October 22, 2015

Creative NJVOAD: Call to Collaboration
Complete Notes

*How can we harness our best learning from our ongoing recovery efforts in order to implement those innovative practices in the future?*

**Creative New Jersey** is dedicated to fostering creativity, innovation, and sustainability by empowering cross-sector partnerships in commerce, education, philanthropy, government, and culture in order to ensure dynamic communities and a thriving economy.

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**NJ Voluntary Organizations Active in Disaster** (NJVOAD) mission is to bring together New Jersey organizations active in disaster assistance, and to foster cooperation and coordination in preparedness, response, and recovery in order to offer more effective services to people and communities affected by disaster.

[www.njvoad.communityos.org](http://www.njvoad.communityos.org)
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Preface: Reconnecting, Reflecting and Re-energizing: Creative NJVOAD tackles the “what’s next?” question of recovery work

On Thursday October 22, 2015 – almost three years since Hurricane Sandy made landfall in New Jersey, Creative New Jersey teamed up with the NJ Voluntary Organizations Active in Disaster (NJVOAD) to bring together its statewide member network for a day-long Call to Collaboration.

This meeting was an opportunity for our state’s unsung heroes to step back from the day-to-day essential recovery work and instead reflect on what has been learned in the years since Sandy and deliberate on how to integrate those lessons moving forward.

One hundred representatives from New Jersey’s Long Term Recovery Groups (LTRGs), faith-based organizations, social service agencies, case management workers, local, state and Federal officials and other nonprofits involved in recovery work came from all corners of the state to attend this gathering, hosted by the Spring Lake Manor, to tackle the question of the day:

“How can we harness the best learning from our ongoing recovery efforts in order to implement those innovative practices in the future?”

The room was buzzing from the moment people arrived: these were people who, by and large, had been working together for the better part of three years, sometimes in person, often over the phone or virtually, to keep the difficult and complex work of the recovery moving forward. Many caught up with colleagues and touched base on new information and upcoming events.

This was a gathering of people who know exactly what is and isn’t working on the state of recovery in NJ; a room full of people who have given selflessly of themselves,
sometimes under extreme conditions, in order to help thousands of New Jerseyans recover from Sandy.

Sue Marticek, Executive Director of the Ocean County Long Term Recovery Group says of the day, “It is often the case that after a disaster there are lessons learned but it is rare to actually have the knowledge gained from these experiences be effectively evaluated and implemented. Creative New Jersey’s Open Space convening has provided a platform for reflection and discussion that moves knowledge from each individual into a collective masterpiece of solutions that will enviably be the change agent that will makes NJ nonprofits be better equipped to respond to future disaster events.”

Throughout our day-long Creative NJVOAD convening, participants self-organized to lead twenty-nine different discussions, ranging from volunteer expectations, to knowledge transitions as many LTRGs and government contracts are sun-setting, to advocating for continued recovery funding into years 4+, to accountability at all levels, to continuity of essential programs. One participant stated that she hadn’t expected her conversation to go as “deep as it did,” and shared highlights from a conversation about the vital but unexpected need to sensitively prepare/counsel volunteers (many of whom came from lower income brackets), to help muck-out mansions along the Jersey Shore and assist what appeared to be high-income families.

Another individual shared that as a result of her participation in the convening, she will be adding youth to her Long Term Recovery Committees to make sure that their voices are heard and their ideas are shared. Furthermore, another group saw an idea suggested at the beginning of their 45-minute session blossom into a pilot project with willing collaborators and next steps by the end of their breakout.

Participants expressed their gratitude for each other. Many shared in the closing circle how energizing it was to be in the same room together and how excited they were by the ideas and passion of others in the room. One person shared that it is the relationships that make the recovery move – knowing who to call, what organization can help, and that reaffirming and strengthening those relationships is a key component of the success of any recovery effort.

As Kelly Higgs, NJVOAD Disaster Recovery and Resiliency Coordinator and co-coordinator of the convening, states, “What an energizing and enlightening event! It was so wonderful to convene with recovery partners across the state to reflect on lessons learned. When we
join forces and find a common voice, we are so much stronger and more effective. I look forward to being part of this movement to make meaningful changes which will positively impact the future of response and recovery in NJ."

We know that a tremendous amount has been accomplished by these recovery leaders and countless others, in the past three years. As we look to the future, although there is still a great deal of work to be done, we can be confident that if these nonprofit, faith-based and state agency leaders are given the appropriate resources to do their important work, New Jersey will experience a full and complete recovery in the years to come.

-Elizabeth Murphy, Director & Kacy O'Brien, Program Manager
Creative New Jersey

Funding for this Creative NJVOAD Call to Collaboration was generously provided by the New Jersey Recovery Fund, the Robert Wood Johnson Foundation and the Geraldine R. Dodge Foundation.
Session #1: Funding Advocacy

**Convener:** Walt Vincent

**Participants:** Ellen Korpar, Joanne Reilly, Tara Ryan, Alex Elefante, Marc Santiago, David McGettigan, LaTesha Holmes, Greg Speed, Jerry Keelen, Amy Pennenga, Allison Tratner, Peter Farwell, Michael Molina, Luis Tamayo, Tim Hearne, Eileen Lofrese, Vincent Vicari, Dennis Dura, Keith Adams

1. **Highlights & key points from your discussion:**
   - Question from participant: What is the current geographical organization of recovery funding?
   - Question from participant: Is education about recovery to be done post disaster?
   - Notes: Resource availability for immediate use or disbursement
   - Need unified advocacy at state level
   - Build resiliency
   - Too much competition for funding, especially among LTRGs
   - Extended timeline of disbursement of gov’t funds due to bureaucracy
   - State government goal was to expend CBDG dollars quickly, not necessarily appropriately
   - How regulations for state spending are arrived at?
   - Need higher level of involvement of OEMs at the LTRG level
   - Can state funding streams be changed during allocation process?
Session #2: How can we better hold elected officials accountable for providing the resources necessary for recovery?

Convener: Kathy Durante

Participants: Cathy Farley, Rachel Ianieri, Bobbie Ridgely, Lori Ross

1. Highlights & key points from your discussion:
   - Advocate to current legislative leadership for the establishment of a standing Legislative Committee at the State with a focus on Disaster Planning, Disaster Recovery, Collaboration, Accountability. Must include legislators and should also include NJVOAD member organizations and representatives from impacted communities including nonprofits and impacted residents.
   - Ask elected officials to privately fundraise $ for recovery projects...if they can raise $ for elections they can use connections to do the same for long term recovery needs of nonprofits.
   - Advocate for funding at Federal level that would provide immediate pool of funds (upon declaration of disaster) to coordinate Long Term Recovery Groups and support frontline nonprofits working to address needs of impacted households...FEMA comes in to encourage set-up but provides no financial resources.
   - Organize long term recovery partners and households impacted by disaster to have one voice.

2.) Who is taking the Lead?
   - Governor, State Legislators, NJVOAD, nonprofits & providers of long term recovery services

3.) Who are the Collaborators?
   - Same

4.) Immediate Actions/Next Steps:
   - See above.
Session #3: How can we harness the resiliency of our children to help heal the emotional capacity of their communities?

Convener: Eva Raleigh

Participants: Esther Valentin, Wendy Chin, Linda Hardy, Peter Hofstra, Eloise Bruce, Sue Marticek, T.C. Owens, Sally Gellert

1. Highlights & key points from your discussion:
   There is a need for a two-fold approach as we enter years 4-10 of recovery ~
   - STRENGTHEN SOCIETY (help victims become survivors then navigators of their journey.
     ○ Creating ways to develop skills for psychological recovery.
     ○ How do we identify those still in need of assistance?
   - PLAN FOR DISASTER PREPAREDNESS –
     ○ Build long term commitments to creating resiliency for ALL
   - What is your view of the definition of resilience? What does it look like or feel like!
   - RESULTS - Community is the FIRST AND LAST stop!

2.) Who is taking the Lead?
   - Communities ~ Schools; Churches; Scouting; community centers; advocacy organizations

3.) Who are the Collaborators?
   - Foundations - Dodge - Artist in Residency Programs - providing grants/ funding to bring the arts to heal after the storm
   - Volunteer Organizations - Jersey Cares - Horizon volunteer organization
   - NJ Hope and Healing

4.) Who else do we want to invite? (individuals, organizations, agencies, etc.)
   - We need to invite students to the table in county organizations to become leaders in preparedness; survival and sustainability. Their voice matters. They can help their parents make meaning of the experience.
   - Pachamama Alliance - a worldwide organization leading a charge for world-wide awareness of community and planning and sustainability.
5.) Immediate Actions/Next Steps:
   - Identify who needs emotional help in healing.
   - Finds ways to expand good programs like: Turning the Tides; Young Audiences of PA & NJ in providing multiple year grants in ARTS Healing
   - Identify community support outlets and continue with support for both recovery and preparedness.

6.) What resources would be useful in moving forward? (*human, technological, financial, etc.*)
   - Leadership skills training for all - children and parents. It seems that programs and support services like “Turning the Tides”, “Sandy Waverider Group” have be able to help students become resilient but we need to keep them strong.
   - Coping skills are needed to become prepared for the NEXT storm.
Session #4: How can we maximize collaborative partnerships while minimizing competition for funding and clients?

Convener: Maria Nikolatos

Participants: Helen Antonucci, Sara Jenkins, Elaine O’Neill, Liz McDevitt, Randy Solomon, Michelle Latona, Meghan Wren, Kelly Higgs, Jackie Liguori, Eric Nedelkoff, Donna Nelson Lee, Mike Venditti, Lori Ross, Marv Goodman, Keith Adams, Ryan Connors, Kim Frawley, Brenda Beavers, Fran Wise

1. Highlights & key points from your discussion:
   ● Standardizing forms
   ● Collaborative RFPs for funding vs individual
   ● Stay in own lanes of expertise - stick with what you’re good at…
   ● Statewide standards before disasters
     ○ How we respond
     ○ Stay in lanes
     ○ Forms
   ● Group trainings
   ● Group conversations/communications - maintaining throughout
   ● Who takes lead, minimizing DOB and maximizing education
   ● How to keep affected individuals and agencies connected ---> communication --->create and maintain network ----- MESSAGING ---> ONE MESSAGE!
   ● Connecting ALL providers ---> grassroots orgs as well established.
   ● Building trust/capacity building (i.e. All-encompassing COADs)
   ● Establishing guidelines for LTRGs/COADs that are followed and maintained
   ● Recognizing strengths
   ● Outreach/marketing
   ● (Continuing) Education of affected individuals, and providers ---> ongoing throughout not just early on.
   ● Preparedness
   ● Building Resiliency/capacity
   ● Data tracking to show track record ---> successes and experience
   ● Flexibility - fluidity is necessary (should be mandatory) because disasters are all different and resources/needs every changing.
   ● Collaborating Education component between all providers
   ● Communication is key!!! ENFORCING IMPORTANCE!!
   ● (Unidentified) Identified needs remaining vs. resources
   ● Regional LTRGs vs Local/County ---> possibly minimizing competition for funds etc.
   ● Partnering services/Disaster Needs:
     ○ NJ VOAD -communicator
○ NVOAD - foundation/standardized guidelines
○ DCM
  ■ Catholic Charities
  ■ A Future with Hope/UMCOR
  ■ Salvation army
  ■ American Red Cross (Case work)
  ■ Jewish Family Services
  ■ Caregivers
  ■ Family Success Centers (Case work)
○ Volunteers
○ Construction
○ Basic Needs
  ■ Food
  ■ Clothing
  ■ Financial Assistance (i.e. rent, utilities etc.)
  ■ Furniture
○ Legal Counseling
○ Financial Counseling
○ Housing Counseling
○ Mental Health Counseling
○ Insurance Counseling
● Partnering more closely before a disaster, especially with County/Municipal re:
  ○ Dept. Health
  ○ Human services
  ○ Consumer Affairs etc.
Session #5: How do we best facilitate transition from FEMA/GOV programs to local NGO’s?

Convener: Megan Sullivan

Participants: Ben Haygood, Arnold Valentin, Syreeta Garbarini, Tess Tomasi, Christina Butieb-Bianco, Candace Crane, Doris Windle, Julie Blancia, Randy Solomon, Sarah Jacob, Michael Molina

1. Highlights & key points from your discussion:
   - Emotional healing program had 200 crisis counselors for 15 month. There was an immediate and then intermediate program but the transition was difficult to navigate.
   - Suggest cross training case managers as DRCC volunteers
   - How do we get folks to step up to lead programs regardless of funding
   - Going through the process does make one feel more prepared and able to help someone else going through the process. EMACK is a tool used to have subject matter experts share knowledge with others in the disaster field. For example, one state asked help of Missouri because of the number of disasters they have had.
   - One example was Bergen’s transition of Hope and Healing using volunteers to start the BEST program
   - Training was a big piece to transitioning the Hope & Healing program
   - One stop shopping is a helpful way to get folks connected
   - Family Success Centers - transitioning to address disaster related needs. They were able to get staff trained. Once funding wanes the centers will be there to help families regardless of needs.
   - Colocation people and facilities to ensure transitions are smoother.
   - Maintaining consistency across the state especially as it relates to information
   - Communication and relationships are what drive the success of the work. Best to maintain and cultivate during peacetime as well
Session #6: How do we encourage residents to take the lead in the recovery process?

Convener: Sally Gellert

Participants: Sally Gellert, T.C. Owens

1. **Highlights & key points from your discussion:**
   - Are people being heard? How disillusioned are they?
   - How do you sustain interest after meetings?
   - Connect with other issues--build relationships
   - #StillSandy camp in Trenton next week
Session #7: How to manage volunteer expectations?

Convener: Rowena Madden

Participants: Bridget Holmes, Cathy McCann, Lou Strugala, Anne Goodman, Juliann Henry, Cynthia Campbell, Melissa Hruska, Jackie Ligouri, Robert Clark, Amy Pennenga

1. Highlights & key points from your discussion:
   - All agreed that volunteer expectations can be unrealistic -- related to skills needed, permit requirements, volunteer “amenities” -- and socio-economic apparent issues -- low income volunteer may be surprised by the apparent luxury locations of the homes they are working on.
   - Our group is committed to working together to develop a mission statement for volunteers AND a “sequence of recovery factors” that can be agreed upon by all agencies and can be shared with volunteer groups prior to their coming to NJ or to specific locations.

2.) Who is taking the Lead?
   - Several of us are willing to work on this: Cathy McCann, Rowena Madden, Lou Strugala, Rob Clark, Amy Pennegra, Jackie Liguori

3.) Who are the Collaborators?
   - NJVOAD, Faith-based groups (A Future with Hope, etc.), Office of Volunteerism

4.) Who else do we want to invite? (individuals, organizations, agencies, etc.)
   - Other VOAD partners

5.) Immediate Actions/Next Steps:
   - Mission statement; starting to build the sequence of recovery

6.) What resources would be useful in moving forward? (human, technological, financial, etc.)
   - TIME to get away from day-to-day responsibilities.

7.) Next Meeting:
   - Didn’t decide -- probably a conference call would get us started.
Session #8: Business Services

Convener: Vincent Vicari

Participants: Joanne Reilly, Jackie Liguori, Joyce Sagi

1. Highlights & key points from your discussion:
   - FEMA and SBA resources
   - Referral Strategies for businesses affected in a disaster
   - Business Continuity Planning
   - OEM as a resource for referral to no cost services

2.) Who is taking the Lead?
   - Regional Director of the NJSBDC at Bergen County, Vincent Vicari
   - All participants are aware of resources and happy to make referrals.

3.) Who are the Collaborators?
   - Collaboration include businesses affected, community organizations, individuals working locally to disasters,

4.) Who else do we want to invite? (individuals, organizations, agencies, etc.)
   - Funding Partners, politicians, OEM, county government and management, VOAD organizations, and municipal government should be educated about no cost business services available to assist in disasters both before and as a continuity planning service.

5.) Immediate Actions/Next Steps:
   - Distribute NJSBDC resources in general throughout VOAD and also OEM statewide.
   - Have information and contact available to volunteer groups
   - Communicate the scope of services to leadership
   - Invite politicians to events and reinforce need for funding
6.) **What resources would be useful in moving forward?** *(human, technological, financial, etc.)*
   - Human resources include commitment to refer impacted individuals to NJSBDC statewide resources for disaster recovery, continuity planning, financial issues caused by disasters, and for business triage support when individuals have a loss which affect the cash flow in a business they own or work in.

7.) **Next Meeting:**
   - Not yet scheduled, if possible convener will email group for follow up
Session #9: How do we better support rural and otherwise underserved populations who have barriers including lack of agencies, resources, transportation and even government complacency to ensure that people in need can access services?

Convener: Meghan Wren & Donna Nelson-Lee

Participants: Lori Ross, Ben Haygood, Michael Molina, TC Owens, Marv Goodman, Elaine O’Neill, Sally Gellert, Doris Windle, Marc Santiago

1. Highlights & key points from your discussion:
   - Rural and urban areas have both similar and dissimilar issues.
     - Transportation
     - Communications
     - Government mistrust
     - Undocumented people (other countries don’t have ‘federal assistance’ so immigrants don’t know to ask the government for help.)
     - acceptance of sub - sub- standard housing/situations
   - Agencies who want to help have to work through existing agencies who have already developed trust within the community
   - COADs/VOADs should build a list of established agencies working with all aspects of the underserved community - housing, food, health, education, faith based, etc. and figure out how to build relationships with them that can be called upon during a disaster - or, better yet, get them at the COAD/VOAD table.
   - Develop a ‘disaster lease’ - for temporary rentals - short term - promise not to pursue immigration issues, not need major deposits etc.
   - Be sure that NJVOAD has representation form each NJ county (not just from the regional COADs/VOADs)
   - Ensure that county and regional COADs/VOADs have representation from all areas of need
   - Grapple with manufactured home issues before disaster strikes
   - Be prepared to address renters issues in future disasters
   - Build leadership capacity in communities of need
   - Work on organizational capacity specifically for areas of need for potential disaster support pre disaster
   - Coalition building during blue sky times to build trust ad networks to minimize competition for $$, resources and power when disaster strikes
   - NJVOAD calls - always include agency and faith based report outs as well as county by county
   - Seek funding to support a collaborative effort during blue sky times to change the ‘norms’ in OEM and gov’t agencies to be more diverse, inclusive and empathetic to issues that come with poverty, immigration and other underserved populations
• Consider tweaking the recovery process so that it builds more on existing organizations capacity and local knowledge (NGOs, faith based, county health and human services etc.) and depends less on outside, temporary hires with incredible turnover and lack of accountability in case management and other recovery efforts.
• Come up with additional strategies that save and utilize institutional knowledge and utilize local knowledge
• Find people in manufactured housing communities to speak for their community issues
• Brainstorm ways to battle complacency about poverty and other barriers in leaders, neighbors and the survivors themselves
• Outreach plans developed and conducted
• Education campaigns
• Leadership - recruit people to run for office who are empathetic (passionate?) about issues surrounding underserved populations
• Accountability - especially Leaders, local government and OEMs - capacity, clear on roles?
• Do OEMs wear too many hats? too many jobs to know how to do them all - need to collaborate better, communicate outside of their ‘circles’
• Encourage leaders/public not to downplay damage - calling it ‘deferred maintenance’ instead of recognizing genuine need - so let’s collaborate with agencies during blue sky times and raise awareness of the needs in our communities before disaster strikes - add disaster recovery voices to existing voices advocating for those in need

2.) Who is taking the Lead?
• Many of these actions are recommendations for NJVOAD and county/regional COADs/VOADs

3.) Who are the Collaborators?
• non-disaster organizations serving the underserved, community representatives from underserved communities
• OEM organizations - build in more inclusivity

4.) What resources would be useful in moving forward? (human, technological, financial, etc.)
• Funders should honor blue sky capacity building for non-traditional disaster relief organizations so that lessons learned can be captured and carried forward and networks can be built with agencies/orgs serving underserved populations
Session #10: How do we collect data to support the recovery process?

Convener: Peter Farwell

Participants: Bridget Holmes, Allison Tratner, Cathy Farley, Liz McDevitt, LaTesha Holmes, Sara Jenkins, Michelle Latona, Cathy McCann, Randy Solomon, Syreeta Garbarini, Kathy Durante, Marc Santiago, Christina Butieb-Bianco

1. Highlights & key points from your discussion:
   - We did not know what data would be needed for grant (and other) reporting
     - Maybe use standardized forms. Standard data includes demographics and financial data.
     - If CAN utilized more mandatory fields, more useful reports could be generated to meet those needs.
   - What are data collection objectives?
     - Monitor changes over time
     - Meet needs of funders
     - Server community
     - Provide feedback
     - Support decision making
       - Requires intention in creating system for data collection
       - Define your data goals
   - Funder requirements:
     - It would be possible to develop and distribute some universal standards
   - Can have data multiple goals for collecting data
   - Can we align our data with community data to evaluate success:
     - Sources for community data:
       - World Renew Needs Assessment
       - Town (various info including summary of tax rolls)
       - Utility (summary info)
       - Academic studies: NYU/Rutgers/Columbia studies on Sandy Impact (Latesha Holmes and Liz McDevitt have contacts for researchers for these studies)
     - Methods for collecting/surveying/canvasing to collect community data:
       - May get more success utilizing local organizations that have community trust:
         - Local OEM (Good to get buy-in from state OEM to achieve good support from local OEM)
         - Local CERTS (typically there are around 10 CERT groups per county)
         - Social/Religious organizations:
           - American Legion
           - Churches
Session #11: How do we identify and agree upon consistency in service expectations among organizations to ensure a consistent service experience for clients?

Convener: Kelly Higgs

Participants: Cynthia Campbell, Brenda Beavers, Lou Strugala, Candace Crane, Esther Valentin, David McGettigan, Sarah Ruane, Sue Marticek, Wendy Chin, Melissa Hruska, Kim Frawley, Tess Tomasi

1. Highlights & key points from your discussion:
   - Consistent messaging about safe, sanitary & secure
   - Communication is key (especially around limitations of funding)
   - Denomination / faith does not matter to receive services
   - Consistent DCM service - universal understanding of resources available
   - Consensus on forms/process - standardized hybrid intake form to be developed
   - Accountability to presenting info at unmet needs and being prepared to advocate for client needs
   - (supervision and accountability of staff with making difficult choices to let people go if not doing what they’re supposed to do)
   - Specialists to support ALL affected communities
   - Collaboration = client-centered
   - Consistency in training, criteria (i.e. variable rental solutions) and service delivery so client owns their own recovery as opposed to DCM “getting things for them”
   - Blue sky training for Boards, VOADs/COADs to understand DCM, unmet needs
   - Consistency in managing and stretching donor dollars
   - Keep big picture / long-term in mind
   - Consistent sustainability criteria
   - Better partnerships with government for program development & implementation! Focus groups to assist in design and training and info sessions when they roll out.
   - Look to educate NASW and Social Work schools to increase DCM understanding and awareness
   - DCM start-up sooner with ongoing education throughout disaster to address turnover statewide (statewide trainer through DCMP RFP)
   - Points of consensus in writing
   - Communicate with clients in language they can understand (not alpha soup)
   - Case management versus case work
   - Consistent level of professionalism and accountability which is difficult with turnover
   - Delicate balance between retaining high quality staff and messaging about working selves out of a job (because recovery is done)
   - Better educate philanthropic community about importance of consistent staffing and being able to make longer term commitments to hire and retain good DCMs
- Consistent expectations among supervisors in regard to training, participation, messaging, etc.

2.) **Who is taking the Lead?**
- NJVOAD and DCM lead organizations - CC, AFWH, TSA, ARC

3.) **Who are the Collaborators?**
- Above

4.) **Who else do we want to invite?** (*individuals, organizations, agencies, etc.*)
- DCF

5.) **Immediate Actions/Next Steps:**
- Transition monthly calls and meetings to focus on future planning and developing forms and points of consensus in advance of next disaster. Work with DCF and philanthropic community to get understanding and buy-in of priorities

6.) **What resources would be useful in moving forward?** (*human, technological, financial, etc.*)
- NJVOAD staffing to take lead on convening parties

7.) **Next Meeting:**
- 10/23
Session #12: How to get the information out and accurate?

Convener: Rachel Ianieri

Participants: Tara Ryan, Dennis Dura, Ellen Korpar, Ryan Connors, Giovanni Cantizano, Jerry Keelen, Luis Tamayo, Linda Hardy, Cathy McCann, Julie Blanciak, Amy Pennenga

1. Highlights & key points from your discussion:
   - Need for a central information center
   - Joint Information Center- creating a joint center with government, faith based, NGOs, media that would create a uniform message to disseminate to the public. As organizations form using the course of recovery, they could become part of the group.
   - Prepare- using OEMs, reverse 9-1-1 for info, websites, social media
   - NJVOAD- using as a clearinghouse for info
   - Getting the message out about where to get information- such as 2-1-1, churches/temples/emergency shelters- make as part of the planning- (pack bag, medications, food, 2-1-1)
   - 2-1-1 in other states- in cases where people have to leave the state, other state 2-1-1s could have info for NJ survivors
   - Recovery format- currently, none at the state level- how to get recovery info out- 2-1-1, NJVOAD, media campaigns

Where to find info?
   - Use libraries more in disaster recovery and as a resource center
   - Private sector- grocery stores, Wawas, other places where people are
   - Schools- get info to schools about resources for children
   - Chamber of commerce
   - Wireless carriers- possibly send out alerts to people about resources
   - Newspaper- joint committee issues bulletins or notices
   - Radio

Where to collect info
   - Portal to collect info? Who would organize that? Would helpnjnow.org be able to collect?
   - Data to collect? What are the needs? What is population to be helped? Obstacles?

2.) Immediate Actions/Next Steps:
   - Create a joint information center that would combine all aspects of population - government, faith based, nonprofits, media, and local groups to meet occasionally during non-emergency. Create website, twitter, Facebook, etc. that could be used currently to give info about Sandy and in the future for the next disaster.
Session #13: Identification of agency mission, goals, expectations and self-assessing agency strengths and weaknesses

Convener: Arnold Valentin, Jr.

Participants: Helen Antonucci, Eric Nedelkoff, Michael Venditti, Jerry Keelen, Maria Nikolatos

1. Highlights & key points from your discussion:
   • Disaster agencies should have a clear and defined mission
     o Disaster agencies should “stay in their lane”.
     o Surveying the immediate needs of the communities they serve and explain agencies specific resources.
     o NJVOAD should establish a stronger role to lead and meet with disaster agencies and meet together and delegate specific tasks and report back on progress and debrief on successes and failures of the process when assisting disaster impacted families.
     o Financial resources should be totally transparent within disaster agencies and place the dollars where they are needed most.
     o More leadership is needed and expected.

2.) Who is taking the Lead?
   • All participants were equally taking the lead in the discussion. The participants demonstrated passion and drive to try and discuss solutions to these disaster issues.

3.) Who are the Collaborators?
   • All participants were equally taking collaborative in the discussion. The participants demonstrated passion and drive to try and discuss solutions to these disaster issues.

4.) Who else do we want to invite?
   • More participation from executive directors and legislative representatives that can affect disaster policies and issues.

5.) Immediate Actions/Next Steps:
   • Stop negative comments within disaster agencies
   • Admit to disaster agency weaknesses and provide appropriate referral to those agencies that can provide a better service
• Improve on short term funding for long term disaster issues
• Report data on successes and failures of programs in a written format.
• More collaboration between agencies and stop competing for clients
• More honesty and collaboration and improve working relationships

6.) **What resources would be useful in moving forward?** *(human, technological, financial, etc.)*
   • Financial funding over years rather than 18 months for federally declared disasters.

7.) **Next Meeting:**
• To be determined...
Session #14: Where is the spiritual in disaster recovery/preparedness?

Convener: Peter Hofstra

Participants: Juliann Henry, Robert Clark, Megan Sullivan, Sarah Jacob, Anne Goodman, Bridget Holmes, Eloise Bruce, Pam Marvin, Walt Vincent, Cynthia Campbell, David McGettigan, Bob Berardo, Sarah A Thoma, Keith Adams

1. Highlights & key points from your discussion:
   - Recognize there is regional differences in faith response.
   - Found that formal ‘spiritual care’ sessions did not occur
   - Found that art is a terrific medium to enter into spiritual conversations
   - Tough to speak of in school
   - Spirituality must be an intentional infusion into the care process
   - Dark Word: Proselytization-church folks seeking to convert people in need
   - Can back away from that.

2.) Who is taking the Lead?
   - FEMA and Homeland security mandate faith based participation
   - Denominations have their specialty
   - State taking it in, providing for chaplaincy

3.) Immediate Actions/Next Steps:
   - When setting up mental health intervention and aid directly after a disaster, integrate a spiritual component of expectations and possibilities for the counselors
   - Take the questions to the churches of understanding the need of “un-evangelizing” love and care for people in need.
   - Understand the universality of the spirit in humanity and their healing.
   - Prepare Mental Health recognition, like Mental Health First Aid as a component of training for spiritual chaplains or counselors.

4.) What resources would be useful in moving forward? (human, technological, financial, etc.)
   - Assembling good resources to teach about spirituality, about religious sensitivity, about how faith strengthens people in need.
   - Assembling good faith based resources, especially for Christians, how the aid they provide is NOT simply a way to talk about Jesus and their heading to heaven or hell.
Session #15: Continuity of Funding: How do we get government agencies to help support advocacy efforts by adjusting timelines of funding to match actual needs?

Convener: Maria Nikolatos

Participants: Michael Molina, Jerry Keelen, Ester Valentin, Melissa Hruska, Sara Jenkins, Doris Windle, Julie Blanciak

1. Highlights & key points from your discussion:
   - Media attention needs to be better utilized
   - Needs still here
   - Keeping it current not what needs were 6 months ago
   - Understanding recovery
   - Education on REALISTIC “sequence of delivery” ---> OEM, state, voluntary agencies partnering prior to disaster - preparedness education
     - Shelter
     - Long term housing
     - What is continuum etc.?
   - Long Term Recovery starts with:
     - Preparedness
     - Mitigation
     - Response
     - Recovery ---> 5-10+ years not 18 months
   - Education federal to state to better prepare for requests with actual vs guesstimate...making requests for changes in more timely manners
   - Identifying what state needs to do to do better moving forward based on lessons learned & implementing change....
   - After action for DCMP with FEMA, CCNJ and state
   - Streamlining DCM standards ---> stats, vetting etc....
   - Experience & prior success in DCM vs established agencies that don’t have experience/success providing DCM services
   - State must have recovery structure in place before actual disaster.....must coordinate with volunteer/nonprofit agencies with experience/success to develop
   - Each state agency (i.e. DCA/RREM, DMHS/Hope and Healing etc.) must have their own recovery plans that seamlessly fit/interact with each other as a state on a whole...minimizing barriers etc.
Session #16: How can we encourage others (e.g. survivors, funders, government, public, etc.) to understand recovery as LONG term?

Convener: Bridget Holmes

Participants: LaTesha Holmes, Ben Haygood, Candace Crane, Sarah Ruane, Liz McDevitt, Rachel Ianieri, Luis Tamayo, Lou Strugala, Linda Hardy

1. Highlights & key points from your discussion:
   - Offer awareness of patterns from previous disasters
     - Timelines
     - Obstacles
     - Funding opportunities
   - Anticipate issues that will increase length of recovery
     - Mitigate if possible
     - Identify responsible parties (i.e.-who should pay to have the telephone poles raised?)
   - Plan accordingly
     - Public support
     - Funding / spending deadlines
   - Help survivors set realistic expectations
     - Pushing timeline leads to further trauma
     - Survivors take ownership of own recovery, not dependent on other entities to get to the end
     - This is the new normal, not a passing phase to get through

2.) Who is taking the Lead?
   - Agencies and services in relief can set a tone
   - Government can reinforce expectations by demonstrating their own long term plan
   - NGOs can share experience from other disasters and offer a solid plan for roll out of services

3.) Who are the Collaborators?
   - See above

4.) Who else do we want to invite? (individuals, organizations, agencies, etc.)
   - Media; those removed from affected area
5.) **Immediate Actions/Next Steps:**

- NGOs writing final reports to funders can articulate need to roll out funding and services over longer period of time
- VOAD/COADs work on outreach and awareness
- Preparedness events can discuss how to prepare for the impact of the disaster as well as the event itself
Session #17: How can we maintain the relationships formed during Sandy to better respond to future disasters?

Convener: Kelly Higgs

Participants: Elaine O’Neill, Michelle Latona, Jackie Liguori, Syreeta Garbarini, Megan Sullivan, Cynthia Campbell, Greg Speed, Ellen Korpar, Anne Goodman, Sarah Thoma, David McGettigan

1. Highlights & key points from your discussion:
   - NJVOAD as statewide convener and county/regional VOADs/COADs locally
   - Many county LTRGs started with 150 organizations and now only 10-15 remain
   - Stay connected and communicate with one another - two-way
   - Who are key players and how do we keep track with ever changing players
   - Stay connected locally through working with OEM on drills/training during blue sky periods - need to make sure OEM stays involved through recovery
   - How do we keep connected as we get further from the disaster?
     - Address - “What’s in it for me?”
     - Remind organizations of ongoing disaster threats (locally, regionally, nationally, etc.)
     - Ongoing training
     - Statewide drills
     - Tabletops
     - Statewide and regional training / convening to try to capture everyone
     - Social media
     - Plan meaningful agendas and meetings to address
   - Great ideas, but who/how do we keep track of all this? (Discussion about NJVOAD not being staffed except post-Sandy.) Agreement that ongoing state level support was important to maintain all of this and keep communication flowing through blue sky days.
   - Piggy-back on discussion in another group (Ellen) about joint information center between government and NGOs

2.) Who is taking the Lead?
   - NJVOAD

3.) Who are the Collaborators?
   - Members, partners, local
4.) Who else do we want to invite? (individuals, organizations, agencies, etc.)
   - Government partners

5.) Immediate Actions/Next Steps:
   - Add to NJVOAD call agenda

6.) What resources would be useful in moving forward? (human, technological, financial, etc.)
   - Funding for NJVOAD for ongoing staffing

7.) Next Meeting:
   - 10/23/15
Session #18: How do you and your organization deal with PTSD?

Convener: Eloise Bruce

Participants: Juliann Henry, Eve Raleigh, Wendy Chin

1. Highlights & key points from your discussion:
   - There are many types of mental health issues that surface some are preexisting conditions that are exacerbated by the trauma of Sandy.
   - We are out of the short term recovery but need to engage in the long term.
   - We must be very persistent in our conversations with individuals and organizations. Conversations do not occur in isolation but on a continuum. Some people are ready now and some will be later.
   - Get the issues in the media. Do not let them disappear.
   - Keep advertising the services available
   - Keep our eye on Secondary PTSD and compassionate fatigue there is now money available for this work
   - Mental Health has a stigma for many people can we look for other names or access points that people can engage with.
   - The arts have a huge capacity to heal. It may not be a roof overhead but it will feed the soul in the meantime.

2.) Who is taking the Lead? We didn't address this specifically
   - Each community is different
   - Look at: County committees that have been formed as a result of the storm like the Ocean County Long Term Group
   - Mental Health Association of NJ
   - Hospitals
   - Mental Health Agencies
   - Churches
   - Therapists (mental and art)
   - Arts Organizations
   - Funders

3.) Who are the Collaborators?
   - Churches faith based entities
   - Government agencies
• Schools
• Doctors and medical offices

4.) Who else do we want to invite? (individuals, organizations, agencies, etc.)
   • Small schools may have fallen through the cracks
   • Third world countries are better at this than we are perhaps they have models that will be useful

5.) Immediate Actions/Next Steps:
   • Give people control of their own recovery. Look for new methods to engage the community and ways to create resilience

6.) What resources would be useful in moving forward? (human, technological, financial, etc.)
   • Worth repeating, give people control of their own recovery. This will allow the process of movement from victim to survivor to navigator.

7.) Next Meeting:
   • None though meetings in which action steps are identified and action plan are developed would be very important.
Session #19: How to stop people from collecting used clothing and stuff?

Convener: Rowena Madden

Participants: Joe Geleta, Cathy McCann, Brenda Beavers, Bobbie Ridgeley, Fran Wise, Sarah Jacob

1. Highlights & key points from your discussion:
   - Messaging - needs/uses
   - Work involved in dealing with the used items
   - Targeted messaging (officials, fire depts., faith based groups)
   - Past experiences (maybe quotes from people who have been involved)
   - Costs of transportation, storage facilities
   - Develop FAQs on donations
   - helpnjnow

2.) Who is taking the Lead?
   - We should work to develop the message

3.) Who are the Collaborators?
   - All above
Session #20: Maintaining continuity of programs to continue building resilience?

Convener: Dennis Dura

Participants: Marc Santiago, Lori Ross, Donna Nelson-Lee, Tess Tomasi, Arnold Valetin, Jr.

1. Highlights & key points from your discussion:
To Maintain Continuity:
- Groups must remain relevant
  - Connections must be maintained amongst the groups providing services, the government at all levels and the community as a whole

For Community Resilience:
- Public and Providers must be informed
- Education must be provided before a disaster
- People need to know what to do, who to seek assistance of and the questions that need to be asked

Continuity of Groups:
- Ongoing membership development as the needs change
  - Mandatory inclusion of the Private Sector
- Ongoing education and training to meet developing needs
- Conduct Exercises
- Develop clear parameters for what groups do in response and in recovery
- People that are part of the LTRG must be part of the COAD if the former does not evolve into the latter
- Planning in the groups must be ongoing
- Preparedness of the Groups must be ongoing
- Funding sources must be developed, identified, ongoing and implemented
- Regionalization may be the solution depending on the needs that must be met
- Standardization of services should be a goal
  - If people move from one area of the State to another, they should expect the same level of service and not be mandated to travel back into the disaster area to receive same
- Leadership must have a continuity plan to maintain the organization when staff leave

Higher Level Support:
- Institute a State level recovery framework
  - Adopt relevant portions of the National Recovery Framework
- Develop standardization across state so programs are not in competition with services offered

Relationships
- Human Services at the County level must be involved
- County OEM must understand their role does not end with the response
○ The “Human Side” must be understood, accepted and integrated
  ■ Emergency Management is not “guns and hoses”
● The County level organization must be a collaboration/continuation of the LTRG, the County VOAD/COAD, the OEM and County Human Services
● The Faith Based Community needs to be part of the solution at all levels in NJ
  ○ This is an untapped resource
Session #21: Some people do not trust government/NGOs; how do we bring them into the recovery process?

Convener: Sally Gellert

Participants: Sally Gellert, Geovanni Cantizano

1. Highlights & key points from your discussion:
   - Faith-based groups are trusted; what about the folks who are not members/affiliated
   - Providers need to identify with community: language, appearance; familiarity is reassuring
   - Finding individuals early on; then word of mouth takes over
   - Plans need to be inclusive of a population in hiding (undocumented)
   - Atlantic City Long-term Recovery Committee found a large community 1 year later that had no idea of services offered; they were internally supportive, but needed resources from outside (language issue, a couple of bilingual folks served as translators; need to keep them [and similar representatives] in the loop for future disasters)
   - Some schools were more responsive than others, inviting to PTA meetings and other events, sending materials home in backpacks; others, needed to stand outside as kids were being picked up (Atlantic City school system was most committed in that area); probably better to work through BoE/system than school by school
   - PRAHAD was instrumental in Hispanic/Latino community; security sent by feds to one event was ICE--guaranteed to keep people away in droves!
   - Moratorium on immigration enforcement for disaster recover; yes, do not want to overspend on undocumented, but before they are undocumented, they are human--safe, sanitary, secure for all
   - After-Sandy lead remediation (abatement?), for undocumented parents of U.S.A.-born children, not eligible, though they were for other programs; does not make sense--worse, inconsistency engenders fear--am I safe this time?
   - #StillSandy
Session #22: What could and should local government do to support recovery efforts?

Convener: Randy Solomon

Participants: Tara Ryan, Helen Antonucci, Robert Clark, Alex Elefante, Christina Butieb-Bianco, Joyce Sagi

1. Highlights & key points from your discussion:
   - The group immediately focused on communication and collaboration as the big issue. How can municipalities do it better? Not emergency communication, but post disaster and ongoing recovery and resiliency communication. There is a disconnect between big resource providers, federal, state, foundation, and the people in need. They have trouble reaching and understanding those people. Local governments could and should play a key role as a conduit as the level of government closest to the people. But that role is underutilized. The municipalities don’t want to; don’t have the knowledge to; or don’t have the resources to; play that role.
   - Municipalities need to do a better job communicating about resources that THEY DON’T OWN. Be a convener and conduit for other orgs. Host info sessions. Put out info for others. Not just focus on their own services that are limited.
   - Local government needs to coordinate better with other towns and with higher level government. Often they aren’t interested unless bribed or coerced. So they don’t participate in efforts to help citizens that cross borders to everyone’s detriment. Home rule mentality.
   - Municipalities need to host town halls, or open up Council meetings, to have more free-flowing back and forth with community.
   - Municipalities have low capacity and need help to do this.
   - It would be good to have a central repository online, and an organization, to coordinate provision of services and resources (donations, volunteers). All towns could report needs. All resource providers could report resources available.
   - There was uneven provision of aid and help from higher level to municipalities and people based on what towns caught the public eye, or were better organized to seek help. The rich get richer, others get little. NGOs and state need to better coordinate their provision of help.

2.) Who is taking the Lead?
   - Sustainable Jersey is starting to be organized in this area. That’s all that came up though. FEMA, OEMs, DCA others need to be involved.

3.) Who are the Collaborators?
   - VOADs, COADs, some muni reps, Sustainable Jersey, some COADs.
4.) **Who else do we want to invite?** *(individuals, organizations, agencies, etc.)*
   - Funders, state and fed agencies, and the municipalities (and their associations such as NJLM and Sustainable Jersey)

5.) **What resources would be useful in moving forward?** *(human, technological, financial, etc.)*
   - Municipalities need support to rise to the occasion. This can be new tools and examples to follow on how to effectively do communications. It can be resources to them, or to other organizations to develop tools and TA programs. It can also be shaming and virtuous competition - create incentives for them to do right thing.
   - There is a confusing array of things they can do, need some models and standards.
Session #23: How to deal with contractor abuses?

Convener: Jerry Keelen

Participants: Vincent Vicari, Cathy Farley, Rachel Ianieri

1. Highlights & key points from your discussion:

There is a need to vet recovery home improvement and new home contracts:
   a. qualify contractors through independent entity, could be SBC, DCA, BBB, LTRG
   b. fund disbursements through a professional loan servicer such as a community lender, FHLB participant
   c. possible bonding requirement

There is a need to put the new home builders under some type of law that is similar to what is applicable for home improvement contractors.

It would be useful to require all contractors receiving disaster funds to sign a uniform contract prepared by DCA or some other authority that includes a complete scope of services and all of the required elements of the NJ Consumer Fraud Act.

There is a need to fast tract contractor lawsuits in the courts in order to enable disaster attorneys to be able to take on cases that will not exceed their employment tenure.
Session #24: How do we drive accountability amongst ourselves?

Convener: Lou Strugala

Participants: Ellen Korpar, Robert Clark, Ryan Connors, Michelle Latona, Geovanni Catizano, Peter Farwell, Bridget Holmes

1. Highlights & key points from your discussion:

- Start with building strong partnerships/relationships
- Proper case management training process (fully understand the role of the DCM)
- Transparency
- Personal accountability as well as group accountability
- Documentation in CAN
- Driven by all funders sitting at the unmet needs table
- Standardization for accountability
  - Begins with supervision
- Collaboration with municipalities
- Transparency is the story to be told
- Accountability on funding and funders using the dollars wisely not just quickly
Session #25: Needs over the next 12 months / Resources available?

Convener: Bobbie Ridgely

Participants: Cynthia Campbell, Lori Ross, Jackie Liguori, Kim Frawley, Walt Vincent

1. Highlights & key points from your discussion:

Needs:
- Mental Health
- Substance Abuse Counseling
- Complicated Construction Projects,
- ‘Cross the Finish Line’ Project
- Elevation

Resources:
- Building:
  - CC
  - NFIP
  - RREM
  - AFWH
  - SBP
  - Habitat For Humanity
  - AHA
- Mental Health:
  - County Programs
  - School Based
  - Libraries
Session #26: Streamlining the Sequence of Delivery/Reducing “touch points”?

Convener: Ben Haygood

Participants: LaTesha Holmes, Julie Blaniciak, Donna Nelson-Lee, Sally Gellert, Kelly Higgs, Linda Hardy

1. Highlights & key points from your discussion:
   - Too many agencies with overlapping responsibilities/scope
   - Programs were reactive (in response to unmet needs early) but came late after other resources/agencies had exhausted funds etc. intended for other purposes (i.e., RAP came and was needed but after OC LTRG exhausted millions for Temp Rental Assistance when it could have been used to fill unmet needs - everyone in the process was told (and should have been aware) that homeowners would need housing assistance while their homes were being rebuilt/elevated)
   - Need a Central Intake (or at least a Central point) where survivors can be collaboratively served (passing manually instead of a referral/phone number to call)
   - No one (not just the survivor, but indeed the disaster workers themselves) seems to be looking at the overall process, no one seems to understand where needs are “supposed to be met/served in the process” and where they are falling short (not filling the entire unmet need). SSBG dollars are confused with CDBG dollars, 10s of orgs are administering dollars/assistance and “scared” of “committing” a DOB, because in theory, the homeowner/renter’s needs should have already been served...RREM was a “gap” program intended to pick up/cover what insurance and FEMA could not fill/cover, but that “gap” program had to have a GAP program itself (GFI) and survivors needs were still not completely met at this point.
   - “Someone” (with authority over state) needs to monitor the OVERALL process and be able to fix the disconnects and misses
   - Each LTRG must have a local hub or satellite for each and every affected community (this can be as simple as raising the LTRG flag (literally and/or figuratively) at a local service org currently interacting with the community
   - Local municipal leaders (including OEM and flood plain managers (if applicable) must be a part of the process

2.) Who is taking the Lead?
   - Me?

3.) Who are the Collaborators?
   - Literally everyone involved in Sandy/the next disaster
4.) **Who else do we want to invite?** *(individuals, organizations, agencies, etc.)*
   - Need a rep from every agency currently doing social work, rep from every municipality,

5.) **Immediate Actions/Next Steps:**
   - Document the Sequence and attempt to gain buy-in for overall facilitator

6.) **What resources would be useful in moving forward?** *(human, technological, financial, etc.)*
   - Oversite of entire process
   - Communication and trust
   - ID what is for sure going to happen (i.e. we KNEW that people would need rental assistance but didn’t come out with SHRAP, TBRA, RAP until tens of millions had already been spent that should have been used for meeting survivors unmet needs...when the LTRGs shut down and people are still short, they will lose their homes.
Session #27: Systems vs. System?

Convener: Keith Adams

Participants: Sara Jenkins, Linda Hardy, Candace Crane, David McGettigan, Syreeta Garbarini, Arnold Valentin, Jr., Eva Raleigh, Meghan Wren, Melissa Hruska, Maria Nikolatos, Alex Elefante, Liz McDevitt, T.C. Owens, Joe Geleta, Sarah Thoma

1. Highlights & key points from your discussion:
   - Goal to be more collaborative
   - One system to dispense info (authorize users)
   - Ownership of record belongs to the survivor
   - Idea of everyone being on the same page is Utopian but not reality, however, if funders are on the same page it is possible.
   - Funders create comp
   - Pressure: funders, not-for-profit
   - What should come 1st money or a system?
   - What has the experience been for the survivor?
   - What have the systems done?
   - How do we make this timely?
   - Survivors=Frustrated
   - Educate why information is being asked for (Ex. This is what I need and why...)
   - Establish a recovery center
   - Timing
   - More Collaboration (NGO, government, businesses, etc.)
   - Accountability
   - Fraud=huge problem
   - Perception
   - Communication
   - Centralized system that generates reports
   - Why are we taking client information and not sharing?
   - Client control the information
   - Technology (Kiosks, App)
   - CAN- Agency owns mot the client
   - agency took ownership not the client
   - Combine Technology and Walk in center
   - Survivor based system
   - Social services Vs. Sandy
• Resource Rich vs. Poor locations
• Know the boundaries of “our” mission
• Education is key
• Referrals
• Standardized to a point (Process standardized)
• Survivor driven vs. Organization driven
Session #28: Which steps can be taken immediately following a disaster in order to guide survivors early on in the recovery process?

Convener: Esther Valentin

Participants: Fran Wise, Juliann Henry, Tess Tomasi, Joanne Reilly, Greg Speed, Christina Butieb-Bianco, Eva Raleigh, Wendy Chin, Joyce Sagi

1. Highlights & key points from your discussion:
   - The group discussed the importance of communication between the local community and survivors. The local media should more clearly communicate to the public where to go to for help and whom they should contact. Before the disaster (emergency preparedness) and immediately following the disaster. It was also pointed out that this communication should be consistent throughout the state as information was not disseminated equally especially in the poorer and rural communities.

   - Another issue discussed was the importance of having a centralized place within the community to serve a center for survivors. The idea is to provide a sense of guidance to the survivors by providing education and referrals to the right resources. Encourage clients to take pictures of damages, save receipts of repairs, make insurance claims, register with FEMA and document the calls and organizations they apply to for assistance. Educating survivors as early as in the shelters in order for them to know what to do. Proving pamphlets or educational workshops.

   - The importance of knowing the Community Resources that are available to the affected community. The benefit of NJVOAD’s involvement was discussed and the resources that can be provided by the Vistas. Including Businesses in the emergency response/ relief stage in order for them to assist.
Session #29: How do we coordinate feeding in the state, including faith-based groups & nonprofits?

Convener: Cathy McCann

Participants: Elaine O'Neill, Brenda Beavers, Luis Tamayo, Doris Windle, Megan Sullivan, Sue Marticek, Rowena Madden, Dennis Dura

1. Highlights & key points from your discussion:
   - State only counts meals for those in shelters many more meals are served to those in private shelters, churches and those sheltering in place. NGOs and churches serve many of these.
   - How to develop lists of church groups that did feeding after Sandy
   - Special needs foods – ethnic/kosher
   - What is incentive to coordinate?
   - If in county plan (feeding/sheltering) then it can be included for funding (for volunteers feeding and possibly the food can count as match needs researching). Must all be listed by organization in OEM plan.
   - Safety and efficiency
   - Address people in communities (seniors in hi-rises etc.)
   - Could be a training package available on Food Safety (Food Banks, Salvation Army & Health Departments)
   - People go to churches for help and they know their communities.
   - Functional needs delivery of meals
   - Time lapse until county and state arrives
   - We (NGO) are part of the solution
   - Could also help affected communities outside of your own
   - Develop list of churches and groups who fed after Sandy
   - Once people are in hotels is there a need for mobile pantries?
   - Need for ongoing communication
   - Feeding organizations should work with Food Banks and local businesses
   - Look a National models