

CENTRAL TEXAS VOAD  
Meeting Minutes – February 9, 2017

A meeting of the CENTRAL TEXAS VOAD was held on February 9, 2017 at *Disability Rights of Texas* offices located at 2222 West Braker Lane, Austin, Texas.

**WELCOME & INTRODUCTIONS:**

PRESENT:

Dan Knauft	Karsten Darden	Cathy Norman	Nelson Andrade
Scott Rowe	Damian Morales	Cheryl Small	Blake Clampffer
Anita Janke	Roger Wines	Charles Baker	Jamie Allnutt
Jiann-Ping Loh	Aimee Drake	Sara Record	Anna Tangredi
Thomas Monahan	Jill Smith	Bob Andrews	
Jason Savoy	David Bock	Christa Lopez	
Shawn Strange	Regina Erales	Dick Perrone	
Jim Street	Lars Anderson	Jeanne McClennan	
Ching Chiang Liu	Terri Ogden	Mike Jones	

Chair, Damian Morales called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the meeting agenda.
- Attendees approved June 2016 Meeting Minutes.

**NEW BUSINESS:**

*Update from Local/State/FEMA Partners*

- Travis County/City of Austin 2015 AAR CAP – Blake Clampffer
- Damage Assessment
  - Use Damage Assessment when a MARC is open – connected to resources a survivor might receive
- City of Austin Disaster Case Management – Jill Smith
  - Goals increasing communication between groups at a MARC and filtering down to distribute cases
  - More difficult to work out process flow
  - Widening the net and attempting to offload cases to Adult Protective and Child Protective Services may not work for these agencies or be in the clients best interest
- TDEM
  - New VAL is getting oriented
  - Sign up for a Preparing Texas classes
  - DR-4223 still processing (2015 floods)
  - TDEM Conference is in May – registration fees waved if you volunteer for 8 hours

*Presentation: General Land Office on CDBG-DR – Shawn Strange*

- Expressed gratitude for VOAD serving Texans
- New website is [www.texasrebuilds.org](http://www.texasrebuilds.org)
- 2015 & 2016 Disasters Needs and Funding Allocation
  - \$2 million in unmet long-term recovery needs

- Calculations came from FEMA, SBA, applicant data, business interruption, economic losses, unemployment, lost property tax revenue, agricultural losses
- 76% of Texas population was affected or 20.9 million people
- Allocated \$364.2 million – GLO-CDBG-DR administered \$272.8 million of those funds
  - Eligible Activities: Housing, Infrastructure, Planning Studies, Economic Development
  - Spending \$1 for mitigation saves \$4 on disaster response and recovery (HUD)
- Timeline:
  - President declares disaster, congress appropriates funds to HUD, HUD allocates funds.... (the process takes 1-2 years)
- Questions:
  - 27 community shelters that money was spent on?
  - Rebuilding of community shelters
  - Money can be used to build a new community shelter (Bastrop County)
  - When is the money coming back to Travis County /Austin?
    - 2015 Action plan approved in the next few weeks – money available 9-12 months from approval date
  - Funds can be used to offset the local 25% cost-match? – Yes
  - Can funds be used for buyout programs? – Yes, as long as there is not duplication with SBA, FEMA, Army Corps of Engineers.
  - Can funds be used to build back in a more resilient fashion - Yesz
  - What role can VOAD community LTRC play? One of the things we have to do in the development of an action plan, having damage assessment helps to needs assessment, unmet needs – work to allocate funds to unmet needs infrastructure. TDEM and GLO share information back & forth – but it's difficult to share with VOAD because of privacy – VOADs can share their data but we may not be able to receive. If VOAD could provide geographical mapping data to TDEM/GLO it would be helpful. However, there isn't a standard to produce improved reports. Zip codes are helpful for mapping purposes. FEMA doesn't award by city – it's by county – which is tough in Texas because some cities branch several counties (Katy).
- Methods of distribution for Travis & Hays can be found on [www.texasrebuilds.org](http://www.texasrebuilds.org)

#### *Update on Long-Term Recovery Efforts*

- Bastrop County (BCLTRT)
  - MDS is finishing up the last 3 homes from we case managed for the 2016 Memorial Day Floods.
  - We have kicked off our Resiliency and Sustainability Program
    - I have been meeting with neighborhoods about preparedness and creating neighborhood plans for disasters and weather events. Our focus is the families with vulnerabilities in these neighborhoods, such as elderly/disabled, single parent homes, families that have language barriers and individuals and families that have mobility or transportation issues. One of our major goals of this portion of the program is to create a map for the OEM's office so when there are evacuations they know who the families are that may require special assistance. We are also hoping that by working directly with the neighborhoods and the OEM's staff that information is disseminated to the neighborhoods from a first hand source versus neighborhood chatter through social media.
    - The other side of this is working with local businesses, churches and other non-profits that provide services and goods. We are asking them to sign on to our program to lend

their services or expertise at the time of an incident, so that our community needs can be met immediately from those within our community.

- The 3 Community Centers/Emergency Shelters within the county are coming along - Elgin has broken ground, Smithville's addition to their existing building is almost completed and Bastrop's groundbreaking is scheduled for April.
- Christine has been working with Sevier County, Tennessee to form their new LTR after the Smokey Mountain fires in November/December of last year. She is with them for their first meeting later this week.
  
- Travis County (TARG)
  - Finished by end of March with homes currently working on
  - 419 homes have been contacted – have the funds to finish it
  - 35 of 63 closed in Williamson Creek purchase
  - Update of Onion Creek
    - Open Mtg February 27<sup>th</sup> Akins High School at 6pm
  - The Legislature has introduced a bill Hays, Travis and Blanco county – no tax authority – small step to create a flood district across county lines
  - \$3.5 million dollar may be found by the City to buy a total of 10 homes, unless they choose a mitigation alternative
  - Damian plans to meet with COA, TC and TARG
  
- Blanco River Regional Recovery Group (BR3T)
  - Helped 1008 in some form of cleanup, repairs, or rebuilding
    - Still have clients to call –some duplication
    - 364 cases actively open
    - 25 funded cases
    - \$93,290 in funded repairs
  - Requesting two 90 day extensions for case management support
    - Looking for grant money to pay for case managers
    - HHS is working hard to get a case manager extension
      - Need data to support the request
      - Family Endeavors is working with BR3T to alleviate duplication
  
- Williamson County
  - Started with 95 cases through UMCOR registry; 4 are being finished; 2 rebuilds left (one is short by \$15K)
  - Habitat of Humanity is taking over all aspects of 2 rebuilds
    - Serve.org to gather volunteers
  - Austin American Statesman highlighted the good work of Williamson County

## UPDATES

### *Chair Updates - Damian Morales*

- Proposed Bylaws Amendments
  - Leadership can change on an annual basis
  - Increasing term limits from one year to two year, totaling four years if re-elected
  - Continuity is better – one year is short time period; two years makes sense for continuity

- Chair and vice chair alternate years to continue continuity
- Bylaws Steering Committee
  - Anna Tangredi, Roger Wines, Amy Drake
- April Meeting Elections
  - Secretary – Anita Janke
  - Communications – Open
- Recruit Subcommittee Membership
  - Each of us should join one of the committees to build our capacity
  - Anna Tangredi would like to be support for LTR in any community
  - Recommend TDEM VAL for the Education & Training

*Education & Training - Anna Tangredi*

- **HB XXX** has been filed so that banks must provide clients with options
- Disaster Leadership Team is new, working on 501c3
  - support of Mennonites (globally trusted group)
  - mentorship program that provides education to communities on how to respond in coordination with local government
  - National VOAD president is a consultant
  - High profile members to help move forward – home base is Texas; it is a national organization
  - How does this differ from National VOAD – National VOAD is a coordinating body; LTR is not recreated prior to a disaster, VOADs may not understand what their role is; it is a way to help – going in at the beginning of a disaster and help defining the champion that will lead them through the process.
- TDEM classes [www.preparingtexas.org](http://www.preparingtexas.org)
  - Check with course instructor about costs reimbursement
  - Understanding the language that emergency management speak
  - [www.preparingtexas.org](http://www.preparingtexas.org) is a repository for training certificates
  - These classes can be taught in other locations; 15 in attendance guarantee require
  - G-288 Donations Management ([www.preparingtexas.org](http://www.preparingtexas.org)) March 20 & 21
  - G-489
  - G-205 Recovery Disaster Planning for Local Governments course San Marcus (2 day, comprehensive course)
  - 610 – just a few times a year; recommended everyone should take this class
- 2017 NVOAD Conference
  - Silent Auction for fundraising
  - Funds raised go to cover the expenses for other state representatives that may not have funding available
  - Two service projects
    - American Red Cross Home Fire Campaign
    - UMCOR Flood Buckets
- 2017 TDEM Conference

*Membership & Growth – Cathy Norman*

- No updates

*Communications – Anita Janke*

- No updates

*Long Term Recovery - Betty Learned*

**DISCUSSIONS**

- Amy Drake – donate Survivors bag
- Damian check to see if Cabella's, HEB are available from National VOAD
- ADRN
  - Working with Williamson county and BR3T at unmet tables
  - Potentially 350 families that need to be assessed
  - 1690 registered survivors through
  - 2016 spent ½ million dollars in responsive care
  - Didn't receive enough support from media
  - Thankful for VOAD and LTR
- OEM
  - Skywar ACC Eastview Campus (google) February 11<sup>th</sup>
  - National Weather Service and local forecasters
- Austin CERT Training
  - April 21 -23
- TDEM
  - G288 – date/location TBD
- Onestar Foundation
  - Hosts Sites Needed for various training – interested contact Damian
- Amateur Radio Class
  - Interested parties email [w5wia@arrl.net](mailto:w5wia@arrl.net)
- Texas Conservation Corp
  - Statewide opportunities for younger adults
  - Ameri Corp position with living stipend provided
- Texas Baptist Disaster Relief Program
  - Celebrating 50 years
- Next Meeting: Zoning Presentation

Meeting adjourned. Next meeting will be December 8<sup>th</sup> at Disability Rights of Texas offices located at 2222 West Braker Lane, Austin, Texas.

CENTRAL TEXAS VOAD  
Meeting Minutes – April 13, 2017

A meeting of the CENTRAL TEXAS VOAD was held on April 13, 2017 at *Disability Rights of Texas* offices located at 2222 West Braker Lane, Austin, Texas.

**WELCOME & INTRODUCTIONS:**

PRESENT:

Dan Knauft	Charles Baker	Stacey Scheffel
Aimee Drake	Taylor Wolter	Cheryl Small
Christine Reyes-Paiz	Annie Harton	Bo Buell
Karsten Darden	Dick Perrone	Ching Chiang Liu
Cathy Norman	Jiann-Ping Loh	Sylvia Bhuiyan
Sara Record	Shay Mooney	Carol Greenslate
Barbara M	Lars Anderson	Shantelle Brannon
Damian Morales	Anna Tangredi	Alan Ford
Jason Savoy	Betty Learned	Clarisa

Chair, Damian Morales, called the meeting to order at 10:00.

- Introductions were made by all attending.
- Attendees reviewed and approved the meeting agenda.
- Attendees approved February 2017 Meeting Minutes.

**NEW BUSINESS:**

*Presentation - Travis County Flood Plain Administrator (Stacy Scheffel)*

- Ensure road system is accessible for emergency vehicles
- Damage Assessments
- Permitting
  - Goal is to build a more disaster resistant community
  - Substantial damage
    - More than 50% of its pre-disaster value
    - Contractors and Insurance adjusters
  - Flood Plains
    - Described in terms of risk – 100 year flood – moving away from that term
    - 1% chance in any given year
    - Mapped by federal agencies
    - Not a structure by structure \_\_\_\_\_
    - 20% are not in the flood plain – they flood because of the drainage system is not adequate
  - Jurisdictional
    - Serves county
    - No jurisdiction in city
    - Tries to be consistent with city code
  - County Commissioners Court
    - Capital Improvement Project
      - Certificates of Obligation – debt cc issues without voter approval
        - 14 home buyout at thoroughbred farms
          - Substandard drainage system – received money to help with that

- Court decided to provide event analyses \$176K study
    - ISSUE – FEMA map change – some clients were caught off guard because they were not in the FEMA flood plain so mortgage co said they didn't need insurance; they flooded 2x in 7 month – value of 2<sup>nd</sup> for the day of flood
    - Artificially low structure values are managed by Appraisal District – homeowners can bring in appraisers to help document their structure values
  - Talking points for survivors
    - Get permits before clients start repairing their structure
    - A permit is not required to begin mucking out
    - Itemized list from contractor or insurance adjuster – mucking out is not on the list
    - There are unintended consequences – location of septic system – these challenges can be addressed during the permitting process
    - How long is the process from the time of an event to getting the permit
      - Substantial Damage contractor
      - Working on cross training, assistant position – working on after action process
    - Know your jurisdiction
      - Begin with One Call
      - Permits Program Manager will go into the community
      - Workload doubles – staff is cut in half
      - Every jurisdiction/county has a different take on permitting
    - State Counterpart – State NFIP Administrator
      - FEMA – Region 6

## UPDATES

*Chair – Damian Morales*

### Corrective Action Plan

- 2.1
  - Who will be provided services at the MARC/FAC?
  - City/County needs an understanding of what is available each day
- 4.15
  - Huge gap in damage assessment city vs county – the real problem is city/county wants the Damage Assessment within 24 hours – there isn't enough time to; the non-profits are vital to the process. They stand up the MARC way to quickly. Collaboration between NGO's county/city and state.
- 4.37
  - Review basic guidelines for MARC
- 4.65
  - internal city issue vs Centex VOAD issues
- 4.75 Dick
- 4.78 FAC event management vendor/expo skills - focus of city agencies, county agencies, non-profits together to make sense for the client look toward the Incident Command makes determination based on facility itself
- 5.2
- 5.3 non-profit briefings

*Education & Training - Anna Tangredi*

### *Membership & Growth – Cathy Norman*

- Partner Agency List – update – they are the voting members
- Bylaws indicate two categories of membership
- Clean up membership section of the Bylaws
- National VOAD has changed their terminology ‘members’ and ‘partners’
- Amend the language of the Bylaws
  - Term limits for improved consistency
  - Helps with government partners to have consistent leadership in office
  - Support surrounding communities and reflect what we are actually doing
  - Encourage collaborations among other counties without having them be a part of the bylaws we support
  - Define service area
- Call to Action: Get a civic organization list w/COA and APD (neighborhood liaisons)
- Voting: Adjust term limits – increase term limits from one year to two – no opposed – all in favor
- Motion: Those who are not changing positions would be entering into their second year term
- Get information from agenda on voting – any new nominations from the floor
- Anna moves to accept the presented slate of officers – all in favor; no opposed

### *Communications – Anita Janke*

- No updates

### *Long Term Recovery - Betty Learned*

- No updates

## **DISCUSSIONS**

- Health & Human Services Commission – Carol Greenslate
  - Job opportunities –she’ll email list to Damian
  - 4 running grants
  - Trainings – disaster training is 16 hours – but it can be customized to meet your organizational needs; minimum/maximum people to be trained is 7-30; disaster training is built around points of consensus
    - The challenge is personality over process
    - Multiple services, multiple entities, multiple funding – how is the client best served?
    - Case Management Issues – the discussion of confidentiality continues to be an issue – partner agreement forms and ROI are required; Scope of Work forms can address some of these issues – FEMA doesn’t care if you work together – they don’t want co-mingled funds
    - Move forward with providing trainings to organizations that provide Case Management
    - How to regard clients – who is the primary caseworker –what criteria determines the primary caseworker - agreeing what constitutes the primary case workers – they have the responsibility to follow-up with client.
    - Chair of Case Management – in some counties are doing a great job
    - Call to Action – send Damian one or two points around Case Management issues by May 1st
    - Survivor data cannot be shared with government agencies – do this go here?
    - ECHO



- Coordinated assessment that scores – assistance is prioritized by score and the ability to self-correct

Meeting adjourned. Next meeting will be June 6<sup>th</sup> at Disability Rights of Texas offices located at 2222 West Braker Lane, Austin, Texas.



# Central Texas Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

## MEETING NOTES

June 8, 2017 (10:00am – 12:00pm)

Disability Rights Texas, 2222 W. Braker Ln., Austin, TX 78758

**WELCOME** – Damian Morales

**INTRODUCTIONS** were made around the room.

### Present:

Chris Reigles  
Karsten Darden  
Cath Norman  
Sara Ramirez  
Jill Smith  
Sara Record  
Scott Rowe

Damian Morales  
Dick Perrone  
Blake Clampffer  
Lars Anderson  
Anna Tangredi  
Betty Learned  
Connie Cepeda

Taylor Wolter  
Woman who was the 1st to leave  
Phone 1: Roger Wines  
Phone 2: Shantal \_\_\_\_\_  
Phone 3: Deanna Stemock  
Phone 4:

### Helena Wright – Travis County Emergency Services.

- Works closely with City of Austin. Has met with Damian about CT VOAD. Looking forward to working on a PSA to get info out to people in Travis County, as well as other pieces of information. We want to get the message out to the community to tell them what services are available. Also, want to correct and improve response and communication methods. Thankful to be part of these meetings. Damian suggested that Helena work with Connie of \_\_\_\_\_ in upcoming plans since she is very skilled in keeping inventory organized. Will work with Shantal and Connie to make this happen.
- The meeting with the County Commissioner was focused on serving the most vulnerable part of our community. Meals on Wheels, for example. Damian invited them to our meetings. Wanting to work collaboratively.
- Anna: Mentioned that Long Term Recovery is the “go-to” for monetary donations. So it’s important to work together.

### ADMINISTRATION

- Review & Approve Minutes of 4.13.17 Meeting. Minutes were provided.
  - Roger noted that the last line was incorrect (June 6). Should be June 8<sup>th</sup>.
  - Damian will make correction. With this corrections, minutes were approved.
- Anita has taken a new position with Baylor Scott & White Hospital, so she is no longer will be serving on CT VOAD. She has a replacement from Shoreline who will replace her at the meetings.
- Damian asked for any volunteers for the Secretary role she held.

### NEW BUSINESS

- Update from Local/State/Federal Partners
  - City of Austin Disaster Case Management Meeting – Jill Smith
    - Have been meeting monthly with groups in Travis County having to do with case management and long term recovery. At last meeting, finalized registration form that originated with Red Cross that everyone approved. Will get volunteers to do registration process. Working on other pieces with the City. Moving slowly, but moving in the right direction. Getting more and more of the groups

there who need to be represented. Anyone is welcome – let her know. Next Meeting: Monday, June 19<sup>th</sup>, 1:30 – 3, at Red Cross Building.

Next TX VOAD Meeting is June 20<sup>th</sup>. Chair has to resign since she accepted another position. Damian is filling in until a new Chair is elected.

- Travis County Annex J – Shantal
  - Shantal said they held the Travis County Annex J meeting (all counties across the state). In Travis County, we chose to use TDEM template. Damian was invited to meeting. This is a document that outlines how we handle recovery in Travis County. It describes how to do things. In the past, we have always written the doc in our office. This time, we invited everyone else who is involved to assist. There is a timeline to have the annex done by August 31<sup>st</sup>. This is a new initiative for us. Damian gave us his edits; waiting on others.
  - Damian asked if there was anything particular from CT VOAD you needed, to let us know. Shantal said they could discuss offline and then let us know. Damian will be meeting with Tanner and his team, as well.
- Update on Long-Term Recovery Efforts
  - Bastrop County Long Term Recovery Team (BCLTRT) – not present. (Pres Guy) Live in Bastrop County. Attended a meeting lately. LTRT has become the omnibus. On board of Family Crisis Center. There is a voucher system for people to shop who need assistance. Anna stated that a recent meeting included 50 people/businesses who wanted to be part of efforts. Anna stated it would be great if Austin could use a similar voucher system through Goodwill, Salvation Army, St. Vincent de Paul, etc.
  - Blanco River Regional Recovery Team (BR3T) – Had their 2 year anniversary recently. Doing a fundraiser which is up to \$14k so far. Still have 200+ cases they are working. Got an extension. Their Board is responsible for raising funds for long term recovery. Originally, they were going to do one fundraiser a year. But now they are doing two – winter and summer. Working with city and county.
  - Travis (Austin) Recovery Group (TARG) – Dick Perrone. Long term issues with city and county: county has started process of buying 13 homes. Hope to have them purchased by end of year. These are all on the creek side. 2) City has finished study of upper Onion Creek – no final decision yet. But purchasing 10 homes. Hope to have final presentation in September/October which they hope to include more homes. 3) We lost in the legislature to set up a flood district in Hays County. The people in Hays County fought it so we lost this. There was an inter-local agreement that came out of it, however. 4) Groundwater bill was defeated in legislature. 5) Encouraging them to put aside some money each year to chip away at some of these issues.
  - Williamson County Long-Term Recovery – Damian. Today from 4-6 pm there is a reception. Only two remaining rebuilds left which are both funded. Taylor City Hall, 400 Porter Street. Jeannie will be there. Her husband has been at MD Anderson for a couple of weeks.

## PRESENTATION

- Governor's Welcome Video from 2017 NVOAD Conference – Showed the video from Governor Abbott. If anyone wants a copy, email Damian
- Travis County Emergency Services PIO – Helena Wright
- Red Cross Smoke Alarm Installation Campaign – Anne \_\_\_\_\_, Regional Preparedness Manager.
  - Gave PowerPoint presentation on way to improve preparedness. Two initiatives are in-home installations and pillow case project. Home installation project is targeted to older homes and lower income areas. Pillowcase project started during Hurricane Katrina – pillowcases are given to 3<sup>rd</sup> – 5<sup>th</sup> graders for emergency supplies. Disney loved the project so much they are funding it 100%. If you are interested, you can get trained (on-site or online).
  - From 9/23 – 10/15, Red Cross wants to hang 100,000 alarms. Hope to hand the campaign's 1 millionth smoke alarm. Will involve lots of volunteers and coordination. If interested, reach out to Anne.
  - Damian: When we did this in Houston, the feedback was very positive. Our organizations could help and offer services you provide.

- Austin – Sept 23<sup>rd</sup> – install 1,000 alarms. San Antonio – Oct 14<sup>th</sup> – install 1,000 alarms.
- Anna suggested that ARC partner with the CERT program to help.

## 2015 After Action Report Corrective Action Plan

- Develop process for updating daily list of agencies. Need a process whereby Chair knows agencies that are available. Anna suggested that in other places, it's typically American Red Cross who updates the list. Damian said ours was most city/county driven. In prior disasters, Damian worked alongside ARC for state lists. Anna said whoever the "lead" is, needs to compile the list. We are just looking for a general list as to who can staff on which days. Anna said he would be better for there to be another direct point of contact rather than us being the go-between. Anna suggested it would make sense for Jill Smith's department at City of Austin to be the main point of contact. Jill said that Janet P \_\_\_\_\_ was the main person. Damian could send out an email saying if you want to be involved, contact "this person" and tell them when/how long you can serve. Damian just wants to be sure we are kept in the loop of communication. \_\_\_\_\_ suggested there be an *online* sign-up which means the list stays updated at all times. "My Sign-Up" is open source software that could be used. Whatever process needs to work for City and County.
- Improved understanding of \_\_\_\_\_. – Working closely with Blake and Team and City. Plan to invite Chris Vailles or Sheila to understand better what they are doing. Helena and Staff. Improve messaging around volunteerism.
  - Anna: Have been talking about TARG having a more prominent role in what the City and County are doing. We don't have enough committees here. It would make sense that TARG run this.
- Annex J Recovery – Conversation about different types of damage assessments; providing education about the process to provide service. Has provided national practices to hopefully help. Need to educate people about the MARC process – when to open a MARC, etc. Need something to send to City Council members so they know who we are and what services we provide – "Best Practices" for a successful assistance. Jill reminded us that the City has departments that are in charge of things – they respond immediately. Consider messaging when developing. Blake: All of this may have originated when the Oct. 31<sup>st</sup> disaster occurred on a Friday, over a holiday. The Flood Assistance Center opened on a Sunday. Had citizens that didn't know where to go. City didn't know they needed to provide assistance for the County, as well as the City. City needs to do a better job of pulling VOAD into communication. This is a very multi-faceted objective. Shantal: CT VOAD has always had a seat in EOC. Don't know what happened previously. But you will have a seat at the table from now on. Roger: Has a pager and has sat in that seat before – this is right on target.
- Standard process of intake between all organizations. Common Form – working on it.
- Operating Guidelines for \_\_\_\_\_. Shared MARC best practices. Hopefully, we can implement. City and County are reviewing these now.
- Clear understanding between MGOs and \_\_\_\_\_. If we have a point of contact running the MARC, but when we have something to report, we go to the City person. Most people in VOAD don't have the Instant Command System (ICS) training. If agencies are interested and we can get 10 people, we could maybe get this scheduled. Need classes 100, 300, 700 & 800. Basic orientation is 100 and 200. Taylor: At National Americorp Conference, we did an abbreviated version. Taylor could facilitate. Shantal stated they do have a team that puts out a communication. For identification purposes, they are committed to start wearing vests to help. To do a better job, we are going to have to get a better handle on sections that open up. Better collaboration. May need a liaison officer.
- Develop .... Flood Assistance Center. **DAMIAN – Fill in this info. Cit Rep form, etc., etc.**

## COMMITTEE REPORTS

- *Chair* – Damian Morales
  - Secretary/Treasurer Election – OPEN – Damian asked for volunteers.
  - NVOAD Conference Feedback. Went very well. 500+ people there. Awesome feedback. Expecting to raise \$3k; we raised \$4k. Shoreline Church donated \$200. Thanks to all who donated.
  - TDEM Conference – Packed. Co-presented with Catholic Charities. Interesting workshops.

- *Membership & Growth* – Cathy Norman
  - *Work in progress.* We have membership categories and specific rules about meeting attendance, etc. Doesn't support the purpose of having a membership. Want to connect everyone in a disaster. The National VOAD has different language for membership categories. They don't call their main voting members "partners." One thing Cathy suggests is that we change the language to match National. Go to National VOAD website under Member Resources and read to see if we agree to their changes. We need to be sure our rules serve our purpose. Trying to be sure that all State VOADs have the same points of consensus, as well. We will be pushing for everyone to adopt the same points of consensus developed by National organizations.
  
- *Education & Training* – DeAnna Stemock
  - G288, G489, G608 (preparingtexas.org) – Fort Bend next week
  - In The Valley in August.
  
- *Communications* – Taylor Wolter
  - During disasters, Taylor will be monitoring Facebook and social media.
  - Will be training other college students to assist as their contribution to a disaster.
  - May need to start using Hoot Suite to keep all the social media channels communicating the same information.
  
- *Long Term Recovery* – Betty Learned & Anna Tangredi (see previous discussion)

#### **ANNOUNCEMENTS**

- Next Texas State VOAD Meeting is June 20<sup>th</sup>. Texas State Chair had to resign since she accepted another position outside of Texas. Damian is filling in until a new Chair is elected.

#### **NETWORKING**

- Travis County is facilitating an exercise on June 15<sup>th</sup> in Westlake. Need some volunteer role players for part of the exercise. Riding on a school bus or Ambus from a shelter to \_\_\_\_\_. Volunteers need to come together at 9 am at Adult Transition Services Center (Bee Caves and Walsh Tarlton). Should finish around 11 am. Need 10-15 people.
- Hurricane Charley Exercise? State is sponsoring this. VOAD is participating taking people from the coast and evacuating them inland.

**ADJOURN: 12:10 pm**

**Next Meeting – 8.10 @ Disability Rights Texas**



# Central Texas Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

## MEETING MINUTES

October 12, 2017 (10:00am – 12:00pm)

Disability Rights Texas, 2222 W. Braker Ln., Austin, TX 78758

A meeting of the CENTRAL TEXAS VOAD was held on April 13, 2017 at *Disability Rights of Texas* offices located at 2222 West Braker Lane, Austin, Texas.

### WELCOME & INTRODUCTIONS

George Barnett – Hill Country Dist Meth Church  
Kate Johnston – Bastrop OEM  
Sheila Lowe – Bastrop County LTRT  
Shantelle Brannon – Travis County OEM  
Scott Rowe – LDS  
William Porter – Team Rubicon  
Damian Morales - OneStar  
Cathy Norman – Church of Scientology  
Blake Clampffer – Travis County  
Brigid Shea - Travis County Commissioner  
Robert– ADNRN  
Christine Reyes-Paiz – Catholic Charities

Karsten Darden – Central TX Food Bank  
Cathy Norman – Church of Scientology  
Sara Record – DRTx  
Charles Baker – Texas Baptist DR  
Dick Perrone – TARG  
Roger Wines – Travis Cty ARES & REACT  
Jiann-Ping Loh & Guest – Tzu Chi  
Shay Mooney – United Way  
Betty Learned  
Jill Smith – HHSD  
Jaime – HHSD

### PRE- HARVEY LONG-TERM RECOVERY UPDATES

#### Shelia Lowe – Bastrop County

- Finished last unmet need for 2015 Memorial Day. This was a family that needed to get into another house because their house washed off the pad. Held on to all of funds she received through FEMA and understood what our assistance was to be. When family was prepared to get into home, we had everything we needed.

#### BR3 – Chris from Catholic Charities reporting

- Trey Bell is new interim director for BR3.
- Still working on homes from 2015 flood.
- Trey arrived later and his report follows later in the notes.

#### TARG – Dick Perrone

- Repairs on homes are complete.
- Meet quarterly with City watershed.
- Upper Onion Creek: purchasing 10 homes. Williamson Creek: 3 remaining to be purchased; originally 63; some have opted out.

- Onion Creek actual flood study should be finished in the next 30 days. Will present to Council, then to neighborhoods.

**Williamson County – Damian reporting:** Finished with recovery from prior disasters.

## **HURRICANE HARVEY DISCUSSION**

### **Jill Smith – City of Austin HHSD**

- Jaime's team and my team are working together. Jointly providing case management to shelter evacuees.
- Austin Department of Health sent out fliers to hotels to tell them to call 3-1-1. People didn't have access to food. Capital Area Food Bank arranged food boxes for some of them. Referring folks with more complicated needs to other people.
- Currently doing case mgmt. with 50 people. So far, we have touched 256 households.
- 650 people in local hotels. Big concern is whether hotels will extend reservations through ACL and F1 weekends. 1<sup>st</sup> weekend was good; 2<sup>nd</sup> weekend they might need to leave.

Jaime (?): Jill has 3 social workers; I have 2 and hiring another. Team of 7 social workers in the community. Planning for what may happen next.

### **Blake Clampffer – Travis County OEM**

- Disaster has been a case of not knowing what is going on with people who are coming here or going elsewhere. Heard at one point we would have 1000 people to shelter. Had 30. 300 people to arrive, and none. Voucher program is similar.
- At end of September, we thought everyone would be turned down early in October because of ACL. Info flow is not great. Lots of reasons, but my hat is off to HHS case managers because it's been a difficult process. Things are all over the place. We don't have ability to process this well. HHS process is taxed. We definitely need help from VOAD and from the State and from FEMA.

### **Brigid Shea – Travis County Commissioner**

Harvey is a top priority for me. We know we will see additional huge weather impacts like this based on global weather patterns. Want to listen and learn and see how the Commissioner's Court can bring some resources. Example: We have resources in the technology community (Zillow).

### **Chris -Catholic Charities:**

- Working with lots of people. Working with people in hotels. Working in LaGrange.
- City is finding locations where people can move and I'm helping with deposits and first month's rent.
- On a regular day, I get calls from all over the south Texas area. Relocate them to Catholic Charities in their areas. Hats off to Shelia and team in LaGrange. Taking it day by day. Austin is so different than most areas.
- Providing bus passes when people need transportation. ( Salvation Army was also doing this.)

### **Food Bank – Karsten Darden**

Fed about 250 at the shelter, but they are gone now; two meals a day.

Sent loads of food to Beaumont and Houston, and to Austin hotels. (Jill said they were working with Alan at Food Bank and they provided 350 meals in TSA hotels. 6 hotels with top highest people with vouchers. Catholic Charities is also referring people to Food Bank.

### **Austin Disaster Relief Network (ADRN):**

- Has a group that handles transportation.
- Vouchers for first month's rent and other things.
- Worked in LaGrange and in Port Arthur. EOC designated us as a collection point.

### **Shantelle Brannon – Travis County OEM:**

- After Actions. City of Austin and Travis County hiring a contractor to perform the after action. Regional type of thing – Austin, Travis, Williamson, Hayes Counties. We will forward information as soon as we get.
- Give her items they can talk about once they begin meeting. Some people learn the hard way at the EOC – set up for cash fee. We can do trainings if you need.
- Chairperson for Regional Animal Issues Committee. Several issues occurred at the shelter. If anyone can also deal with pets – long-term – please contact me so we can know. Need more resources. Working with AG. If anyone needs pet food, we have lots of it at warehouse in San Antonio. We are having regional meeting on November 1 and can tell people. Will be held at EOC.

### **Damian Morales – OneStar Report:**

- Has worked at EOC, State Operations Center, now at the JFO – State and Federal. There are a lot of moving parts across all sectors.
- Housing is not being done through FEMA – it's being done through the State. Done by the GLO now, the lead for housing.
- Hiring staff – poaching from TDEM and other state agencies. Building capacity as quickly as they can. Commissioner Bush said they are looking at 7 months before housing hits the ground in some communities – if it doesn't go great, it may be 32 months. Housing is a complex issue. With FEMA – Individual Assistance and Public Assistance. Because state is doing housing, there is a 3<sup>rd</sup> group.

### **VOAD:**

- This disaster has already exceeded Katrina. Our capacity as a nation is limited. We have lost the VALs because of disasters. A lot of VOAD partners were here initially, but left when Irma hit. We raised \$350M for Harvey. As of one week ago, the unmet need was \$788M (after FEMA). Doesn't include undocumented, people who didn't register, etc. Anticipate it to be over \$2B need.
- Irma has been \$125M. Puerto Rico has been \$30M. People are fatigued. Recovery has to be asset-based approached through communities. Will be up to us and communities to help evacuees.
- TSA: Many folks who were evacuated here don't know how they got here. The state feels they don't have a responsibility at this point. Have gone up the chain. At the government level, there needs to be more requests for feeding, case mgmt., etc. Travis County was not declared so will not be receiving that service.

### **State VAL – Deanna Stemock.**

FEMA VALs – some from Denton; most not from this region. Have done local hires (with no prior experience). Need to utilize local capacity to help evacuees who are here.

- Issue is not isolated to Travis County; it's a statewide issue without a solution at this point. VOAD capacity is not what we'd like it to be at this point. Thousands of homes will not even be available



for muck & gutting because of water. Repairing and rebuilding homes: FEMA housing piece will go slowly. Pushing fund money out more quickly – comes with criteria.

- FEMA funding/criteria. We can't provide assistance before criteria is developed, or it will count against them.
- Press stories are changing. Survivors are becoming desperate. Crime could increase. Variety of civil issues we will be facing. It's our role (VOAD members) to provide education. Trying to get something on paper. Sequence of delivery (basic), but that's it. But we don't have a real timeline.
- There is a feeding taskforce at the state level.
- Map of TSA hotels – we can't meet this need because of availability. Getting client data is very difficult. No solution at this time. Encouraged government to push resources they had. VOAD needs to keep coordinating and collaborating to meet needs. Survivors will be here a while.
- We have a lot of people here who are not yet registered. We have survivors living in mold-infested homes. We will continue to see an uptick in population.
- Need private sector partnerships – Uber, Lyft, more.
- Focus is now on Houston and the Coast. But Travis County also has issues. Need is great other places, as well. Local media has moved on. But we need to utilize media to keep things at the forefront.

#### **Catholic Charities - Christine.**

- Lots of calls – where can I do my laundry? I need cash.
- Funds that have been raised have largely been expended on response. This leaves much less on rebuilding. Working with Dell foundation to leverage donated dollars. People can volunteer, donate, and provide transportation.

#### **Volunteers:**

Volunteertx.org – New website being developed (Damian).

Justserve.org – LDS Scott Rowe. Will match volunteers with needs.

After impact, 50-75% of VOAD websites went down because they were inundated with volunteers. We need to do a better job of reaching out to private sector partners and explaining what recovery looks like.

#### **Furniture?**

- Jill Smith asked about a local repository for furniture
- Austin Furniture Bank/ Beau – should reach out to them.
- If people are receiving FEMA assistance, other assistance, it may count against.
- Blake: Dup of benefits usually refers to insurance, funds from state or federal program. ONA and CNS are turned on. Blake says VOAD assistance may or may not be counted.
- Damian: Need to find out CNS and ONA criteria.

#### **Long-Term Recovery Groups:**

- Timeline is being pushed out, but donations come in early on. So there is tremendous pressure to get something done. Volunteers want to come now.
- Coastal Bend Recovery Group announced a large donation this week, but it increases pressure since much of this money needs to be saved for LTR..
- Education piece to what's going on isn't there. There is a potential that current support could make eligible people not eligible for FEMA assistance in the future.

Betty: With Katrina, large groups brought lawsuits which changed things. Damian encouraged people to voice their concerns and submit STAR requests through the State when possible..

### **General Land Office (GLO) /COGs**

GLO will be responsible for housing needs in Texas. They will be presenting at the Houston Mayor's Office Call on Wednesday, 10/18.

### **Recovery/Unmet Needs:**

We need to come together as Central TX VOAD to develop a plan. Immediate Disaster Case Management is on the ground.

**Survivor information** is being shared selectively. State Sharing Agreement. Comes from FEMA. Long Term Recovery Groups can fill out paperwork to get information, as well. Process has changed, thus the delay. FEMA receives original info; shares selectively.

Jill Smith's group meeting regularly about **case management**. Requested someone from VOAD on the call. Betty Learned volunteered. Meeting every M-F at 5 pm.

### **Sheila Lowe – Bastrop Long Term Recovery**

- Combined efforts - shelter for 100.
- Material donations driven through thrift stores – vouchers given. Work with local thrift store (MOU). When individuals have material donations, we drive them to stores and the stores give vouchers. Largest one we have is in Bastrop – 5 outfits per family member. Also help with housewares.
- Clean-up response was difficult. Received assistance through Baptist Men and LDS. Tons of spontaneous volunteers. Still using Crisis Clean-up for calls we are getting now. Working with Scott Lowe (justserve.org) and LDS.
- RDRC is still open in Smithville.
- October 10 – Bastrop has 678 registrants – most will not receive FEMA assistance. Not sure why.
- Estimating we will be working with 50 families.
- Lots of tree issues. Looking for crews
- Have a group doing estimates now – Crestview Baptist in Georgetown - waiting to hear back.
- Should be ready to present list of unmet needs by next week.
- If there are orgs that have crews to do work on walls, houses, etc., let her know.
- COAD is developed, and Kate Johnston is Chair.
- Contact info: 512-521-3001
- Working to mentor LaGrange LTR

### **Shay Mooney, United Way:**

Damian asked if they could generate a list of available orgs/resources. Huge call uptick – especially in Houston.

### **Trey Bell – BR3T**

New hire – presented updates and contact information: 512-576, [blancoriverregional@gmail.com](mailto:blancoriverregional@gmail.com)  
Southside Community Center in San Marcos.

Working with 50 now – open and funded. 16 unfunded cases.

Looking for skilled labor to guide volunteers. Losing head contractor (Daryl) in December. So looking for someone else to fill this position.

#### **Alan Ford – Presbyterian Church USA**

- Flood bucket kits are available, if needed.
- After Katrina, FEMA formed a relationship with PCA.
- Seminars are being held next week for stress management and people struggling with compassion fatigue. 4-hr sessions.
- George Barnett – HC District of Methodist Church. They have a warehouse in Kerrville if storage is needed for cleaning buckets.

**Tzu Chi Foundation:** Reported on volunteer placements.

**Roger Wines:** Reported on how they are helping with communications.

#### **DRTx – Sara Record**

- Reported that calls are beginning to come in. Explained that we handle cases based on priorities. If anyone had questions, please contact.
- Sara also suggested the Nextdoor organization as a possible partner for furniture. People are advertising on there to give away furniture – suggestion was made that maybe City could develop something more formal since they have a relationship already.

#### **FEMA:**

National Disaster Recovery Framework – strategically approaching recovery – looking at community capacity on a whole. Not looking at Travis, but will generate reports for Travis and Bastrop so we have a better understanding of what we can do.

Recovery Support Functions

Emergency Support Function – don't use in Texas

Thanks to everyone for incredible work.

#### **UPDATES**

##### **Chair – Damian Morales**

No additional updates

##### **Membership & Growth – Cathy Norman**

Recommended Christian Compassion Center for membership in CTXVOAD. They are 501(c)3. They provide donation inventory. Receive donations from companies and distribute through like-minded nonprofits. Services provided without discrimination. Would like to join VOAD. ADRN said they also have construction materials. Amazing inventory that changes daily. Mark Shackelford and Mark

Wiggins are contacts. Sheila endorsed – said they have used before. Austin Christian Fellowship endorsed. They have supported Baptist Men. Cathy recommended we accept them for membership.

- Website: <http://www.c3austin.org>
- Mark Shackelford: 512-492-2195 [mark@c3austin.org](mailto:mark@c3austin.org)
- Mark Wiggins: 512-923-8485 [mwiggins@mextexco.com](mailto:mwiggins@mextexco.com)

*Approved by unanimous vote of attendees.*

**Education & Training – DeAnna Stemock**

**Communications – Taylor Wolter**

Taylor Wolter has joined the OneStar staff and will resume Communications with OneStar.

**Long-Term Recovery – Betty Learned & Anna Tangredi**

Anna is deployed with Texas Management Emergency Team TMET to Beaumont.

Meeting adjourned: 12:20

**Next meeting: 12.14 @ Disability Rights Texas**