# NC VOAD Lessons Learned Roundtable

# NC VOAD Quarterly Meeting, October 17, 2017

## Positives

* Rainbow Letter
* LTRG Yahoo Group
* LTRG Workshop
* Work to Improve
* Posting Volunteer Opportunities on NC VOAD Website
* Branding
* Posting RFPs and RFQs

## Negatives

* Drop expired items from Rainbow Letter
* Difficulty obtaining Routine Use Requests
* Failure to consider that not everyone has web access (NC-211 or 800# alternatives?)
* State provided no VAL for months
* State did not communicate with NC VOAD on DCM progress
* Difficulties communicating with LSC (especially early on)
* New IA director – new to job – previous experience was in PA
* RFP for DCMP did not align with DCM Program Plan
* Many firsts in this event (Crisis Cleanup, DCMP, etc.)
* Junior FEMA VALs: inconsistent and incomplete presentations
* Leadership from VALs lacking
* New FEMA hires lacking experience
* Prior LTRGs had not persisted
* Failure to communicate LTRG Meeting Schedule
* Need to bring in community organizations and faith-based groups at state level
* LTRGs should train regularly
* NC VOAD quarterly meetings should include training
* DCM contract should require contractor to provide training for LTRG case managers
* Better communication
* Use Community Foundation funds to encourage LTRG persistence
* No money available for certain unmet needs
* Golden Leaf has money available
* Change in governor & his staff – little disaster experience
* State should solicit money and understand the needs
* State plan for unsolicited donations needed (especially clothing).
* Mass Feeding: coordination between big 3 and others
* Early Mold Treatment (NC VOAD should be capable of delivering the training)
* Crisis Cleanup revisions to identify mold treatment needs
* FEMA Tutorials (especially on mold and muckout) on conference calls and at LTRGs
* Crisis Cleanup: policy for checking off jobs that have not been completed
* Get NC VOAD speaker on Donations Management
* Connecting survivors to Case Management – needs to be immediate/early
* How to Muck Out & Tear Out – Training needed
* Faith-based training
* Include VOAD organizations at FEMA DRC (MARC ?)
* VOAD representative offer & others
* In other states LTRGs revert to a VOAD or COAD
* Education—train leaders (Outline)—follow up