



North Carolina  
Voluntary Organizations  
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

**Quarterly Meeting minutes July 16, 2019**



# North Carolina Voluntary Organizations Active in Disaster

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Quarterly Meeting

*July 16, 2019*

**Welcome**

Call to Order

**President's Message**

Daniel Altenau

**Minutes**

April 16, 2019 Quarterly Meeting

**Treasurer's Report**

Gene Ziemba

**Old Business**

**Organizational Reports** (\*See Guidance Document for Organizational Reports)

**New Business**

Sub-Committee Updates and Reports

National VOAD Review Presentation

Special Guest Speakers and Member Recognition

**Announcements**

Fall Meeting Date Change – Tuesday, November 5<sup>th</sup> at NCEMA Conference

**Meeting Schedule:**

Quarterly Meeting:

July 16, 2019 from 10 am – noon

October 15, 2019, from 10 am – noon

**Adjournment**

**Celebration**

Following the July 16<sup>th</sup> NC VOAD Quarterly Meeting, Operation BBQ has generously agreed to share their ministry with all members in attendance. Lunch will include BBQ Pork and BBQ Chicken, drinks, and desert. There is no cost to attend this celebration.

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



# North Carolina Voluntary Organizations Active in Disaster

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## NC VOAD Quarterly Meeting, 2019-07-16

- [Call to Order](#)

The meeting was called to order at 10:05 by NC VOAD president Dan Altenau.

- [President's Message](#)

Daniel Altenau opened the meeting by talking about all the events that the VOAD has responded to in the past year. He pointed out the tasks that all the different organizations have stepped up and accomplished for survivors. He talked about his experience at the National VOAD conference and how he sees what we do in North Carolina as some of the best work being done across the country.

He thanked the past president Ann Huffman and former Secretary Larry Marks for putting NC-VOAD on the forefront of disaster services. He noted that they both were instrumental in the success of NC VOAD the past few years navigating several major disasters. He spoke about the efforts of the VOAD for all different disasters not just the devastation of Hurricane Florence and Matthew but flooding in the mountains.

He thanked everyone present and on the phone.

- [Minutes from April meeting](#)

Heather Black motioned to accept the minutes as written. The motion was seconded by Laura Block. The motion passed unanimously.

- [Treasurer's Report](#)

The treasurer Gene Ziembra gave the treasurer's report.

Current balances are:

Savings:	\$2,002.07
Checking:	\$7,139.42
Total:	\$9,141.49

Most recent activity:

June Deposits: \$600.00

No expenses for month of June

Expenses May 2019: \$1,697.42 (NVOAD Conf)

Interest Paid Year to date: **\$0.12**

Report motioned for approval by Jere Snyder and seconded by Alfred Foote. The motion passed unanimously.

- [Organization Reports](#)

- [NC 2-1-1/United Way](#)

Heather Black reported that 211 is constantly preparing for the next event. 1200 calls during Matthew and over 25000 call during Florence. They still get calls every day for both. They are the contact point for CDBG-DR and the letters from Matthew have started going out and rebuilds have begun. They expect to be the home for Florence CDBG-DR should it occur. They are also the starting point for the Back at Home program.

She reminded everyone that the better the community resources are listed on 211 the better they can help survivors. This is 24/7/365 access with trained specialist at call centers to provide information and referrals.

She stated that NC 211 received the first ever AIRS (Alliance For Information Referral System) Innovator of the Year award for their work with disaster preparedness and partnership with NCEM.

- [Knights of Columbus](#)

Gene Ziembra reported that the Knights of Columbus has been building their capacity over the past three years. They have been working with partners to help establish procedures and policies that will enhance their ability to serve in a disaster. They have built a connection to Catholic Charities to provide an improved response to disasters

- [The Church of Jesus Christ of Latter-day Saints](#)

Jere Snyder introduced Jay Henderson as his replacement, although he is not leaving, he is taking on more of a behind the scene roll. They have begun redesigning their response and we are now part of the southeast response. A gentleman in Florida is in charge of all their VOADs in the southeast. Each county will have a primary contact for the EM of the county to help coordinate needed services.

On a side note Jere has a film production company that just made a Hurricane Matthew recovery called "Three Towns Three Rivers". Focusing on the towns of Fair Bluff, Seven Springs and Princeville. It is in edit now and will be available soon. It was made for Public Television.

Jay Henderson got a chance to introduce himself.

- [Team Rubicon](#)

Laura Block reported that they do muck out, chainsaw, and heavy equipment. They have begun rebuilding work in conjunction with Governors Coopers Hometown Strong initiative and in collaboration with the Department of Military and Veterans affairs American Legion post 64 on Pollocksville in Jones County. Princeville Canal cleaning just came off hold as the US Army Core of Engineers gave them approval.

- [Cumberland Disaster Recovery Coalition](#)

Alfred Foote reported they have already paid out over \$100,000 in unmet needs for Hurricane Florence Recovery. They have maximized our dollars with the help of our partners at the unmet needs table Catholic Charities in Fayetteville and Habitat for Humanity. Much more efficient with Florence than with Matthew. Now we are looking to partner with community college to do apprenticeship with our partners at UMCOR - electrician students and HVAC students.

- [North Carolina Conference United Methodist Church](#)

Cliff Harvell began by introducing his staff present in the room. They are active in the four centers opened for Matthew (Washington, Tarboro, Fayetteville, and Lumberton) as

well as four new centers are active in Florence. They also have 4 mini centers for a total of 12 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. Please call 888-440-9167 to volunteer or to send others to volunteer.

#### Legal Aid of NC

Dale Deese of Legal Aid NC has a grant from the Golden Leaf Foundation to assist Hurricane Florence survivors with insurance issues, contactor scams, landlord disputes and heir deed property. If you need more info on this contact Legal Aid NC. They have partnered with many of the organization in this room. They are doing clinic in many rural communities. Moving away from the court house and going to the field. If you have a suitable space, they will come. They will help your survivors and arrange for a day for survivors in your community to be seen. Their contact info is [\(866\) 219-5262](tel:8662195262)  
<http://www.legalaidnc.org/>

#### Operation Blessing

Philip Merki, reported they have closed operations but are ready to respond when needed. They responded in Fayetteville for Matthew from 10/11/16-11/8/16. They provided 2 truckloads of supplies, served 4,874 meals, completed 79 work orders, and granted \$5,000.00 to local organizations. For Florence they responded to New Bern and Lumberton. In Lumberton they provided 13 truckloads of supplies, completed 93 work orders, served 44,949 meals, and granted \$151,910.60. In New Bern they completed 60 work orders, granted \$121,607.00, and provided 6 truckloads of supplies. They hope to avoid NC this season.

#### 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 a nationwide campaign in California and ending in Tampa Florida to raise awareness and feed people.

#### Samaritan's Purse

Jeff Graham thanked everyone in the room for assisting with the work being done to help survivors. He reported that they have their center in New Bern and Whiteville and are assisting with rebuild, elevation, and repair jobs. They also have a robust manufactured homes replacement program. He then stated there are grants available from them for LTRGs (they are like the grants given out during Matthew). They have funds that will not complete against their rebuilds. We need to talk so please contact me if you are interested in the grant process.

#### NC Pro-Bono Resource Center

Katherine Asaro is missioned with catalyzing attorneys to volunteer their unique skill set to guide survivors through questions and access to resources. They have organized volunteers at the Disaster Resource center in New Bern and Fayetteville. They have put on clinics for survivors in New Bern, Wilmington Morehead City and Trenton. They are meeting and planning for the next event to see how they can improve

#### Disability Rights NC disaster project

Iris Green, they have begun a program to make sure people with disabilities can recover. They are here assisting persons with disabilities and have partnered with organizations in the room to help. They have a case worker advocate Curtis Hill, out in the field and we have or are planning to participate in some of the expos.

## **Catholic Charities**

Emily Hart reported that Catholic Charities of the Diocese of Raleigh covers 54 counties most of the area effected by Hurricane Florence. With offices in New Bern, Greenville, Wilmington and Fayetteville. They provided 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.

## **Day One Disaster Relief**

Jill Christiansen, partnered with Op Air Drop. Secured use of a terminal building, 20,000 sq ft building, 185,000 pounds of supplies flown out to affected areas. Trained and organized volunteers to weigh and bundle supplies. Mission is to organize smaller organizations and supply transportation. They provide services for the first week. This is their first meeting and they are looking forward to collaboration.

## **American Red Cross**

Greg Mack reported they completed the first round of direct financial assistance in June 2019 serving over 6000 families. The next phase of grant funding for recovery is gearing up and they hope to have these funds out to partners by end of September. He noted that currently they only have a two-year budget approved.

## **New Hanover Disaster Coalition**

Audrey Hart, New Hanover LTRG: working on expo this Saturday, bringing together over 30 agencies in 1 big gym on July 20<sup>th</sup> 10 am until 2 pm. They have secured the MLK center (401 S 8th St, Wilmington, NC 28401). They will have several different classes as well as booths and displays. Unmet needs committee and other committees. Working to make sure we're all partnering together.

## **New Hanover WARM**

Andy Jones: WARM provided immediate tarping needs for homeowners already on our waiting list, under construction, or recently completed following the storms. They continued to receive applications for rebuilds for owner-occupied homes. As of June 30, 2019, WARM has completed 57 Hurricane Florence rebuilds with 29 more currently under construction. They have received volunteers from as far away as North Dakota, Nebraska, Louisiana, and Connecticut. They have received Hurricane Florence Recovery money from as far away as Colorado and California.

Their Executive Director and Andy are the co-chairs for the construction committees for the newly formed LTRGs in each of the three counties that our organization serves. Through these committees we have formed and renewed relationships with other organizations also working on recovery and rebuilding of homes.

## **NC Disaster Case Management**

Lucretia M. Hoffman reported on the State contracted DCM services. Endeavors currently has the Case Management contract with the state, provided by a FEMA grant. They provide case management services for survivors. The latest number show they have assisted 4200 survivors, needs include: housing repair, financial assistance and rental assistance. She discussed the DCM program, it's successes and how to keep the program moving forward. Many of our partners were in the room and participated.

They have openings with Endeavors for disaster case managers and construction analysts with the State EM.

She wanted to remind everyone that they are here to help and are willing to come to meeting to discuss DCM. They will do what is needed to make the DCM program successful for your community.

## **Needslist**

Amanda Levinson of Needslist - Online Platform, allows groups to post their needs or services. Please register your organization because it is easy to plan the coordination of services now than in the middle of the disaster.

## **NC Emergency Management IA**

Phil Triplett, NCEM - Still need lots of help in Catawba and Mecklenburg counties. Do have a state declaration, grant applications incoming until Aug 26. Catawba very spread out, Mecklenburg very concentrated. 30 LTRG active in NC. Stanley and Montgomery county created a LTRG and are planning an expo, Kayla will help them draft their long-term recovery plan. We have 3 expos going on this Saturday July 20. Planning them in Brunswick and Cumberland and Robeson counties.

## **Lutheran Services Carolinas**

Paul Dunn, Lutheran Services Carolinas, providing funding for unmet needs for Florence and Matthew survivors. They provide resources and funding globally, will always do long-term recovery but now expanding into relief. Lutheran Carolinas Disaster Survivor Hotline 919-861-2886.

## **NC Emergency Management**

Emmett Wainwright, NCEM - Their job is to coordinate and supplement efforts of LTRG and VOAD. Currently focused on long-term sustainable housing. Assisting the 447 in temporary housing. They are here to help.

## **NC Volunteer and Donations Commission**

Caroline Farmer, Governor's Office: Preparedness for a storm we hope does not come and day-to-day assistance as we recover from Florence. Training for reserve corps in August - Veterans and AmeriCorps are going to learn muck and gut and mold suppression. This will give the state a stable of people trained in helping right away in the community. Training for non-profits and LTRG is also in process.

Working on social media presence to bring in volunteers and expand presence, they are looking for a communications or social media contact for each org.

## **Church world Services**

Krista Kim, Church World Service, focus on refugee and immigrant communities. They are working with the LTRG's in Cumberland and Robeson counties. Working on a survey to LTRG to assess unmet needs, going out in beginning of August. Please reach out to them if you have a qualifying community. They also provide Clean-up buckets and blankets.

## **North Carolina Baptist Men/Baptists on Mission**

Jack Frazier reported that they provided Mass Feeding, Mud out/Tear out, Chainsaw, Roof tarping, Mold remediation, Laundry & Shower Units Medical Corps reserves, Communications and ongoing rebuilding efforts. They also collected and distributed in-kind donations. Their organization provides: Swift Water Rescue, Mass Feeding, Chainsaw, Skid Steer, Mud out/Tear out, Roof Tarping, Emergency Child Care, Laundry, Showers, Medical Corps Reserves, and Communications.

Jack Frazier, NC Baptists on Mission is ALWAYS looking for volunteers to collaborate with.

## **Salvation Army**

Mike Pratt from the Salvation Army reported that they are here to help and find their role in the recovery of North Carolina. You can contact the web site if you need assistance

[SalvationArmycarolinas.org](http://SalvationArmycarolinas.org)

### **LTRG Committee chair NC VOAD**

George Strunk, LTRG committee of VOAD: Thanked Kayla and Phil for the training and encouraged more training of the same or similar. He voiced his concern of the critical need to share information and learn from each other. He spoke of the importance of imposing best practices for your LTRG right from the start because it only takes one bad incident to harm the reputation of the LTRG. Let us know if you have questions or ideas.

### **Wake Interfaith Disaster Team**

Larry Marks reported that they suffered minor damage in Wake County. Their cases in Crisis clean up were closed within 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.

### **NC DHHS**

Carlotta Dixon, Works for DHHS in the division of Social Services as the CERT lead. She is the liaison between disaster services and DSS. As you may know DSS is responsible for Disaster SNAP, as well as DRAP funding. She is a partner here to help.

### **Environmental Defense Fund**

Scott Sellers is a member of the Non-profit Environmental Defense Fund. He is here to figure out how his organization fits into the recovery and resiliency of North Carolina.

### **Craven County Disaster Recovery Alliance**

Kitty Hardison, Craven County LTRG: She is here to learn

John Robinson, Chair of Craven County Disaster Recovery Alliance, 70 organizations and individuals that collaborate. 400+ cases in case management, hands-on with 125 of those so far with house reconstruction, and such. 750 homes still in need. Looking for a recovery plan, then take it to table and everyone takes on a piece to help out. Open meeting first Thurs of every month at 10 AM. Huge shout out to United Way in New Bern, never worked with such a collaborative and supportive United Way!

John also noted he is the co-chair of New Hope Presbytery Disaster Committee, dispersing funds that they received from PDA. New Hope Village - 60 bed facility for volunteers, to open Sept 1. Anticipate 20-40 beds open, go to PDA site to reserve online.

### **Presbytery of New Hope**

Doug MacDonald with PDA deployed with New Hope Presbytery. Stated that John Robinson covered most of what he was going to say. He added that they helped stand up 6 LTRGs after Matthew with funding and 4 more after Florence. They continue to support LTRGs. They also have a volunteer center in New Bern and would live everyone's help in keeping volunteer teams in that center.

### **ON THE PHONE**

#### **FEMA**

Sandra Kennedy reported for Region 4. She thanked everyone in the room and on the phone for the hard work that has been done and is being done. She spoke about the importance of collaboration and the fine job North Carolina does in bring governmental and non-governmental partners together. There is a conference coming up in Aug 6-8 called national partnership day and FEMA will be there.

#### **NC EM Association**

Mary Beth Newns reported that they appreciate the support that we provide to local EM. We are partnering with NCVOAD again to have their fall meeting with us in Atlantic Beach at the fall EM conference.

- [Guest Speakers](#)

Secretary of Public Safety, Eric Hooks spoke. He explained that even the 37000 employees of Public Safety in state do not work alone. It is through robust partnerships that we accomplish our goals. He thanked everyone in the room for being part of that partnership. He spoke of the new Office of Recovery and Resiliency that will help focus on the partnership between that state and the LTRG

NCEM Director Mr. Mike Sprayberry spoke. He stated that it was his honor to be here today with all of the volunteer organizations that support him and his employees in the response and recovery work. He stated that he is always looking for new ways to engage with volunteers. He asked if anyone knew of ways to bring in more volunteers to let him know to see how his office can support the effort.

Carolina Farmer from the Governor's Office Committee on Volunteerism gave a message from Governor Cooper. He acknowledges that the people in this room and on the phone are the leaders of this state's recovery. We are the people helping families get back into their homes and rebuilding communities.

**At this time in the schedule we began to honor some of the partners of NC-VOAD. Director Sprayberry handed out awards and took photos with the honorees.**

- [Old Business](#)

Committee Reports:

1. **Housing** – No chair but Jack Frazier ([jfrazier@ncbaptist.org](mailto:jfrazier@ncbaptist.org)) is helping to get the committee up. He plead for help and getting your expertise on this committee.
2. **Case Management** – Ann Hoffman ([ahuffman@nccumc.org](mailto:ahuffman@nccumc.org)) is support for Case Management best practices and advocate for improvements. They will also be updating the DCM plan. If you would like to be part of this committee, please contact Ann, they would like to have you.
3. **Training & Meetings** – Kayla Williams ([Kayla.Williams@ncdps.gov](mailto:Kayla.Williams@ncdps.gov)) reported they conducted their first training as a result of the committee and are planning more of the same. The topics featured case management, donation management, preventing burnout and CAN. They have plans to do more and would love your assistance in arranging for more trainings.
4. **Volunteer management** – Brooks Wadsworth ([brookswadsworth@icloud.com](mailto:brookswadsworth@icloud.com)) reported the committee has meet. He would love your input. Doing a planning for the storm that is not going to happened but where would we set up when it does. Coordinate and plan for efficient communication and utilization of spontaneous volunteers immediately after an event.
5. **Donation Management** – NEED A CHAIR [ncvoad.pres1@gmail.com](mailto:ncvoad.pres1@gmail.com) 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** – NEED A CHAIR [ncvoad.pres1@gmail.com](mailto:ncvoad.pres1@gmail.com) Coordination and sharing of information regarding what service providers are available across the state.
7. **Long Term Recovery Groups** – George Strunk([ncvoad.ltrg@gmail.com](mailto:ncvoad.ltrg@gmail.com)) thanks to Ann, Larry and John have been vital in helping the LTRGs up and running. They need more members to help reach all the LTRGs that are up and active. We are currently looking for ways to keep LTRGs active during down years.

8. **Spiritual and Emotional Care** – NEED A CHAIR [ncvoad.pres1@gmail.com](mailto:ncvoad.pres1@gmail.com)  
Coordinate trainings and workshops to foster emotional and spiritual care across an impacted area.
9. **State EOC Coverage** – Larry Marks ([marks@bellsouth.net](mailto:marks@bellsouth.net)) reported State Emergency Response Team (SERT) we volunteer to assist in the state EOC when it is activated. They currently have 5 or 6 people on the committee and would like more so if you live near Raleigh and would like to be part of this team please let me know.
10. **Communication**-- NEED A CHAIR— [ncvoad.pres1@gmail.com](mailto:ncvoad.pres1@gmail.com) this committee will help develop and guide the issues surrounding communication for NC VOAD and LTRGs

#### **The Friday NC VOAD call**

NC VOAD continues to hold calls every other Friday (the next one is Friday July 26<sup>th</sup>). The calls are to assist LTRGS and members connect, get updates and learn of resources. On the next call, “NeedsList” will make a presentation about how they can help your VOAD and LTRG. NC VOAD has worked with the state so that the meeting directly follows the state DCM call at 10 am. To ensure you get all the information at one time and on one phone call ([1-800-320-4330 ext. 992589#](tel:1-800-320-4330))

- **Meeting Schedule:**

Quarterly Meetings:

**November 5, 2019**, from 10 am – noon will be at the same venue as the State EM association fall conference at the DoubleTree Hotel in Atlantic Beach

- **Adjournment**

The meeting was adjourned at 12:09 pm.

Respectfully submitted,

Mr. Alfred Foote  
Secretary  
NC VOAD