

# NC VOAD Annual Meeting, 2019-01-15

## Call to Order

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

## President’s Message

Ann spoke about the last three years. The thanked everyone present and all the organizations who served in response and recovery from Hurricanes Matthew and Florence. “Without you, people would still need help.”

Ann thanked Caroline Farmer and her staff for tracking Points of Distribution and volunteers. The Governor’s Office has been very helpful to NC VOAD.

Ann thanked FEMA. They have been excellent this time in responding to problems in the field. Some will be leaving soon. The VALs have been excellent in helping to start up Long-Term Recovery Groups.

Ann thanked NC Emergency Management. They have been innovative in bringing in function including something that started in Matthew, the STEP program. Currently there are too few responding to the Right of Entry request. Innovation took everyone’s cooperation to make this work.

Ann thanked those from existing LTRGs who are mentoring new LTRGs, those with experience, those attending conference calls, and the NC VOAD board. When Ann was elected president, she questioned their judgement. The board has given expertise, support, counsel, and encouragement. Ann thanked Larry for producing minutes and announcements and thanked the rest of the board, and thanked John Robinson for support. She thanked everyone for their vision and for being here for recovery and for a long recovery to come.

## Minutes

Dan Altenau moved to accept the minutes as written. The motion was seconded and passed.

## Treasurer’s Report

The treasurer’s report is attached. Current balances are:

* Checking $6578.44
* Savings $2001.93
* Total $8580.37

Recent transactions include receipt of $315 in NC VOAD dues and donations and an expense of $35 for National VOAD dues. NC VOAD receives periodic small donations. Larry Marks moved, Daniel Altenau seconded acceptance of the Treasurer’s Report. The motion passed.

## Old Business

Phil Triplett mentioned the conference bridge for this call. He’s setting it up.

## New Business

### FEMA Report: Hurricane Florence

Howard Edelstein (FEMA) stated that Anissa Dotson would give the full report. AmeriCorps will be leaving soon. They are currently giving training on muck-and-gut, roof tarping, and mold treatment.

### AmeriCorps

Kayla Williams (AmeriCorps) stated that there was a lot of work left. They are using Crisis Cleanup qualification. There are 52 cases remaining in Duplin County and also cases in Jones, Pender, Bladen, Onslow, and Lenoir. There are 70 people in urgent need and 273 cases open in Crisis Cleanup. They have identified the following open cases:

**County Total Cases Severe Cases**

Duplin 52 38

Pender 87 43

Jones 42 26

Total 181 107

AmeriCorps is leaving on January 30. They are looking for someone to take over, so they are training in communities and looking for agencies here. Severe cases are cases where a resident is a child or over 65 years of age. AmeriCorps is calling out to elderly clients needing help. Some have severe mold damage. There is still a need. There are no other muck-and-gut organizations in these counties. They would like to transfer these cases to other organizations.

Rylee Hostrawser (AmeriCorps) mentioned training which would be held this weekend in Bladen and Duplin counties. Friday morning training is in the classroom; Friday afternoon and all day Saturday will be in the field. The training will be offered next week in Pender County. These are tight-knit communities, reluctant to ask for outside help. In response to a question, Rylee added that anyone can attend the training.

### NC Emergency Management: Review of Hurricane Matthew & Hurricane Florence

Joe Stanton spoke of Hurricanes Matthew and Florence. He thanked the group for all they do. He stated that the Director sends his thank. “Recovery could not take place without this group.”

Phil Triplett reported that he had driven lots of miles visiting LTRGs. There were fourteen active LTRGs in Matthew. Twelve of them were also affected by Florence. Phil continues working. He has been mentoring new groups, training, assisting with bylaws, etc. He has facilitated mold remediation classes. The new STEP program has a lot of exciting things. It is different from all other implementations. There are thirty active LTRGs. Some are also considering other kinds of disasters, like economic issues and individual hardships. Kayla thanked Phil for all the assistance he has given.

Joe Stanton noted that the state has requested a PA declaration for TS Michael. He stated that Matthew, Florence, and Michael encompassed 75 counties. The need is great and the response is great. He offered thanks for “everything we do.” There have been billions of dollars of loss.

### Nominating Committee Report

The Nominating Committee was appointed at the 2018 Fourth Quarter meeting. Members are Greg Mack, Cliff Harvell, and Gene Ziemba. Meetings were conducted by telephone. The slate was presented: Cynthia Bradley (American Red Cross), Jack Frazier (NC Baptist Men/Baptists on Mission), and Laura Block (Team Rubicon). The floor was opened for additional nominations. None were offered. Larry Marks moved, Gene Ziemba seconded a motion to close nominations. The motion passed unanimously and the nominees were elected. The new board will meet and elect officers.

## NC VOAD Task Force Reports

### Volunteers & Donations Task Force: Caroline Farmer

Caroline Farmer passed along the Governor’s thanks. He has seen the numbers. He has a list of the rebuilding teams and can help get volunteers. Caroline invited volunteers to write if they have or need donations.

### Survivor Assistance & Case Management: Daniel Altenau

Daniel Altenau reported that this task force is continuing weekly phone calls. Two Disaster Case Management trainings have been completed. Forms have been distributed. The Task Force is working with FEMA and with Endeavors. The Task Force has been explaining STEP and how to reach families and has been answering Disaster Case Management questions. There have been about 5-6 callers on each weekly call. They would like to have more.

### Work Teams Task Force: Jere Snyder

This Task Force will be folded in with the Rebuild group. There are now eighteen teams. Jere thanked Beth Hardison for getting volunteer team information. The calls have upheld the 4 Cs in the VOAD motto. They will continue on the first and third Monday of every month.

The UNC Center for Coastal Resiliency has just issued a report on seven towns to identify what they can do. Jere is preparing a documentary. He described it as an interesting process. Outsiders met with citizens to find out what they wanted. The documentary covers Fair Bluff, Princeville, and Seven Springs. Jere’s videos are at <https://vimeo.com/user12395999>.

### Long-Term Recovery Groups: George Strunk

George Strunk reported that the Long-Term Recovery Groups were making excellent progress. From the start there were 18 LTRGs. Now there are 27 formed and active, 1 dormant, and two (Stanly and Union counties) starting. They have some great new ideas in Wilmington. After the storm, two apartment buildings closed. Catholic Charities did a community assessment door to door. Usually Christian Reform World Relief Committee (now World Renew) does this. Catholic Charities established local training and did the damage assessment. George will get forms to share.

During the Matthew recovery, mentoring of LTRGs was done by Larry, Ann, George, and John. During Florence, Al, Adrian, and Barb Stiles have also taken a role.

### Furniture Task Force: Jackie Craig

Jackie Craig reported that The Green Chair Project had served only Wake County. They were called by the Governor’s Office to help with Florence. They want to scale up and are looking for funds. They are partnering with Catholic Charities in Wilmington to do 10-15 households per month in addition to Wake County. Their specialty is doing entire households at once: furniture, dishes, lamps, furnishings, etc. They are working with other sources including Furniture Finders, Designing Station, etc. Carteret Warriors for Recovery was also mentioned. Jackie can be contacted at [jackie@thegreenchair.org](mailto:jackie@thegreenchair.org). Annalea Lehman is coordinating donations. They have a large donation from Rooms to Go.

### Child Well-Being: Ann Huffman

Ann Huffman reported that they have received help from Anne Robertson, FEMA VAL. Calls are taking place to determine needs and resources. The calls are held on the first Thursday of each month, from 10:00 to 11:15.

## Organization Reports

The reports submitted by organizations are available on the website. Following is a transcription of the verbal reports offered at the meeting.

### Knights of Columbus

Gene Ziemba reported that prior to 2018, the Knights of Columbus had done little. They provided supplies during Hurricane Matthew response. In the Florence event they pre-positioned supplies and received supplies from their national organization. They have begun working with Catholic Charities and expect to increase their efforts.

### Catholic Charities

Daniel Altenau reported that they have secured two warehouses, in Raleigh and Wilmington. They have supplies for 10,000 families. They are offering support for rent, security deposits, and other needs at local offices in New Bern and Wilmington. They are working with NC Conference United Methodist Church and NC Baptist Men to get families back at home.

### Lutheran Services Carolinas

Paul Dunn reported that they are funding recoveries from Hurricanes Matthew and Florence. In the Matthew recovery, they are working with homeless and repair, using Lutheran Services funding. They are looking out for additional funding. They have collected needs in Edgecombe, Cumberland, Wayne, Duplin, and Robeson counties. Ilham Thurston has gotten funding for all of these. In the Florence recovery, there are four priority resources four recovery in North Carolina and two in South Carolina. $50,000 is available for Carteret County. Paul offered to help find a site in Greenville for the workshop.

### North Carolina Baptist Men/Baptists on Mission

Jack Frazier reported that during the Florence response they served 1,627,530 meals and completed jobs in response. They have 30 rebuilds in progress, 5 complete. They have buildings and can house volunteers.

### Lutheran Disaster Response

GeoRene Jones reported that they are partnering with Lutheran Services Carolinas and Evangelical Lutheran Church in America. They are forming groups to do recovery, working with NC Conference United Methodist Church. They are getting calls from groups on the coast.

### Samaritan’s Purse

Tony Krofchik reported that they worked in Edgecombe County last year; that response is complete. They are now starting rebuild, elevation, and repair jobs.

### Gleaning for the World

Roy St. John reported that they started Florence response in Raleigh. They delivered a total of nine tractor-trailer loads for Florence.

### Brethren Disaster Ministries

Kim Gingerich reported that they are repairing homes with volunteer labor in Lumberton, NC and Marion, SC. They are partnering with NC Conference United Methodist Church on STEP. One STEP home has been completed.

### Team Rubicon

Laura Block reported that they have seven bases for muckout, chainsaw, and heavy equipment. The equipment has been staged for Michael.

### Operation BBQ Relief

Scott Jarrett reported that they were active for 16 days for Florence. 323,925 meals were served. 800 meals were served for Michael. Scott thanked the Food Bank for support.

### NC 2-1-1/United Way

Heather Black reported that 900,000 calls were received regarding Hurricane Florence. Calls are continuing to come in. A text platform was deployed for Hurricane Florence. They are working on a call center for rebuild information.

### Kinston Area Recovery Efforts

Adrian King reported that they are on the downside of Matthew; only two cases remaining. They are now seeing Florence clients. They are also mentoring RISE, the fledgling LTRG in Jones County. They produced an Annual Report in December. The construction manager hosted 86 volunteers from all over the country. The volunteer labor is valued at $123,000.

### AmeriCorps

Kayla Williams reported that damage assessments have been completed for Pender, Jones, Duplin, Bladen, Onslow, Lenoir covering muckout, debris removal, chainsaw, tarping, and mold treatment.

### Cornerstone CDC

Darlene Leysath stated that she was pleased with all the assistance at Duplin County. They have been on the ground since 2017. She thanked the veterans, David Hernandez, and Howard and Jed of AmeriCorps. She also thanked Phil for helping to start the LTRG. They are continuing to help those with unmet needs, with repairs and other items. They meet economic and educational needs. She also thanked Catholic Charities for supplies and thanked the United Way. They are feeding people and continue to work with Catholic Charities and Endeavors. They need resources.

### Presbyterian Disaster Assistance

Jamie Tyson reported that they can provide Emotional and Spiritual Care and help with hosting for Long-term Recovery. As we continue, volunteers burn out. We should offer Emotional and Spiritual Care before this happens. There has been good feedback on these sessions. If we need sites, Fayetteville and Lumberton are available now; Wilmington is coming; and Morehead City will follow.

### Resourceful Communities

Sara Dillion and Mandee Sheff reported that their group has “sizable funding to support impacted communities.”

### Endeavors

David Hernandez reported that he was here to make sure they were providing case management services. They have been providing non-profit, faith-based disaster case management for the past three years in Texas, Puerto Rico, and Florida. They come with hope, to lift people up. They partner with LTRGs and will do what is needed.

### The Church of Jesus Christ of Latter-day Saints

Jere Snyder reported that their forte is providing people. For Matthew and Florence, they provided 300,000 hours of labor. They also staff the Crisis Cleanup virtual call centers in North Carolina, Texas, California, Florida (for Michael). They are trying to connect to the LTRGs to get people to help.

### IMPACT Sampson

Sherrill Allen reported that the United Way board hosts the LTRG. It was formed in response to Matthew and is ready to go for Florence. The United Way had a trust for storms. They have given out a truckload of supplies.

### American Red Cross

Greg Mack reported the Red Cross provided shelters, feeding, and disaster mental health services. He introduced Sara Hicks-West. North Carolina is her home state. She has an interim position to set up long-term recovery and is hiring five staff. There will be additional financial assistance for clients. They have already helped in response phase. They expect to be engaged with all LTRGs. They expect money to be available to groups, LTRGs and others. The money must be spent by September 1, 2020. The team is on the ground and the staff will be engaged. Greg stated that it was the 10-year anniversary of the “Miracle on the Hudson.” Tickets to the fundraiser are $40. He has some available.

### Billy Graham Rapid Response Team

Al New reported that they have given emotional and spiritual care to survivors and responders. They have 2600 chaplains in the US. They rotate teams each week. They have strategic teams for e.g., the military, civil unrest, and terrorist events. They are currently deployed in Panama City, FL, and Paradise, CA.

### North Carolina Conference United Methodist Church

Cliff Harvell stressed assessment and interagency cooperation. He introduced Tommy Gilbert and Al Miller. They were active in Matthew with four centers in Washington, Tarboro, Fayetteville, and Lumberton. The same four centers are active in Florence. Early Response Team work continues. Rebuilding sites are open in Cumberland, Robeson, and Beaufort counties. New sites will open in Carteret, New Hanover, and Columbus counties. They would also like to open sites in Craven, Jones, and Lenoir counties. Mold is a problem. They are partnering with United Church of Christ and United Way to build mold trailers. The trailers are being deployed now. They are partnering with other groups on STEP and moving forward. It is a slow time of year for volunteers. Call 888-440-9167 to volunteer.

### Wake Interfaith Disaster Team

Larry Marks reported that they staffed the Volunteers and Donations position at the Wake County EOC 24/7 for five days while Wake was hosting Coastal Relocation Evacuation Shelters. Hurricanes Matthew and Florence each had about a dozen cases reported in Crisis Cleanup and closed in a few weeks. The organization provides support at the EOC during response phase. During recovery phase it provides case management, repair and rebuilding, provision of furniture and furnishings, appliances, and financial assistance as needed.

### Craven County Disaster Recovery Alliance

John Robinson reported that Craven County had taken several hits. He serves as the chair of CCDRA. They meet monthly on the first Thursday at 10 am. They are seeing forty cases this week. They are partnering with United Church of Christ, Endeavors, and anyone else who can produce a recovery plan. They have invited NC Baptist Men to participate. They are building a Presbyterian Disaster Assistance hosting site to hold sixty people. Volunteers can register with the Fuller Center. They are expecting to help 6000 clients. 25% of housing in New Bern is affected. One-third of housing in Craven County is affected.

## LTRG-Related Topics

### STEP (Sheltering and Temporary Essential Power)

Joe Stanton (NC Emergency Management, Individual Assistance) reported that this is a pilot program. 30-35 homes have been completed. Yesterday they received 1045 calls on the program from 680 individuals. 963 Right-of-Entry forms have been received; 6236 forms were sent out. The deadline for form submission is Thursday, which he expects to see extended. 230 homes have been started.

### Rebuild NC (Community Development Block Grant-Disaster Recovery)

Emmett Wainwright (NC Emergency Management, Individual Assistance) stated that the Crisis Coordinator is Susan Robinson. She is engaged on an initial grant which will be extended until September.

### NC Disaster Case Management

David Hernandez (Endeavors) stated that they have been officially under contract as of December 20. They have started hiring. They have 35 employees including a Program Manager and case managers. They have seen 35 clients to date. They have offices in Jacksonville and Fayetteville. They will have all 75 positions staffed by January 31. New hires undergo a 5-day training schedule which includes orientation, three days of disaster case management, and CAN. They hire locally. They will work with the LTRGs. They will vet clients and present recovery plans. Their focus is on the client and qualification, not resources. David offered to give his contact information directly, after the meeting.

## Announcements

Ann Huffman announced that a program on How to Use GIS and Demographics to Predict Disaster Outcomes would be held at 1:30 pm.

Greg Mack thanked Ann Huffman for her service.

Anissa Dotson (FEMA) thanked everyone for their service. The FEMA Voluntary Agency Liaisons (VALs) have been “here for you.” They are getting ready to go. Phil Triplett has been their go-to person. The VALs are here to work themselves out of a job. Report new information to Phil.

There have been 139,000 FEMA registrations. $125 million has been disbursed. The average housing award has been $3700. LTRGs are needed to do the work. Routine Use Reports are available for LTRGs.

For people who did not apply prior to the deadline, case managers can assist the client in writing a letter to FEMA. The letter can be faxed to 800-827-2112.

If a client only received $3700, he can appeal. Things to include are:

1. Appeal letter
2. Contractor estimate to repair
3. Insurance denial or settlement

Anissa was asked to provide STEP numbers by county.

There are more than 300 TSA participants. There is an initiative to help them move out, to get an apartment and furniture.

Analysis of Crisis Cleanup registrants has shown that there are a lot of untouched properties. FEMA can send this information to LTRGs.

## Meeting Schedule:

Quarterly Meetings:

April 16, 2019 from 10 am - noon

July 16, 2019 from 10 am – noon

October 15, 2098, from 10 am – noon

## Adjournment

The meeting was adjourned at 12:09 pm.

Respectfully submitted,

Larry Marks

Secretary

NC VOAD