

National Mass Care Council Meeting Notes

January 12 – 13, 2012

Success stories for Mass Care

SUCSESSES

- Mapping of Shelters on common operating public system for public to see - *Trevor Rikken*
- Organizational shift to a resilience model through the disaster management cycle – with capacity building lens - *Darryl Leedom*
- Utilizing Social Capital – empower communities to care for themselves – Japan, Joplin – *Entire Table*
- Shelters/Mass Care Facilities being more inclusive and accessible – no segregation of population – *Curt Decker*
- Out of Box thinking – FEMA pre-staged equipment and supplies (baby formula, diapers, etc) for shelters – not needed for shelters but through collaboration/coordination – those items were made available for community members with needs *Lauralee Koziol*
- Resource Allocation Workshop for NLE 11 in Tennessee– Process and Shelter Cluster.org *Amy Mintz*
- Rebuild Joplin – collaborative portal for needs & resource matching *Kim Stephens*
- Sheltering Operations (Alabama, Joplin) expanding to overarching service delivery sites to meet a variety of needs *Gregg O’Ryon/David Myers*
- Preparedness efforts in Missouri helped make Mass Care successful – a culture of preparedness *David Myers*
- Hurricane Irene feeding operations – feeding across 13 states was successful *Lynn Crabb/Bruce Poss*
- Social Media as a portal for displaced individuals to find housing *Kim Stephens*
- On various operations, utilizing non-affected communities to provide specific items needed (buckets of clean-up supplies, etc.) *Lynn Crabb*
- Birmingham – efforts within local communities to coordinate specific needs, strong local leadership with influence – i.e. Scott School *David Myers*
- Alabama Tornadoes *April Wood*
 - Coordination around functional access needs
 - State/Local/Feds – RDIS
 - Across Shelter Sites
 - Daily Calls – good communications
 - As soon as need identified – action within 24 hours
 - Shelters – Site inspections
- Ohio Ice Storms – 2005 *Russ Decker*
 - No power – 5 – 7 days
 - Generators
 - Electricians Union went out “pro-bono” for seniors to ensure proper set-up
 - Union proactively approached county local
 - Private Sector Success
- 9/11 – New Jersey *Dennis Dura*
 - Family Assistance Center constructed in New Jersey in 5 days using old shell of train terminal
 - Multi-organizational effort e.g. state, Federal, NGOs to address needs of families
 - Success – done fast – non-traditional mass care services provided (Mental Health)
 - Challenge: Private Sector – Verizon/Nextel – did step up – looked at as business opportunity
- Haiti Earthquake – *Patrick Denis*
 - On US Ship headed to Haiti
 - US Liaison to Minister of Health – “What do you Need?”
 - Work with locals – immunizations, health care
 - Assess damage
 - Tent cities – visited with “teams” of whole community services
 - Rolling priorities by sector (food, health)
 - Working with NGOs, IOs, DOD, Civilian/Non-Civilian teams for catastrophic event
 - LNO (spies) reconnaissance teams to provide field verification
- Guidance Technology – *Michael Grimm*
 - FEMA “App” released just in time for Irene – data exchange with AC
 - Shelter Field Guide – joint project – FEMA/ARC

SUCSESSES

- Anne Arundel County Group Sheltering – service providers developed plan to share resources and support each other during emergencies and developed network *Cathy Welker*
- Joplin Points of Distribution – brought local, state and federal Mass Care and donations, local organizations and NGOs together to coordinate distribution of supplies *Julie Blanciak*
- Evolution of human and pet sheltering – Memphis TN – non-located shelter but good communication for pet owners through pet shelters. Shreveport LA – collocated shelters made pets accessible to families and improved mental health and post trauma recovery *Debrah Schnackenberg*
- Louisiana Unified Shelter Plan – included only Mass Care partners – ARC, DCFS (state lead for Mass Care), GOHSEP, 2 local emergency management directors – allowed local buy-in; set goals and objectives; getting all partners together for integrated all hazards planning approach addressing disasters of all sizes and scopes *Amy Dawson*
- Minot, ND Floods – Salvation Army – distribution, ARC – shelters, Southern Baptists – Feeding, Local Churches – assisted, Local vendors – contributed, Lead to new initiative in recovery in Minot – Whole Community – Recovery model being built on Mass Care Model – *Mickey Caison*
- Collaboration between private industry for quick turnaround of meals *Gerald McSwiggen*
- Pre-existing relationships with private sector *Gerald McSwiggen*
- Coordinated donations of much needed items – good use of donations *Waddy Gonzalez*
- Onsite “One Stop Shops” - multi-agency centers *Jack Haraald*
- Partnerships and coordination of different agencies/companies to get involved in disaster response to fill a need *Joe Watts*
- Collaboration among all sectors – (NGO, Community, Government) to accomplish response through coordination *James McGowan*
- Donations Coordination – needs list – what is needed versus what is available *Charade Jackson*
- Community Response and Recovery *Charade Jackson*
- Coordinate, Collaborate with partners, mass care service providers to meet needs of community – *Entire Table*

Success Story Themes

Collaboration
Spontaneous Leadership
Unexpected Partnerships
Integrated Service Delivery
Sustainability/Maintain Partnerships
Role of FEMA & federal government – supporting role

World Café – 5 Areas of Review

Area	Facilitator
Scalability	Julie Blanciak
Coordination	Amy Mintz
Open System/Whole Community	James McGowan
Quality & Range of Services	Lynn Crabb
Policy/Legal	Waddy Gonzalez

Scalability
<p>BIG IDEA: Gap Analysis Program – State & Local Level, Non-Profits/Resource Allocation Workshops</p> <p>BIG IDEA: Tiered Relationships – Mass Care Resource Typing</p> <p>BIG IDEA: Scenario Planning</p> <ul style="list-style-type: none"> ➤ Readiness Asset ➤ Provide support services to increase response (staff sheltering, warehouse) ➤ Material/Resources Scaled Down for small scale disasters ➤ Model for mutual aid – Local EMAC ➤ State VALs in each state ➤ Increase awareness/availability for resources e.g. NECMC
<p>Discussion</p> <ul style="list-style-type: none"> ➤ Readiness Asset (people, money, etc.) ➤ Gap analysis program – at state and local level ➤ Methodology on federal sponsored program to discuss gap information and meet resource needs. ➤ Tiered relationships ➤ Support Services to increase response: staff sheltering, warehousing, etc. ➤ Use individuals/public as force multipliers to promote directed action (Seat belts & recycling) ➤ Access to Mass Care resources during small local events ➤ State VALs in each state can coordinate to meet needs during smaller local disasters – the 90% ➤ Mutual aid among smaller community organizations ➤ Scaled guidance and resources of National Mass Care Strategy ➤ Ability to trigger additional resources through decentralized means (social media, etc) instantaneously ➤ Identify tools that can track the mass care needs and available resources through the response to gauge scalable needs ➤ Increasing awareness and availability of human and material resources ➤ Robust system for affiliating volunteers for maximum utilization ➤ Improved communication and collaboration within political channels (e.g. mayor – governor) include in planning; tailored messaging for politicians and knowledge of mass care ➤ Mass Care response resource typing with defined needs, resources, responders

Coordination
<p>BIG IDEA: Create a national platform – can be localized, not password protected – community of practice with common templates, training, definitions</p> <p>BIG IDEA: EOC coordination and partners utilizing/adapting EOC systems</p> <p>BIG IDEA: Asset management and coordination – EMAC/NGO/Private Sector</p>

- Resource Allocation workshops – baselines and gaps
- Resource typing/standardize language
- Virtual EOCs
- Leveraging NVOAD/SVOAD/LVOAD
- Guidance, Tools, Checklists on local resources
- Building trust/political leaders
- National Virtual Exercises (Formidable Footprint)

Discussion

- Knowledge
 - Common language
 - Common training
 - Common templates for operations process
 - Standardized templates
 - Rules for social media and system to validate information
 - Guidelines – social, state profiles, credentialing, coordination
 - Community of practice – create forms in preparation
 - Training Standards
 - Best Practices
 - Common Training
 - Just in time training
 - Checklists including situation awareness – what’s happened? What should we do?
 - Tool Kits – Roles of responders
 - Who’s who – informed leaders
- Structure
 - Coordination through EOCs
 - NVOAD on steroids – State VOADs
 - Leverage NVOAD to increase capacity
 - Partners utilize information systems adapted by states
 - Virtual EOCs for information and reports – coordination
 - Organization evolves with scale and capacity – unity of effort
 - Vertical management style to horizontal
 - Coordination for unsolicited volunteer credentials
 - Engage and empower local and build from there
 - Sustainable
- Resources
 - Utilize technology for virtual coordinatyion/collaborative platforms
 - Common clearinghouse on assets
 - EMAC system expanded to include NGO, Fed (??), Private Sector
 - Explore how energy corporations do it
 - Defining resources that are needed depending on event
 - Resource allocation workshops
 - Common Operating Platform
 - Identify ESF needs, current resource gaps
 - Resource typing/standardized language

OPEN SYSTEM/WHOLE COMMUNITY

BIG IDEA: Incentivize community engagement through financial resources - responses structure that... State costs share (25%)

BIG IDEA: Virtual Volunteer Portal

- Tap non-traditional partners (e.g. private sector)
- Increase flexibility of volunteer engagement, foster, encourage
- Pre-train volunteer leaders
- Create ONE plan for entire community
- Quantify cost of total disaster to assist in advanced planning
- Use community rating system model for planning
- Involved volunteers in entire cycle of disaster
- Structure to accommodate range of providers
- Use local emergency operations planning

Discussion

- Solutions exist but there is no way to access them or for them to plug into a larger framework. One organization needs to be the repository/library of best practices/tools, etc and someone needs to be in charge of this (Fund this position) Job title: Integrator
- Owner should be “agnostic” e.g. NEMA, NVOAD
- Market this so people know it exists
- Involved volunteers more in preparation, not just response
- Incentivize Community Engagement
- Provide incentives to cities to plan & prepare. Link to other programs (eg HMGP, Corps of Engineers) and shift the financial incentives
- “Prove” the value of upfront planning (eg OMB) through mitigation
- Characterize the “federal” costs, non-profits etc = total cost of the disaster. Quantify.
- Use community rating system model to reward communities for level of preparedness.
- Create one plan for everyone (not annexes) for hearing impaired, different languages, dialysis patients, etc.
- Identify & eliminate road blocks eg HIPPA (and security issues inherent)
- Pull together data on communities (eg % of vulnerable populations) and be able to provide and access it
- Look over the entire community landscape including businesses and talk about how emergency manager can access these resources including people to provide mass care
- Pre-train volunteer leaders (eg Red Cross program) connect with companies at the national level, train locally
- Outreach (broaden the pool) to facilities or non-traditional partners
- Training for communities in how to tap resources, facilities, etc.
- Tap non-traditional partners, eg unions, movie companies
- Analyze tasks that need to be provided and look at organizations and people within the community which do similar activities.
- Address financial concerns, liability issues for non-traditional partners. Highlights the positive opportunities (what’s in it for them)
- How to maintain energy and commitment when there is no disaster (citizen’s councils, non-traditional providers, etc.)
- Maintain and recruiting volunteers – potentially shrinking volunteer pools
- Provide structure – people can join if they want to participate
 - Flexible for local
 - Principles, best practices, models (eg. Social media)
 - Before they are needed
 - Create emergency management partnerships with businesses

Quality and Range of Services
BIG IDEA: Situational Awareness
BIG IDEA: Standards of Practice
<ul style="list-style-type: none"> ➤ Database of training & guidance ➤ Baseline of necessary knowledge – expectation management and orientation ➤ NIMS Typing ➤ Transition from Mass Care to Private Sector ➤ Evaluation of mass care impact/success ➤ Define range of services and expectation management
Discussion
<ul style="list-style-type: none"> ➤ Knowledge, Structure, Resources <ul style="list-style-type: none"> ○ Situational analysis – real world efforts; system for doing this perceived needs versus reality; social media; footprint of response ○ Data integrity ➤ Knowledge, resources <ul style="list-style-type: none"> ○ Standards of practice, including costs for operation (using former SOPs to guide this) ○ Available training and guidance – who offers? How to get it? ○ Baseline of topics/knowledge necessary for mass care success – core principles (NIMS Typing) ○ Guiding principles, minimal level of service, defining range of services and expectations management ➤ Structure <ul style="list-style-type: none"> ○ Privatization/incentivize mass care ○ Transition from Mass Care to regular business; private sector recovery ○ How do we share information, manage the resources as transitions occur/needs change ➤ Resources <ul style="list-style-type: none"> ○ Manage human resources/volunteer management – virtual platform for known volunteers ○ Support for staff and impact on footprint

Policy/Legal
BIG IDEA: Modification to Stafford Act
<ul style="list-style-type: none"> ➤ Credentialing/Licensing across states ➤ National Samaritan Law ➤ Transfer Medicaid – state to state – when evacuated ➤ Broaden declaration criteria (EPAP) ➤ Modification of laws – protection of minors ➤ Shelters – spending on temporary versus long term shelters ➤ Access of protected information ➤ Social Service network – non-traditional shelters, resources/infrastructure type ➤ Modification to 309 – NGO reimbursement ➤ Protection from litigation due to current ADA/Functional Needs requirements ➤ CBRNE – release liability for NGO partners ➤ Worker’s Compensation for NGOs (funding)
Discussion
<ul style="list-style-type: none"> ➤ Medical care requirements and expectation in congregate facilities ➤ Homeless/legal needs/requirements for mass care provides – homeless humans and stray pets ➤ Unaccompanied minors crossing state lines. No federal statutory process exists for reunification for care and guardianship ➤ Care/legal status of unaccompanied minors relocating from hospital in a host state ➤ Illegal aliens – information sharing at congregate facilities (mixed status) ➤ Children in disasters – non change in policy/change in interpretation and application of policy

- Pets in disaster – local level hold time/disaster hold time frame – state level – license cross-over state lines – veterinary/medical
- Credentialing and Access (challenge) set a standard across jurisdictions
 - HIPPA concerns
 - Medical
 - Nurses
 - Vets
 - Police
 - Licensed professionals
- Registration/Sharing of data with other government and non-government organizations
- Transfer Medicaid from state to state when evacuated
- Consistent liability status for environmental/industrial
- Dealing with ICE
- Dealing with registered sex offenders
- Legal protection for NGOs, FBOs, CBOs as potential mass care providers: solution – national Samaritan law
- Temporary Reciprocity
- Protection from litigation due to current ADA, access and functional needs requirements
- Liability - professional (Barrier) Solutions: Federal and state liability legislation
- CBRNE release liability for NGO participants – worker’s compensation for volunteers
- Modification to Section 309 allowing for direct support and reimbursement to NGOs
- Modify Stafford Act/WRDA and other federal disaster act to provide incentive to communities through sliding scale for advanced actions e.g. mitigation, response planning (see Whole Community)
- Solution: amend the Stafford Act to expand the support to local/social network agencies (homeless, elder care, etc.) after a declared disaster to ensure a sustainable recovery

Deep Dive

1. Gap Analysis Program (needs analysis) *Scalability*
2. Incentive Rating System *Open System*
3. Standards of Practice *Quality/Range of Service*
4. Whole Community Technology Solution *Cross Cutting/Coordination*
5. Stafford Act *Legal/Policy*
 - a. 309
 - b. Volunteers
 - c. Credentialing
 - d. Policy Issues

DEEP DIVE: GAP ANALYSIS NIMSCAST – a model to review

Regional Concept controlled by state/local

Define:

Concept/Tool that planning provides inputs that estimates requirements of service delivery compared to existing capabilities.

Triggers other Actions – Impacts

- Budgets
- Human Capital (Volunteer Partnerships)
- Training
- Outreach
- Future Model for other ESFs
- Planning
- Move Forward in Consensual Manner
- Set Overall Expectations

Involves

- Local
 - State
 - Formal Partners
- } Invite Informal Partners and representatives of unknowns

Time

- 1 year – include pilots

What it Takes

- Look at what's been done
- Determine technical solutions (ex – virtual portal to view as dashboard)
- Local/State participation
- Incentives (tie to Incentive Program)
 - Pay for system/technical support
- No disasters & adequate staff – to complete in a year
- Metrics for successful Mass Care

DEEP DIVE: Incentivize Program

Define Idea:

Sliding cost share – 75/25 – 90/10 under 403 EA for advanced Mass Care planning and linked to non-declared funding (e.g. EMPG) to further encourage planning ind. of declaration and establishes structure for Mass Care planning.

Impact

- Strengthened relationships state – local – bottom up – starts at local level;
- improved/faster delivery – preplanning
- mitigates needs/gaps

Who’s Involved:

- Feds – establishes standards
- States – reviewers
- Locals – planners
- NGO’s/Voluntary Organizations

Disaster Risk Reduction

Time

- Statutory Change – 1 – 2 years
- Program Guidance – 12 months
- Communications Plan – 12 months
- Develop evaluation criteria for 75/25 – 90/100 – 12 months

What would it take?

Carrot & Stick

Questions:

- What about small communities who can’t make investment?
- What if states had money to help localities develop plans?

Activity	Baseline = 75/25	Enhanced = 90/10	Connections TCL EMPG EOPs (Local/State) Gap Analysis
Shelter	A,B,C	A,B,C + ?	
Feeding	E,F,G	E,F,G + ?	
Medical			
Distribution			
Information Management			
Reunification			
Functional Needs			
Donations			
Partners			
Other			

DEEP DIVE: Standards of Practice

Develop virtual community of mass care practitioners and interested parties (government) to serve as an interactive site for dialogue and knowledge exchange.

Potential Impact:

- Allow for greater collaboration across sectors

- Provides additional resources for personnel development
- Standard operations procedures and best practices available so Mass Care quality is improved

Who?

- SME's
- Practitioners
- Government Representatives from all levels
- Private sector

Time: 1 ½ years

What Would It Take?

- Funding:
 - For meetings
 - For technology
 - For 1 – 2 staff
- Buy in from stakeholders

Part 2

Develop standards of practice across the mass care community (*Mass Care Standards & indicators may be the starting point*)

Impact

- Allows for improved mass care service delivery
- Encourages consistency across sectors, including emergency mass care providers
- Stakeholder buy in

Who

- SMEs
- Government
- Private Sector
- NVOAD Mass Care Committee

Time: 1 year

What Would It Take?

- Funding for Meetings
- Contractor to coordinate
- Buy in

DEEP DIVE: Technology Solutions to Whole Community

Define Idea:

- Platform that provides a central solution for Mass Care Community of Practice, practitioners, emergency providers and all stakeholders. Includes State Tabs, Volunteer Portals – Comparable – IAP Site
- A portal for multiple standards
- Best Practices – resources – check lists
- Training Commons – directories, guidance
- Policies – news, practitioners ?????
- Tabs for state/local level - Connection to operationalize by linking existing platforms or creating new

Impact - ROI

- A doorway to help – increased engagement and coordination/collaboration of traditional and non-traditional Mass Care providers
- Less duplication of effort – equals better use of resources
- Standardizing knowledge

Who will be involved?

- Private sector tech company partners for help
- Member Council/Group to determine what needs to be done

- University Project with input support from tech company
- NMCC Portal – NVOAD site

Time Horizon – 6 months

What would it take?

- Support from top
- Create it – but sustaining it is the challenge
- Behavior Change

How to get buy in? 1 stop shop

Red Cross site

Salvation Army Site

See VOAD Conference Notes

2 Issues

Define Community Practice

- Ability to train
- Gather resources
- Look at best practices

Situational Awareness for Mass Care Only

Portal to SM that's verified and categorized and put visualization platform

Preparedness

- Best practices
- Standard
- Training

DEEP DIVE: Stafford Act

Define Idea

- Modify Stafford and Non-Stafford legislations that directly affect survivors during the Mass Care phase of a disaster, to meet whole community needs.
- More flexible funding for public and private sector without taxing additional state resources
- Create changes for the protection and well-being of the private sector responders (voluntary agencies, etc.)
- Create a mechanism for temporary licensing/credentials to expand support and resources to Mass Care providers

Potential Impact

- Expand resources/expertise/capacity up to 50%

Who? NMCC/NVOAD

- Build a coalition of stakeholders
 - State/leadership/local
 - Business/Commerce/NGOs

Time Horizon

- Coalition – 6 months
- Engaging Policy Makers – 6 months
- Implementation – 6 months

What will it take?

- Leadership & Focus
- Energy & Dedication
- Political Champions
- Consensus from Stakeholders

Meeting Feedback

FEEDBACK ON MEETING
<ul style="list-style-type: none">➤ Repeat format before final draft➤ Create “devil’s advocate” role➤ Include “consumers” of the service (clients, states, etc.