

# Minutes of Annual Meeting

## January 16, 2018

## Welcome

The meeting was called to order at 10:00 by president Ann Huffman. Ann Huffman stated that she was thankful for people who respond to disaster.

## Invocation

Rev. Peter Gilliland delivered the invocation.

At this point, Joe Messere of Team Rubicon, present by telephone, introduced their new team member, Laura Block, who was present.

## Approval of Minutes

Minutes of the previous meeting were unanimously approved.

## Treasurer’s Report

The Treasurer’s report is attached (and available on our website).

## Old Business

There was no old business.

## New Business

### NC Emergency Management

Emmett Wainwright gave NC Emergency Management (NCEM) status. There are currently 108 homeowners still in Mobile Housing Units (MHUs). They are expected to transition to other housing by April. The case management program is improving. Training will be provided next week for case managers. A state declaration was issued October 23 for high winds in Caldwell and Wilkes counties and flooding in Watauga County. Fifty households were affected.

Phil Triplett added that they are looking for volunteer assistance in cleanup. The deadline for the SBA declaration is January 22. He is making sure residents know of the declaration and deadline. Only five people have applied. There are 25 households in Wilkes County alone needing help.

### FEMA

Faye Stone noted that one new LTRG became active on November 30. She is still trying to get groups active. Three counties are in the developing stage; one more may become active. There are currently sixteen active LTRGs and three developing LTRGs. The Lumbee Tribe is active in four counties. Twenty-six counties are providing assistance via their DSS or HHS departments without LTRG involvement due to limited damage from Hurricane Matthew.

FEMA continues to provide the LTRG meeting schedule. Sometime information from the LTRGs is unreliable; Faye is attempting to keep the notices current. Twin-Counties and Craven County were to meet this week. Edgecombe-Nash is cancelling due to weather. It’s not clear whether Craven County will meet this week.

It’s unusual that FEMA would keep a Voluntary Agency Liaison (VAL) assigned for fourteen months. We are fortunate to have Libby Turner as Federal Coordinating Officer (FCO) as she supports partnerships. Faye is not sure how much longer she will serve, possibly beyond June. Ann agreed that we are fortunate to have good relationships with NC Emergency Management and FEMA.

### Nominations for NC VOAD Board of Directors

Jere Snyder presented the recommendations of the Nominating Committee:

* Gene Ziemba – Knights of Columbus
* Al Foote – Cumberland Disaster Recovery Coalition
* Heather Black – United Way

There were no nominations offered from the floor. Larry Marks moved, Daniel Altenau seconded closing nominations. Motion passed unanimously.

### Organizational Reports Church of Jesus Christ of Latter-day Saints

Jere Snyder reported that they have been assisting with large-scale transport. They moved eighty mattress-spring sets from Southern Pines to Lumberton with a tractor-trailer. They also used a tractor-trailer to move furniture from Myrtle Beach. Last week they had a request to move hundreds of mattresses from Myrtle Beach to Lumberton. They arranged two semi-trailers, a crew of loaders in Myrtle Beach and a crew of unloaders in Lumberton. They had to estimate the volume of the load, and the time to load and unload. The trailers were filled but only 108 mattresses were on board. By the time they reached Lumberton the unloaders weren’t available and another crew had to be quickly recruited. The storage container had a water leak; ten mattresses were destroyed and dumped. More semis are coming for the remainder of the mattresses and for other motel furniture which has been donated as a part of a Hampton Inn refurbishment.

Jere cited VOAD’s 4’Cs in discussing the cooperation with NC Baptist Men in arranging to move a mobile home in Windsor.

### Wake Interfaith Disaster Team

Larry Marks reported on three activities. The group has recruited staff who will be trained to staff the Volunteer and Donations Management position at the Wake County EOC. The group is currently recruiting houses of worship to serve as Points of Distribution (PoDs) in a disaster. And the group continues to work with the county to develop plans to open a Multi-Agency Resource Center (MARC) in the event of a disaster.

### Catholic Charities

Daniel Altenau reported that they are still assisting with needs including rental assistance and security deposits. They are now expanding to other needs when possible. They may run out of funds this summer. They have also been providing volunteers for the UMC rebuilding teams.

### American Red Cross

Greg Mack stated that volunteers are working on the Matthew, Harvey, and Maria disaster recoveries. The ARC deployed over fifty thousand people last year. Seven thousand North Carolinians were deployed into all disasters including the Las Vegas shooting. There were 1,200 North Carolina deployments in all.

Mary Donny is the key on grant processes. Money is still available through June.

The Red Cross responds to house fires. There has been a 60% increase in fires since the holidays. Check your smoke detectors and replace them if necessary. The new smoke detectors have lifetime batteries. Tell your neighbors and friends. Make sure everyone knows the exit plan for your house. House fatalities are avoidable. Many fires are due to the cold weather. Give blood if you can; donations are down due to the cold weather.

### NC Conference United Methodist Church

Cliff Harvell reported that they are responding to damage from TS Julia and Hurricane Matthew in Windsor, Tarboro, Fayetteville, Lumberton, and Washington. They are busy at all centers, rebuilding homes, helping survivors, and providing referrals to other agencies that can help.

Windsor was the first site to open. They have completed ten rebuilds and assisted forty families. The Windsor site closed in December, and remaining needs have been referred to other agencies. The Tarboro, Fayetteville, and Lumberton sites are active. One new home has been started at Washington. There have been a few staff changes and they could use more volunteers. They made a big push at year-end; twelve families were returned to their homes in the last six weeks of the year. There are still many families with great needs due to the uncertainties around the mitigation program.

### Lutheran Services Carolinas

Paul Dunn reported that they and their partners have helped 1253 families to date. 605 cases have been closed; 160 cases were completely closed with all needs met. The rest will be reopened when resources are available.

In Lumberton they are helping 500 families; 232 cases have been closed. Things are improving there. They are helping the survivors in MHUs weekly. The program ends in April. They are helping the survivors to find solutions and reporting this.

NCEM and the Twin-County Long-Term Recovery Group have received HVAC assistance. It might be available for other areas.

Paul thanked Daniel Altenau, Cliff Harvell, the Church of Jesus Christ of Latter-day Saints, NC Baptist Men, NC VOAD, Knights of Columbus, Emmett Wainwright, Phil Triplett, and Sharon (with the state).

In Lenoir County, resources are not available and cases are being temporarily closed. The mayor has $150,000-190,000 available. It will be used to reopen the cases.

John Robinson stated “There is a fear of leaving people behind.” 59% of flooded people need case management for four to six years. Paul noted that the Red Cross has been helpful, especially with the provision of CAN. He urged us to never forget the minor successes.

### Knights of Columbus

Gene Ziemba reported that they are still organizing, drawing from our enthusiasm. He is trying to change their culture and thanked everyone for their encouragement.

### NC VOAD

George Strunk reported that the LTRGs are coming along well. During the last disaster we had an LTRG chairman to train LTRGs. This time VOAD is doing that. Let us know if any LTRG needs help. We want to help LTRGs if they need it. At National VOAD the LTRG committee is redefining the committee definition. They are studying how to get other states going. The work has been delayed by national disaster deployments.

Paul Dunn stated that he wanted to add Samaritan’s Purse to the list of organizations he thanked.

### Brethren Disaster Services

Kim Gingerich introduced herself and stated that she is currently working as Project Leader in Nichols, SC, in Marion County.

### Team Rubicon

Laura Block reported that she joined Team Rubicon in September and was deployed to Texas to do muckout, debris removal, and tree removal. Last year Team Rubicon worked in Texas, Puerto Rico, and North Carolina. They have worked with Habitat. They have launched the National Training Mobile and are doing a program this week on Suicide Prevention in Charlotte. There were 61 operations last year.

### Presbyterian Disaster Assistance—New Hope Presbytery

John Robinson reported that he has three roles:

* As representative for Presbyterian Disaster Assistance in North Carolina and nationwide, he worked with five LTRGs and disbursed $150,000 in grants.
* As a board member of the Craven County LTRG he has been having a frustrating time communicating with FEMA registrants. They sent 335 postcards to flood survivors with return postage paid and none were returned. The Planning Department has asked for $750,000 in a CDBG-DR grant. News has gotten out and people are convinced that state/federal money will help them, so they are not asking for other assistance.
* As a member of the NC VOAD board, NC VOAD and the LTRGs need to know what other funds are available so clients know. John was concerned about a family with mold that had not been helped. He was also concerned about being able to deal with a mass casualty event.

Larry suggested that Abby Cameron had information on the Mass Casualty training that had been held. Abby clarified that it was a Public Health training, not Emergency Management and included a Family Assistance Plan and a Deployment Plan. Emmett Wainwright stated that if there was anything they could provide, to let them know. Their purpose is to support LTRGs.

### Twin-County LTRG

Peter Gilliland, the chair, stated that he was delighted to defer to Kim Hickerson, the main driver of the group. Kim stated that she has served as director of the group since November 1. They are focusing on providing furniture and appliance assistance. They were stopped by a shortage of HVAC units which are hopefully freeing up. In the meantime, space heaters and safety instructions have been supplied. They’ve been in negotiations with suppliers.

The group is meeting clients’ basic needs. Early donations included warehouse space. The group is providing new furniture to clients due to logistics. They may start a furniture bank. They have an agreement with a mattress supplier, but no warehouse.

Case Review meetings are held twice a month with Lutheran Services Carolinas (LSC), Catholic Charities, and NC Conf. UMC in attendance. The unmet needs process has been streamlined, thanks to Faye’s help. The group uses LSC as a referral source and has no local case managers. This assures that survivors get complete services.

CDBG grant applications are currently taking 45 days to process. The county has staff coming on board to reduce this time. One problem has been noted. Survivors need receipts to be compensated by the grant for prior expenditures. They are expecting a number of people to move from MHUs to homes in February and March.

White Memorial has assisted the UMC in providing a working vehicle for UMC to use in rebuilding homes.

### Samaritan’s Purse

Keith Willingham reported that US Disaster Services had a peak deployment of 20,000 people. They remain active in Wilkes County, their home where eighty-four work orders have been closed and five remain open. They are still accepting work orders.

In Edgecombe County, they had 1250 volunteers who worked 40,000 volunteer hours. Nineteen homeowners qualified for rebuilds of which ten are complete and nine are underway. They have received referrals from Paul Dunn.

### Kinston Area Recovery Effort (KARE)

Ken Hare reported that he had started with KARE in June, leading the volunteers from PDA. He’s a retired contractor and appreciated the good workers. Five homes have been completed and several only required minor work. One family had lacked hot water for a year and received a new hot water heater. Several PDA groups are coming in the February-June interval and will be assigned rebuilding tasks.

Adrian King reported that he had been “resurrected from Floyd.” He was initially handling unmet needs with the United Way and then moved to KARE. They have made an effort to involve the media and achieved positive results. They have recruited the equivalent of $70,000 in labor. He thanked Ken Hare and NC VOAD for their guidance. They meet every two weeks on client selection with LSC. He also thanked Faye Stone and was pleased to announce that more funding is coming.

### NC Emergency Management

Abby Cameron announced that the EOC is activating at 8 am tomorrow. In response to Jere Snyder’s report on transportation, she suggested we contact the NC Truckers Association. Their relationship with NCEM goes back to Hurricane Floyd. Abby reported that Al Foote has joined the NC Sheltering Task Force. People should register in TERMS to find out about classes including Mass Casualty.

Sharonda Smith stated that people were working in Windsor, and Caldwell, Wilkes, and Watauga counties. Help is needed for debris removal. They need to find contractors.

Phil Triplett agreed on the need to find contractors for tree removal and debris removal in western NC.

### United Way

Heather Black reported that people have been calling with heat problems. Many need help with heating and utility expenses. They are also receiving calls about flu assistance.

### NC Department of Agriculture

Mandy Tolson reported that they have been busy with Matthew recovery. They have also been deployed to Puerto Rico, the US Virgin Islands, and Texas. Things are moving forward. The Veterinary Response Corps and the Department of Agriculture will deploy in the Ag community. They would like to work with NC VOAD in instances where the residence is on the farm. Contact Mandy with ideas. This is part of AERS, Ag Emergency Response System.

Jere Snyder states that there are groups looking for places to store items and asked about tobacco warehouses. Mandy suggested groups contact the owners directly. The Agricultural Extension may know the owners. The Department of Agriculture is building a warehouse in Clayton. Heather Black suggested that Jere contact Persia Payne-Hurley at the Business EOC which has 1300 members.

### The Salvation Army

Anita Cline reported that they are continuing to provide services as resource allows. You can find the local operations at salvationarmy.org. They have currently opened shelters to keep people from the cold.

### Transplace

Ken Waldron stated that he operates a logistics service in Greensboro and wants to know how he can help.

## LTRG-related Topics

### Emmet Wainwright—NCEM Individual Assistance

Emmett gave an update on IA. CDBG-DR grants vary by county. They are subject to change at any time. He pointed out that CDBG-DR is not an IA program. Ann Huffman stated that people should contact their county Planning or Community Development Departments for information.

### NC-211 Update

Heather Black stated that information is also available by calling 211.

### FEMA Updates

Faye Stone also has some CDBG-DR information. There has been email from Emergency Management regarding meeting with the county revitalization managers. Faye has community development specialists in Cumberland, Edgecombe, Wayne, and Robeson counties. They are learning about LTRGs, county status, and interactions with Lutheran Services and Disaster Case Management.

Disaster Case Management training is coming up for those working with LTRGs. Registration closes January 17. There will be three 2-day classes for case managers, taught by UMCOR, with maximum enrollment of thirty per class. The Fayetteville class currently has thirty registered. Case managers from Lutheran Services should attend the same class as the respective LTRG case managers. Currently there are twelve registrations for the Kinston class and fourteen registrations for the Rocky Mount class. There are two half-day classes for supervisors and case reviewers. There are twelve people registered for the Fayetteville class and six registered for the Greenville class.

The MHU program ends in April. There is a push by IA and FEMA to get individuals out. When an MHU is occupied, there is no automatic approval to stay. There is a FEMA visit every month to review the plan to get out of the unit. Waiting for mitigation approval does not constitute a plan. The occupant must requalify every month. The media and the occupants do not understand this.

Abby Cameron asked who should publicize this. Faye said the responsibility starts at the JFO and should then occur in any subsequent publication. Occupants can’t really understand that the program works this way. John Robinson pointed out that if you have the resource to wait for CDBG, then you probably don’t need it. Cliff Harvell observed that folks are traumatized. The government provides housing. Resources come at different stages. Folks have a plan, e.g., UMC or NCBM rebuild, but they can’t be served right away. Repeated visits by FEMA cause a problem. John Robinson suggested that UMC and NCBM lists be included so people on their lists don’t need to recertify. Paul Dunn stated that the program requires that they visit weekly even if they are on the mitigation, UMC, or NCBM lists. Faye Stone said that some occupants are waiting on paperwork.

Faye reported that some LTRGs are meeting less frequently, some monthly. Faye will be attending more LTRG meetings. Her plan is to encourage LTRGs to become local VOADs and persist.

### United Way

Heather Black reported on CDBG. Stacy Hurley, NC DHHS, is the CDBG Revitalization Director. NC-211 is the contact conduit for CDBG referral. There are four trained call specialists and a supervisor. The program is open for four Tier 1 counties for a month. Call 211 to schedule an appointment. Appointments take two hours and lots of documents are required. The agency makes reminder calls for appointments.

For eighteen more Tier 2 counties, applicants can also call 211 to register. The intake information is recorded and passed to Stacy Hurley and Nick Burk and thence to the local county. The county then calls the applicant. If applicants are not called back, they can call 211 to inquire.

After Friday, applicants will be able to call 211 to check the status of an application and to get information on the appeals process. Calling 211 serves as the escalation process. There are eight different CDBG programs. The reviewer determines which one fits the applicant.

John Robinson asked who receives the application. Is it the county? It’s not clear what office receives the application. Four counties have centers. There is nothing for the other eighteen counties. This is fluid

Faye Stone stated that the counties decide which of the eight programs will be offered.

NC211 serves as the referral for CDBG and Disaster Case Management and other services. CDBG questions can be referred to 211.

Ann Huffman reminded attendees of the upcoming Management and Supervisor training. LTRG Conference calls will be held on the first Thursday of each month. LTRGs should participate in the Yahoo discussion group.

## Adjournment

Larry Marks moved, John Robinson seconded adjournment. Motion passed unanimously. The meeting was adjourned at 12:20 p.m.

Respectfully submitted,

Larry Marks

Secretary