUG. 1

Gov. Nixon: State will pay full 10% non-federal share of Expedited Debris Removal Program.

AUG. 4

Governor announces state will pay full 25% non-federal share of debris removal costs from expedited zone once EDRP ends.

“This is our opportunity to show the rest of the world that something that people think can’t be done can be done and serve as that positive role model.”

Joplin Superintendent C.J. Huff



Schools’ search for temporary school locations.

INSURANCE ASSISTANCE

Gov. Nixon and Huff worked to assist the district with insurance claims for damaged and destroyed properties. Gov. Nixon also signed three executive orders to expedite the reconstruction and rebuilding process for the school district.

On Aug. 11, Gov. Nixon stepped forward with vital and unprecedented state financial assistance in the form of a state investment of up to \$1.5 million in the Joplin School District to avoid a property tax increase on local residents and businesses

CHILD CARE

Since 14 child care facilities were destroyed in the tornado, Department of Health and Senior Services staffers worked with licensed child care facilities and families to find accommodations for over 600 displaced children.

due to Jasper and Newton counties’ reduced tax base. The Governor’s announcement ensured that the school district would have the resources it needed to operate during the new school year.

On Aug. 17, not only did

Joplin Schools open on time, but first-day enrollment was 94 percent of the previous year, a testament to the community’s commitment to remain and rebuild in Joplin.

SCHOOL STATS

- Nine temporary school sites and the district administration building were ready for fall semester opening on Aug. 17.
- The temporary school for 11th- and 12th-graders – the former Shopko store at Northpark Mall – was built in just 55 days.
- 129 modular classrooms are being used.
- 67 safe rooms protect students in case of a tornado.



Left: The former Shopko department store in Northpark Mall was converted into Joplin High School, where about 1,000 juniors and seniors are enrolled. **Top right:** Irving elementary students get new computers. **Bottom right:** Gov. Nixon hands out free backpacks full of school supplies to students at East Middle School, which was destroyed and rebuilt in a warehouse.



AUG. 10

“I am Joplin” event at MSSU is chance for students to reconnect with other students, teachers before new school term.

AUG. 11

Gov. Nixon announces state assistance to help Joplin Schools, which will prevent a local property tax increase.

AUG. 16

St. John’s Mercy Hospital announces it will build its new hospital near I-44 and Main Street.



Samantha Short holds her 7-month-old daughter, Morgan, in front of their Habitat for Humanity house that Samantha helped build.

“Jumpstart Joplin” supports new housing

WITH ABOUT 30 percent of Joplin's housing stock damaged or destroyed, there was a pressing need for housing solutions so Joplin could maintain its population base, revitalize devastated neighborhoods and ensure its future through continuing growth. Immediate action was required so tornado survivors did not opt to put down roots elsewhere.

TWO-STAGE APPROACH

Gov. Nixon developed “Jumpstart Joplin” to support both the immediate construction and rehabilitation of single-family, owner-occupied homes and the long-term development of single- and multi-family



Habitat for Humanity Tulsa led Ten for Joplin, building 10 new homes for Joplin residents.

“Ensuring that residents, and especially families, have access to adequate, affordable housing is a critical part of [the] recovery process.”

Gov. Nixon on July 19, at state Resource, Recovery & Rebuilding Center

homes for working families.

Jumpstart Joplin includes \$22 million in funding for near-term housing recovery, including construction financing assistance for developers, down-payment assistance and home repair funding.

LONG-TERM DEVELOPMENT

Jumpstart Joplin also includes long-term permanent housing development, providing support for new construction and rehabilitation. On Dec. 16, 2011, the Missouri Housing Development Commission followed through on Gov. Nixon's recommendation and authorized \$94 million in tax credits for housing construction in Joplin.

TIME LINE



AUG. 17
Joplin Schools start new school year on time, just 87 days after tornado.

AUG. 21
Singer Sheryl Crow's 1959 Mercedes is auctioned for \$130,000, which will benefit Joplin Schools.

AUG. 22
Joplin Senior Citizens Center, which was damaged, reopens.



▶ Two Walgreens drugstores reopen.

“When folks start pouring the foundations for their new homes, it will kick-start the economy not only for Joplin and Jasper County, but for the state as a whole.”

Gov. Nixon, Sept. 19

LOCAL CONTROL

This initiative, which will be implemented and shaped by local governments with input from area residents, is already attracting considerable interest from developers eager to build in Joplin.

On Sept. 19, Gov. Nixon announced he was directing up to \$4 million in additional Community Development Block Grant funding to clear 200 structures that had yet to be demolished, and about 1,300 residential foundations, slabs and other concrete remains that



Gov. Nixon meets with Carrie Cook and her son Zachary on Oct. 30 as their new home is built by Habitat for Humanity volunteers. At left is Jane Dunbar, Habitat for Humanity, Tulsa.

must be removed.

“Finishing up this last bit of demolition and debris removal will enable more Joplin families to get busy rebuilding their homes, their neighborhoods and

their lives,” Gov. Nixon said.

Besides addressing critical housing needs, the administration’s efforts will help create thousands of jobs and pump millions of dollars into the Joplin economy.



Sept. 8: With the destroyed hospital in the distance, a home takes shape.

NEAR-TERM HOUSING INITIATIVE

The near-term housing recovery assistance was crafted to assist existing and new individual homeowners and homebuilders, through:

- \$10 million in construction financing assistance for developers – available on approval by Housing Development Commission.
- \$7 million from Neighborhood Preservation Program, through Department of Economic Development.
- \$3.5 million in Community Development Block Grant funds.
- \$1 million in down-payment assistance from Housing Development Commission.
- \$600,000 for repairs from Home Repair Opportunity Program.

PROTECTING INSURED HOMEOWNERS

It was essential to assist the thousands of individuals and business owners with property damage. The Department of Insurance has:

- Assisted over 1,000 consumers who had problems with their insurers or needed help understanding their coverage.
- Worked with the City of Joplin to establish a debris removal and demolition process consistent with homeowners insurance coverage.
- Established an expedited insurance complaint process so that insurance companies respond to complaints within 48 business hours, rather than the standard 20 days.



AUG. 26

Gov. Nixon thanks Harrisonville-area responders who served in Joplin.

► Chiefs v. Rams in Governor’s Cup at KC’s Arrowhead Stadium. Commemorative hat and T-shirt proceeds go to Joplin relief.



► State announces it will send funding to help replace and rebuild playgrounds, including at FEMA housing parks.

AUG. 27

Seven hundred volunteers from Columbia, Mo., assist with relief efforts.



The new basketball court built in Cunningham Park, which was destroyed in the tornado. The destroyed St. John's Mercy Hospital is in the background.

Kids will have parks for play, trees for shade

THE PEACE and tranquility provided by green space, shade trees and playgrounds add immeasurably to a community's quality of life. Joplin lost parks, playgrounds and thousands of trees on May 22. Restoring the parks and playgrounds and replanting the trees will ensure that Joplin's children and adults

alike have ample natural space for reflection and rejuvenation. Gov. Nixon's administration set out early to ensure that sufficient resources were available.

PLAYGROUNDS

On Aug. 26, Gov. Nixon announced funding for new playgrounds in Joplin and neighboring Duquesne, including

for children living in temporary FEMA housing. The funding was made available by the Missouri Department of Natural Resources and the Missouri Department of Economic Development.

Plans called for a playground with a jungle gym, walking track, volleyball court and small soccer field near the temporary FEMA housing site in Joplin.



Volunteers from Lowe's build a section of the new playground in Cunningham Park on Oct. 30.



The jungle gym in the state-funded playground at the Hope Haven FEMA housing park.

TIME LINE

SEPT. 7

Gov. Nixon announces state small-business loans to businesses.



SEPT. 9

Gov. Nixon thanks Missouri Task Force 1 urban search and rescue team, which responded to Joplin.



SEPT. 11

National 9/11 flag makes its final stop in Joplin after 50-state restoration tour.

“By replanting thousands of trees in public parks, at schools, along streets and sidewalks, and in yards large and small, this community is showing that when you build a house in Joplin, you’re building a home.”

Gov. Nixon at Joplin Tree Replanting Roundtable, Oct. 5

Investment to restore trees

On Oct. 5, Gov. Nixon announced additional state resources were being made available for tree restoration efforts. The Governor made grant money and tax credits available through the departments of Economic Development and Natural Resources to help leverage private dollars for buying trees.

In addition, workers from the Disaster Recovery Jobs Program and State Parks Youth Corps, and foresters from the Missouri Department of Conservation are assisting in planting the trees.

Hundreds of thousands of dollars will be made available to help purchase or facilitate the donation of trees for Joplin.



On Oct. 5, Gov. Nixon, with the First Lady, called trees being replanted in Joplin and Duquesne “a symbol of permanence, strength and endurance.”

Applications for the funds will be coordinated with local leaders and nonprofits, and the Division of State Parks will make available up to \$400,000 in grant funds through the Land and Water Conservation Fund and the Recreational Trails Program to redevelop and reforest

community parks.

Also, up to \$500,000 in tax credits – which will leverage \$1 million in private contributions – from the Department of Economic Development’s Neighborhood Assistance Program will help fund replacement trees.

DED identified \$200,000 in Community Development Block Grant Program funds to purchase and install playground equipment.

DNR directed \$700,000 from the Scrap Tire Surface Material Grant Program to Joplin and Duquesne, along with school

districts in Jasper and Newton counties, to provide safe, recycled surface material for new playgrounds. The grant program is funded by an existing 50 cent scrap tire fee collected on the sale of new tires.

DNR’s Missouri state park

system and members of the State Parks Youth Corps also assisted in the cleanup at Joplin-area parks and with planning for rebuilding the parks. Youth Corps workers were especially involved in restoration efforts at Joplin’s Cunningham Park.

SEPT. 13

Insurance department announces insurance payments in Joplin recovery top \$1 billion.



SEPT. 19

State directs \$4 million grant to complete demolition and debris removal.



SEPT. 24

Department of Insurance hosts Recovery Roundup at MSSU to assist consumers with outstanding tornado-related issues.



Springfield News-Leader

Faith-based and volunteer organizations provided invaluable assistance in many forms, from feeding and clothing those in need to removing debris and helping rebuild.

Governor's faith-based disaster partnership shows why it is a model for nation

THE HOURS, days and weeks following the Joplin tornado proved once again why the Missouri Governor's Faith-Based and Community Service Partnership for Disaster Recovery is considered a model for the rest of the nation.

As they always do when disaster strikes and help is needed, nonprofit organizations immediately went to work filling essential response and recovery roles – from sheltering and providing meals to baby-sitting, debris removal and rebuilding.

LOCAL FAITH GROUPS

Local and national faith groups provided a wide array of services, such as feeding centers and initial warehousing



Convoy of Hope demolishes home foundations. Faith-based organizations cleared debris and demolished destroyed homes.

INCREDIBLE VOLUNTEERS (Numbers through November)

Total volunteers: 113,000+
Volunteer hours: 688,000+
(Equivalent to a full-time workforce of 330 people working for a year with no vacations or holidays.)

Where they come from: Missouri, U.S. and the world, as far away as Japan and United Arab Emirates.

space. They were also well represented on local committees, such as the Local Long Term Recovery Committee (LTRC) and the Points of Distribution Committee, which coordinated the distribution of emergency supplies.

DONATIONS MANAGEMENT

Managing the overwhelming number of volunteers and donations that flowed into Joplin was critical. SEMA's Emergency Human Services Branch provided assistance with both volunteer and donations management.

There were thousands of pallets of supplies to handle – more than 1,000 pallets of bottled water alone at one point. It was put to good use once the summer heat arrived.

TIME LINE

OCT. 5

Gov. Nixon and First Lady announce effort to replace trees lost or damaged.

OCT. 7

Taney County mobile medical unit completes post-tornado duty at Joplin's St. John's Mercy Hospital.



OCT. 18

Construction begins on seven homes for families as part of *Extreme Makeover: Home Edition*.

OCT. 21

Joplin High plays Raymore-Peculiar at KC's Arrowhead Stadium. Proceeds go to Joplin Schools' relief fund.

“ Together, we can, and we will, rebuild – upon a granite foundation of faith ... By God’s grace, we will restore this community. And by God’s grace, we will renew our souls.”

Gov. Nixon at Community Memorial Service, May 29

August brought school supplies – enough to outfit more than 7,000 backpacks, one for every elementary and junior high school student in Joplin.

FINDING SPACE

Initially, the physical plant at Missouri Southern State University was used; later a 22,000-square-foot warehouse at the Joplin airport was used. Finally, SEMA leased a

CONTINUED ON PAGE 38



Catholic Charities’ Joplin distribution center.

The Missouri Baptist Convention operated a child care unit so survivors could tend to immediate needs.



Gov. Nixon tours Red Cross shelter at MSSU, May 25.

TRUE PARTNERSHIP IN JOPLIN

A Red Cross shelter was established the night of the tornado, utilizing cots, blankets and supplies from trailers pre-positioned around the region.

Funding for the majority of trailers and supplies came from the U.S. Department of Homeland Security and the grants were administered by Missouri’s Office of Homeland Security.

Shelter staffing was provided by regional Red Cross volunteers. Missouri Southern State University, which had signed a memorandum of understanding with the Red Cross just two weeks before to make its facilities available in the event of a disaster, hosted the shelter.

The Missouri Department of Social Services helped support shelter operations and assisted shelter residents. True teamwork in action!



OCT. 24

Drury University students complete tribute garden for Joplin volunteers in Cunningham Park.



OCT. 26

Extreme Makeover reveals seven completed homes.



OCT. 29

Volunteer construction begins as Tulsa and Joplin Area Habitat for Humanity partner to build 10 homes.



Left: United Methodist Church volunteers demolish and clear a concrete slab for an uninsured homeowner. **Below:** Springfield-based Convoy of Hope, less than 75 miles from Joplin, was rapidly lending a hand.



CONTINUED FROM
PAGE 37

60,000-square-foot Multi-Agency Warehouse (MAW).

SEMA provided the forklifts, pallet jacks, and computers necessary to run the operation.

The Seventh Day Adventist Church provided management and hundreds of volunteers to help operate the warehouse.

MEETING CONTINUING NEEDS

Once the initial response phase transitioned to recovery, the MAW’s focus switched to recovery supplies, such as lumber, tarps and appliances for home repairs and rebuilds. The inventory is restocked and used when volunteers in mission come to town to help families rebuild.

LONG-TERM RECOVERY

SEMA Emergency Human



June 23: Kansas City Chiefs players remove debris. Players, coaches, cheerleaders and office personnel spent the day assisting and meeting residents.

Services has also been a resource for the Long Term Recovery Committee in Jasper and Newton counties, providing expertise as the community rebuilds.

The LTRC represents 95 organizations, 30 of which are faith-based community partners.

Its mission is to strengthen coordination among disaster recovery agencies and assist survivors who may not meet federal disaster eligibility criteria or who have unmet needs after receiving government assistance.

Assistance may range from home repair to counseling.

CASE MANAGEMENT

The Missouri Disaster Case Management Model is being used: Tornado survivors’ individual needs are first assessed and then reviewed by the LTRC. The LTRC then determines the most appropriate assistance.

The client’s case is then regularly monitored to ensure the best assistance possible is provided.

TIME LINE



OCT. 30

“One State, One Spirit Classic” basketball game at MSSU raises over \$100,000 for tornado relief efforts.



OCT. 31

Joplin ends fiscal year with record building permits – construction valued at \$192 million.

“We thank all of those who devote their lives to serving others through law enforcement and public safety.”

Gov. Nixon, June 9, thanking first responders

Recognizing those devoted to public safety

OVER 400 emergency response agencies responded to Joplin in its hour of need. In Missouri, they came from every corner of the state – from the Andrew County Sheriff’s Department to the Willard Fire Department.



June 9: Gov. Nixon and Department of Homeland Security Secretary Janet Napolitano salute first responders.

BORDERS DID NOT MATTER

It would become the largest law enforcement response to a single event in Missouri history.

They all came to Joplin because, as emergency responders, when disaster strikes their first instinct is to help. Borders and distance don’t matter.

Federal agencies that answered the call ranged from the Air Force to the U.S. Marshals Service. Agencies from 14 states, including as far away as California, Connecticut and New York, responded.

Joplin residents made it a point to express their gratitude to the responders. Gov. Nixon continues to meet with and thank those who responded to Joplin as he travels around the state.

Aug. 26: Gov. Nixon thanks Harrisonville-area first responders who served in Joplin.



ULTIMATE SACRIFICE

One of the responders who volunteered to assist his fellow Missourians made the ultimate sacrifice. Riverside, Mo., Master Patrolman Jefferson “Jeff” Taylor was struck by lightning in Joplin on May 23 and died of his injuries on June 3.

“Certain, special individuals take an oath to serve their neighbors by heading into disasters – not away from them,” Gov. Nixon said. “Master Patrolman Taylor was one of those individuals. As we honor his dedication and sacrifice, we thank all of those who devote their lives to serving others through law enforcement and public safety.”

NOV. 1

Two more tornado-damaged businesses reopen: Casa Montez Mexican restaurant and Slumberland furniture.



NOV. 5

MSSU women’s and men’s basketball teams play MSU in “I-44 Hoops Classic” to raise money for tornado relief.



NOV. 9

Walmart at 15th Street and Range Line Road, destroyed by tornado, reopens.



“The storm shook Joplin to the core, but its rock – its foundation of faith – could not be moved.”

Gov. Nixon at Joplin Six-Month Remembrance, Nov. 22

Faith and grit propel Joplin revitalization

ON MAY 25, three days after the tornado ripped through Joplin, Gov. Nixon met and prayed with Joplin pastors. The Governor had called the group together at Missouri Southern State University because he knew what lay ahead.

“In the coming days, you will preside at many funerals – too many; many of you have lost your sanctuaries,” the Governor said. “Rely on God for strength, but don’t be afraid to lean on one another in this time of need. Your congregations, this community, will need you for your strength.”

JOINING HANDS, LINKING HEARTS

The men and women of Joplin’s faith community joined hands and linked their hearts in common purpose. They vowed to work together that day, and they made a difference not just for their congregations, but for the entire Joplin community.

What carried Joplin through those first difficult days and what continues to propel the community forward is a uniquely Missouri combination of faith and resilience, perseverance and grit. Joplin residents and business leaders have rolled up their sleeves and gone to work. And when they’ve needed to, they’ve leaned on each other.

As the Governor said at the Nov. 22 Six-Month Remembrance, “Joplin is the toughest town on God’s green earth. ... The success of our partnership is a shining example of what we can accomplish when people of good faith rally around a common goal.”



Above: Gov. Nixon called clergy together on May 25. **Below:** National Guard Chaplain Col. Gary Gilmore leads the group in prayer.



TIME LINE

NOV. 14

Joplin officials announce almost half of the 7,500 homes affected by tornado are being repaired or rebuilt.



NOV. 19

Ten families receive keys to new Habitat for Humanity homes built during “Ten for Joplin” project.

NOV. 21

Joplin City Council advances housing permit for local churches that wish to house volunteers.

“Brick by brick and board by board, Joplin is rising from its granite foundation of faith.”

Gov. Nixon at Joplin Six-Month Remembrance, Nov. 22

NEW HOME CONSTRUCTION

The evidence that Joplin is succeeding is visible everywhere. Schools opened on time for the fall semester, and with first-day enrollment 94 percent of the previous year.

Through Dec. 2, 516 building permits have been issued to build new homes or rebuild homes, with 375 of those permits for construction inside the tornado damage area. Residents are already moving out of FEMA temporary housing into new homes.

Sales and use taxes for the Joplin area were up 10.7 percent from May to October 2011 compared to the same period in 2010, from \$27.9 million to \$30.9 million. The unemployment rates in Joplin and Jasper and Newton counties were below the national unemployment rate before the tornado, and remain virtually

unchanged, still below the national rate.

UNITY OF PURPOSE AFTER THE STORM

One of the most important measures of success is the community’s unity of purpose to build an even better, stronger Joplin. By working together after the storm, Missourians have laid the foundation for something extraordinary.

The nation and the world watched after the devastating EF-5 tornado that struck Joplin at 5:41 p.m. on May 22. Now they are watching a shining example of what can be accomplished when people of good faith rally around a common goal. It is a powerful and hopeful message of resilience and compassion, courage and perseverance. It’s being delivered each day in Joplin, Missouri.



Celebrating: Aldi’s grocery store reopens, Oct. 22, one of 400 reopenings through Dec. 1.

CITY BUILDING PERMITS

Permits issued by Joplin for the 12 months ending Oct. 31 topped \$192 million in construction value, eclipsing the previous record of \$128 million. Mercy is expected to break ground on its new hospital in early 2012.

Largest permits:

- Walmart Supercenter, Range Line Road, \$15M.
- Academy Sports, Range Line, \$8M.
- Hilton Homewood Suites, East 32nd Street, \$6.58M.
- Home Depot, Range Line, \$5M.
- Temporary middle school, East 26th Street, \$4.8M.



A common site in Joplin: Less than 2 percent of destroyed or damaged businesses indicated they did not plan to reopen.

BUSINESSES REOPEN

According to the Joplin Area Chamber of Commerce, 400 of the 523 businesses damaged or destroyed were back in operation by Dec. 1. Dozens more are rebuilding and expect to reopen soon. Businesses reopening include:

- **May 28:** Medicine Shoppe Pharmacy is the first business destroyed by the tornado to reopen in a new location, moving

from 20th Street to 32nd Street.

- **July 1:** Cut Loose, a hair salon on South Byers Avenue, is the first destroyed business to rebuild and reopen in its original location.
- **Nov. 9:** One of the area’s largest merchants, Walmart, opens its new Range Line Road Supercenter.

NOV. 22

Six-Month Remembrance in Cunningham Park honors tornado victims and survivors.



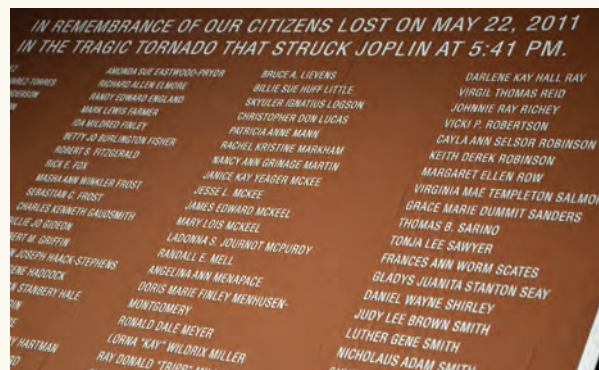
Gov. Jay Nixon
Joplin Six-Month Remembrance
Nov. 22, 2011

“From day one, you have shown unwavering courage, compassion and true grit. Your fight and your faith have proved to the people of our state, our nation, and the world ... that the spirit of Joplin is unbreakable.”



Gov. and Mrs. Nixon, Nov. 22

“The lesson of Joplin is clear: with teamwork and tenacity, the impossible is possible. By rebuilding Joplin – stronger and better than ever – we will honor the memory and fulfill the legacy of those we lost.”



The plaque in remembrance of tornado victims was dedicated on Nov. 22.

