The National VOAD Movement

The History

and

A Whole-Community Approach
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.
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
Our History

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
Our History

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.
Our History

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
Our History

Growth

Board of Directors
(9 National Members-3 State VOAD representatives
Executive Director and staff
55 National Members
55 State/Territorial Members
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
“Whew! That was close! We almost decided something!”
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 NOVOAD staff advocacy presentations or initiatives by facilitating member participation or provision of other resources.
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
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
National VOAD Committees

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 and active or lead role in their own recovery
National VOAD Committees

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
National VOAD Committees

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
National VOAD Committees

Housing Committee

- **Purpose:** To assist local, state, tribal and national disaster response groups in educating facilitating, and coordinate 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**
National VOAD Committees

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
National VOAD Committees

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
National VOAD Committees

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

Communities

All disasters start & end locally
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)
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 -

Voluntary Organizations Active in Disasters

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.)
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)

* Mission:

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

Goals and Objectives

* 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)

Mission:

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

Goals and Objectives

- Identify resources and partners for DVCT
- Provide coordination.
- Provide information and communication.
- Support training and exercises.
**Missouri VOAD**

**Government Relations**

**Goals and Objectives**

- **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.

- 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

Mission:

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

Goals and Objectives

- 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)

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.

Goals and Objectives

- 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.
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.

Goals and Objectives

* 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
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
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

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.

Goals and Objectives

* 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

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.

Goals and Objectives

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

Goals and Objectives

- 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.
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

Welcome to the Missouri Voluntary Organizations Active in Disasters

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.
Contact Info

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Kansas City Regional Voluntary Organizations Active in Disaster
• Formed in 2000
• Ice Storm in 2002
• Tornados 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\textsuperscript{th} Annual)
- VRC Exercise (8\textsuperscript{th} 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

National VOAD
- Long-Term Recovery Groups
- Mass Care Committee

Missouri VOAD and Partnership
- Task Force for COADs and Long-Term Recovery Committees
- State Mass Care Committee

Community COAD
- Long-Term Recovery Committee
- Mass Care Committee
## Alignment of Associations and Committees

<table>
<thead>
<tr>
<th>Committee Type</th>
<th>National VOAD</th>
<th>Missouri VOAD/Partnership</th>
<th>Community COAD</th>
</tr>
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<tbody>
<tr>
<td>Long Term Recovery</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Mass Care</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Citizen Corps Programs</td>
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Contact

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Discussion