

# **MEETING NOTES**

National Mass Care Council Meeting/Webinar  
Conference Call Dial-in: 1-800-320-4330 Pin: 822536  
Webinar Link: <https://fema.connectsolutions.com/august12/>  
1:00 – 3:00 p.m.  
August 12, 2011

<b>PARTICIPANTS</b>	
<b>Name</b>	<b>Organization</b>
Joe Watts (Representing)	Adventist Disaster Response Services
Heather Blanchard	CrisisCommons
Jack Harrald	Disaster Roundtable of the National Academies
Patrick Crawford	Feeding America
Patrick Denis	Medical Reserve Corps
Deborah Schnackenberg	National Animal Rescue & Sheltering Coalition (NARSC)
Curt Decker (Delores Scott Representing)	National Disabilities Rights Network
Mark Riley	National Emergency Management Association (NEMA)
Mickey Caison	National VOAD
James McGowan	National VOAD
Bruce Poss	North American Mission Board of the Southern Baptist
Gerald McSwiggan	U.S. Chamber, Business Civic Leadership Center
Lynn Crabb	American Red Cross
Amy Mintz	American Red Cross
Gregg O’Ryon	American Red Cross
Mark Askey	Federal Emergency Management Agency
Donna Brooks	Federal Emergency Management Agency
Ben Curran	Federal Emergency Management Agency
Michael Grimm	Federal Emergency Management Agency
Waddy Gonzalez	Federal Emergency Management Agency

- I. Opening Remarks / Open Items from Previous Meeting
  - A. Roll Call
  - B. Recap of Council accomplishments to date and plan for future meetings.
- II. Review of National Mass Care Strategy Website
  - A. Demonstration of National Mass Care Website aspects.
  - B. Operations Tab: Call for articles/success stories for “Operations” tab from participating Council representatives. Send stories should be sent to: [nmcs@nvoad.org](mailto:nmcs@nvoad.org)
    - i. Operations Tab – list generic descriptions (e.g., NRCC and its function) and operations pictures.
    - ii. Opportunity to place education information under this tab.
  - C. Resources: Provides general resources for reference to the public.
    - i. Resources Tab – Posting of the Sphere Project, Mega-Shelter Template, Feeding Template?
  - D. Suggested Tabs to Add to Website

- i. Do we want to add a “Best Practices” or “Descriptions” tab?
- ii. Should we place a small description under each tab detailing the information contained?
- iii. Q&A Forum – Should we set up? Responsibility for moderating the forum would rotate through the representative Council organizations.

E. Sight Accessibility and Languages

- i. 508 compliance parameters examined – compliance met.
- ii. Sight translation capabilities – Spanish, German, French and Japanese

F. Questions/Feedback

- i. Website launch date?
- ii. External Affairs input and launch of site on FEMA homepage/Red Cross home page and NVOAD homepage website needs to coincide.
- iii. Working with FEMA External Affairs to identify date/press release.
- iv. National Mass Care Community Strategy launched June 2011. Do we want to use this sight to promote this strategy? Or do we want to promote the collaboration of this community? The strategy of derivative products?
- v. Do we want to utilize the open-source community platform where people (the public) can add to postings.

G. Visitor Log-in/Registration Process

- i. Forum designed to allow visitors to begin national dialogue about mass care related topics.
- ii. Public website – anyone can register
- iii. Is there a way for Council members can conduct private forums?
- iv. Evaluating site analytics.

H. SharePoint Site

- i. Closed section for council members only to review modifications/comment/approve items.
- ii. Anticipated launch 2<sup>nd</sup> week in October

III. Review of National Mass Care Strategy Documents

A. Council Mission Statement

- i. Concern about capability vs. capacity? Strengthening response capabilities and capacity? Are they two separate things?
  - a. Capability is what you do vs. capacity is how much of it to do.
  - b. Capability statement would mean, we are taking on the responsibility of doing more things but doing things better.
- ii. The “strategy” should be a reflection of the community, engage/inclusion of the community in the council, and our representatives of that community.
- iii. Needs a “community resilience piece”
- iv. As written – we are on target but seems a bit cumbersome and a mouthful. The target audience we are conveying this information is addressed and engages various groups and makes sure it’s collaborative. May need to be wordsmithed”.
- v. “Buzzwords” may need to be included in the statement, i.e., inclusiveness, collaboration, and the word underserved and vulnerable are both important words to a whole community.

B. National Mass Care Strategy Audience

- i. This is the audience we believe the National Mass Care Strategy is targeting and the organization agencies representative from the private sector that may be involved in when responding to emergency situations and disasters.
- ii. Is the statement missing a “community side” piece/wording? Correct.
- iii. The statement should be – consider who is part of delivering mass care. Should the term “stakeholder” be incorporated as a more generic term so that the audience can define itself?

### C. National Mass Care Definition and its Components

- i. Mass Care holder different meanings to a lot of different people.
- ii. A bit of a duplication of the mission statement. Need to determine what elements are/are not included in the definition.
- iii. Do we need transportation/logistics/planning and evacuation?
  - a. At the state level when we look at sheltering a definition of the population for those that need transportation to get to the shelter and actually we focus on those populations differently and it's a big part of the front end of the sheltering getting individuals to the shelter. Is that part of the evacuation plan?
  - b. A lot of the transportation piece in particular is about wraparound services. To support all of these other entities. Individuals are relocating into one location and need transportation in and out – this very temporary wraparound service issue.
  - c. Is transportation an essential service?
  - d. Is there any way to integrate these concepts?

### IV. Council Administrative Items

#### A. Concurrence Process

- i. Posted items on website must clear through Planning Strategy team concurrence process.
- ii. Council representatives may need to run concurrence items through their respective organizations for approval before posting.
  - i. We want to have a similar sense in how we operate.
  - ii. The concurrence process, is a majority vote on a document.
- iii. The Council will adjudicate common and see how those were adjudicated one way or the other.
- iv. Two-Step Process:
  - a. The Council would vote first to approve a document.
  - b. The Council will send documents to the organizations that are representative on the Council.
    - i. Each organization is responsible for how they will reflect concurrence or not on any particular issue that comes before the Council.
  - c. After comments are received/scrubbed – the Council members will re-visit and say, on behalf of my organization – we agree upon this is the standard document and it becomes the official document of the Council

#### B. What constitutes a quorum or consensus?

- i. Majority of a quorum -- a quorum being a majority and then the majority of the quorum being approval of the Council.

#### C. Council Member Changes

- i. Process: When/if a member leaves the Council, would it be the representative organization to nominate a replacement. With the Council need to approve that or is it simply up to the member organization?
- ii. The representative organization will designate the appointee for the Council.

#### D. Sending alternates and/or giving proxy

- i. Can an organization send an alternate or proxy to make decisions on behalf of that organization? Or does it need to be a designate member?
- ii. Attendance issues: Does the Council have a mechanism in place where they go back to the organization and say -- hey the Council Designee is not working, we need another person. This issue ties into the alternate or proxy issues.
  - a. Must ensure that lack of attendance by a member does not inhibit the Council from acting and we adopted rules.
  - b. Not inhibited from acting and we adopted rules.

- c. Lack of attendance - the Council will engage the nominating organization and asks for a review and/or resolution on the representative.
- iii. Recommendation: We not have alternates or proxies. As long as the Council does their business and can decide using the “quorum basis” process, none is needed.
- iv. Small organizations: Relatively small organizations with relatively small membership that can submit votes for the Council – may send a voting alternate – if deployment/operations activities prevent attendance.
- v. Resolution: Representative Organizations will designate a primary and a voting alternate for their position on the Council.

#### V. NMCC Fall Meeting

- A. Location: NVOAD Arlington, VA Office
- B. Date: November 4, 2011 – All-day meeting
- C. Agenda Items:
  - a. The Council may wish we look for subject matter experts to come in and provide us with a presentation/question-answer session.
  - b. Facilitator – facilitation of the meeting would stay within the Council.
    - i. FEMA is looking at contractual opportunities to get a facilitator. Being early in the any thoughts on a facilitator?
    - ii. If people do have other thoughts on facilitators, please send us in an e-mail as well – include ideas and names.