# NCVOAD Large Logo

# Minutes of Quarterly Meeting

## April 17, 2018

## Welcome

The meeting was called to order at 10:00 by president Ann Huffman.

## Invocation

Cliff Harvell delivered the invocation.

## Award

State representative Billy Richardson presented an award to Larry Marks

## Minutes

Jere Snyder moved approval of the minutes as submitted. Daniel Altenau seconded. Motion passed.

## Treasurer’s Report

Treasurer Gene Ziemba reported that the beginning balance was $5724.60 and ending balance was $4762.93. Half the members have paid dues. Larry Marks moved approval. Al Foote seconded. Motion carried.

## Old Business

Ann Huffman introduced the newly elected board members, Gene Ziemba, Al Foote, and Heather Black.

Ann reported on the Disaster Case Management classes held in February. They were well-attended and appreciated by the attendees. There were three two-day workshops held for Disaster Case Managers and two half-day workshops on Case Presentation. Ann thanked UMCOR for providing the instruction.

Ann asked Larry to describe the May 22 Workshop. Larry explained that it would be an all-day workshop with two tracks, one primarily for Disaster Case Managers and the other primarily for LTRG Leaders.

Ann reminded the board that we need to sign the bylaws approved at the Annual Meeting.

Ann reported on a Board of Directors meeting in February and a board conference call last week. At the former meeting

## NC VOAD Board of Directors Report

Gene Ziemba was elected treasurer. Ann thanked Jere Snyder, former treasurer, for his service.

Ann announced that NC VOAD had set up several committees with chairs:

* Communications Heather Black
* LTRGs George Strunk
* Cleanup Al Foote
* Mass Feeding Scott Jarrett
* Construction Unassigned
* Disaster Case Management Anita Cline

If you have an interest, please sign up for a committee.

There were four other areas needing proposals:

* Cleanup needs a common job pool
* Case Management needs a common database
* Mass feeding needs everyone to cooperate with deployment
* Long-term Recovery needs common construction and reporting requirements

It was suggested that these be brought to National VOAD for support. It was pointed out that National VOAD does not dictate practices; it suggests best practices called Points of Consensus.

## New Business

**NCEM REVIEW OF HURRICANE MATTHEW**

Phil Triplett first mentioned that tornadoes had struck Wake, Guilford, and Randolph counties on April 15. He then reported on Hurricane Matthew recovery. They are continuing with mitigation funded by CDBG-DR. He is trying to get a list of different counties, to see the status of each—trying to get all the information into a common format and single place. Elevation and approvals take a long time. Phil will get the information and pass it on. Western NC is recovering from the high winds last fall. In Watauga, Wilkes, and Caldwell counties there have been 70 applicants. Lots of partners are involved. The counties are doing good inspections. The state has $68,000 approved and another $20,000-30,000 pending. The last Sampson County applicant (2016 high winds) is about to get paid.

Faye Stone reported on the trailers. The program was supposed to end April 10. The state requested an extension to July 10 which was approved by FEMA. They are down to 38 occupied units, located in counties as follows Edgecombe (16), Johnston (3), Lenoir (2), Nash (4), Robeson (8), Wayne (5), and Cumberland (0). Faye stated that it’s difficult to get people in, and twice as difficult to get them out. She thanked NC Baptist Men, NC Conference United Methodist Church, and Mennonite Disaster Services and said recovery couldn’t be accomplished without them. The Long-term Recovery Groups (LTRGs) have been very helpful in getting furniture, furnishings, and appliances.

**FEMA REPORT**

Faye said that people had been wondering what happens to the Temporary Housing Units when people move out. They were formerly rent-free. With the extension people began paying rent. This was a catalyst for some people (about half of them) to get out. The units are moved to Washington, NC. The GSA has an online auction to sell them. Twenty were sold last week. Fifteen are set to sell this week. There are 38 more to sell. See the GSA website; search for FEMA Temporary Housing Units. Faye stated that she was very proud of the NC Recovery Partners, NC VOAD, NC Emergency Management, and FEMA. She was asked when FEMA would leave and stated that she did not know. There is currently a small group in Tarboro, two in Fayetteville, and one in Raleigh. She thanked everyone who had assisted in recovery.

Phil Triplett spoke about CDBG-DR. According to Stacey Hurley, the first reimbursements will be issued by May 1.

## Organization Reports

Ida Baker of Legal Aid of NC described the Heir Property Project. They have retained private attorneys who are giving assistance to survivors so they can qualify for NCHFA and FEMA benefits. One Cumberland County survivor has been referred so far. This is a free service. Barbara Stiles asked whether the service was available in Goldsboro. Ms. Baker replied that it is available in Wayne, Cumberland, Wilson, Robeson, and Edgecombe counties. All 100 counties in North Carolina are served by Legal Aid. Ann Huffman stated that there is a big problem in repairing houses. Ms. Baker referred her to brochures available at the back of the room. Ms. Baker was also asked about veteran services. Ms. Baker stated that covered areas included statewide housing, benefits, higher disability percentages, and expungement of criminal records due to PTSD which cause negative effects on employment and housing. Ms. Baker’s contact information is 910-483-0400, [idab@legalaidnc.org](mailto:idab@legalaidnc.org).

Cassandra Campbell of Robeson County Disaster Recovery Committee reported on changes that had taken place. They are restructuring leadership and organization. They just received their IRS 501(c)(3) letter of determination. Church World Service (CWS) is their new fiduciary. They believe they can be a sustainable organization through CWS. They are excited about their fresh start and looking for board members. Cassandra is their only employee and Darlene Jacobs is serving as interim chair. Cassandra thanked NC VOAD, NC Emergency Management, and FEMA for their assistance and also thanked Ivonne Anton.

Daniel Altenau of Catholic Charities Raleigh Diocese reported that disaster services have ended at Goldsboro and at Wilmington, Fayetteville, New Bern, and one other location. They were helping renters get resettled but have now opened up to other services at the local level. You can find locations of the regional offices at the Catholic Charities website. They are currently working in the Tarboro area with United Methodist Church Disaster Relief.

Carl Schmidt of All Saints Catholic Church in Pender County reported that he was working with the Raleigh Diocese on assisting survivors.

Gene Ziemba of Knights of Columbus reported that they are working on building a statewide recovery organization. The Diocese of Raleigh is on board; the Diocese of Charlotte has a way to go.

Al Foote of Cumberland Disaster Recovery Coalition (CDRC) reported that they have a great group. They will hold an Unmet Needs meeting today. They have funds to spend this month and will be requesting more for next month. They had a call with Brenda Morris (NC Emergency Management) on CDBG-DR. There were 200 Fayetteville applicants; many were renters. They will be getting a list from Brenda to see what the requests are.

Ivonne Anton and Kim Johnson of CDRC reported on a Prayer Walk this weekend for outreach to survivors. They are trying to find the people they don’t know about. They questioned how the people were missed. They are gearing up for another hurricane season. Laura Lupton of Coastal Carolinas Presbytery thanked them for all they do.

Jere Snyder of Church of Jesus Christ of Latter-day Saints stated that they were cutting trees in Greensboro (which had been struck by a tornado two days earlier). Jere is a filmmaker. He was asked to make films in Fair Bluff. He learned that small businesses were affected. The Rural Center is making loans to get them back on their feet. Help is available to other counties. See his page on Vimeo for his films, especially the Princeville film.

Larry Marks of NC VOAD described the workshop planned for May 22. There will be two tracks with seven sessions. One track is primarily for Case Managers. The other track is primarily for LTRG leaders. There is no charge for the workshop. A continental breakfast, lunch, and morning and afternoon snacks will be served. Registration is needed so we can plan food and facilities.

Cliff Harvell and Tommy Gilbert of NC Conference United Methodist Church Disaster Relief reported that they are continuing to move forward. The Windsor damage is complete and the site is closed. Their main center is in Washington, NC. They are providing housing and working from the center. They are still working in Tarboro-Edgecombe County, Nash County, Pitt County, and Fayetteville-Cumberland County and surrounding counties. They will begin to work in Columbus County where a new construction manager is needed. This is a busy time of year. Ann Huffman has been booking teams from all over. They have partnered with Brethren Disaster Ministries in Robeson County. Cliff was concerned that the Hazard Mitigation plans have still not rolled down. People will walk in two years after the flood that need help because CDBG-DR has turned them down. They will need more money next year than they have up until now. Why, he asked, does it take so long? Where is the money? The survivors don’t know when they will get help. They ask the Lutheran Services Carolinas case managers to put them in the loop. Phil Triplett of NC Emergency Management stated that it was frustrating to people in the field. They need to use the right people for the right job. That’s the beauty of NC VOAD. Phil introduced Dwayne Collins and Fred Lewis as new NC Emergency Management Construction Managers. Dwayne was a case manager in Robeson County and is now at NCEM, combining insights. He can do cost analysis and see that damage cost is calculated correctly. Phil sees that faith groups are completing homes, getting clients out of Modular Housing Units. Fred Lewis will serve as Construction Manager for the northern region including Nash and Edgecombe counties.

Heather Black of NC United Way reported that they are providing Customer Service for CDBG-DR. People were able to call to schedule appointments. Now they can also call to check status as well. Heather hopes that the meeting held yesterday will move things forward.

Larry Nesbit of American Red Cross stated their role—to shelter and feed survivors until long-term recovery takes place. Six of their nine buildings in the Sandhills area were affected by Hurricane Matthew. They had to bring in people from outside. Eastern North Carolina has 53 counties and 4.6 million people. The Red Cross responded to 127 disasters and helped 160 people. They collected 11308 pints of blood. There were 789 instances of getting a military person back home and 2608 military families received assistance. 21,891 volunteer hours were contributed and 2877 people took classes in CPR, first aid, or Automatic Electronic Defibrillation (AED). Their “Sound the Alarm” program distributed and installed smoke detector on April 10 in Wilmington and April 5 in Raleigh. Fayetteville is next. There have been eight deaths in eight counties from household fires. 100,000 smoke detectors have been distributed.

Gene Booth, Cumberland County Emergency Manager, reported that they are continuing day-to-day ops and preparation. He is frustrated with the grants. Each one is a filter and people fall through. The Hazard Mitigation is only available to people within the 100-year flood plain. CDBG-DR is only available to low-income clients. They are still waiting for HRA17 grants (which might help) to be available.

Kim Gingerich of Mennonite Disaster Services stated that she is serving as disaster coordinator, currently based in Marion, SC. They have recently entered into an agreement with the United Methodist Church (UMC). They are moving into quarters at the First Presbyterian Church in Lumberton and will work there with the UMC. A group worked in Fayetteville last week. They are working in Tarboro this week. They will work in Lumberton next week. They will work in other counties if needed. Kim will move to Lumberton.

Mike Patterson of The Salvation Army stated that they appreciate the local work being performed. Locations of their local sites can be found at <https://salvationarmycarolinas.org>. They are addressing unmet needs with available resources. Disaster training resources are available to all at disaster.salvationarmyusa.org. This site can also be used to connect with coordinators from other states.

Scott Jarrett of Operation BBQ Relief stated that the organization started in 2011, in response to the 2011 tornadoes in Joplin, MO. They have since responded in 24 states. In 2016 they served 117,000 meals in Fayetteville. Last year they responded to over 200 major disasters including Houston and Florida. They served 500,000 meals in seven states. Heather Black asked how they would integrate into the overall feeding plan.

Laura Block of Team Rubicon serves as the Raleigh City Coordinator. They do cleanup after disaster. They currently have a 3-person reconnaissance team in Greensboro. They can do debris removal, chainsaw work, and operate heavy equipment. They are good at managing spontaneous volunteers. They perform international medical missions. Their members are 70% veterans, 30% civilians. They are recruiting volunteers for the Raleigh area.

Paul Dunn of Lutheran Services Carolinas introduced Antonio Moman, the VOAD-LTRG liaison. Paul thanked Cliff Harvell, Tommy Gilbert, Daniel Altenau, Barbara Stiles, Al Foote, Ivonne Anton, Kim Hickerson, and Cassandra Campbell. They have helped 1500 families using 24 case managers to serve 45 declared counties. They are still getting referrals every day. Their contract expires in October but the state could extend it for a year. They are looking forward to the workshop. The case management training was valuable. Paul recommended that an expert on discrimination be at the workshop. Paul thanked NC 2-1-1 for providing 24/7 referrals. They are only open 9-5. Clients can bypass the release form requirement by calling 919-861-2886 directly. They have a 72-hour goal for attempted contact. Lutheran Services Carolinas has been asked to work on Modular Housing Unit (MHU) cases weekly. This involves speaking with survivors in MHUs weekly. There has been good work by Lutheran Services Carolinas.

George Strunk, chairman of the NC VOAD Long-term Recovery Committee, stated that the National VOAD conference would be held May 7-10 in Providence, RI. There will be workshops and an opportunity to make contacts and gather information. See <https://www.nvoad.org> for details. The national Long-term Recovery committee has been off all month. Most of the participants are deployed. They are producing new guidelines for construction and for buildings and landlords. George remarked that Cumberland Disaster Recovery Coalition has come a long way since 2011, once it separated from DSS. George thanked CDRC for its work.

Lisa Barnett of Hoke County Long-Term Recovery Group reported the need to jumpstart the group. They are raising funds and assisting nine families.

Barbara Stiles of Long-Term Disaster Recovery-Wayne stated that they are fortunate to have a very active Knights of Columbus chapter and other Catholic members active in the LTRG. Barb asked how to get the CDBG-DR list. Al Foote responded that he had asked Brenda Morris at NC Emergency Management. The list will be shared for all counties. The contact for the rental assistance program knew every person in the motels. They won’t share the entire list, just the renters who did not qualify. Fifty families have been helped with direct assistance. 250 people have received assistance with bills for light, termite treatments, and other items. They are now repairing mobile homes. This is quite a challenge. There are a few big cases coming in each week. Some are unusual situations, like the family living in a camper.

Antonio Moman, LSC-VOAD coordinator stated that he covers Cumberland, Hoke, Johnston, and Harnett counties and is helping with the VOAD presentations.

Kim Hickerson of Twin-County Disaster Recovery Group (Nash and Edgecombe counties) stated that they were out of money. Their partners are starting to help. Their focus is on furniture and furnishings. 85 families have been helped, moved to temporary or permanent housing. Their expenditures have been $500-2000 per family. They anticipate 500 people will request assistance requiring $1,000,000. They will look at how to continue and get case managers. They are appreciative of the incredible donations from the Presbyterian Church.

Jimmy Tickel, NC Dept. of Agriculture and CS Emergency Programs, stated that this was his first VOAD meeting. He has been deployed to Texas and to the Virgin Islands. The farmers are recovering after the disaster. He was concerned about how to get volunteers. Can volunteers work with farms? A farm is really a small business. Faye Stone asked whether there was an organization involved. Jimmy responded that there were some specialty organizations. This would be starting cold. They are working with some groups now. George Strunk asked whether they could work with church youth groups. Heather Black suggested CERT volunteers. Larry Marks suggested 4-H. They could create a national model. Faye asked about agricultural veterinarians; the response was they could serve only for animal issues. Ann Huffman stated that the UMC had responded to help farmers in 2014. Jimmy agreed that they were the largest provider of aid. They have a website of “haves” and “needs.” Ivonne Anton asked whether this was organized by county. It was noted that the NC Agriculture Emergency Operations Center is organized statewide; they could do good work on smaller disasters.

Laua Lupton, Presbyterian Disaster Assistance, reported that she is based in Fayetteville, giving assistance in southeast North Carolina. They are housing volunteers at Highland Presbyterian Church, working with the UMC in Cumberland and Robeson counties. They are making flood buckets, hygiene kits, and school kits for Church World Service. She stated that this is a good VBS project.

## LTRG-Related Topics

**HOUSING PROGRAMS**

Information is being distributed.

CDBG-DR offers a set of ten programs. Each county decides which of these it will implement. There is a difference between Hurricanes Floyd and Matthew, improvement by mitigation.

USDA has single-family loans and grants. A family can receive a grant of up to $7500 if eligible, or loans of up to $20,000 at 1% interest.

NCHFA organizes a loan pool as part of the Essential Single-Family Rehabilitation Loan Pool—Disaster Recovery for loans to qualified households.

Operation HOPE (Raleigh office) will help survivors with credit and finance concerns.

The USDA will work with clients to help them to qualify.

## Announcements

Ann thanked Al Foote and Ivonne Anton for arranging the lunch to follow.

Faye Stone recognized Samaritan’s Purse for their completed effort to rebuild/replace 19 homes in Edgecombe County. The last dedication will be held a week from this Friday. Representatives from NC Emergency Management and the Governor’s office will be present.

Ivonne Anton thanked NC VOAD for holding the meeting in Fayetteville.

Faye Stone mentioned the importance of sustainability for Long-term Recovery Groups.

## Date/Time of Next Meeting

The next quarterly meeting will be held July 17, 2018 in western North Carolina, location TBD.

## Adjournment

The meeting was adjourned at 12:10 followed by lunch served at the meeting place.

Respectfully submitted,

Larry Marks

Secretary

NC VOAD