



National Mass Care Council

November 2011 Webinar
MEETING NOTES
November 4th, 1pm-3pm

1:00PM-3:00PM, National Mass Care Council

❖ **Actions:**

- Mike to send out meeting Power Point presentation to Council
- Update “Current Assessment of National Mass Care Capabilities” with comments
- Council members send alternate (primary and voting) if they have not done so already
- Mike may send additional drafts of the “Current Assessment of National Mass Care Capabilities” to the Council for comment
- Send comments in for current draft by the 18th

❖ **Roll Call: David Myers not present; Heather Blanchard not present**

❖ **Mike Grimm Welcome:**

- Discuss progress since August in this meeting
- Disasters have hindered some progress
- Deferred face-to-face National Mass Care Council meeting to January
- Discuss draft “Current Assessment of National Mass Care Capabilities” document
 - Looking for concepts, ideas, and feedback for this living document
 - Go over guiding questions and next steps
 - Laid out milestones to finalize and vet this document
 - Working towards final Mass Care Strategy document in the Summer of 2012
 - Leadership wants to see a completed document
 - Purpose of this council: lay out what changes they would like to see for mass care in the future. Start by describing the current state of mass care and roles/responsibilities.

❖ **“Current Assessment of National Mass Care Capabilities” Document Discussion**

- The document provides an overview of where Mass Care is at the moment.
- The Red Cross and FEMA worked together to come up with the document as an initial draft. The purpose is to give a current snapshot of where we are with Mass Care in the field.
- This draft is by no means a final document; just context for conversation.
- Overview of Table of Contents: Are there big buckets of information that were missed?
 - Mark Riley: Host-state concept was missed. Mass Care Response State Support and Federal Support do not include host-state responsibilities.
 - Make sure private sector is incorporated
 - Should logistics of this be a separate sub-chapter? Very critical element of Mass Care
 - Statement of level of demands/needs/scenarios (in Current Mass Care Capacities section)
 - Jack suggested adding a goals statement and scenarios
 - Start with statement of demand (e.g., shelter demand, feeding and water)
 - Version of resource allocation workshops
 - Patrick: Need discussion of closed sheltering (e.g., medical sheltering)
 - Gerald: Transition from Mass Care to next steps in disaster Recovery
 - Segway discussion with Recovery Framework (NDRF)
 - Mark Riley: Should we add communication as part of the capabilities?
 - Communication limitations
 - At the front end of an emergency, what is our communication plan?
 - How can we ensure we don’t have duplication of efforts across agencies/states/programs?
 - Plan ability to communicate in multi-state disaster
 - Will be doing a SWOT analysis for mass care
- State support: EMAC not discussed

- Federal support: DoD augmentation not mentioned
- Think about integrating household pet and service animals into overall Mass Care Framework; mirror image of human and pet side to gain efficiencies.
- No mechanism to look at State capabilities to index; start looking at indexing to learn state and local current environment
- Section on children: question regarding adding appendices
 - Should the “List of Childhood Supplies” and “Temporary Respite Care Guidelines” be added as appendices or resources/references on the web page?
 - The document is already 28 pages.
 - Concurrence to build out a list of resources, hot links, and other tools on the website. Start identifying critical resources on the website.
 - To maintain consistency, remove other appendices from the document and add them to the website.

❖ **Four Guiding Questions:**

- 1) *What strengths and factors/activities that promote achievement of the mission (of mass care/emergency assistance) are not addressed in this document? (See notes above)*
 - Really driven by volunteers (ex. Katrina)
 - Distinction between SUVs and organized volunteers and how both are handled
- 2) *What challenges, gaps and factors/activities that hinder achievement of the mission are not addressed in this document?*
 - Budgetary constraints on buying supplies
 - Dependency of organizations on volunteer nature of mass care
 - Aging volunteer pool; generational shift; the way younger people volunteer is different
 - Messaging to younger volunteers
 - Make distinction between SUVs and organized volunteers and how both are handled
 - Staff cuts
 - Legislative issues to support activities (ex. Functional Access Needs; Sex Offender Shelter)
- 3) *What are the top three changes in the current state of mass care do you envision would have the most impact helping mass care/ emergency assistance providers better fulfill their mission?*
 - Legislative/statutory issues- legal provisions to support or correct activities- ex.) Functional Access Needs issues
 - Are there legislative or legal barriers to the resources to meet these needs?
 - Not a lot of clarity around what the requirements are (may consider tackling from Mass Care Council standpoint; create guidance) [Parking lot issue]
 - Every state has their own laws (another set of constraints)
- 4) *What one change can your agency/organization make to improve the state of mass care/emergency assistance in collaboration with another partner? (With resources you have or can identify to acquire)*
 - NVOAD: looking for more opportunities to develop partnerships
 - Improve relationship between businesses and non profits
 - Community not recovered until stable tax base in place- make sure not competing with local businesses as move ahead
 - Red Cross: Emerging partners who may not be identified with groups (ex. Small churches)
 - Do better at anticipating and create framework so that emerging partners can be successful
 - FEMA: Tie Together Resources (legal issues- Stafford Act)
 - Food Banks: Better job of mapping emergency food distribution agencies at a local level. 63K agencies nationally as part of 200-member food banks.

- Business continuity planning
- Resource Typing
- Quantifying day-to-day needs
- How can we empower and support the existing social services infrastructure?
 - Transition when major agencies pull out their major structures
 - Food banks are natural partners in this process
- Salvation Army: Use internal strengths (housing and mass shelter)
 - Allow its facilities to be second-tier support in response and recovery
 - Leveraging own internal resources/facilities
 - Self assessment, cross training, and media relations
- National Animal Shelters: More national view of how they coordinate for companion animals in large and small disasters.
 - Framework of coordination across many states; local level; federal level
- ❖ **Administrative Issues**
 - Website now live and launched
 - Working on press releases and advertising webpage
- ❖ **Next Steps**
 - NVOAD Mass Care Committee: Working on getting a large number of members together to review the document (with additions suggested today) and to do the SWOT analysis
 - November 2011 (SWOT and small group review)
 - Incorporate feedback (December 2012)
 - Milestones from Timeline:
 - Finalize “Future State” goals (Feb 2012)
 - Current and Future State outlined (March 2012_
 - Host track at the Annual VOAD Conference (May 2012)- Norfolk, VA
 - Final draft of National Mass Care Framework (June 2012)
 - Hold off on sharing this draft with SMEs and a wider audience until comments are incorporated and a new Word version is sent out next week
- ❖ **August Action Item Follow Up**
 - Launched Website: looking to everyone to advertise on their webpages, social media, press releases, etc.
 - Still need to address community resiliency piece of Council Mission Statement
 - Spent time on concurrence process (administrative procedure)
 - If you haven’t identified an alternate (primary and voting), please send ASAP
 - Facilitation support for January meeting (Coray Gurnitz!) to help develop process framework, stay on track in the meetings
- ❖ **January 2012 Face-to-Face Meeting**
 - Tentatively scheduled January 12-13, 2012
 - In Washington, DC
 - Begin at noon on January 12th
 - Adjourn by 3pm on January 13th