

# The National VOAD Movement

*The History  
and  
A Whole-Community Approach*



**National**  
Voluntary Organizations  
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

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## **National Voluntary Organizations Active in Disaster (National VOAD):**

Founded over 40 years ago in response to the challenges many disaster organizations experienced following Hurricane Camille, a category 5 storm that hit the Gulf Coast in 1969. As an outcome, National VOAD was formed with a Mission to be the forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response and recovery—to help disaster survivors and their communities.

# Our History



## Hurricane Camille hits the Gulf Coast August 17-18, 1969



Before



After



## The Birth of VOAD

- On July 15, 1970, 7 voluntary organizations came together to meet and discuss how to improve responses
- National Voluntary Organizations Active in Disaster is born



## **Founding Organizations**

**American National Red Cross**

**Christian Reformed World Relief Committee**

**Mennonite Disaster Service**

**National Catholic Disaster Relief Committee**

**Seventh Day Adventist**

**Society of St. Vincent De Paul**

**Southern Baptist Convention**



# Mission

National VOAD is the forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response and recovery—to help disaster survivors and their communities.



## Core Principles

The National VOAD collaborative practices the “4Cs” as guiding principles for how we operate and resolve conflict:

**Cooperation | Communication | Coordination | Collaboration**

National VOAD recognizes that these 4Cs are progressives and based on building and maintaining trusting, mutually capable relationships.

# Our History



## Values

- Our commitment to caring and compassion for all people is the foundation for all we do.
- A coordinated, inclusive approach provides the basis for a nurturing environment in which disaster response agencies will flourish.
- The quest for excellence in National VOAD programs by encouraging best practices and mutual accountability results in operational synergy.
- Our work will be accomplished in a respectful, non-judgmental and non-discriminatory manner.
- Trust, mutual respect and equal partnerships of community service providers are essential elements of our work.
- Providing hope – making a difference – offering opportunities for true collaboration – are the lifeblood and soul of the organization.





## National Membership

- National in scope and purpose
- Voluntary membership or constituency
- Nonprofit structure
- Tax-exempt under Section 501(c)(3) of IRS Code
- Active in Disaster
  - documented response program
  - commitment of resources



## Growth

**Board of Directors**

**(9 National Members-3 State VOAD  
representatives**

**Executive Director and staff**

**55 National Members**

**55 State/Territorial Members**

# National VOAD Today



**110 Members** (Sept. 2013)

## 55 National Organization Members

(Faith-based, Community-based and other Non-Governmental Organizations)

### ***Membership Requirements:***

- National in scope and purpose
- Includes a Voluntary constituency component (promotes civic engagement)
- Nonprofit structure under IRS Code
- Active in Disaster cycle with documented response program
- Collaborative working relationship with other members
- Commitment of resources; build capacity of State/Territory VOADs

## 55 State/Territory VOAD Members

Representing Local/Regional VOAD's/COAD's & hundreds of additional local member organizations throughout the country.

# National VOAD Today



## Committees:

- Advocacy
- Communications
- Community Preparedness
- Disaster Case Management
- Disaster Health
- Donations Management
- Emotional & Spiritual Care
- Housing
- International
- Long Term Recovery Groups
- Mass Care
- United States Islands & Alaska
- Volunteer Management

## Task Forces:

- Drought
- Training

## Documents from the Committees:

### Points of Consensus:

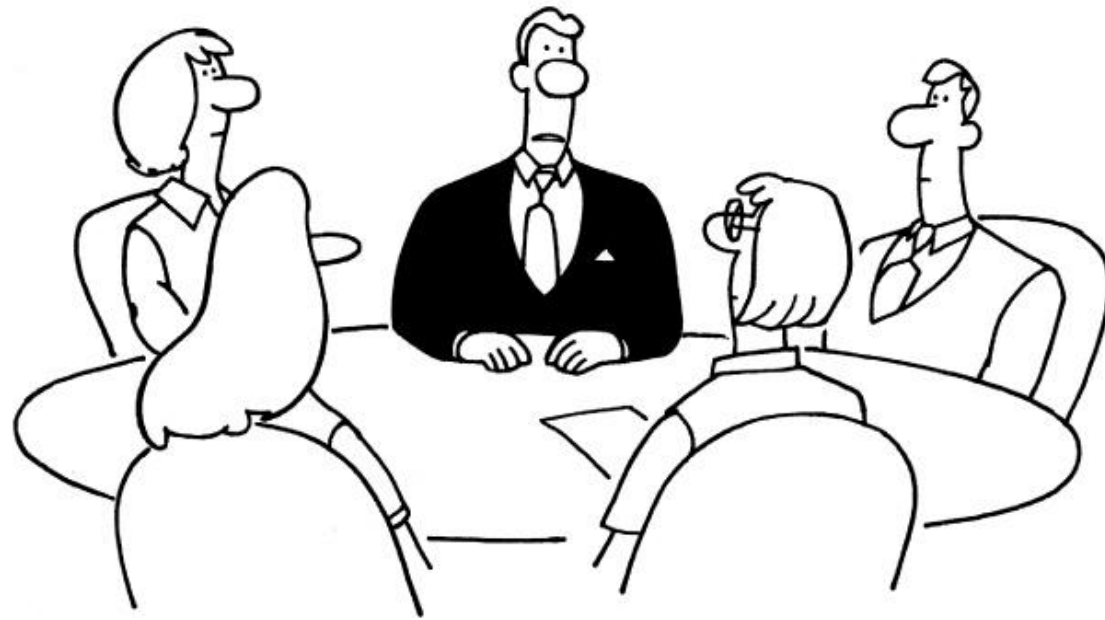
- Disaster Case Management
- Disaster Spiritual Care
- Donations Management
- Mass Care
- Rebuild & Repair
- Volunteer Management
- United States Islands & Alaska

### Other Documents:

- Multi Agency Feeding Template
- Light Our Way
- Long-Term Recovery Guide
- Managing Spontaneous Volunteer
- National Mass Care Strategy
- Drought Response Guide



## Committee Work



“Whew! That was close!  
We almost decided something!”

# National VOAD Committees



## Advocacy Committee

- Purpose is to identify emerging issues and empower policy and advocacy efforts across the VOAD movement by working closely with NVOAD staff membership and other committees. Supports NVOAD goals to increase public awareness of the NVOAD organization and movement, and to promote its values, vision and mission.

## Key Aspects

- Committee Chair: Jono Anzalone
- Monitoring proposed legislation at the federal, state and/or local level.
- Determine if there is an impact to activities/goals of NVOAD.
- Support specific NVOAD staff advocacy presentations or initiatives by facilitating member participation or provision of other resources.

# National VOAD Committees



## Communications Committee

- Supports information sharing among all stakeholders by developing:
  - Policies and procedures
  - Tools and strategies
- Work enhances internal and external communication and supports the mission of NVOAD.

## Key Aspects

- Committee Chair: Nikki Beneke
- Creating consistent use of the VOAD “Brand”
- Branding FAQs
- Branding Standards

### Communication



# National VOAD Committees



## Community Preparedness Committee

- Purpose: to apply and promotes the 4C's to nationwide community preparedness, including promoting 'preparedness' as a national civic virtue and duty, identifying and sharing best practices, and collaborating with all sectors to identify and promote innovative ways to enhance community preparedness

## Key Aspects

- Chair: Cheryl Nagy
- Collaborate with DHS/FEMA and HHS/CDC to promote existing national preparedness initiatives
- Involve all members to increase community engagement and awareness, as well as awareness of National VOAD





## Disaster Case Management Committee

- Purpose: To provide a national forum for sharing information, overcome systemic barriers that prevent survivors from accessing recovery, and advocate for best practices and processes

## Key Aspects

- Chair: Cathy Earl
- Identify standards to provide voluntary organizations with guidance to promote standardized delivery of Disaster Case Management services
- Promote holistic approach to recovery
- Empowers survivor to play an active or lead role in their own recovery



## Donations Committee

- Purpose: Focusing on issues related to unsolicited donations, works closely with state VOADs and government donations coordinators in times of disaster to serve as advisors and support



## Key Aspects

- Chair: John Ricketts
- Provide a comprehensive process that organizes the giving; receiving and distribution of goods/cash to benefit survivors.
- Team approach to engage government, voluntary and community based organizations
- Assist in creating responsible donors



## Emotional and Spiritual Care Committee

- Purpose: To foster emotional and spiritual care to people affected by disaster in cooperation with national, state and local response organizations and VOADs.

## Key Aspects:

- Chair: Jim Kirk
- Embrace the unique contribution of various disciplines and faith based groups
- Identify emotional and spiritual needs as a significant component of disaster response
- Educate partners about emotional and spiritual needs
- Promote best practices



## Housing Committee

- Purpose: To assist local, state, tribal and national disaster response groups in educating, facilitating, and coordinating for disaster related housing activities.



## Key Aspects

- Chair: Jerry Grosh
- Encourage local and state VOADs to have housing advocates during the clean up process and repair/rebuild portions of a disaster
- Advocate for temporary and permanent housing solutions to include affordable housing options



## Long-Term Recovery

- Purpose: To review issues related to Long Term Recovery Committees formation and support.
- Assist local, state and nation disaster response groups in their efforts to address long term recovery needs and programs in their communities

## Key Aspects

- Chair: Harvey Howell
- How to organize and administer the group
- Support Disaster Case Management, Construction Management, Volunteer Management, and Donation Management
- Communication Strategy



## Mass Care Committee

- Purpose: To pursue avenues for joint action and planning among partners to implement 4Cs to speed the provision of critical services to survivors, reduce duplication of efforts, and establish a united voice for advocacy.

## Key Aspects

- Chair: Bruce Poss
- Includes sheltering, mass feeding, and commodity distribution.
- Provide services in a manner that ensures the safety and security of well being
- Distribute goods in an equitable and coordinated manner



## Volunteer Management

- To have more affiliated volunteers and better managed unaffiliated volunteers in disaster.

## Key Aspects

- Chair: Kristin Wright
- Structure process to best utilize volunteers skills
- Educate partners and volunteers that volunteers have rights and responsibilities.

Advocate for volunteer affiliation, and create an environment for the reception of unaffiliated volunteers.



# National VOAD Movement



National VOAD

National VOAD Member Organizations

State/Territory VOADs

Local/Regional – VOAD/COADs

All  
disasters  
start &  
**end**  
locally

**Communities**



# National VOAD Partnerships



## VOAD Partners

National VOAD is dedicated to **whole-community** engagement and recognize that all sectors of society must work together to foster more resilient communities nationwide.

National VOAD has 22 Partners and welcomes substantive partnerships with:

- Emergency Management
- Public Health Agencies
- For-profit Corporations
- Foundations
- Educational and Research Institutions
- Associations
- Other Nongovernmental Organizations

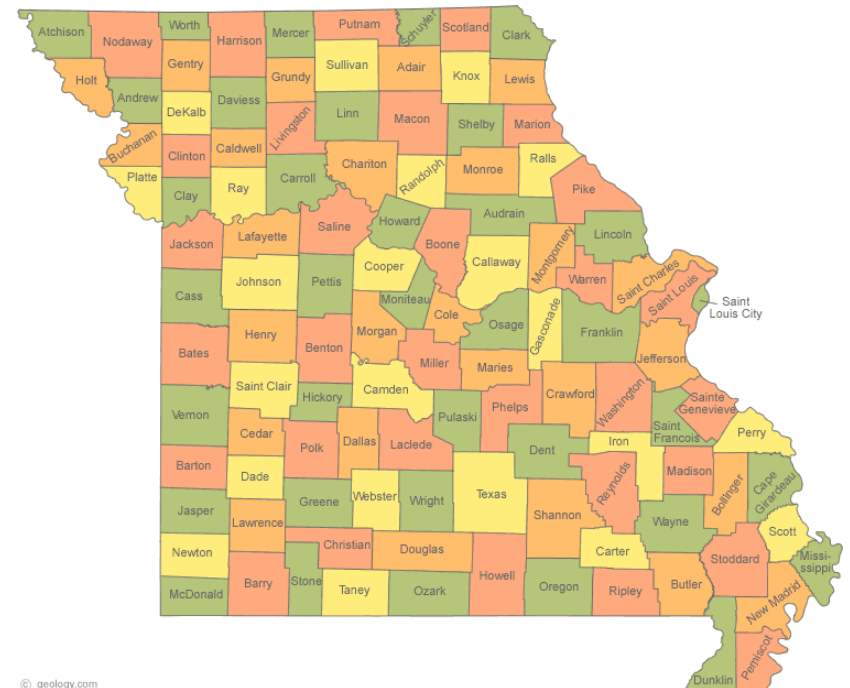
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# The VOAD Network (National, State, Local)



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# Three Statewide Organizations

(Reminder: Triad of Service)

- ❖ Missouri Voluntary Organizations Active in Disaster (Missouri VOAD)
- ❖ Governor's Faith-based and Community Service Partnership for Disaster Recovery (The Partnership)
- ❖ Missouri Interfaith Disaster Response Organization (MIDRO)



# Missouri VOAD

- ❖ Started during floods of 1993
- ❖ Struggled to get organizational traction for a number of years while The Partnership and MIDRO gained foothold
- ❖ Now firmly established in parallel with others with its own cooperative but distinct mission
- ❖ Members:
  - Full – NGOs (Red Cross, UW 2-1-1, MO Extension) and faith-based (churches)
  - Associate – (mostly governmental – DHSS, DSS, SEMA, etc.)

# Emergency Human Services & VOAD/Partnership/MIDRO

## Selected Emergency Support Functions (ESFs):

- ❖ ESF 2 – Communications
- ❖ ESF 6 – Mass Care, Emergency Assistance, Housing, and Human Services
- ❖ ESF 8 – Public Health and Medical Services
- ❖ ESF 11 – Agricultural and Natural Resources (incl. safety and wellbeing of household pets)
- ❖ ESF 14 – Long-term Community Recovery
- ❖ ESF 17 – Animal Services

# Selected Specific Organizational Roles

## Missouri VOAD

- ❖ ADPAC (Animals) (ESFs 8, 11, & 17)
- ❖ DVCT (Donations and Volunteers) (ESFs 6 & 8)
- ❖ Government Relations (Joint)
- ❖ MEARCC (Emergency Communications) (ESF 2)
- ❖ MOVOTACOL (VOAD Taskforce for COAD and LTRC)
- ❖ STAMACC (Mass Care) (ESFs 6 & 8)
- ❖ Training and Exercise Committee

## The Partnership

- ❖ Access and Functional Needs (ESF 6)
- ❖ Citizen Corps
- ❖ Emotional and Spiritual Care
- ❖ Disaster Case Management
- ❖ FABODIC (Faith-based)
- ❖ Government Relations (Joint)
- ❖ Missouri Community Recovery Coalition (ESF 14)
- ❖ Legal Help in Disaster

## MIDRO

- ❖ Disaster Case Management, supplemental funding, spiritual care

# Missouri VOAD

## Animals in Disaster Planning Action Committee (ADPAC)

## Goals and Objectives

- \* Mission:

To support actions that contribute to the support of animal rescue and care operations during disasters.

- \* Maintain the ESF 17 Animals Support Plan in State Plan.
- \* Identify resources and partner organizations.
- \* Build Mission Ready Packages
- \* Improve coordination
- \* Establish Memorandums of Understanding



# Missouri VOAD

## Donations and Volunteers Coordination Team (DVCT)

## Goals and Objectives

### Mission:

The DVCT serves to provide plans, training, resources, coordination information and communications regarding management of donations and volunteers.

- \* Maintain the DVCT Annex U in the State Emergency Operations Plan.
- \* Identify resources and partners for DVCT
- \* Provide coordination.
- \* Provide information and communication.
- \* Support training and exercises.

# Missouri VOAD

## Government Relations

### \* Mission

The Legislative Committee advocates for strategies to increase the ability of MOVOAD and the partnership member organizations to prevent and alleviate suffering in the face of disaster.

## Goals and Objectives

- \* Building relationships with state and local elected officials.
- \* Develop an advocacy plan among Partnership/MOVOAD members and review and draft legislation as needed to support the plan.
- \* Effectively share information with elected officials by holding an advocacy day and having personal visits with legislators.
- \* Bring together various groups and organizations within the Partnership/MOVOAD to speak with one voice to elected officials.

# Missouri VOAD

Missouri Emergency Amateur Radio  
Communications Committee

## Goals and Objectives

### Mission:

Develop and support collaboration and capacity building among all voluntary organizations that provide emergency radio related communications services in disaster.

- \* Enhance the coordination structure for Missouri amateur radio organizations .
- \* Enhance planning and resource development for amateur radio services
- \* Engage more amateur radio organizations in emergency management.
- \* Identify needs and services among MO VOAD and Partnership organizations for amateur radio services.

# Missouri VOAD

Missouri VOAD Task Force for COADs and LTRCs a.k.a. Joint VOAD and Citizen Corps Committee (VO/CCC)

## Goals and Objectives

### Mission:

This joint committee is responsible for activities that represent the *whole community* approach in support of the goals and objectives of federal, state and local COAD partnerships. This approach to develop and sustain emergency human services capacity has been tested time and again and has become an integral part of emergency management doctrine in the State of Missouri

- \* Take guidance and direction from the state level committees of the Partnership and Missouri VOAD.
- \* Maintain and revise the COAD Guidance Manual
- \* Work with partner organizations to develop local COADS
- \* Work with partner organizations to support the efforts of local COADS
- \* Support education, training and exercises that strengthen COADS
- \* Report outcomes of activities to all interested partner agencies/organizations.

# Missouri VOAD

## State Mass Care Committee (STAMACC)

## Goals and Objectives

### Mission

STAMACC serves as the coordinating state committee for mass care preparedness activities in the state to include sheltering, feeding and distribution of relief supplies.

- \* Maintain Mass Care Plan in the State Plan
- \* Support mass care guidance and templates for local plans
- \* Develop catastrophic disaster mass care plans that include
  - \* Evacuations
  - \* Reunification
  - \* Access and functional needs
  - \* Pets

# Missouri VOAD

## Training Committee

### Mission

The Training Committee provides a central form for emergency human services related training to be identified as a need, assessed, developed, supported, resourced, coordinated, vetted and delivered.

## Goals and Objectives

- \* Adapt new technology applications
- \* Support training and exercise efforts

# The Partnership

## Access and Functional Needs Committee

### Mission

The Access and Functional Needs Committee will engage the whole community, including vulnerable populations, to plan for access and functional needs support services so that everyone in Missouri will be afforded the greatest degree of independence and self-determination possible in all phases of emergency management.

## Goals and Objectives

- \* Develop collaborative systems and resources for contacting survivors in their disaster affected residences and assessing their disaster related needs; and coordinate the services and collaborative efforts of organizations that provide in-home help to disaster survivors so that such services are effective, coordinated, timely and efficient.
- \* Develop and implement training and outreach to inform and educate responding partners about individuals with and without disabilities with access and functional needs and the support mechanisms available to support these needs.
- \* Develop and implement a system to support the provision of access and functional needs at congregate emergency shelters and other congregate emergency response venues during disasters.
- \* Encourage the full integration of access and functional needs support services into the emergency operations plans of all Missouri jurisdictions.

# The Partnership

## Citizen Corps Committee

### Mission:

The Citizen Corps Committee will support local Citizen Corps and community preparedness organizations; will strive to foster collaboration; will offer Councils a wide variety of programs and fund sources; and allow them to share innovative practices and approaches.

## Goals and Objectives

- \* Identify needs and develop a statewide strategy for increasing first responder and volunteer collaboration.
- \* Developing statewide marketing strategies.
- \* Matching training needs with other major state training initiatives.
- \* Ensuring that citizen Corps and community preparedness organizations receive consideration for any relevant grant funding administered by the state.
- \* Supporting Citizen Corps by developing relevant state policies and practices.



# The Partnership

## Emotional and Spiritual Care Committee

## Goals and Objectives

### Mission:

The Emotional and spiritual Care Committee's mission is to develop strategies and networks to foster emotional and spiritual care to people affected by disaster.

- \* Offer training for clergy and emotional care providers in communities.
- \* Coordinate the orderly application of Emotional and Spiritual Care resources to disaster affected communities.
- \* Develop systems that allow resources to be coordinated in a disaster affected community.
- \* Implement the National VOAD doctrine for emotional and spiritual care and promote the points of consensus.

# The Partnership

## Disaster Case Management Committee

### Mission

The Disaster Case Management Committee will enhance partnerships to promote recovery among disaster affected households by utilizing a whole community approach.

### Core Values

The Disaster Case Management Committee values:

- \* each disaster affected household in Missouri equitably
- \* each individual's contribution to their community
- \* collaborative partnerships
- \* best practices and processes in disaster case management
- \* resilient communities and households
- \* the dedication of Disaster Case Managers

## Goals and Objectives

- \* Strengthen statewide Disaster Case Management capacity for delivery of services
- \* Increase community resiliency across Missouri by collaborating with Community Organizations Active in Disaster (COADs) and Long Term Recovery Committees (LTRCs) to develop and support local DCM capacity
- \* Coordinate, promote and increase capacity to deliver standardized Disaster Case Management trainings
- \* Integrate emerging Disaster Case Management best practices into the statewide DCM infrastructure
- \* Establish and maintain a relationship with NVOAD DCM Committee
- \* Assist in developing and submitting state Disaster Case Management Program (DCMP) requests to the Federal Emergency Management Agency (FEMA) when necessary
- \* Advocate for appropriate legislation to overcome systemic barriers to disaster case management
- \* Promote a state level forum for information sharing regarding emerging issues and ongoing trends in DCM

# The Partnership

## Faith-Based Organization Disaster Initiative

## Goals and Objectives

### Mission

Inform and engage Missouri's faith community in emergency preparedness through three initiatives: Individual and Family Preparedness internally for their congregants and externally for the entire community; Continuity of Operations Planning for the faith community; External ministries in mass care for the entire community.

- \* Build regional and local faith-based initiatives
- \* Hold faith-based workshops promoting partnerships and collaboration

# The Partnership

## Government Relations

### Mission

Advocates for strategies to increase the ability of MOVOAD and the partnership member organizations to prevent and alleviate suffering in the face of disaster.

## Goals and Objectives

- \* Building relationships with state and local elected officials.
- \* Develop an advocacy plan among Partnership/MOVOAD members and review and draft legislation as needed to support the plan.
- \* Effectively share information with elected officials by holding an advocacy day and having personal visits with legislators.
- \* Bring together various groups and organizations within the Partnership/MOVOAD to speak with one voice to elected officials.

# The Partnership

## Legal Help in Disaster Help

### Mission

The mission of the Legal Help in Disaster Committee (LeHDCOM) is to coordinate the services and collaborative efforts of organizations that provide legal help to disaster survivors so that such services are effective, timely and efficient.

## Goals and Objectives

- \* Create a Disaster Operations Plan for Legal Services
- \* Develop a survivor's guide to legal services
- \* Develop a guide for legal help providers
- \* Strengthen the network of legal help providers

# The Partnership

## Missouri Community Recovery Coalition

## Goals and Objectives

### Mission

The Missouri Community Recovery Coalition/ESF-14 will help develop plans, tools, processes, structures and systems that help communities determine their new normal through a community-driven, community-engaged process.

- \* Encourage and facilitate coordination and collaboration between State, private sector, non-profit and federal partners for (long-term) recovery.
- \* Build relations and enhance communication for understanding issues and potential challenges for long-term recovery

# Community Organizations Active in Disaster (COADs)

The theme of this conference is:  
Modeling Best Practices at the Local Level

- ❖ National VOAD supports the Missouri VOAD
- ❖ Missouri VOAD supports the local COADs
- ❖ Local COADs provide the necessary coordination for direct services in whole community context

# Community Organizations Active in Disaster (COADs)

Where are they located?

Regional/major metro area:

- ❖ Kansas City Regional VOAD
- ❖ Greene County COAD
- ❖ St. Louis Area Regional COAD

Smaller geographies:

- ❖ Most counties have, at least on paper, a COAD and/or a Long Term Recovery Committee (LTRC)

SEMA and MO VOAD can provide contacts



# Join MOVOAD.org



The screenshot shows a web browser window with the address bar displaying "www.movoad.org". The website has a dark red header with the logo on the left, which consists of a stylized figure holding a shield over a map of Missouri. To the right of the logo, the text reads "- Missouri VOAD -" in a large font, with "Voluntary Organizations Active in Disasters" in a smaller font below it. A horizontal navigation menu is located below the header, containing the following items: Home, About VOAD, Partners, Membership, Resources, News, Calendar, Contact, Links, and Members Area. The main content area features a large, dark, grayscale photograph of a utility pole leaning precariously, with power lines stretching across the frame. Below the photograph, there is a small icon of a document and a heading: "Welcome to the Missouri Voluntary Organizations Active in Disasters". Underneath this heading is a paragraph of text: "The Purpose and objective of Missouri VOAD (MOVOAD) is to coordinate planning efforts of the many voluntary organizations responding to, preparing for, recovering from and mitigating against disaster. Member organizations provide more effective and less duplicative services by organizing efforts before disaster strikes. MOVOAD has proven to be the most effective method for the wide variety of volunteers and organizations that wish to serve towards disaster needs to come together and work through a crisis." At the bottom of the browser window, the address bar shows the URL "www.movoad.org/index.php?option=com\_contact&view=category&id=4&Itemid=212". The Windows taskbar is visible at the very bottom, showing various application icons and the system tray with the date "5/8/2013" and time "4:45 PM".

# Contact Info

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Welfare Specialist and State  
VOAD Representative  
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# Kansas City Regional Voluntary Organizations Active in Disaster





# KC Regional VOAD

- Formed in 2000
- Ice Storm in 2002
- Tornadoes in 2003
- Katrina Response in 2005





# Structure



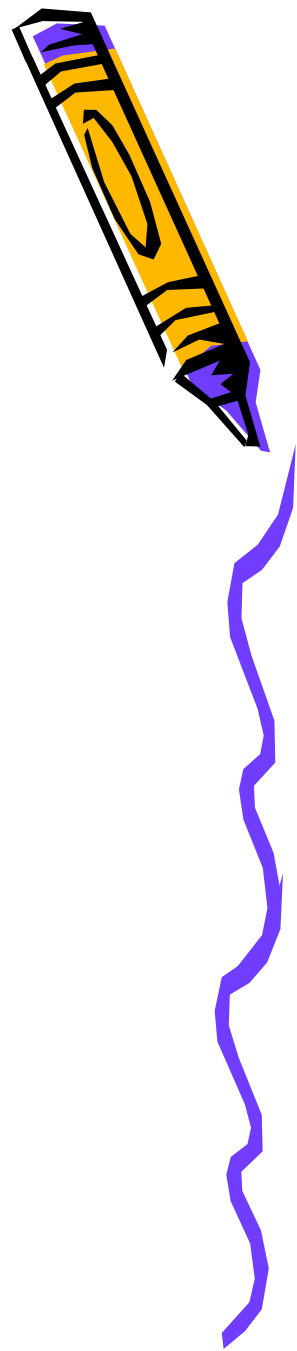
- Bylaws
- Disaster Protocols
- Long Term Recovery Committee
- SUV/VRC Task Force
- Animal Disaster Assistance Coalition
- Meetings
- Ongoing Communication





# Marketing

- Brochure
- Website
- Electronic Communication

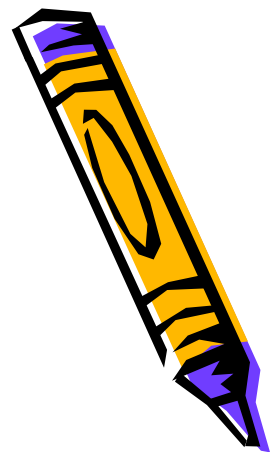


# Kansas City Regional VOAD kcmetrocoad.org





# Community Collaboration



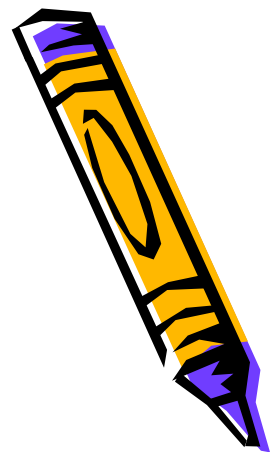
- Metropolitan Emergency Management Committee
- Heat Task Force
- Faith Based Initiative
- National Weather Service
- MARC Regional Coordination Guide







# Spontaneous Unaffiliated Volunteer Task Force

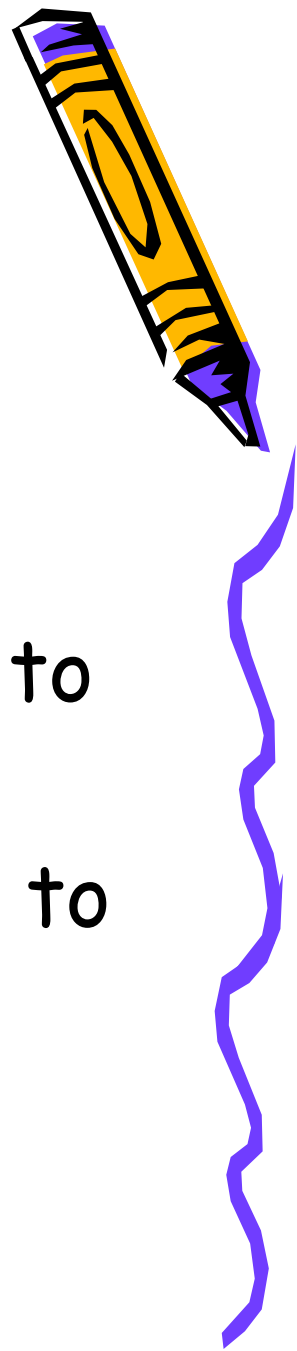


- Volunteer Reception Center Plan
- VRC Tabletop (8<sup>th</sup> Annual)
- VRC Exercise (8<sup>th</sup> Annual)
- VRC Process Forms
- VRC Video
- VRC Safety Video

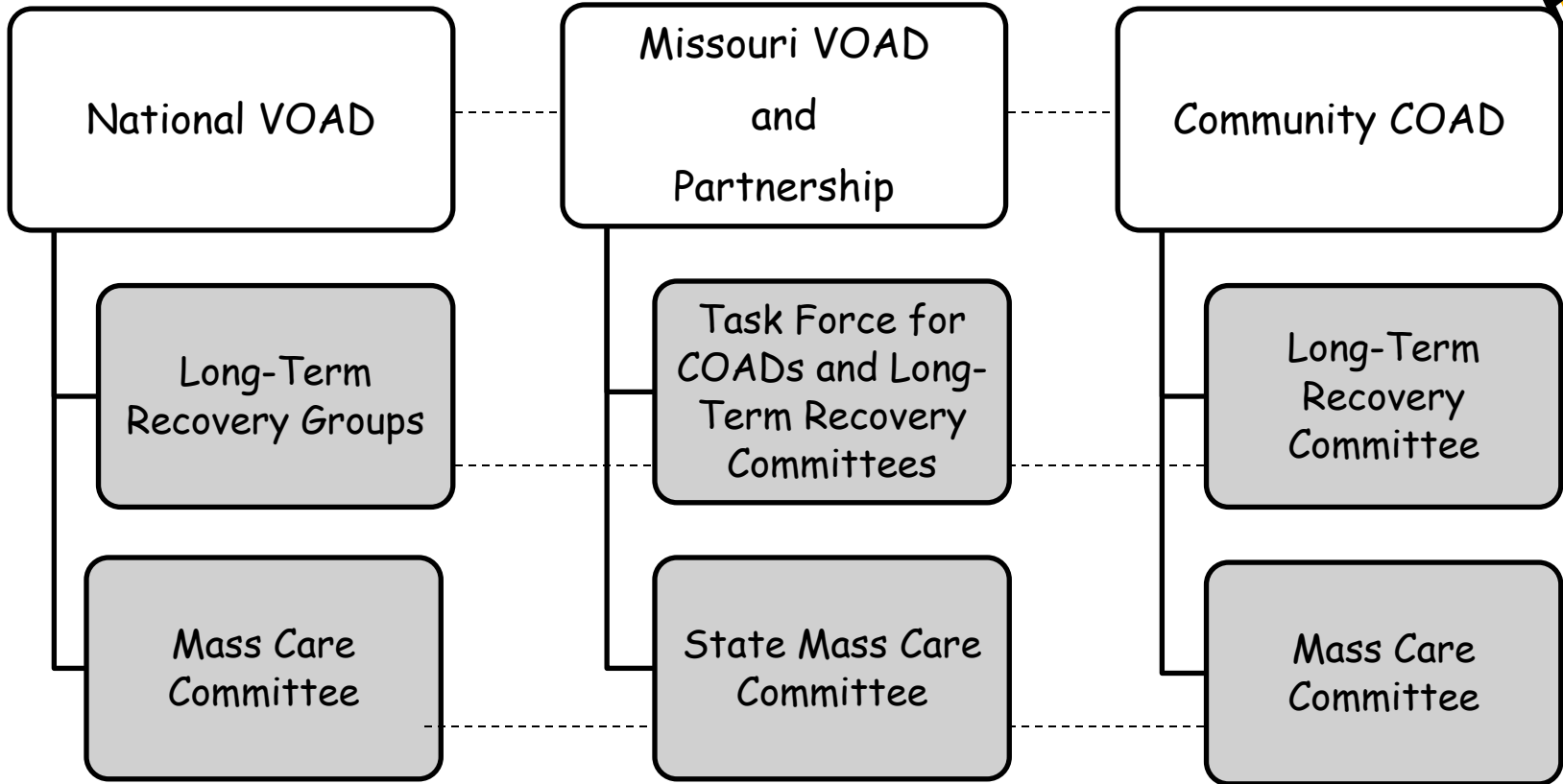


# Relationship with State and National VOAD

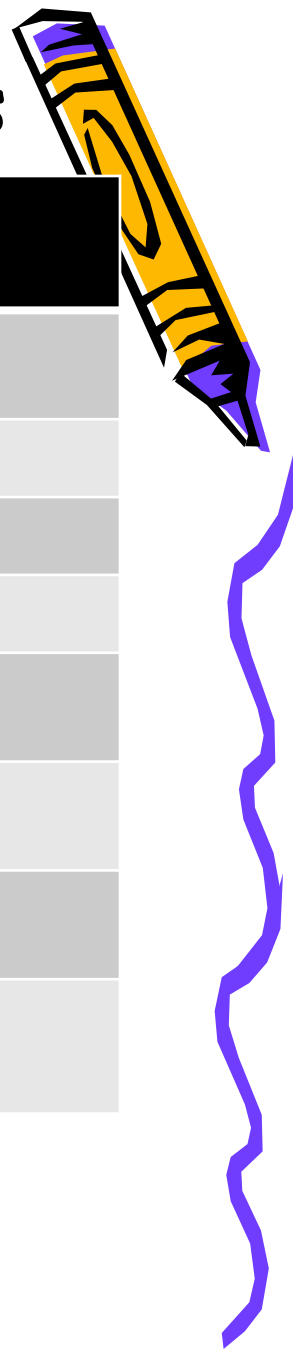
- Membership in Missouri and Kansas VOAD
- Communicate training opportunities to local membership
- Distribute information and material to local membership



# Alignment of Associations and Committees



# Alignment of Associations and Committees



Committee Type	National VOAD	Missouri VOAD/Partnership	Community COAD
Long Term Recovery	Yes	Yes	Yes
Mass Care	Yes	Yes	Yes
Donations	Yes	Yes	Yes
Volunteers	Yes	Yes	Yes
Disaster Case Management	Yes	Yes	?
Advocacy/Gov Legislation	Yes	Yes	?
Emotional Spiritual Care	Yes	Yes	?
Citizen Corps Programs	No	Yes	Yes

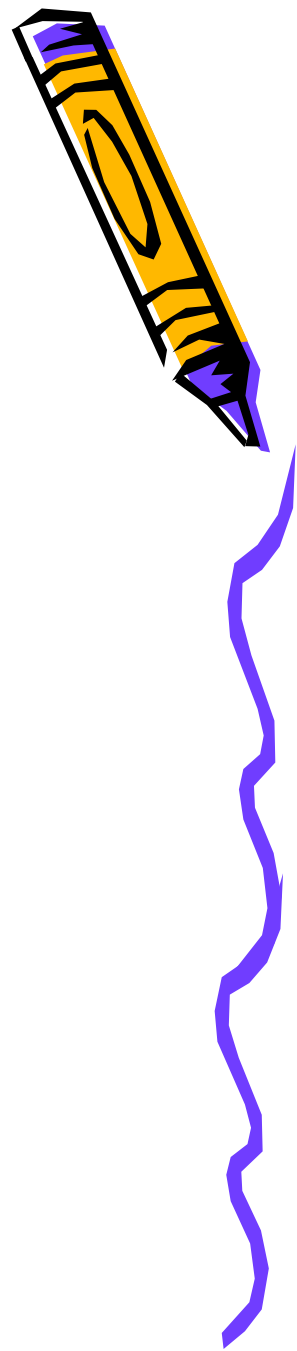


# Contact

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Discussion

