



# National Mass Care Council

November 2011 Webinar  
**MEETING NOTES**  
November 4<sup>th</sup>, 1pm-3pm

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

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## ❖ **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 12<sup>th</sup>
    - Adjourn by 3pm on January 13<sup>th</sup>