



North Carolina Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

Quarterly Meeting
April 16, 2019

Welcome
Call to Order

President's Message
Daniel Altenau

Minutes
January 15, 2019 Annual Meeting

Treasurer's Report
Gene Ziemba

Old Business
Board Office Elections

New Business
NCEM Report
Endeavors DCM Report
IBM Project Report
NC VOAD Committee Sign Up
Lowe's Presentation

Organizational Reports

Announcements

Meeting Schedule:
Quarterly Meeting:
April 16, 2019 from 10 am - noon
July 16, 2019 from 10 am – noon
October 15, 2019, from 10 am – noon

Adjournment

The purpose of NCVOAD shall be to foster more effective service to people affected by disaster through communication, coordination, cooperation, and collaboration.



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NC VOAD Quarterly Meeting, 2019-04-16

- [Call to Order](#)

The meeting was called to order at 10:00 by NC VOAD president Dan Altenau.

- [Introductions](#)

Daniel began introduction of everyone in the room and on the phone.

- [Welcome](#)

The Red Cross office welcomed NCVOAD to their building

- [President's Message](#)

Daniel Altenau opened the meeting by identifying himself as the newly elected President. He thanked the past president Ann Huffman for her past service. He then thanked the former Secretary Larry Marks for his years of service to VOAD. He noted that they both were instrumental in the success of NC VOAD the past few years navigating several major disasters. He then identified the new executive board.

He thanked everyone present and on the phone. He took a moment to thank all the organizations who served in response and recovery to disasters.

Daniel Spoke about his vision of committees that will make the NCVOAD program stronger. These committees are

1. **Housing** – All issues rentals, affordable housing and advocacy.
2. **Case Management** – Share challenges and best practices around case management and advocate for improvements.
3. **Training & Meetings** – Assist with the planning for VOAD Quarterly meetings and plan trainings between meetings.
4. **Volunteer management** – Coordinate and plan for efficient communication and utilization of spontaneous volunteers immediately after an event.
5. **Donation Management** – Coordinate and plan for coordination between agencies to understand what supplies are needed in the community and what supplies are available from local and national agencies.
6. **Resource Coordination** – Coordination and sharing of information regarding what service providers are available across the state.
7. **Long Term Recovery Groups** – Helping local LTRGs stand up, maintain and flourish immediately following and long after an event.

8. **Spiritual and Emotional Care** – Coordinate trainings and workshops to foster emotional and spiritual care across an impacted area.
9. **State EOC Coverage** – Individuals to be trained on EOC procedure to maintain an NC VOAD seat at the EOC during a disaster.

Signup sheets for each committee is on the back table next to the sign-in sheets. He states also on the back table are organization report forms which if you fill it out allows for more accurate reporting for your agency.

- **Minutes from January meeting**

Larry Marks motioned to accept the minutes as written. The motion was seconded by Jack Frazier. The motion was passed unanimously and passed.

- **Treasurer's Report**

The treasurer Gene Ziemba gave the treasure report.

Current balances are:

- Checking: \$8,236.84
- Savings: 2,002.02
- Total: \$10,238.85

Most recent activity:

Most of our funds come from dues. It is the time of year when we send out our dues request. We have received approximately 12 organization dues in the recent past. He reminded organizations in the room to pay their dues.

2/15 E&O insurance installment \$341.69

- **Old Business**

The new executive board was formally introduced. President Daniel Altenau, Vice President John Robinson, Treasurer Gene Ziemba and Secretary Alfred Foote.

- **New Business**

NC Emergency Management: Review of Hurricane Matthew & Hurricane Florence

Emmet Wainwright from NC EMS reported that the state IA program is operating and approximately 570 people remain in housing in 13 counties. All these cases have an Endeavors disaster case manager working with the survivor. The FEMA STEP program ended. The State took approximately 200 survivors who were over the Limit and contracted with four contractors to allow survivors to return to a safe environment. Larry asked for more info on the state STEP program and he was referred to the state web site for STEP <https://www.ncdps.gov/florencestep>. He followed up with saying if the homeowners have issues with the work being completed should contact the call center at 1-833-257-1100. Phil Triplett added that there is a 60-day warranty that should be used before anyone pays extra to fix incomplete or substandard work. Phil then began his VAL report. He stated that the state is interested in providing training to the LTRGs to help them grow. He added that the issues are each LTRG is at a different place in development. Kayla Williams then spoke up about a survey they are conducting for the LTRGs to fill out. Once they get the surveys complete they will begin scheduling the needed trainings. The surveys have been sent to LTRGs and put out on the LTRG yahoo group (the survey can be found at

https://groups.yahoo.com/neo/groups/NC_LTRGs/conversations/messages/813

Along with the power point form the meeting.)

FEMA Report: Hurricane Florence

Steve Wise gave the FEMA report. There are 3 FEMA VALs left in NC with a mission of working with the STATE, VOAD and the LTRGs. There were 29 FEMA VALs in North Carolina after Florence. They have worked hard and now over 6 months after the storm we have reassigned 26. Their mission has changed over time from Unmet needs to TSA and finally the cleaning up of the data in crisiscleanup.org. The FEMA core contacted over 9000 survivors in the Crisis Clean up system. Working to ensure the survivors have had their needs met. He strongly encouraged all LTRGs to go on the site and register so that you can view the information for the survivors in your area. Even if you are not registered you can view a map with the cases listed they will just not have contact information.

ENDEAVORS

Joya Evans from Endeavors gave the numbers of cases (1826 cases over 5000 contacts) and noted they are growing. They are working hard to get the needs met and have full assessment completed on all cases.

She was asked what DCM system they were using, and she stated they are in CAN but use the APPRICOTT DCM system.

She noted that if you wanted county specific stats they could be found on the partner site (partner site is the site run by the state and you need to get permission to be part of this site) she will also send out the data on the LTRG yahoo group

https://groups.yahoo.com/neo/groups/NC_LTRGs/conversations/messages/821

NC VOLUNTEERS & DONATIONS TASK FORCE

Daniel Altenau reported out for this task force. They have sent him the results of the IBM groups analysis of the disaster response and recovery system in NC. Please go to the following links for the full reports

https://files.nc.gov/governor/documents/files/IBM_CSC_USA4_Ecosystem_Presentation_5_Apr_2019_0.pdf

https://files.nc.gov/governor/documents/files/IBM_CSC_USA4_Presentation_5_Apr_2019_9.pdf

https://files.nc.gov/governor/documents/files/IBM_CSC_USA4_Donation_Presentation_5_Apr_2019.pdf

news articles about the IBM results

<https://www.newsobserver.com/news/local/article228889614.html>

<https://www.wunc.org/post/study-better-systems-needed-connect-volunteers-donations-hurricane-victims>

LOWE'S PRO SERVICE MANAGEMENT

Two members of the Lowe's Pro-Service Management team came to the meeting (Allen Smith of the Eastern NC Market and Travis Evans for the NC foothills area). They explained the newly identified corporate mission of Lowe's is to become a partner for disaster services. They are working on ways Lowe's can help partner with the groups in the room to make disaster services better before during and after a disaster. They talked about their command center in Morrisville being activated for different events. There was discussion about how they could help and how Lowe's fared in different communities after Florence. They made it clear they are here to help and come up with ideas that help the citizens of North Carolina.

NC VOAD Task Force Reports

- Daniel Altenau reported that the weekly LTRG phone call is being coordinated with the State DCM call. There will be one number to call into both meetings. The state meeting will continue to start at 10 am and the VOAD call will begin at 11am. This will allow everyone who needs to be on both from hanging up and going to the next call or not being able to be on the call because of the need to be on the other call. This will begin on May 3. The next VOAD call is 4/26 at its regular time and phone number.

- ### Organization Reports

NC 2-1-1/United Way

Heather Black reported that 211 continues to help survivors of Hurricane Florence and Matthew. They are the call center for rebuild (CDBG-DR) information. They are now the call center for the Back at home program. They expect to be the home for Florence CDBG-DR should it occur. She reminded everyone that the better the community resources are listed on 211 the better they can help survivors.

North Carolina Conference United Methodist Church

Cliff Harvell stressed assessment and interagency cooperation. They are active in the four centers opened for Matthew (Washington, Tarboro, Fayetteville, and Lumberton) these same four centers are active in Florence. Response Team work continues, and rebuilding sites are open in Cumberland, Robeson, and Beaufort, Carteret, New Hanover, and Columbus counties. They are looking to open sites in at least two additional counties for a total of 9 centers. Mold continues to be a big issue. They have partnered with United Church of Christ and United Way to build mold trailers. He noted that they are also working in counties without centers. They partnered with other groups during the STEP program. Volunteers are arriving more frequently now that spring has arrived. Please call 888-440-9167 to volunteer or to send others to volunteer.

American Red Cross

Cynthia Bradley reported out for the Red Cross. Their response to Florence. 1.6 million meals/snacks served, 337500 relief items distributed, more than 129700 overnight shelter stays provided, 52800 health/mental health contacts made and over 3600 severely affected households were provided financial assistance. (all stats are as of the 6-month date 3/14/19). These services cost approximately 47 million dollars. The next phase of recovery is at hand and the grant application deadline was this past weekend. Now Cynthia will begin processing the grant requests. He noted that currently they only have a two-year budget approved. They fully expect to have longer but that is their status as of today.

North Carolina Baptist Men/Baptists on Mission

Jack Frazier reported that they participated in the STEP program and completed 175 homes. They have a lot of work going on right now noting that they have buildings and can house volunteers.

Lutheran Services Carolinas

Paul Dunn reported that they are funding recoveries from Hurricanes Matthew and Florence. They are working with LTRGs and DCM to help survivors, using Lutheran Services funding. Their focus is getting people back in their home. Ilham Thurston is the person to contact the contact number remains 1-919-440-9167. They are working on a needs list, a centralized real time supply needs list.

Operation BBQ Relief

Scott Jarrett reported that they have recently updated their mission and have begun an always serve program. This program will serve the hungry, military and first responders. Their new Director is starting a 60 day nationwide campaign in California and ending in Tampa Florida to raise awareness and feed people.

Pender County LTRG

Jennifer Witkowski reported that Pender County is fully active. They have Case workers. They have received several grants. They are working on housing for volunteer groups set up at.

The Church of Jesus Christ of Latter-day Saints

Jere Snyder reported that they are working on training. They are an organization that has many lay ministers (they have a regular job besides being the church minister). This creates lots of turnover. Creating a need for training films for setting up command centers and operations of the centers.

Legal Aid of NC

Nicole Mueller reported that they received a Golden Leaf grant to assist survivors of Hurricane Florence with insurance issues, contractor scams, landlord disputes and FEMA appeals.

Samaritan's Purse

Jeff Graham reported that they have their center in New Bern and are assisting with rebuild, elevation, and repair jobs. They also have a program for manufactured homes that is just getting off the ground. He then stated there are grants available from them for LTRGs (they are like the grants given out during Matthew)

Team Rubicon

Laura Block reported that they are expanding from their bases of r muck out, chainsaw, and heavy equipment by getting into the rebuilding side of recovery. Many of their crews are in Alabama right now due to the tornados. She asked for people to think of a need they have of keeping their chainsaw staff certified. If you know of a organization that needs trees downed please contact them and they will see if they can accommodate the request.

Wake Interfaith Disaster Team

Larry Marks reported that they suffered minor damage in Wake County. Their cases in Crisis clean up were closed with in a few weeks. He noted that in this time of in activity for their LTRG they have been ask by the County to help develop a plan for Volunteers and Donations management, to develop a core of chaplains to serve in the event of a mass casualty, develop lay people to help man shelters for a mass casualty event and develop a SOP for their positions in the EOC.

Catholic Charities

Daniel Altenau reported that they have four centers New Bern, Greenville, Wilmington and Fayetteville. They are offering support for rent, security deposits, and other needs that achieve the mission of a safe stable environment at these offices. Each office has slightly different services available due to their presence in each area please contact the center nearest you to seek assistance.

Knights of Columbus

Gene Ziembra reported that the Knights of Columbus is building their capacity. They are working with partners to help establish procedures and policies that will enhance their ability to serve in a disaster.

- [Announcements](#)

The combining of the meetings was stated again. It is important that we partner with each other to best serve the survivors. Beginning on May 3 the State DCM call and the VOAD call will be combined. The state call will start at 10:00 am and the VOAD call will begin at 11:00 am. The state will have one more call on April 18 and VOAD will have one more on April 26 before they merge.

Don't forget the Yahoo LTRG Group that started after Matthew is still going strong and is a great resource for all disaster related information.

- [Meeting Schedule:](#)

Quarterly Meetings:

July 16, 2019 from 10 am – noon at the STATE EOC

October 15, 2019, from 10 am – noon will be at the same venue as the State EM association fall conference in Atlantic Beach

- [Adjournment](#)

The meeting was adjourned at 12:09 pm.

Respectfully submitted,

Mr. Alfred Foote
Secretary
NC VOAD