

## **CENTRAL TEXAS VOAD MEETING**

**February 12, 2015, 9:30 am**

**Disability Rights Texas**

**2222 W. Braker Lane**

**Austin, Texas**

Attending: Trish Bode, Karsten Darden, Christine Reyes-Paiz, Cathy Norman, Sara Record, Anna Tangredi, Sandy Eastham, Betty Learned, Kevin Christensen, Margery Marshall, Chris Bugbee, Damian Morales, Alan Ford, Chuck Harris, Anita Janke, Roz Guttierrez, Michelle Acevedo, Jiann-Ping Loh, Toni Silver, George Barnette, Shantelle Dunnbrannon, Corynn Benoit, Terri Ogden, Stacy Lucas, and Shawn Strange.

A welcome given by Chris Bugbee, Chair, and introductions were made by those present

### **ADMINISTRATION:**

The agenda for the meeting was approved.

The minutes for the December 11, 2014 meeting were approved as written.

### **NEW BUSINESS:**

#### **UPDATE FROM THE CHAIR:**

“Mega shelter” planning: Chair Chris Bugbee visited a month or so ago with the Travis County EOC for a “mega shelter” meeting. The CASHP shelter plan calls for setting up smaller, individual shelters such as at school campuses in the event of disaster. The mega shelter would for example be set up at the Convention Center. In this instance all the services would be available at that location and would include a resource center. Planning is underway for this.

Spiritual Care points of consensus: The NVOAD has put forth various “consensus” documents such as one for spiritual care. A CTX VOAD working group has met and reviewed the NVOAD document, has identified some points where there could be more clarity, and this group intends to meet again and hopefully bring something to the April meeting.

MARC guidelines: We have asked the Red Cross, and they have agreed, to take the lead on putting the together MARC together and also on creating MARC guidelines. Volunteers are needed for a working group for this. Various people volunteered for the working group. It was suggested that the City of Austin should be invited to participate.

Elections: We still have to put together a full slate of nominations for officer positions and committee chairs for the April elections.

# CENTRAL TEXAS VOAD

## Meeting Minutes

### APRIL 9, 2015

#### **PRESENT:**

Bill Dorman	Karsten Darden	Joe Canfield	Roger Wines
Toni Silver	Shantelle Brannon	Damian Morales	Charles Baker
Bob Andrews	Shay Mooney	Alan Ford	Corynn Benoit
Daniel Geraci	Megan Helton	Anita Janke	Michelle Acevedo
Janice Butler	Kaye Kieke	Cathy Norman	Sonia Goodman
Dan Knauft	Sara Record	Betty Learned	Margery Marshall
Roberta Roque	Chris Bugbee		

A meeting of the CENTRAL TEXAS VOAD was held on April 9, 2015 at the Disability Rights of Texas offices located at 2222 West Braker Lane, Austin, Texas.

President, Chris Bugbee called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the meeting agenda.
- February 12<sup>th</sup> meeting minutes were approved as presented.

#### **NEW BUSINESS:**

Bastrop Long Term Recovery Associate Membership Application

- Membership voted unanimously to accept their application.

Elections:

Chris Bugbee opened up the elections by asking for nominations from the floor to include in the current list of candidates. Margery Marshall nominated Janice Butler to the standing committee for Long Term Recovery. The voting results are to be recorded as follows:

- President, Chris Bugbee, OneStar Foundation
- Vice-President, Kevin Christensen, LDS Church
- Secretary, Michelle Acevedo, Texas Search and Rescue (TEXSAR)
- Communications, Damian Morales, OneStar Foundation
- Education, Anna Tangredi, Texas Department of Emergency Management
- Membership, Dan Knauft, American Red Cross
- Long Term Recovery Chair, Betty Learned, Helping the Aging, Disabled, Needy (HAND)
- Long Term Recovery Vice-Chair, Janice Butler, Bastrop County Long Term Recovery, TARG

#### **UPDATES:**

Chair

- TDEM Conference will be mid-May
- National VOAD Conference will be May 11-14
- Texas Disaster Health Services Symposium will be April 16-18

- The city of Austin is working on a Mega Shelter Plan that has a MARC component. It will be important for the CTXVOAD to be part of this conversation.
- State VOAD :
  - There is a lot of conversation about Behavioral Health Services including trained and certified chaplains.
  - Initiating a STAR request – looking at how the process can be improved.

#### Membership:

- Thanks to Anita and Toni for re-engaging people into VOAD.
- Reminder: We need all VOAD members helping to pull in members.
- Toni will be helping Dan transition to his membership position.
- Thank you to Toni for all that you have done and continue to do for VOAD. Toni is one of the original charter members.

#### Long Term Recovery:

- Onion Creek Buyout Meeting - April 25 at Perez at 10:00.
- Continue to answer individual questions.
- Focus is on county residents who don't have as many resources.
- Funding is helping make people comfortable while waiting for the Buyout.
- 20 Open Cases
- Amazing clients who are really working hard to help themselves.
- What happens to TARG positions after June? Is there a need to continue positions beyond June?
- Hope Family Thrift Store has opened. 10,000 square feet at 1122 East 51<sup>st</sup> St. [Hopefamilythrift.org](http://Hopefamilythrift.org). Manager: [rose@hopefamilythrift.org](mailto:rose@hopefamilythrift.org)
- 400 hours of great cooperation between Texas Baptist Recovery, BOUNCE (provided 144 youth) and Habitat for Humanity as home restoration continues.

#### **PRESENTATION**

Megan Helton, ERT Project Coordinator, AmeriCorp /Texas Conservation Corps(TxCC); [mhelton@americanyouthworks.org](mailto:mhelton@americanyouthworks.org)

TxCC is an AmeriCorps program of American Youth Work. Members are between the ages of 17-28 and range from high school students to college graduates.

TxCC is a state resource whose members are trained and on call to respond to disasters in the State of Texas and across the United States. This program is made possible through a grant from Texas' One Star Program. TxCC focuses on developing leaders in conservation and emergency management through their support of conservation and disaster service projects in public spaces. Support services include:

- disaster response, recovery & mitigation
- public land improvements, trail building & maintenance
- habitat restoration & land management
- volunteer management
- donation management

Agencies should contact TDEM or OneStar Foundation to request TxCC assistance.

## **ANNOUNCEMENTS**

### Austin CERT/Sonia Goodman

- Wrapping up 2015 Spring CERT class.
- Upcoming Training
  - Search & Rescue refresher training
  - Partnering with ADRN to provide a spring CERT class simulation
- Teen Cert Programs are being initiated in several Central Texas areas.

### Red Cross

- Bill Dorman, Red Cross, will be presenting Multi-Agency Resource Center (MARC) Training in San Antonio
- Comal County is standing up a VOAD. They will be holding a meeting April 21 in New Braunfels at 9:00.

### ARES

- Joe Canfield noted that ATXFloods provides low water crossing updates and flood safety information. ATXfloods.com and #atxfloods

### Ham Radio Council

- Roger Wines explained that they are meeting, training and working together on every 3<sup>rd</sup> Thursday of the month.
- Concentrating on the Central Texas Area as a starting point but want to be a support system beyond the immediate Austin area.
- For more information contact Roger, w5wia@arrl.net

Meeting adjourned at 11:55.

Respectfully submitted,  
Michelle Acevedo, Secretary

# CENTRAL TEXAS VOAD

## Meeting Minutes

### June 11, 2015

#### **PRESENT:**

Amy Price	Dan Moore	Jason Yancy	Bill Dorman
Len Blauwkamp	Damian Morales	Charles Baker	Chris Bugbee
Carrie Blauwkamp	Alan Ford	Margery Marshall	George Barnette
Rory O'Malley	Anita Janke	Michelle Acevedo	Kevin Christensen
Janice Butler	Kaye Kieke	Cathy Norman	
Dan Knauft	Sara Record	Betty Learned	

A meeting of the CENTRAL TEXAS VOAD was held on June 11, 2015 at the Disability Rights of Texas offices located at 2222 West Braker Lane, Austin, Texas.

President, Chris Bugbee called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the June 11<sup>th</sup> meeting agenda.
- April 9th Meeting Minutes were approved pending addition of attendee names.

#### **NEW BUSINESS**

*World Renew Disaster Response Services* submitted a CTXVOAD membership application.

- World Renew - their highly trained volunteers step in to assist once they know what personal insurance and FEMA have provided. They rotate their highly skilled teams every three weeks to maintain high quality workmanship as they rebuild homes, clear debris, and assess unmet needs. They also provide the ability to build a case management data base specific to the disaster incident.
- CTXVOAD Membership voted unanimously to accept their application.

#### **UPDATES**

Flood Response and Recovery

- Volunteer Resource Centers
  - San Marcos & Wimberley continue to operate
  - Caldwell County has reduced hours from 8-5 to 10-3
  - Blanco is managing operations of their own local volunteer center
- Donations
  - Wimberley warehouse continues to operate
  - San Marcos warehouse is closing on Sunday & needs a new location
    - Goods have been palletized
    - Need help transporting to new location
      - ❖ Bill Dorman believes Red Cross has trucks that can help with this move
  - Blanco needs help locating a warehouse
- Long Term Recovery
  - Williamson County has setup a Long Term Recovery committee

- Blanco, Hays, Caldwell, and Guadalupe counties have met and agreed to work together under an umbrella of the four counties to coordinate LTR efforts
- Anna is working to transition teams to local community
- Local clergy has been a tremendous asset with leading local community meetings and explaining the LTR process.
- Kitchens/Shelters
  - Baptist Kitchen mass care feeding ended Wednesday evening, 6/10
  - Continued feeding will be provided by community
  - ADRN & Catholic Charities are providing hotels for those who meet their criteria
  - Catholic Charities will be holding a “housing needs” meeting in San Marcos on Friday, June 12.
  - Red Cross Shelters will remain open as long as there is an identified need
    - Requiring those staying apply for FEMA
    - Goodnight Middle School (SE San Marcos) is providing shelter to 30 individuals.
    - Anticipate shelter closing at 5:00 pm on Monday, June 15.
    - Notices of shelter closing are posted 48 hours prior to closing
- MARCs
  - San Marcos – open 3 days
  - Blanco
    - Very independent community
    - As of Monday, they had 100 registrations
    - FEMA has 57 registrations as of Wednesday
    - Served 35 households
      - Second homes, vacation RVs, primary homes
    - Communication of available resources to community was difficult due to weekly community newspaper and downed electricity.
- Bastrop
  - Damage occurred in little pockets all over in Bastrop (tanks that overflowed, dry creek bed flooding that didn’t flood in ‘90s.) Dams did not do as much damage as indicated by media.
  - 332 homes need assessments
  - 45 homes identified for cleanup this week
  - FEMA arrived with mobile unit Thursday, June 11. Will be at Genesis High School (by the stadium)
  - Red Cross Disaster Assessment Team has arrived
  - Focus is on emergency shelters and muck-ups
  - Volunteer response has been very light
  - Request has been placed for 10 AmeriCorps resources to help with final muck-out
  - LDS has really stood up for Bastrop
  - Donation center for furniture and appliances will open on June 22
  - Many people did not have flood insurance and will need an Insurance Company “decline” letter to be considered by FEMA
- Austin/Travis County
  - Received over 1000 calls
  - 200 Structures damaged

- In addition to Shoal Creek flooding, many small pockets around Austin were flooded. (Rundberg, Arroyo Seco, Boggy Creek, 45<sup>th</sup> St., Pflugerville, Round Rock, Manor, Waller Creek, Walnut Creek off of 290, Round Rock)
- Housing
  - Blanco County – No housing available. Directing people to San Marcos
    - 1 Hotel in Blanco, 1 in Johnson City
  - Round Rock
    - Requesting help with tree removal on private grounds.
      - Kevin with LDS may be able to fill this need. It’s important for this request to be made soon so it can be calendared on their schedule.
  - Travis County
    - Assessments still needed

### FEED BACK - DISASTER PLAN ACTIVATION

- What Worked Well
  - Red Cross - being included on the District Coordinators’ conference calls with 26 districts was very helpful with keeping Red Cross current on the needs of the counties.
  - CTXVoad conference calls and emails were a great communication asset. Highly efficient with keeping all informed about damaged locations, community needs, MARC and VRC locations. Being connected like this allowed for no lag time with information.
  - United Way website was a good resource.
  - Media being upfront with stating “no clothing donations needed” was a strong indication about the value of giving out the right information.
- Improvements Needed
  - VRCs – staffing issues developed when large groups of volunteers arrived all at one time. This made it difficult to efficiently process and assign volunteers. **Suggestions:** ask those who will be arriving with large groups to call before arriving so VRC can staff appropriately. To improve efficiency, have one person checking in volunteers and another handling job assignments.
  - Need for a better connection to Legal Aid especially for tenant and landlord issues. **Reminder:** *Volunteer Legal Services* is a good resource for tenant and landlord issues.
  - **Reminder:** Disability Rights of Texas will help anybody with a disability. Contact 512-454-4816.
  - Better coordination for sheltering and feeding is needed between NGOs and community. (Shelters and mass feeding popped up everywhere and were run by a variety of groups. Lack of coordination led to lack of efficiency.)
    - **Suggestion:** to create a, “Multi-Agency Feeding Task Force” that has representatives from NGO, restaurants, and grocery stores coordinating the mass feeding.
  - MARCS – **Suggestion:** when standing up, collect all information and provide a comprehensive list of resources to clients. Since MARCs are relatively short lived, it might be best to have this collected information provided through the VRC.

## **ANNOUNCEMENTS/DISCUSSIONS**

- LDS has home cleaning kits available to donate. (5 gallon buckets with bleach, cleaning solution, gloves, etc.) Contact Kevin to request the kits  
[Kevinchristensen2003@yahoo.com](mailto:Kevinchristensen2003@yahoo.com)
- John Knox Ranch's summer camp is offering free day camp this summer to Wimberley children ages 4-10.
  - Contact: [jkrsummer2015.myevent.com](http://jkrsummer2015.myevent.com)
- Red Cross has a Coordinate Assistance Network (CAN) that allows organizations to post all casework on website, with the clients permission, to help cross check and make sure no one falls through the cracks. Bill Dorman will check on the status of this and provide information on the training schedule.
- VOAD Communication – Dan is investigating using LISTSERV software for VOAD email distribution.
- Margery Marshall's role with TARG ends June 30. All Onion Creek files will be handed over to Janice Butler/TARG.

Meeting adjourned at 11:55.

Respectfully Submitted,  
Michelle Acevedo, Secretary



**CENTRAL TEXAS VOAD**  
**Meeting Minutes**  
**August 13, 2015**

**PRESENT:**

Corynn Benoit	Anna Tangredi	Bill Dorman	Jiann-Ping Loh
Shay Mooney	Damian Morales	Charles Baker	
Alyssa Young	Lacey McDaniel	Margery Marshall	
Karla Mongan	Megan Helton	Michelle Acevedo	
Janice Butler	Cathy Norman	Elizabeth Arroyave	
Dan Knauft	Betty Learned	Chris Bugbee	

A meeting of the CENTRAL TEXAS VOAD was held on August 13, 2015 at the *Disability Rights of Texas* offices located at 2222 West Braker Lane, Austin, Texas.

President, Chris Bugbee called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the August 13, 2015 meeting agenda.
- Attendees approved the June 11, 2015 Meeting Minutes.

**NEW BUSINESS**

- Update on Flood Recovery
  - Bastrop County (BCLTRT) –
    - Unmet Needs meeting was on Tuesday
      - Very limited funds
      - Approved 9 Projects
      - 20-30 that need to be processed
      - 4 Rebuilds planned for the Spring (may grow to 6)
      - World Renew’s July assessment shows 25-30 properties very damaged (does include mobile homes)
      - Mennonite Disaster Services will arrive in October
      - Several churches have stepped up to help those families with minimal un-met needs
      - Proactively pursuing people who have not applied for assistance before the FEMA deadline, August 27<sup>th</sup>
      - American Youth Works and LDS performed muck-outs and tree trimming in June and July
      - They were provided with a thorough list of affected people, which allowed them to contact people quickly
      - Plan to complete recovery by November 1, 2015
  - Travis County (TARG)
    - 20 Onion Creek residents need assistance.
    - Recruiting a Board Member to help with case management.
    - Less than half a dozen homes still need mold clean up. (These folks did not know that they had resources available to help them while they waited for insurance settlements.)
    - Janice is working with those who still need muck-outs. She has given these home owners assignments/resources to contact so that they can help themselves.

- Un-met needs – mostly elderly (not many)
  - Need a Construction Estimator
- Blanco River Regional Recovery Group (BR3T)
    - Received 132 applications. Closed 105.
    - Working diligently to find more applicants before the FEMA deadline.
    - 27 have un-met needs but local funds should be available.
    - A grant from the Episcopal Church has been received to clean up debris.
    - Receiving strong support from Texas Baptist.
    - Construction being performed for small projects.
    - Blanco County is very rural so has different needs. It is well under control. They are rebuilding fences. (USDA funds may be available to help with the rebuilding of fences.)
    - Wimberley is rebuilding.
    - Volunteer sub-committee is very organized and strong.
    - Have 2 donation facilities.
    - Will receive forklift safety training.
    - Public Assistance housed 100 families using 50 duplexes.
    - No affordable housing in San Marcos. Hotels are being used to lodge those without homes. An application for public assistance has been submitted to FEMA. (Hope to receive this assistance by December.) Funds have been set aside for furniture
- Update from Local/State/FEMA Partners
    - 48 Counties have received individual assistance.
    - 16 Long Term Recovery Committees have been created.
    - Some counties are just getting ready to muck-out homes.
    - Funding for Crisis Counselling has been approved allowing communities to continue this service.
    - 29 Joint Field Offices are across the country with each staffing 1000 personnel.
    - Congratulations to Betty Learned who has accepted a State VAL position serving Travis, Williamson and Bastrop.
    - TDEM Conference Presentation Participants – Deadline to submit a presentation for consideration is October 30<sup>th</sup>. Anna suggested that this is a good opportunity for the BR3 flooded counties to present what they have learned.
    - Daniel Geraci with ADRN is meeting with the Martindale Mayor today. There are 17 homes that may need help.
    - ADRN is working on the BR3 construction team.
- Unmet Needs
    - Construction Estimators needed
    - Donations needed
    - Case Managers needed in San Marcos and TARG
    - Large appliances (Austin Habitat for Humanity may have a “Large Appliance” grant available.)
    - Volunteer resources are dwindling. Need many more.
    - Martindale needs construction help.
- What’s Working Well?
    - Blanco VRC was a huge asset by providing numbers of those registering for FEMA, which helped Texas Baptist Recovery cross check, their numbers to make sure no one fell through the cracks.

- What Can Be Done Better?
  - **Reporting.** There has been a problem with report duplication. Need clarity about what reports go to whom and what should be included in the reports.
  - **Communicating the Role of CTXVOAD at SOC.** This was the first time in a long time that the VOAD filled positions at the SOC. At the SOC, there were questions about why Red Cross, Salvation Army and VOAD were all in attendance at the SOC.
  - **Communicating the Role of the VRC.** VRC only want unaffiliated volunteers being processed at their location. Organized Local, State and National volunteer agencies will report their hours through their SOC representatives. (A problem developed when these organized agencies were told they had to turn their volunteer info to the VRC.)

## DISCUSSIONS

- Open Discussion – The National Flood Insurance Program includes an *Increased Cost of Compliance Coverage*. If a flood damages property, there may be a requirement by law to bring a home up to community and/or state flood plain management standards. If a home has NFIP insurance, and the home has been declared substantially damaged by a community, ICC coverage is provided to cover up to \$30,000 of the cost to elevate, flood proof, demolish, or relocate a property. For more information, call 800-621-3362.

## ANNOUNCEMENTS

- Presbyterian Disaster Assistance & FEMA are sponsoring “**Care for Caregivers: A Retreat for Rest and Reflection**” on **August 25<sup>th</sup> & 26<sup>th</sup>** at **1309 Rutherford Lane Austin** for all who have responded to, and cared for, those impacted by the recent floods.
- Church World Services is sponsoring “Disaster Recovery Tools & Training” on several dates and at various locations. This is a free event for anyone dedicated to helping rebuild homes and lives: long-term recovery leadership, faith based groups, religious leaders, community leaders, social service organizations, disaster case managers, and other persons concerned about recovery.
- Megan Helton, Field Coordinator for Texas Conservation Corps at American YouthWorks announced the following job openings. Please direct all inquiries to the Human Resources Department, either via email [jobopp@americanyouthworks.org](mailto:jobopp@americanyouthworks.org) or phone, 512.744.1900.
  - FY15-14-YouthBuild Construction Site Trainer
  - FY15-10-Texas Conservation Corps (TxCC) Program Director
- Next CTXVOAD meeting will be October 8<sup>th</sup>
- Meeting adjourned at 11:45.

## CENTRAL TEXAS VOAD

### Meeting Minutes

October 8<sup>th</sup>, 2015

#### **PRESENT:**

Dan Knauff	Sara Record	Damian Morales	Chris Cordova
Aimee Drake	Anna Tangredi	Joe Canfield	Shiela Lowe
Janice Butler	Betty Learned	Roger Wines	Karla Mongan
Karsten Darden	Kevin Christensen	Michelle Acevedo	Taylor Walter
Cathy Norman	Margery Marshall	Shantelle Brannon	Natalie Perry
Sonia Goodman	Chris Bugbee	Jiann-Ping Loh	Sonia Goodman
James Gabriel			

A meeting of the CENTRAL TEXAS VOAD was held on October 8<sup>th</sup> at the *Disability Rights of Texas* offices located at 2222 West Braker Lane, Austin, Texas.

President, Chris Bugbee called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the October 8th meeting agenda.
- Attendees approved the August 13th Meeting Minutes.

#### **NEW BUSINESS**

- Update on Flood Recovery
  - Bastrop County (BCLTRT) – Will be completed by December 1, 2015.
    - Case management is complete. Waiting for one more case to be funded.
    - ADRN provided gift cards that will help cover incidentals.
    - Society of St. Vincent de Paul provided 26 “House in the Box” products. (Grant money for “House in a Box” may be available. Margery will forward this information to the BR3 Team.)
    - Mennonite teams will start home repairs next week. Another new team will rotate in to complete the repairs in November.
    - Realtors are providing furniture donated from families who are downsizing.
    - Hotels changing out furniture are donating what they no longer need. (It’s in really good shape.)
  - Travis County (TARG)
    - Need volunteers.
    - 6-10 homes that need repairs.
    - Some of the repairs are minor but several have elevation issues.
    - “House in a Box” was provided to two families.
    - Grant from the *Austin Habitat for Humanity* is coming through for people who had to move out of flood plan. This money will help purchase land and build a “stick” home. (no mobile homes) Allows for the building of four homes at a time.
    - Darrell Reedy is the Disaster Construction Manager.
    - Need skilled volunteer teams.
  - Blanco River Regional Recovery Group (BR3)
    - Has a very good long-term recovery team.
    - 2500 FEMA registrants.

- Funneled down to 250-350.
- Partner agencies have loaned case managers to them.
- Have a grant in the pipeline. Once received, it will take 45 days to have folks on the ground.
- James Gabriel has volunteered to be a pilot for the GOOD360 program.
  - Good360 Program: Developed by the *National Association of State Emergency Donations and Volunteer Coordinators* to provide a standard way to expose nonprofits to the available resources/products. Once registered, nonprofits can request donated products and promote their work and product needs to people and companies who can help. No fee to join. [www.good360.org](http://www.good360.org) (Houston, Bastrop, & Hidalgo are also pilots for the program.)
- Williamson County - will be soon holding their first unmet needs meeting. They have 10 cases to present. They are still identifying people for the unmet needs table. They have case managers with expertise from the West Texas incident. Had about 30 volunteers take the case manager training.
- UPDATES:
  - Karla Mongan/FEMA Volunteer Liaison – will be here for us through March. She expressed that it has been an honor to work with our resilient communities and thanked us for inviting her here to help. Anna Tangredi thanked Karla for her service and praised Karla for her exceptional work of implementing programs for Texans, and, for going “to bat” to make sure Texans received the assistance needed. Anna presented Karla with the prestigious “Texas State Challenge” coin for her dedication to serving the State of Texas.
  - The FEMA “paid hour value” for volunteer hours is being re-evaluated now.
  - The FEMA application deadline has passed. However, appeals are still possible.
  - \$500 million in total Federal disaster assistance.
  - \$385 million paid in flood insurance claims to Texans since the May 2015 flooding and severe storms.
  - \$54 million in Individual Assistance to Texas homeowners/renters with disaster damage not covered by insurance. This includes money to assist with home repairs or replacement, rental assistance and other needs, such as replacing personal property
  - \$76 million approved by the Small Business Administration for disaster loans for Texas homeowners and renters. \$15 million for disaster loans to Texas Businesses.
  - FEMA Individual Assistance by County:
    - Hays: \$8 million
    - Caldwell: \$1.1 million
    - Blanco: \$560,000
    - Guadalupe: \$327,000
  - People who still have disaster-related unmet needs should call 2-1-1 for assistance. They can stay in touch with FEMA or check on the status on their case by calling [800-621-3362](tel:800-621-3362) or visiting [DisasterAssistance.gov](http://DisasterAssistance.gov).
  - Sonya Goodman with City of Austin announced the November classes for Volunteer Management and Donations management. Signup on [preparingtexas.org](http://preparingtexas.org)
  - State VOAD meeting will be September 15<sup>th</sup> with a lot of conversation around long-term recovery. (19 long-term efforts going on around the state right now.)

- State VOAD is trying to establish VOADs in Laredo and McAllen to support their long-term recovery efforts.
- National VOAD meeting will be in early November.
- Many long-term recovery teams are using the CAN system for tracking recovery needs and progress. This system tracks pertinent information without the need of confidential information. If organizations think they would like to access this system, contact Dan Knaft: [d.knaft@redcross.org](mailto:d.knaft@redcross.org)
- A better donations management system is needed to help handle spontaneous volunteers. This system will need to be accessible to the VRCs and long-term recovery groups.
- City of Austin has scheduled a “Mega Shelter Plan” meeting for January.
- MEMBER NETWORKING:
  - Attendees shared what their organizations can provide during disasters and who in their organization should be contacted for assistance. A list will be compiled of this information will be distributed to the membership.
- ANNOUNCEMENTS:
  - Operation Hope – Jason Yancy explained that they assist with financial recovery (anything with a financial component, cars, etc.) Call 888-388-hope (English & Spanish line) Jason’s number: 213-458-3276.
  - December 10<sup>th</sup> is next meeting.
  - Meeting adjourned at 11:45.

Respectfully Submitted,

Michelle Acevedo  
Secretary/Central Texas VOAD

# CENTRAL TEXAS VOAD

## Meeting Minutes - December 12, 2015

### PRESENT:

Bob Andrews	Margery Marshall	Damian Morales	Chris Bugbee
Janice Butler	Roger Wines	Natalie Perry	Kevin Christensen
Karsten Darden	Anna Francolino	Taylor Wolter	Denise Treadwell
Sara Record	Michelle Acevedo	Traci Maxwell	Annie Harton
Anna Tangredi	Randi Brown	Lucio Meza	Betty Learned
Betty Learned	Jiann-Ping Loh	James Gabriel	

A meeting of the CENTRAL TEXAS VOAD was held on December 12th at the *Disability Rights of Texas* offices located at 2222 West Braker Lane, Austin, Texas.

President, Chris Bugbee called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the meeting agenda.
- Attendees approved October Meeting Minutes with 2 corrections

### NEW BUSINESS

- Update on Flood Recovery
  - Bastrop County (BCLTRT) –
    - Had first ground breaking for fire rebuild
    - Need more volunteer resources
    - Started contacting the folks affected by fires about the declaration
    - Have 1 full time and 1 part time case manager. Will probably need one more.
  - Travis County (TARG)
    - 16 homes whittled down to two
    - TARG Board is planning follow-up community meetings to encourage people to register with FEMA
    - Home Repair Coalition has secured some county money and will be able to offer some services to help with repair.
    - October Flood– Identifying about 100 flooded homeowners who were outside the buyout area.
    - Meals-on-Wheels has a contract with Travis County for home repairs outside the City of Austin.
    - House in the Box for Bastrop and TARG are being distributed
  - Blanco River Regional Recovery Group-BR3
    - Memorial Weekend Flood – triaging about 1500 cases.
    - Have seen a drop in volunteer help.
    - 6 case managers have been loaned to us. 300 total rebuilds in their counties over the next several years. If you have any contact with folks who want to help....please let them know
    - America-Corp teams are on ground assisting.

- Hired Vista Corp to help.
- Opened for 4 VRCs. Working hard to keep everyone updated on FEMA deadlines.
- House in the Box is pulling from their local, regional and national organizations
- Received determination letter from the IRS.
- “Good Austin 360” had a training session yesterday. Provided a virtual warehouse where you place your needs, and, see what is in the system. Any nonprofit can join this organization. No fee to join but a fee to deliver product.
- Building partnership with Heart 9-1-1 who will assist with emotional support and construction support.
- COMAL County
  - Anna and Denise met with EMC. Denise will work with the EMC to develop an interfaith alliance group. Don’t believe they need a long LTR organization.
- UPDATE From Local/State/FEMA Partners
  - Unsure how they are going to help supplement DCM
  - FEMA and State have DRCs across the state. Still waiting on counties to respond if they want a DRC.
  - DRC have a rotating schedule through the holidays
  - New addition of Cameron County to our declaration
  - As we go, counties who didn’t initially get a damage assessment can request it and be added to the declaration.
  - Clarity on the 60-day timeline for registration: People have 60 days from the date of the declaration, November 25th, to register. (January 24 Deadline)
- Roger Wines – they were notified at the last minute for need of communications, which slowed down their response since they were unable to plan. Please include them in the planning process.
- Unmet needs
  - Blanco – unmet needs round table is being formed. Margery Marshall is committee chair. Populating the unmet needs table along with fundraising is main priority. If you have resources available to help, contact Margery Marshall.
  - Suggestion for TARG to provide Functional/Spiritual Need support. Visit with BR3 team about Dr. Eller’s visit.
  - Ana thanked VOAD who supported the MARC. It was amazing to see everyone step up and engage/provide resources to the clients. Thank you to Bastrop for understanding the need to communicate the need for staggering community MARCS so that resources were available to all.
- What Worked Well
  - VOAD Conference daily calls with 18-26 VOAD partners, City of Austin and Travis County Case Managers worked together to help close shelters before Thanksgiving and get the clients into hotels, and, to commit to helping with first and last month rent as they looked for and found



another dwelling to live in. City found it to be a great process and suggested we continue the conversations. Maybe a two prong approach to these conversations:

- 1. Presidential declared disaster where FEMA provides rental assistance;
  - and, the non-declared disaster with no FEMA money for rental assistance and we are on our own.
  - Also, a discussion about lack of affordable housing so when non-profits come up with rental help, consideration is given to the clients ability to sustain the rental cost.
- Need to finish the discussion of coordination of case management especially since City cannot be part of CAN.
  - One of the essential elements of the Home Repair Coalition working with families after 2013 was the ability to work with social workers in the city and county to help with communication with the individual families, especially families where the adults had emotional problems and identify some of those families who might be camping out and because of circumstances not willing to come forward and try to get the resources to rebuild.
  - Having LTR team organization in place for before disasters happen proved to benefit the community in a variety of ways.
  - Discussions needed about building LTR teams and how to sustain them long term. (within 72 hours of the flood 2 VRCs were set out, reestablished a third and set up a MARC with 22 vendors. Within 5 days 900 residents were seen. This type of impact could not have happened if the LTR relationship had not been there.)
  - Ideal Vision: that the LTR transition to a VOAD with preparedness type exercises and education in their own community so that they have knowledge and support information for the next disaster.
  - Crisis Cleanup – for coordination to be achieved between agencies, all agencies need to use it. This need for coordination needs to be taken to the State VOAD so that everyone is encouraged to get on board with what is becoming the standard for the State. This system is beneficial for the overall work that needs to be done if everyone working with the community has access to it, uses it and notes completion. Will probably require some administrative support for data entry. One use is that it helps us determine who in the community doesn't have insurance in the very beginning of the incident. This would also be a great tool for any kind of hotlines that are set up. Maybe work with 2-1-1 Crisiscleanup.org
  - Setting common ground rules for a common understanding of "what can you reasonably do." People have a different understanding of what "reasonable" is? (next day, month, etc.)
  - Volunteer turnout was poor due to fatigue.
  - MARC in Kyle was not large enough to handle the attendance. (There was not a complete awareness of how many had been impacted at the time, and, once realized, expansion was put in place with a layout redesign and vendor tents placed outside.) Suggestion was made that maybe we can encourage local communities to locate suitable MARCS in advance and figure out whom to call to open up the buildings. (Though a good idea,

experience has shown that pre-identifying facilities is problematic because they are moving targets due community change.) Might be best to develop relationships with governmental contacts that have in their mind those facilities that can be offered in times of disaster.

- Need to have a better intake flow for clients at the MARCs. (Maybe two from each organization inside and then put the overflow in tents outside.)
- Set up a MARC standard of providing a list of the vendors and their services at the MARC. Even having docents to help clients walk through the MARC after they register. (Maybe emotional & spiritual providers walk them through.)
- MARC Setup Caution: Though the government pushes for a quick set up, it is important to not setup MARC too quickly which can lead to not having all your resources there. It takes some agencies two or three days to submit their grants.
- VOAD needs to determine what best practices are for MARC and then help educate the government agencies.
- TDEM Conference, April 4-8. Limited availability of discounted registration fees for VOAD members.
- [www.preparingtexas.org](http://www.preparingtexas.org) provides courses that TDEM offers. TDEM will consider reimbursements for non-profits.(mileage, partial hotels)
- Chris thanked the group for the honor of allowing him to serve as President.
- Elections in April
- Next meeting February 11<sup>th</sup> at the EOC on old Manor road.
- Meeting adjourned at 11:45

Respectfully Submitted,

Michelle Acevedo  
Secretary/Central Texas VOAD

## **COMMITTEE UPDATES:**

### **Education:**

Anna Tangredi passed around a sheet of data on classes that are available and are listed at [www.preparingtexas.org](http://www.preparingtexas.org).

She gave some additional information on some of these. G610, which will be delivered in Austin July 28 and 29, is a basic emergency management class. It gives a high level view of what the different organizations do, is one of the better courses that TDEM offers, and is highly recommended. T615 being delivered in Abilene covers how Disaster District Chairs work and what they do. Not listed on the sheet is a training on setting up a Volunteer Reception Center being delivered at Austin Christian Fellowship on April 28.

Upcoming conferences are:

TDEM Conference, San Antonio, May 11-15

NVOAD Conference, New Orleans, May 11-5

TDEM Showcase, Austin Bergstrom, May 29 (9 am to noon, CTX VOAD may want to have a booth)

Coastal Bend Hurricane Conference in Corpus Christi, May 6-7 (covers more than hurricanes.)

### **Membership:**

An application for membership was presented for Allen Ford, First Presbyterian Church. This church is connected to Presbyterian Disaster Assistance (PDA). They are joining as a Partner Member. The membership application was unanimously approved.

### **Communications:**

There was no report to give.

### **Long Term Recovery:**

Betty Learned reported that additional money has been found to fund already designated buy-outs for the survivors of the floods, but the recovery situation is still complicated by the buy-out issue and the politics involved with that.

Marjorie reported for TARG on the cases that are being handled. The unmet needs "table" is really a case manager and a few groups providing resources. The buy outs have created problems in dealing with unmet needs. "Safe and secure" repairs are being done (as opposed to full handling of these homes that will or may be bought out.) Funders have included ADRN, Catholic Charities, and the Methodist Church. Catholic Charities and St. Vincent DePaul Society have provided "house in a box". Habitat for Humanity has been able to provide donated refrigerators and stoves. TARG has worked

with about 10 volunteers that can be called on to fix things, put in hot water heaters, and things of this nature. TARG has a new location – 1901 E. Ben White, which is the American Youth Works building.

Daniel Geraci, ADRN, has opened a thrift store at 51<sup>st</sup> and I35 across from Home Depot. They will give vouchers to survivors for furniture they have there.

### **Presentations:**

#### NDRC Competition:

Shawn Strange, Texas General Land Office, gave a presentation about HUD's National Disaster Resiliency Competition (NDRC.) This is basically a competition for \$1 billion for long term recovery. The State of Texas is the applicant. The minimum application is \$1 million per eligible county. The General Land Office is coordinating the application. They are partnering with TDEM to identify needs. The target is vulnerable populations. The goal is to get at least \$200,000,000 for the State of Texas.

The basic situation is HUD does not have enough damage assessment data at local levels to allocate funds, so this is a method of getting that data. Various entities, including governments, non-profits, and faith based groups can receive funds.

Shawn gave information about the details of the timeline of this application, and who they are seeking to connect with in order to get good, on the ground information.

In addition to the HUD money, the Rockefeller Foundation is watching the entire process and can do whatever they want to allocate their own money to address needs. In some ways, the application is written taking this into account.

#### Just Serve:

The Church of Jesus Christ of Latter Day Saints has created a website designed to connect volunteers with groups who have a service opportunity. The website is [www.justserve.org](http://www.justserve.org). Your organization can post service opportunities and people can go there to look for opportunities. The site is provided by the LDS Church but it intended as a resource for communities, organizations and individuals who want to serve. Organizations can go there to find projects or to submit projects needing volunteers. Families, organizations and individuals can go there to find projects where they can serve.

Next Meeting is Thursday, April 9, 2015 at Disability Rights Texas.

Cathy Norman  
Secretary