# NCVOAD Large Logo

# Minutes of Quarterly Meeting

## July 18, 2017

## Welcome

The meeting was called to order at 10:00 by president Ann Huffman. The invocation was delivered by Rev. Vito Biscogno.

## President’s Message

President Ann Huffman welcomed attendees to the meeting and stated that their good work was responsible for NC VOAD being granted the State/Territory VOAD of the Year award.

## Minutes

Daniel Altenau moved, Jere Snyder seconded approval of the minutes of the previous meeting. They were approved unanimously.

## Treasurer’s Report

The Treasurer’s Report is attached (filed on the website). \_\_\_\_ moved, Daniel Altenau seconded accepting the Treasurer’s Report. It was approved unanimously.

## New Business

**NC EMERGENCY MANAGEMENT**

Katie Webster reported that the TSA program ends July 22 for all 37 households still being housed, primarily from Robeson County. Mitigation lists have been sent to all counties. A regional status meeting will be held today for all counties, covering redevelopment plans for all counties. NCEM is facilitating meetings with county and city units, especially in Robeson County. Furniture, pots and pans, household goods, etc. are needed. Mold issues continue. Food is needed, especially meat.

Phil Triplett reported that there have only been 9 applicants of the 45 homes damaged by the straight-line high winds event. Outreach is continuing; the deadlines are still open. SBA and other assistance have been approved.

Cliff Harvell asked whether rebuild agencies could get the approved mitigation plans from the state. It would assist the agencies in ordering rebuild projects. Katie agreed to look into it.

**FEMA**

Faye Stone reported that 37 households were occupying 40 rooms in TSA: 7 in Cumberland County, 3 in Edgecombe County, 27 in Robeson County (17 are First Baptist tenants, going home soon), and 1 in Wayne County. The Princeville Task Force is meeting at the JFO. NC VOAD is invited to the task forces. The meetings will continue and are going well. There are 20 LTRGs in North Carolina; 15 are active and 5 are developing.

There are two mattress projects underway. Faye thanked Jere Snyder and the Church of Jesus Christ of Latter-day Saints for moving mattresses from Southern Pines to a Robeson County warehouse for distribution to other LTRGs.

FEMA and NC VOAD are undertaking a special project for the FCO to capture VOAD volunteer organization efforts from the beginning, to be able to publicize VOAD value. The report will go back to the beginning and also include the total repair and rebuild effort. The first page of the survey covers volunteer effort. The second page covers rebuild effort including commitment duration, number of homes completed, number in progress, and number remaining. They expect regular updates to the survey.

Larry Marks noted that a lot of information could be captured from the LTRGs with a good CAN reporting template. Garrett Cavanaugh stated that more than one family was in TSA in Wayne County. Faye responded that FEMA information shows one family.

**LUTHERAN SERVICES CAROLINAS**

Paul Dunn apologized in advance if he missed any people in his following recognitions. He stated that all people were heroes and he thanked them. Last week LSC and its partners prevented two suicides. Miss Green at NC4Hope helped greatly. Another individual—who only gave a phone number—helped staff with a mobile crisis.

LSC has received 550 referrals, some direct as a result of outreach and some indirectly from the LTRGs. The call center remains available 24/7. It is live 9-5 Monday through Friday at 919-861-2886. With the help of the LTRGs, outreach has been valuable.

Case managers have been very busy. Paul is concerned about their welfare. It helps to seek out positive moments. It was great to attend the Samaritan’s Purse house rebuild in Edgecombe County. They are working on a process with LSC. Samaritan’s Purse gave a Bible and paid-in-full house to an 86-year-old.

Paul thanked Cliff Harvell for teaching about building requirements and providing office space.

LSC is constantly seeking resources. They have allocated $16,000 for furniture for survivors with more to come.

NC VOAD has been very important. George has been very encouraging and Larry’s wisdom is appreciated. When visiting LTRGs, remind them to visit the NC VOAD website; NC VOAD has created a cookie-cutter website with information from start to end. Paul has referred others to NC VOAD.

Paul apologized if he had left anyone out. He mentioned the good relationship with the Twin-County LTRG—the county is also providing offices. Cumberland received guidance from Larry; they have good bylaws and are helping survivors. Cumberland has a good process as does Edgecombe. Paul loves working with Barb at Wayne County; the LTRG gave them office space and welcomed them. They are continuing to try to build strong relationships.

Paul mentioned that he and Cliff were able to take time to learn each other’s processes. Paul also recognized Vito in Lenoir County, Pastor Coles in Pitt County (daily calls), amazing help from Daniel Altenau at Catholic Charities, and Liz and Stephanie at Catholic Charities.

The LSC team in Robeson County should be called Team Tenacity. They reached out to BB&T to supply box fans and received them for overheated clients. The team found that local DSS could provide clients 60+ on Medicaid with assistance for home repair.

Three of the 24 case managers speak Spanish, one speaks French, and two speak Arabic. LSC can assist with translation needs and also has a translation service available for all languages.

LSC received a call at 9:00 am from a client who was being evicted from temporary housing. He had a place lined up for the following day and needed overnight lodging. (Holly said to call Ann next time for resources.) In this instance the case manager paid out-of-pocket for a hotel. Her teammates moved the client’s goods to the office in Lumberton. (The office is at 313 Elm St. Visitors are welcome.) The goods were moved by teammates to the new home the next day.

Paul reported a meeting Friday with NC Emergency Management and FEMA. Lots of reports regarding clients in Mobile Housing Units (MHUs). The plan is to move households from MHUs when possible and do case planning.

Paul thanked everyone for the many positives he has seen.

## Organizational Reports

**OPERATION HOPE**

Ann introduced Jason Yancey, Deputy Director for HOPE Coalition America (HCA), the emergency preparedness and response division of Operation HOPE, Inc. She stated that NC recovery is better because survivors have been referred to Operation HOPE.

Jason Yancey explained some of the services offered by Operation HOPE. They assist in financial counseling and long-term budget counseling for the poor, underserved, and undocumented. They do outreach. They do not accept government funds and they are not faith-based. They work with contractors and avoid scams and help with insurance issues. They are getting lots of referrals. Estimators will lowball. Operation HOPE will advocate, get estimates for insurance and for FEMA appeals.

Operation HOPE will also assist small businesses with the SBA, with creditors, and with negotiations. They are currently working on foreclosures from the 2015 South Carolina floods. They will be here 7-10 years. They have experience with manufactured homes where homeowners were ripped off by crooked owners. Operation HOPE is pursuing this with legal staff.

Dan Altenau asked for contact information. Jason replied “Call 888-333-HOPE 24/7. There are no fees. All services are free.” They can set up an office in ARC facilities or other local office spaces. They have 60 financial counselors. They work with third party intake. They currently have offices in Columbia, SC and Richmond, VA and are setting up an office in North Carolina.

Paul Dunn asked what clients are the best candidates for Operation HOPE’s services. Jason replied “Anyone with financial issues, any stage of disaster.” They will offer a variety of solutions and help with the one the client picks.

Jason’s direct contact information is [jason.yancey@operationhope.org](mailto:jason.yancey@operationhope.org), 213-458-3276, any time.

**NC VOAD**

Larry Marks reminded attendees that the LTRG Workshop was set for Thursday, July 20. Kathy Jone, ARC, stated that she would not attend because she was unable to register. Larry responded that she could register at the door—that pre-registration held in order to set sessions in the right-sized rooms and to know how much food to order.

Ann Huffman stated that there was one hour remaining. She stated that since this was a working meeting, organizational introductions and reports were in order.

## Organization/Individual Reports

**LONG-TERM DISASTER RECOVERY-WAYNE**

Garrett Cavanaugh introduced himself. He and Elaine are from Massachusetts. Ray Urban and Barb Stiles were unavailable. Elaine is acting secretary of the group. The group is currently under transition since he and Elaine are on a UCC assignment with three weeks remaining. The group has a committee chair and needs a treasurer and secretary. Four volunteer case managers have dropped out; two are remaining. They are working well with LSC. They are not seeing big repair jobs, not a single rebuild. All cases are renters. Yesterday the food pantry requested a list of people in hotels in S. Wayne County but no damaged homes. The mobile home park is gone. People are staying in campers and tents. This is bigger than the LTRG can handle. The Hispanics are afraid to report issues.

Larry Marks suggested Hispanic outreach and stated that sample Hispanic flyers are on the Yahoo discussion group.

**NCEM**

Phil Triplett introduced himself as the state Voluntary Agency Liaison (VAL). He has been calling on LTRGs to help them get organized.

**TEAM RUBICON**

Katherine M. Burton reported that Team Rubicon had responded to Hurricane Matthew in Wayne County, doing expedient home repair and damage assessment, amounting to a one-month national-level response in Goldsboro.

**NC CONFERENCE UNITED METHODIST CHURCH**

Cliff Harvell, Tommy Gilbert, and Sam Loy reported that the NCC UMC is operating five recovery centers from:

* Main base in Washington, NC with 50 volunteers
* Windsor (TS Julia and Matthew) with 30 volunteers, construction staff, and supervisors
* Tarboro with 50 volunteers, construction staff, and supervisors
* Fayetteville with 60 volunteers, construction staff, and supervisors
* Lumberton with 50-100 volunteers, construction staff, and supervisors

They are also operating a travel trailer park in Lumberton for “nomad” volunteers. They feel blessed to bring in staff. They are also operating a displaced workers program with 12 staff as case workers and material handlers; this is a limited time program. They have finished a number of projects—60 are in process in Edgecombe, Robeson, and Cumberland counties. They are close to getting families into homes. They are partnering with the NC Housing Finance Agency. If clients are approved, they receive a lot of help. The process is slow and intensive. They can access up to $40,000 per client if needed. They have a large case backlog. They are working with Lutheran Services Carolinas, FEMA, and county agencies and have good relationships. Offices have been opened in Beaufort, and in Bertie, Edgecombe/Nash, Cumberland, and Robeson counties. Cliff stated that this is a big event, a long-term recovery. At a recent conference Cliff was told “You can’t call it long-term.” He disagreed—it is long term. He compared Hurricane Irene in 2011 with 676 homes to be repaired and 10 new builds plus 76 rentals and 10 new rental rebuilds, not completed until 2016. Cliff assured us that we can work with each other and we will get through this.

**THE SALVATION ARMY**  
Anita Cline Charlotte Salvation Army reported that social services and disaster response continues. Services are being rendered in response to small tornados in Rockingham. See [www.salvationarmycarolinas.org/locations](http://www.salvationarmycarolinas.org/locations) to see local branches. They are concentrating on training. They provide local training. The training offerings are listed at [disaster.salvationarmyusa.org/training/](http://www.salvationarmy.org/training), then select North Carolina.

**WESTERN NC CONFERENCE UNITED METHODIST CHURCH**

Ken Anderson reported that no homes were lost in the wildfires last fall. Thirty homes were damaged in the tornados May 24. All losses were insured including the mobile home park.

**AMERICAN RED CROSS**

Kathy Jones reported that Lenoir County will send reports required for grants. All seven counties have received grants from the Red Cross. Greg Mack stated that he was glad to have Kathy aboard. Also reported was a large apartment fire in Charlotte which displaced 130 people. The ARC opened a shelter for 79 people, a big operation. The ARC is in preparation for this year’s season. They may pre-position materials. Red Cross training is available for anyone. The Red Cross was also deployed from eastern North Carolina to British Columbia for fires and western flooding.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**

Rogelio Valencia reported that they are working with the state and FEMA, getting ready for the hurricane season. More people are joining the group, three to five emergency response coordinators. The department is getting training.

**SAMARITAN’S PURSE**

Freddie Brinson reported that they are working in Edgecombe County and also in West Virginia and Louisiana. Sixteen families have been approved for rebuilds. Six homes have been started. Two homes have been completed. Four more are to start this week. They are on track for their target of twenty.

**KINSTON AREA RECOVERY EFFORT**

KARE members introduced themselves: Ken Hare, Katherine Harper, (site manager from First Presbyterian Church), Mitch Cooper, June Cummings (United Way, originally a representative but now working on long-term recovery with KARE), and Adrian King (manager). Adrian mentioned one concern, that they have been asked to fund case managers. Laura Monroe and Mandy Patrick introduced themselves; Mandy is a case manager and director at KARE/ICOR. Vito Biscogno is a member of the Association of Churches and serves as the KARE chair. He mentioned that they have received donations from ARC and the Episcopal diocese, NC Disaster Relief Fund, and the Community Foundation. Adrian is doing effective publicity. He has aired a TV request for volunteers from Carolina down east. The Client Selection Committee will meet at 2pm today; others are welcome to join. One project has been completed; a home was repaired and brought up to code. Four more are lined up and ten beyond those have been identified. The First Presbyterian Church is providing volunteer housing. Twenty-two beds are available. KARE has access to the routine use data and is doing outreach.

**NCVOAD**

George Strunk mentioned that the National VOAD Long-term Recovery committee recognizes that this is a long-term project. He encouraged volunteers to keep hydrated on these hot, humid days and to reserve some time for family. On a National VOAD conference call last week the committee finalized a Points of Consensus paper for how long LTRGs should persist. He mentioned that at the former North Carolina Interfaith Disaster Response, Carolyn Tyler, who managed the Floyd Recovery, was hired to give education. The lessons were learned.

**FEMA**

Louis Carrow pointed out that there have been 49 disasters this year which ties the record.

**LDS**

Jere Snyder reported on the situation at Fair Bluff. They have been providing people when asked. The downtown area never flooded before, nor did a creek which feeds the Lumber River. All were flooded several feet deep. They asked NC VOAD for help which passed the request to LDS. The mayor had fifteen people on a mission trip. LDS cannot assist businesses but has agreed to clean out town buildings. All the businesses are still closed; none have been cleaned. Jere stated that Fair Bluff is a metaphor for small communities like Windsor, Princeville, and Kinston which were devastated. The Rural Center has a fund for small business loans. They are working with UNC on small town futures, to document recovery. They are setting up to work from Wilmington. They may start with 15 people, going to 150 over a five-day period. They will bring in 287 teenagers from 16 states, along with leaders and construction people. There is hope in Fair Bluff.

LDS has also been moving folks and furniture, and working with Cliff Harvell and with the UNC Center for Coastal Resilience. They have been working with Gavin Smith on Windsor, Seven Springs, and Fair Bluff, and looking at how to get out of the area.

**CATHOLIC CHARITIES**

Daniel Altenau reported that the Raleigh Diocese has been providing financial assistance to renters.

**NEW HOPE PRESBYTERY**

John Robinson reported that he is supporting the development of LTRGs in five areas. His contract ends at the end of July. He is preparing a mega-grant request for the LTRGs.

**WAKE INTERFAITH DISASTER TEAM**

Larry Marks reported that work continues on planning for a MARC in conjunction with the American Red Cross and Wake County Emergency Management.

**OPERATION HOPE**

Jason Yancey mentioned that they continue to meet client needs. They are looking for ideas for interns and employees, possibly some that would give college credit to interns. They would be pleased to work on a multi-organization joint application for a disaster case management grant and are discussing this with National VOAD.

## Topic of Interest

Ann stated that a detailed discussion of Lessons Learned would be deferred in the interest of time. Several individuals on the conference call asked to present their organizational reports.

**CHURCH WORLD SERVICE**

Sandra Kennedy-Owes stated that CWS was working on an eighteen-month pilot for immigrants and refugees. During the Matthew response they could not identify such groups but were able to provide small grants and kits, although it was not listed in the last minutes. They also worked with Cumberland County as a fiscal agent.

**NC EMERGENCY MANAGEMENT ASSOCIATION**

Gary Jones reported that he usually acts as an observer. He reported that local emergency managers do continue their involvement. He had two announcements. 1) A meeting of the state Emergency Management Commission will be held Friday at 9 am in the SEOC Situation Room, and 2) The Emergency Management Fall Conference will be held the week of October 15 at Sea Trails Resort at Sunset Beach. He will not be able to attend the fall NC VOAD Quarterly Meeting which occurs at the same time.

**NC-211, UNITED WAY**

Heather Black reported that NC-211 is still receiving calls for assistance and making referrals. Organizations providing assistance should add themselves to the database by sending an email to nc211data@unitedwaync.org.

## Date/Time of Next Meeting

The next quarterly meeting will be held October 17.

## Adjournment

The meeting was adjourned at 11:55

Respectfully submitted,

Larry Marks

Secretary

NC VOAD