Setting the Course

National VOAD 2018 Conference
Providence, RI | May 7-10, 2018
Welcome

National VOAD invites you to attend the 26th annual gathering of representatives from our national organization members, state and territory VOADs, private sector partners, and emergency management representatives. The conference will include disaster related trainings, over 35 educational workshops, valuable collaboration, and networking opportunities for over 500 participants. This is the only time each year when emergency management volunteers and professionals come together from across the country to share best practices, new ideas, and develop whole community solutions for building more resilient communities. The 2018 National VOAD Conference will be held May 7-10th, at the Rhode Island Convention Center in Providence, Rhode Island.

Registration Information

Registration is required for admission to the National VOAD Conference. Online registration is available at https://www.nvoad.org/2018-event/. The deadline for pre-registration is Friday, April 27th, 2018. Registrations received after April 27, 2018, will not be processed, but will be held for processing on-site. On-site registration will be available to attendees during the conference registration times listed on page 4. Additional fees will apply for on-site registration. Please make checks payable to National VOAD. Please do not send cash through the mail and for your security, please do not email credit card information. If you are registering on-site and paying with cash, please bring exact change.

Hotel Accommodations

OMNI Providence Hotel
1 West Exchange Street
Providence, RI 02903
Telephone: (401) 598-8000
https://www.omnihotels.com/hotels/providence

The OMNI Providence Hotel will serve as the official conference hotel. However, all conference-related activities – including registration, the National VOAD Expo, keynote addresses, sessions, and workshops will be held next door at the Rhode Island Convention Center. The OMNI is connected to the Center and is just a short indoor walk.

Single or Double Room – $204/night plus applicable taxes
Online reservations can be made by visiting: https://www.omnihotels.com/hotels/providence/meetings/nvoad-annual-meeting

The National VOAD conference rate will be available on a first-come, first-served basis until April 5, 2018. After April 5, 2018 rooms will be offered on a space available basis but the rate above is not guaranteed.
Airport and Shuttle Service

Providence Airport
Green Airport – PVD
2000 Post Road
Warwick, RI 02886

Discounted Flights

Delta Air Lines is pleased to offer special discounts for National VOAD 2018 Conference

Please click here to book your flights!
Or visit: https://www.delta.com/flight-search/book-a-flight?cacheKeySuffix=398e302d-e0c4-44cd-895b-909bde6796be

*Please note the following:
NOT ALL FARES ARE ELIGIBLE FOR A DISCOUNT
Discounts apply to round trip travel only
Not valid with other discounts, certificates, coupons or promotional offers
Fare rules will determine eligibility
You may also call Delta Meeting Network at 1.800.328.1111* Monday–Friday, 7:30 a.m. – 7:30 p.m. (CT) and refer to Meeting Event Code NMRTY

*Please note there is not a service fee for reservations booked and ticketed via our reservation 800-number

Weather/Suggested Attire

Average temperatures in Providence during the month of May are 68° F highs and 49° F lows. Business Casual Attire is the suggested attire. The National VOAD Board of Directors ask attendees to dress in Business Attire for the Awards Dinner on Tuesday evening. Please note, the indoor conference meeting space will be cool throughout the duration of the conference. Please consider wearing layers to accommodate both the indoor and outdoor temperatures.

Cancellation Policy

Cancellations must be in writing and emailed or postmarked on or before April 27, 2018. Refunds, less a 30% administrative fee, will be generated for timely cancellations. Special provisions will be made on a case-by-case basis for situations involving disaster emergencies.

Contact Us

National VOAD Conference | conference@nvoad.org | Phone: 225.408.4459
Schedule-at-a-Glance

Monday, May 7, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 am – 12:00 pm</td>
<td>National VOAD Board Meeting (Invite Only)</td>
</tr>
<tr>
<td>11:00 am – 5:00 pm</td>
<td>Registration</td>
</tr>
<tr>
<td>1:30 pm – 3:30 pm</td>
<td>National Member &amp; State/Territory Meeting (Closed)</td>
</tr>
<tr>
<td>4:00 pm – 5:00 pm</td>
<td>Annual Meeting *Committee Chair Reports (Open)</td>
</tr>
<tr>
<td>6:00 pm – 7:30 pm</td>
<td>Committee Appreciation Reception (Invite Only)</td>
</tr>
</tbody>
</table>

Tuesday, May 8, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am – 7:00 pm</td>
<td>Reflection Room Open</td>
</tr>
<tr>
<td>7:30 am – 5:00 pm</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 am – 5:00 pm</td>
<td>Exhibit Hall &amp; Silent Auction Open</td>
</tr>
<tr>
<td>8:00 am – 11:45 am</td>
<td>Exhibitor Meet &amp; Greet – Win Door Prizes!</td>
</tr>
<tr>
<td>8:30 am – 9:30 am</td>
<td>Committee Chair Meeting (Invite Only)</td>
</tr>
<tr>
<td>10:00 am – 11:00 am</td>
<td>First Timer Orientation (First-Timers Only)</td>
</tr>
<tr>
<td>12:00 pm – 1:30 pm</td>
<td>Welcome Luncheon-State of VOAD Address, Zach Wolgemuth, NVOAD Board Chair</td>
</tr>
<tr>
<td>1:30 pm – 2:45 pm</td>
<td>Committee Meetings Group 1</td>
</tr>
<tr>
<td>3:00 pm – 4:15 pm</td>
<td>Committee Meetings Group 2</td>
</tr>
<tr>
<td>4:30 pm – 5:45 pm</td>
<td>Committee Meetings Group 3</td>
</tr>
<tr>
<td>7:00 pm</td>
<td>Awards Dinner (Business Attire Please)</td>
</tr>
</tbody>
</table>

Wednesday, May 9, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am – 7:00 pm</td>
<td>Reflection Room Open</td>
</tr>
<tr>
<td>7:30 am – 5:00 pm</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 am – 5:00 pm</td>
<td>Exhibit Hall &amp; Silent Auction Open</td>
</tr>
<tr>
<td>8:00 am – 9:30 am</td>
<td>Plenary Breakfast- Speaker: Andrea Davis, Walt Disney Company</td>
</tr>
<tr>
<td>9:45 am – 11:15 am</td>
<td>Workshops Session 1</td>
</tr>
<tr>
<td>11:30 am – 1:00 pm</td>
<td>Plenary Luncheon</td>
</tr>
<tr>
<td>1:30 pm – 3:00 pm</td>
<td>Workshops Session 2</td>
</tr>
<tr>
<td>3:00 pm – 3:45 pm</td>
<td>Coffee Break in Exhibit Hall</td>
</tr>
<tr>
<td>3:45 pm – 5:30 pm</td>
<td>Workshops Session 3</td>
</tr>
</tbody>
</table>

Thursday, May 10, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am – 10:00 am</td>
<td>Reflection Room Open</td>
</tr>
<tr>
<td>8:00 am – 12:00 pm</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 am – 12:00 pm</td>
<td>Exhibit Hall &amp; Silent Auction Open</td>
</tr>
<tr>
<td>8:00 am – 9:30 am</td>
<td>Expo Breakfast</td>
</tr>
<tr>
<td>9:45 am – 11:15 am</td>
<td>Workshops Session 4</td>
</tr>
<tr>
<td>11:15 am – 12:00 pm</td>
<td>Last Look at Exhibits &amp; Silent Auction</td>
</tr>
<tr>
<td>12:15 pm – 1:45 pm</td>
<td>Plenary Luncheon- Speaker: Brock Long, FEMA Director</td>
</tr>
<tr>
<td>2:15 pm – 3:45 pm</td>
<td>Workshops Session 5</td>
</tr>
<tr>
<td>3:45 pm – 5:00 pm</td>
<td>Closing Reception</td>
</tr>
</tbody>
</table>

« Schedule is Tentative & Subject to Change »
Monday, May 7

National VOAD Board Meeting
8:00 am - 12:00 pm
National VOAD Full Board Meeting
* Invitation Only

Registration
11:00 AM - 5:00 PM

National Member & State/Territory Meeting (Closed)
1:30 pm - 3:30 pm

Annual Meeting (Open)
4:00 pm - 5:00 pm
The Annual meeting of National VOAD members, where Committee Chairs will provide reports of the ongoing work of their Committees.

Committee Appreciation Reception
6:00 pm - 7:30 pm
* Invitation Only

Committee Appreciation Reception
6:00 PM - 7:30 PM
* Invitation Only *

THANK YOU FOR YOUR SERVICE!
Tuesday, May 8

**Reflection Room**  
7:00 am - 7:00 pm  
A quiet space for reflection and activities.

**Registration**  
7:30 am - 5:00 pm

**Exhibit Hall & Silent Auction Open**  
8:00 am - 5:00 pm

**Exhibitor Meet & Greet**  
8:00 am - 11:45 am

**Committee Chair Meeting**  
8:30 am - 9:30 am  
* Invitation Only

**First Timer Orientation**  
10:00 am - 11:00 am  
* First-Timers Only

**Welcome Luncheon**  
12:00 pm - 1:30 pm

**Service Project**  
1:00 pm - 5:45 pm

**Committee Meetings Group 1 | 1:30 pm - 2:45 pm**  
* We invite non-committee members to attend to learn more about the work of each committee; however, please be mindful that these are meetings of the committees and not informational presentations

**Advocacy Committee**  
The purpose of the Advocacy Committee is to identify emerging issues and empower policy and advocacy efforts across the VOAD movement by working closely with National VOAD staff, membership, and other committees. The Committee will support National VOAD goals to increase public awareness of the National VOAD organization and movement, and to promote its values, vision, and mission. Its functions include monitoring proposed legislation at the federal, state, and/or local level which may impact activities or goals of the National VOAD collaborative and movement. Upon request, the Committee may support specific National VOAD staff advocacy presentations or initiatives by facilitating member participation or providing other resources.

**Committee Meetings Group 1 continued; 1:30 pm - 2:45 pm**

**Housing Committee**  
The Housing Committee is charged with reviewing issues related to repairs, rebuilds, muck-outs, and temporary housing.
Disaster Health Committee
The purpose of the Disaster Health Committee is to identify and promote evidence-based best practices and initiatives that support members, partners, volunteers, and communities we serve to be better prepared for, protected from, and resilient in, the face of health threats or incidents with potentially negative health consequences due to disasters.

Volunteer Management Committee
The mission of the Volunteer Management Committee is to have more affiliated volunteers and better managed unaffiliated volunteers in disaster.

US Islands & Alaska Committee
The mission of the US Islands & Alaska Committee shall be an equitable forum and catalyst for change to provide appropriately, and to deal seamlessly, with disaster response-related responsibilities by: 1) Linking all relevant organizations at the community and national levels to foster more efficient and effective service to people affected by disaster in the US I&A communities through established plans that foster cooperation, coordination, communication, and collaboration; 2) Being an inclusive community-based group organized, integrated, and sustained to identify and resolve emergency and long-term disaster related unmet needs that cannot be satisfied by conventional resources; and, 3) Helping all relevant entities provide community capacity and support towards ongoing preparedness, and to assure systematic needs analysis and resource matching.

Committee Meetings Group 2 | 3:00 pm - 4:15 pm
* We invite non-committee members to attend to learn more about the work of each committee; however, please be mindful that these are meetings of the committees and not informational presentations

ESCC Committee
The Emotional and Spiritual Care Committee’s mission is to foster emotional and spiritual care to people affected by disaster in cooperation with national, state, and local response organizations and VOADs.

Disaster Case Management Committee
Charge of the Disaster Case Management Committee is to:
1) Provide a national disaster case management forum for National VOAD organizations to collect and share information, review emerging trends and issues, and recommend adaptations; 2) Develop, advocate, and promote National VOAD DCM standards in support of National VOAD’s mission and values; and to, 3) Work collaboratively within the National VOAD member and partner network to identify, assess, and foster solutions to overcome systemic barriers that prevent individuals and families from accessing disaster case management services and resources.

Communications Committee
The Communications committee supports information sharing among all stakeholders, including members and prospective members, to promote their transparency and to support the mission of National VOAD.

Donations Management Committee
The Donations Management Committee is primarily focused on issues related to unsolicited donations. The committee works closely with state VOADs and government donation coordinators in times of disaster to serve as advisors and to provide support.
Committee Meetings Group 2 continued; 3:00 pm - 4:15 pm

International Committee
The International Committee’s mission is to make the connection between the National VOAD movement and our members with international reach. The Committee focuses on how to improve international disaster response and provides resources to achieve those goals.

Committee Meetings Group 3
4:30 pm - 5:45 pm
* We invite non-committee members to attend to learn more about the work of each committee; however, please be mindful that these are meetings of the committees and not informational presentations

Community Preparedness Committee
The purpose of the Community Preparedness Committee will be to apply and promote the 4C’s to nationwide community preparedness, including promoting ‘preparedness’ as a national civic virtue and duty, identifying and sharing best practices, and collaborating with all sectors to identify and promote innovative ways to enhance community preparedness. National VOAD will soon be collaborating with DHS/FEMA and HHS/CDC as co-branded partners promoting existing national preparedness exercises and campaigns. Such initiatives that could involve all members will increase community engagement and awareness, as well as the awareness of National VOAD and its members’ role in the disaster cycle. The Committee will support staff to coordinate such nationwide activities among members.

Training Task Force Committee
The Training Task Force creates and compiles relevant trainings by National VOAD members, for National VOAD members.

Long Term Recovery Groups (LTRG) Committee
The Long Term Recovery Groups Committee is charged with reviewing issues related to Long Term Recovery Group formation and support.

Drought Task Force Committee
The purpose of the Drought Task Force is to apply and promote the 4 C’s in response and preparedness for drought affects nationwide. The Task Force creates resources such as a Community Capacity Building Guide for Drought Response and other trainings.

Mass Care Committee
The Mass Care Subcommittee is a group comprised of America’s leading voluntary agencies in the provision of shelter, feeding, bulk distribution of relief supplies, and related services during disasters. Its purpose is to pursue avenues for joint action and planning among these and other willing partners to communicate, coordinate, cooperate, and collaborate. It is the intention of the committee to speed the provision of critical services to those affected by disaster, reduce the duplication of efforts so that the greatest use can be made of limited resources during crisis, and establish a united voice for advocacy in working with our public institutions, including emergency management at the local, state and federal levels, to prepare our communities for the disasters they will face in the future.

Awards Dinner
7:00 pm
* Business Attire Please
Plenary Breakfast - Speaker Andrea E Davis, Director of Global Crisis Management and Business Continuity for The Walt Disney Company
8:00 am - 9:30 am
National VOAD is excited to host Andrea E Davis, Director of Global Crisis Management and Business Continuity for The Walt Disney Company at the 2018 National VOAD Conference. She currently oversees an enterprise-wide department that is responsible for all-hazards emergency planning and testing for Disney and its affiliates world-wide. Prior to joining Disney, Andrea served as the External Affairs Director for FEMA’s Louisiana Recovery Office where she oversaw all media, intergovernmental and congressional activities for the largest disaster recovery effort in United States history.

Workshop Session 1 | 9:45 am - 11:15 am

The Vital Role of VOAD Organizations in Addressing Disease-Related Stigma during a Public Health Emergency
Over the past decade, the nation and the world have faced emerging infectious disease threats, including 2009 H1N1 Influenza, Ebola, and Zika. During an epidemic and an ensuing emergency response, it may be crucial for affected people to comply with specific guidelines to prevent further disease transmission or to stay healthy if uninfected. For example, guidance might recommend that certain individuals be tested, adopt certain behaviors to prevent the transmission of infections, and/or take medications for prevention and treatment. Disease-associated stigmatization involves stereotyping and discriminating against persons with infectious diseases. This occurs due to a lack of knowledge about how diseases are spread, a need to find blame for illness, fears about disease and death, and the spread of false information, rumors, and myths. Disease-associated stigmatization and discrimination can be barriers to adopting healthy behaviors, potentially contributing to more severe health problems and to ongoing transmission, thereby making an infectious disease more difficult to control during a public health emergency. By working together, public health agencies and voluntary organizations can reduce disease-associated stigmatization and discrimination and achieve shared goals of preventing the spread of the disease, protecting responders, and safeguarding the public’s health.
Speakers: Scott Santibanez, Associate Director for Science, CDC, and Jonathan Lynch, Health Communication Specialist, CDC
Track: Train & Education
Viewing Disasters through Children’s Eyes - No Little Disaster Scenario
We have all come across families and children after a disaster that need a little additional support. Have you ever felt like you weren’t quite sure if you could provide anything to help them? Good news – you can learn how to comfort children and have fun while doing it. We invite you to a scenario based game where you will be charged with protecting two children named Dylan and Tracy. Do you have what it takes to make decisions to help them create a new normal? We will find out! Families are vastly underprepared to take care of themselves and reunite after a disaster. Even worse – children who experience a disaster are five times as likely to have serious emotional issues. Fortunately, NVOAD members can play an important role in helping children recover by working together to understand their unique needs and community resources available. Children are looking to you for answers after a disaster – are you prepared to help them?

Speakers: Cameron Lewis, U.S. Preparedness Manager, Save the Children, and Sarah Thompson, Director of U.S. Prepsaredness, Save the Children

Track: Vulnerable Populations

The Collaborations We Make and the Partnerships We Create
Drawing for cross-sector success stories, this workshop will showcase the ways in which the 4Cs can and have helped disaster-affected communities, especially the vulnerable populations in them, prepare and recover. The talkshop styled workshop will use the development of partnerships and their collaboratively implemented interventions in an emergency disaster response situation, primarily from the recent hurricanes and disasters--Irma, Harvey, and Maria--as a case study in the successes and challenges of the 4Cs, and its implications on the topic “Social Justice in Disaster Response,” or in other words, how resources are leveraged to support the holistic needs of vulnerable populations pre, during, and post disasters. Talkshop presenters will each draw upon their own expertise and experiences while deployed, discussing topics ranging from mental health and psychosocial care for both responders and affected populations to concrete and replicable solutions to needs through the 4Cs, and to outcomes and vision for the NVOAD community, all of which relate back to the main topic of collaborative partnerships for vulnerable populations. Shelley Wang will lead her table in a discussion on mental health and psychosocial care for all disaster-affected persons, including responders and their families. Jannette Diep will lead her group on a discussion on creative partnerships and solutions for specific vulnerable populations through her experience in the wake of the recent hurricanes. Finally, Nikki Beneke will lead her table and the entire room in a discussion on the 4Cs, replicable outcomes, and a vision for the NVOAD community.

Speaker: Shelley Wang, Program Assistance, Buddhist Tzu Chi Foundation, Jannette Diep, Executive Director, Boat People SOS Houston, and Nikki Beneke, President Dallas County Voad

Track: The 4Cs

American Red Cross – ARRL Response to Hurricane Maria: Amateur Radio Support for Disaster Operations
In response to hurricane Maria the ARRL and the American Red Cross partnered to identify a group of Amateur Radio volunteers to deploy to Puerto Rico to support the Red Cross mission with vital communications. This was the first time the two organizations partnered for a deployment on this scale. Amateur Radio operators spent three weeks in Puerto Rico working with Red Cross and others filling gaps in communications across the Island. This workshop will cover the situational needs leading to the deployment, overview of locations and types of communications the volunteers provided, and critical lessons learned applied to meet future disaster communications needs.

Speaker: Mike Corey, Emergency Preparedness Manager, ARRL, Jacqueline Yannacci, Director, Community Mobilization and Partnerships, American Red Cross, and Bill Feist, Divisional Disaster Liaison, Salvation Army

Track: Emerging Practice
Workshop Session 1 continued; 9:45 am - 11:15 am

Legal Assistance for Disaster Survivors
Disaster survivors face many challenges, including legal issues ranging from denied insurance claims to price gouging, to contractor fraud, to recouping lost documents. The Disaster Legal Services Program (DLS), a joint-venture between the the ABA Young Lawyers Division (ABA YLD) and the Federal Emergency Management Agency (FEMA) can help. When a Presidential Disaster Declaration is issued, and FEMA Individual Assistance is authorized, DLS attorneys are on scene to help. The goal of the DLS Program is provide immediate temporary legal assistance to disaster survivors at no charge. The DLS program is most effective when it is able to partner with local and state VOADs, who are in the best position to direct disaster survivors to legal help if they need it. Because it is critical for the DLS to partner with VOADs, they must coordinate with local legal aid agencies, the state bar, FEMA, and the ABA YLD local representatives before a disaster occurs to ensure effective delivery of legal services to disaster survivors in their time of need. This program will explore best practices for disaster planning and coordination and strategies for integrating DLS into VOAD structures.

Speakers: Dan Wade, Vice-Chair, ABA YLD DLS Program, Emily Rogan, COO, United Policyholders, and Andrew VanSingel, Chair/Director, ABA YLD DLS Program

Track: Training & Education

More Data, More Accountability
We owe accountability, clarity, mission focus, and of course, measurable outcomes and impact to our stakeholders. If we do it right, our organizations earn trust and support. The challenge is that expectations are evolving quickly and organizations like ours must move from monitoring and reporting on outputs and outcomes, to demonstrating impact. Leaning into the response and recovery from Hurricane Harvey, Team Rubicon stood up its Open Initiative with the intent of pulling back the curtain and giving public access to data about our delivery of services, fundraising and volunteer engagement in near real-time. This session will explore what we learned by starting an expansive informational product during Hurricane Harvey, how this initiative continues to evolve, and how we can come together as a sector and raise the bar on making our data available to stakeholders. As an aside, we don’t have the corner on how to solve this and are interested in a robust dialogue during this workshop. We’re firm believers that iron sharpens iron.

Speakers: Corey Eide, Deputy Director, Capabilities Development, Team Rubicon

Track: The 4 C’s

Are We There Yet? The Road to Addressing Social Vulnerabilities in Disaster Recovery
This workshop will focus on how to deliver disaster relief and recovery services through the lens of social justice. Participants will learn the basics of social justice and ways to deliver services to diverse populations with an emphasis on the most vulnerable in society. This seminar will take a look at how The Salvation Army and Catholic Charities of St. Louis have taken a human rights approach to disaster relief and long term recovery throughout the 2015 and 2017 Floods in Missouri. Attendees will understand how the intersectionality of race, gender, socioeconomic status, religion, language and cultural background must inform disaster service delivery models for intentional equity.

Speaker: LaKeysha Fields, Pathway of Hope Divisional Coordinator, The Salvation Army, and Tyrone Ford, Director of Service Integration, Catholic Charities of St. Louis

Track: Vulnerable Populations
**Workshop Session 1 continued; 9:45 am - 11:15 am**

**Setting the Course Toward a Resilient Workforce: Resources for VOADs**

Whether the seas are calm or stormy, VOAD staff & volunteers are vulnerable to compassion fatigue, vicarious trauma, and other forms of distress. Long & faraway deployments that result in prolonged separation from familiar comforts & support networks; constant exposure to loss & devastation; and in many cases serving in one’s own community amidst personal impacts from disasters, are all just a few examples of the risk factors we face as a result of our service in the VOAD movement, despite the many rewards it also brings. Compassion fatigue impacts responders in unique ways. Factors contributing to it and the effect it has changes, as the face of what we are responding to changes. These realities need to be considered in working together in this field. The back-to-back historic, major disasters the country experienced in 2017 greatly tested our individual & collective resilience. Concurrently, these disasters also present to VOADs an opportunity to learn from providers on what worked in promoting self-care, wellness, workforce health protection & other forms of resilience during those especially trying times, and what they feel needed to be improved. In this workshop, four National VOAD member organizations – American Red Cross, Hope Animal-Assisted Crisis Response, MHA-NYC, and Presbyterian Disaster Assistance – will share resources they have available for developing, implementing, monitoring, and maintaining workforce resilience. Through demonstrations of these resources plus the sharing of stories from the field, participants will leave this workshop feeling inspired & committed in setting the course for workforce resilience.

**Speakers:** Christian Burgess, Director, Disaster Distress Helpline, MHA-NYC, Valerie Cole, Manager, Individual Disaster Care, Program Development, Disaster Cycle Services, American Red Cross, Jim Kirk, Associate for Disaster Response (U.S.), and Melanie Dunbar, Licensed Psychologist, HOPE AACR Board Member and Past-President, HOPE Animal-Assisted Crisis Response

**Track:** Training & Education

**Plenary Luncheon**

11:30 am - 1:00 pm

**Workshop Session 2 | 1:30 pm - 3:00 pm**

**Lessons Learned the 1 October Festival Shooting in Las Vegas**

Brian Scroggins, Chair of the Southern Nevada VOAD, was called in the early morning hours of October 2, 2017 to come into the Clark County (Las Vegas) Emergency Operation Center and oversee Spiritual Care for the victims and families impacted by the 1 October Festival Shooting. No one can completely prepare for an event of this magnitude but this workshop will review how the Southern Nevada Local Emergency Planning Committee working cooperatively was able to serve individuals and families during this tragic event. The workshop will detail how the Southern Nevada VOAD implemented immediate Spiritual Care efforts and then, in addition, handled donation logistics and volunteer management from the first three weeks at the Las Vegas Convention Center through the transition to a more permanent location at the Vegas Strong Resiliency Center.

**Speaker:** Brian Scroggins, Chair - Southern Nevada VOAD

**Track:** Training & Education
Cross-Sector Collaboration Is Not a Concept, It’s a Behavior
Effective long-term disaster recovery faces many daunting challenges, not the least of which is a
dearth of attention, support and resources. In order to tackle long-term recovery, many private,
public, and nonprofit organizations carve out a piece of the recovery process that aligns with their
own organizational missions. While these efforts usually drive progress, they are often undertaken
without any knowledge or understanding of the efforts of others and can lead to inefficiencies,
duplication of effort or gaps that on one has covered. This interactive session explores the role and
importance of collaborative models in long-term disaster recovery. Through a panel discussion
format, this session will outline the opportunities for partnerships between the public, private and
nonprofit sectors and leave attendees with tangible examples of how the sharing of information
and combining of resources can address long-term recovery needs and accelerate the recovery
of impacted communities. The session will be led by Good360, the global leader in product
philanthropy, and will describe models of collaboration in three areas of the organization’s work, the
results of those initiatives and the impact created.

Speakers: Howard Sherman, CEO Good360, TBA, UPS Foundation, TBA, All Hands and Hearts

Track: The 4 C’s

Advances in Serving the Underserved: Case Studies with Evacuee, Immigrant and Refugee Neighbors
The 2017 hurricane season was unprecedented in many ways, including Hurricane Harvey and
Hurricane Irma’s impact on areas with some of the largest immigrant and refugee communities in
the U.S. The impact Hurricane Maria had on Puerto Rico has included the evacuation of residents
to the continental U.S. This multi agency workshop will examine different approaches used to meet
the recovery needs of immigrants, refugees and evacuees as examples of historically underserved
populations, using case studies from Harvey, Irma and Maria. Some of the topics to be covered:
• discussion of challenges common to other groups within a community and those unique to these
  newer residents;
• the role immigrant and refugee organizations and networks can play;
• commonalities and diversity among and within immigrant, refugee and certain evacuee
  populations;
• different approaches for best serving and including immigrants and refugees in preparedness and
  recovery; and
• impact of including underserved populations, the positive results and improvements for whole
  community.

Church World Service will present case studies of local immigrant and refugee organizations in
Houston and Florida within disaster response networks. United Church of Christ will present a case
study of their work as lead voluntary agency in a public-private collaboration to welcome evacuees
from Puerto Rico. Presbyterian Disaster Assistance has developed new tools and guidance for
volunteers working with immigrant and refugee communities in long term recovery.

Speakers: Sandra Kennedy-Owes, CWS Emergency Response Specialist, Church World Service,
Susan Krehbiel, Catalyst for Refugees and Asylum, Presbyterian Disaster Assistance, and
Karl Jones, Conference Disaster Coordinator for southeast Pennsylvania, Disaster Ministries, United
Church of Christ

Track: Vulnerable Populations
Midwest Consortium Toolbox Debut
The Midwest Consortium for Disaster Services was founded by Lutheran Disaster Response and four Lutheran Disaster Response affiliates: Lutheran Social Service of Minnesota (LSSMN), Lutheran Social Services of North Dakota (LSSND), Lutheran Social Services of South Dakota (LSSSD), and Lutheran Family and Children’s Services of Missouri (LFCS). The goal of the Consortium is to assist disaster-affected communities, especially among the most vulnerable populations in low-attention, non-declared disasters. The work of the Consortium emphasizes preservation of historical/institutional knowledge through the guidance of the NVOAD points of consensus and relevant leading practices in the following core competencies: Long Term Recovery, Volunteer Management, Emotional and Spiritual Care, Disaster Case Management (Construction Management), and Community Resiliency. The Midwest Consortium has developed toolkits that focus on each of these core competencies that provides flowcharts, key steps, and overviews. Together these toolkits form the Midwest Consortium Toolbox. In addition, a Resource Development Toolkit has been developed and deployed to assist disaster impacted communities in raising necessary resources. These toolkits have been tested and refined in several non-declared rural disasters in South Dakota, Minnesota, North Dakota and Missouri. In order to support local efforts to build resiliency, the Consortium has worked directly with communities – both pre-and post-disaster – by leading community trainings, developing and mentoring Long-Term Recovery Groups (LTRGs) and Voluntary and Community Organizations Active in Disaster (VOADs/COADs), and implementing sustainable strategies related to the toolkits. Additionally, the Consortium is working to engage state, regional, and national partners to assist in evaluation of the toolbox content. The toolbox supplies a format to provide training, mentoring, and case studies of these toolkits to deepen partnerships and capacity-building across the Midwest Region.

Speaker: Lisa Adler, SD VOAD President, LssSD Director of Disaster Response Services, Lutheran Social Services of SD, Shirley Dykshoorn, ND VOAD President, LSSND Vice President of Humanitarian & Senior Services, Director of Disaster Response, Lutheran Social Services of ND, and Kim Dettmer /Ben Perrin, Lutheran Social Services of MN/Lutheran Family and Children Services of Missouri.

Track: Emerging Practice

The Power of the Crowd: Leveraging Crowdsourcing during the 2017 Hurricane Season turning Lessons into Action for Voluntary Organizations
"Help we are trapped in our home and can’t get through to 911" was an all too common tweet during a historic 2017 Hurricane Season. While first responder organizations were overwhelmed digital volunteer organizations spontaneously formed and organized to collect, analyze and curate information from survivors through the internet. These Heros in Pajamas never left their homes while taking what was an overload of information and turning it into interactive real time maps, situation reports, and building a common operating picture. Harnessing the power of Crowdsourcing and digital volunteers increases the capacity to understand the needs of survivors and direct resources. Voluntary Organizations can take the Lessons Learned and Best Practices from FEMA’s work with Digital Humanitarian Networks during the 2017 Hurricane Season to build their volunteer base, expand capabilities, and explore new technology.

Speaker: Emily Martucello, Crowdsourcing Coordinator & Continuous Improvement Advisor, FEMA, and Justin Kates, Emergency Management Director, City of Nashua NH

Track: Emerging Practice
Navigating the Flood of Donations
This session will feature a panel of donations management subject matter experts representing VOAD member organizations, VOAD partners, government, and the private sector. Reports of recent challenges, solutions, and successes during recent response and recovery efforts will be given. These reports will be used to launch discussions identifying and promoting whole community collaboration and try to identify better ways to efficiently support the most vulnerable communities affected by disasters. Best practices to prepare for and prevent unwanted donated items will be discussed as well as how to promote financial giving. This will include emphasizing the importance of ongoing education, partnership development, collaboration, and messaging. An update on resources to support donations management efforts will be presented including available publications, training opportunities, and online resources. This will include presenting current and developing software solutions.

Speakers: Charlene Sargent, Pacific Region Director, Adventist Community Services
Track: Training & Education

Partnerships in Preparedness
The scale, scope and complexity of disasters continue to challenge the communities ability to pivot their pre-disaster resources toward long term disaster recovery. This presentation will provide practical and actionable resources to help attendees build and leverage strategic partnerships with FEMA’s Preparedness and National Protection function. This includes how organizations can leverage the resources of the National Integration Center and the Individual and Community Preparedness Division to help advance the Community Planning and Capacity Building Recovery Support Function at the local and state level.

Speaker: Marcus Coleman, Acting Deputy Director, Federal Emergency Management Agency, Matt Lyttle, Branch Chief - Individual and Community Preparedness Division, FEMA, and Chad Payeur, Branch Chief - National Integration Center, FEMA
Track: The 4Cs

Extreme Event Game: Using Role-Playing Games to Build Community Disaster Resilience
Is your community ready for an extreme event? Find out with this role-playing game! The Extreme Event game gives participants a taste of what it takes to build community resilience in the face of disaster. In this session, participants will work together to make decisions and solve problems during an engaging, fast-paced simulation. Players will learn how important it is to build coalitions across all sectors of a community and invest in short-term and long-term resources to make their city more resilient. In addition to a post-game reflection, participants will leave with information on how to recreate the Extreme Event experience in their own communities. The Extreme Event game is based on research conducted by the National Academy of Sciences.

Speakers: Keri Stoever, Program Officer, National Academy of Sciences, and Nell Nelson, Senior Program Assistant, National Academy of Sciences
Track: Emerging Practices

Coffee Break in the Exhibit Hall
3:00 pm - 3:45 pm
The Role of Volunteers in Emergency Incident Rehabilitation
First responders, such as firefighters and police, have some of the most dangerous occupations. In the fire service alone half of all line of duty deaths are as a result of stress and overexertion during emergency operations - 2008 Report from the U.S. Fire Administration. Rest between tasks, fluid intake, and medical monitoring is well documented as a best practice to reduce first responder death and serious injury. Nonetheless response agencies struggle to provide Incident Rehabilitation due to insufficient staffing and appropriately trained crews. Volunteer groups, such as the Medical Reserve Corps, can provide this vital service, and in doing so energize and engage their volunteers in local responses. Participants in this program will be introduced to the process of Emergency Incident Rehabilitation, watch/participate in a demonstration of the skills of providing rehab, and will review how volunteer groups can integrate into emergency response systems to provide rehab. This program is designed for medical and non-medical participants.

Speakers: Jonathan Miller, Physician Assistant, Springfield Technical Community College, Jennifer Frenette, Medical Reserve Corps Regional Coordinator for Region I, Medical Reserve Corps (MRC) | Partner Readiness and Emergency Programs (PREP) Division | Office of Emergency Management (OEM), and Joanne Belanger, Assistant Health Director/Public Health Nurse, Community Development & Planning, Town of Andover

Track: Training & Education

Maximizing Volunteer Training: Opportunities for Workforce/Volunteer Collaboration
This workshop will highlight opportunities for voluntary organizations to make use of resources made available by the TRAIN Learning Network (www.train.org) to support emergency response and volunteer capacity building. A collaborative project built on economies of scale that is managed by the Public Health Foundation, TRAIN fosters collaboration between 27 states, three federal agencies, and thousands of content providers to expand access to quality education and learning opportunities for frontline professionals. Over 1.5 million health workers and volunteers already use TRAIN for everyday and just-in-time learning, to build their capacity for response in the short and long term. Organizations active in disaster response can use the TRAIN platform to deliver and record training and volunteer learning, direct volunteers to learning opportunities made available by others in the field, create curricula of curated content composed of learning opportunities from a variety of organizations and agencies, and support a unified response across volunteer and non-volunteer agents working side by side. These “course provider” tools are available at no cost and have been developed by the agencies and organizations part of the TRAIN Learning Network. We will close out the workshop with a joint activity to create a sample training plan composed of content already on TRAIN. This will serve to provide an example of how TRAIN can be used by agencies in the field.

Speaker: Ilya Plotkin, Assistant Director, TRAIN, Public Health Foundation

Track: Volunteer Management
Volunteer Management & Disaster Behavioral Health in the Wake of Evacuation from Puerto Rico & the US Virgin Islands

The City of Boston saw close to 4,500 Puerto Rican migrants in 2016 and is home to 13% of the state’s total Puerto Rican population. This meant that in the wake of Hurricane Maria, an influx of evacuees arrived from both Puerto Rico and the US Virgin Islands in the City of Boston seeking assistance. This led three volunteer-based community organizations and the Boston Public School Department to open pop up centers, an additional resource period to existing community service centers with a focus on assisting Puerto Rican evacuees, on a daily basis over the span of a month to ensure that these evacuees were receiving much needed assistance in registering for MassHealth, FEMA, and other services. Due to a shortage of resources, a request to utilize MRC volunteers was sent to the Office of Public Health Preparedness, where 50 volunteers were activated to lessen the burden of translation, registration, and support for the evacuees at the centers. As part of the Boston MRC activation, their Disaster Behavioral Health functional group volunteers were deployed to act as work force protection for individuals staffing the pop up centers and provide mental health support. This presentation will discuss the lessons learned in coordinating a month long activation of the MRC alongside the existing community partners, non-profit organizations, and other non-government entities. The goal of this presentation is to share best practices of the activation with the hope that attendees may feel empowered to use them in future activations.

Speaker: Taylor Frizzell, Coordinator, Volunteers and Partnerships, Boston Public Health Commission, Courtney Grey, Director of Disaster Behavioral Health, Boston Public Health Commission

Track: Volunteer Management

The Open Aid Movement: New Approaches to Online and On-the-Ground Collaboration

Widespread use of popular technologies such as Facebook, Google Sheets, and smartphones allow all of us to create, process, and consume huge amounts of information, which can improve the coordination of activities, but can also result in information overload, the proliferation of false information, privacy issues, and other challenges. Our workshop will look at how “open aid groups,” which are often comprised of “spontaneous unaffiliated volunteers”, use these new technologies to share information about disasters, coalesce around projects, and work with institutional players like VOADs and governments to improve outcomes. We’ll focus on four areas of “open aid”: free and open source software, open data, online volunteers, and on-the-ground community responders. We will look at popular free and open source software tools used by these open aid groups. We will look at how grassroots and institutions share data with each other during disasters. And we will look at a few case studies including the birth and growth of the Digital Humanitarian Network and how Houston’s technology community via Sketch City responded to Harvey and assisted with Irma. We’ll also offer some tools that help VOADs identify and evaluate open aid groups, connect with them and collaborate to produce better outcomes. We’ll explore common challenges and risks in working with these groups, as well as the benefits. Finally, we’ll make some recommendations about how VOAD organizations and networks can organize themselves to incorporate “open aid groups” into their planning and operations.

Speaker: Devin Balkind, President, Sahana Software Foundation, Willow Brugh, Coordinator, Digital Humanitarian Network, and Jeff Reichman, Brigade Captain, Code for America

Track: Emerging Practice
Accelerating Client Recovery for Any Scale Disaster
Come and explore the next-generation immediate and long-term case management platform that is being introduced in alignment with NVOAD policy and practice and our Disaster Case Management Committee standards. The NVOAD platform enables case managers across the disaster sector to coordinate on the development and achievement of individual and family recovery plans by connecting them with all available resources, monitoring progress, and resolving recovery challenges. We’ll show how this innovative technology solution enables:

- Assessment
- Managing Cases
- Care Coordination
- Resource Directory & Referrals
- Construction Management
- Multi-Language & Translation
- Mobile Responsiveness
- Task Management
- Damage Impact Verification
- Form empowerment
- User Administration
- Imports, Exports, Bulk Updates
- Reporting & Analytics
- API Connections to other platforms
- & Program Management and Oversight

Together with case management subject matter experts, and long-standing community practices, we’ll demonstrate these features and more in this dynamic presentation!

Speaker: Jim Ayre, Disaster Project Manager, VisionLink
Track: Emerging Practice

Leading Through Crisis - Lessons of Swarm Intelligence
In a crisis the operational lessons are important. Equally critical, however, are the human factors of leadership. These can determine success or failure in crisis situations. Swarm Intelligence in crisis leadership is in its early stages, but making a dramatic difference with the National VOAD movement and emergency management. Swarm intelligence is a phenomenon originally observed in termites, ants, and birds where complex activities emerged without a clear leader. In using it as a metaphor for several 2017 disasters members of the National Preparedness Leadership Initiative will provide applicable and transferable lessons learned from what many of the leaders who leverage the approach call "collective leadership" with each feeling in charge of their organizational unit not one exerting overall command of the event.

Speakers: Marcus Coleman, NPLI Alumni (Cohort XII), Harvard National Preparedness Leadership Initiative, Leonard Marcus, Co-Principal Investigator & Co-Director, NPLI, Harvard T. H. Chan School of Public Health (HSPH), and Eric McNulty, Director of Research and Professional Programs, Harvard National Preparedness Leadership Initiative

Track: The 4 C's
Charting a New Course: A National Youth Preparedness Reboot through Innovative Programming and Partnering for Enhanced Community Resilience

MyPI National is a two-time national award winning teen and volunteer-centric initiative that focuses on dynamic partnerships that have produced a new model for preparedness education, emphasizing engagement, empowerment, and service/leadership within a relatively untapped population group, teenagers, being led through a comprehensive curriculum and service campaign by a system of trained volunteer instructors and volunteer agencies. In 2013, the MSU Extension Service and Mississippi Citizen Corps created this innovative campaign and curriculum focused on individual, family, and community preparedness by educating teens through a volunteer program called the Mississippi Youth Preparedness Initiative (MyPI). A national pilot, MyPI National, funded by USDA NIFA and introduced in 2016, replicated the original model in 7 additional states. Through expansion, MyPI National now maintains 21 State/Territory level partnerships and continues to grow. This campaign allows youth to be trained through an extensive delivery model, as well as complete a capstone service project, be introduced to new technology and first responder-related career fields, participate in disaster simulations, etc. The program allows for an expansive number of teens, families, and communities to be better prepared for emergencies. Leadership, civic responsibility, empowerment, and positive self-esteem are additional benefits of this program that has also been endorsed by numerous secondary partners, including 4-H and FFA. This new program is a welcomed catalyst for change in youth preparedness and could serve as a model for the nation.

Join us to learn more about MyPI, an award winning campaign that focuses on individual, family, and community preparedness and resilience.

Speaker: Ryan Akers, Associate Extension Professor and MyPI National Project Director, Mississippi State University Extension Service, Dave Nichols, State Program Manager, Mississippi Citizen Corps, Mississippi Office of Homeland Security, and Alisha Hardman, Assistant Professor and MyPI National Program Evaluator, School of Human Sciences, Mississippi State University.

Track: Vulnerable Populations

Prepare LA: How Building Resiliency in Los Angeles’ Most Vulnerable Communities Improves Red Cross Disaster Response with Vulnerable Populations

Socioeconomic vulnerability is a predictor of disaster vulnerability. This relatively obvious statement has implications both prior to and following on a disaster event. Two severely limiting factors in vulnerable communities are, typically, data about the community and relationships with community members. Prepare LA, now in its 3rd year in Los Angeles, has stood up 10 resiliency coalitions in some of LA’s most resource-challenged neighborhoods, with 5 more in the process of being created. These coalitions are identified by socioeconomic data like income levels, language, housing age and single-parent households, as well as disaster risk data like liquefaction zones. After reviewing this methodology, we will explore the community organizing model followed in the 15 communities, and highlight positive results from this engagement. Finally, we will review the implications for the data acquired and relationships built by a discussion of ARC responses in Houston (Harvey), south Florida (Irma) and the southern California wildfires and how these strategies were applied and their results.

Speaker: Jarrett Barrios, CEO, American Red Cross Los Angeles Region, Norma Vega, Chief Strategy Officer, ARC Los Angeles, and Pam Hathaway, Volunteer Partner to CEO, ARC Los Angeles

Track: Vulnerable Populations
Thursday, May 10

Reflection Room
7:00 am - 10:00 am
A quiet space for reflection and activities

Registration Open
8:00 am - 12:00 pm

Exhibit Hall & Silent Auction Open
8:00 am - 12:00 pm

Expo Breakfast in the Exhibit Hall
8:00 am - 9:30 am

Workshop Session 4  |  9:45 am – 11:15 am

How Strong are your Partnerships? Concepts for Better Partnering
The workshop will focus on the basics of partnerships. Anyone who builds partnerships for their organization, collaborates with organizations within their community or has an interest in learning more about partnerships would benefit from the workshop. • A PowerPoint presentation will cover the 3 goals (30 min) • A panel of 5 organizations will talk about their partnership experiences via a topic of their choice with any partner organization in any situation. Each will discuss one success and one challenge with examples (30 min). • A 15 - 20 minute question/answer/discussion session with the panel. The following organizations have confirmed participation: 1. Children’s Disaster Services 2. Buddhist Tzu Chi 3. Partnership with Native Americans (PWNA) 4. Operation HOPE – HOPE Coalition America 5. American Bar Association, Young Lawyers Division, Disaster Legal Services (ABA-YLD DLS)
Speakers: Mary DeWitt-Dia, Manager Partnerships, American Red Cross
Track: The 4C’s

Recovery Tools Workshop: A NVOAD Committee Collaboration
Various NVOAD Committees worked together over the past year to develop a variety of Recovery Tools Workshops (RTW) designed for Long Term Recovery Groups (LTRG) to have a better understanding of Disaster Case Management, Construction Management, Volunteer Management, Emotional and Spiritual Care, and Donations Management. The RTW breakouts can be used by State VOADs and their Subject Matter Experts (SME) as a resource, as needed, to assist in the development of LTRGs. Our panel of 5 presenters will highlight the different RTW Breakouts, how to access a train-the-trainer on specific breakouts, along with ways the NVOAD LTRG Committee and LTRG Mentor Subcommittee can assist.
Speakers: Jean Peercy, Trainer/Consultant, Lutheran Disaster Response, Susanne Gilmore, Emergency Response Specialist, Church World Service, and Kevin Ellers, Territorial Disaster Services Coordinator, The Salvation Army
Track: The 4Cs
**Building a Virtual Operations Support Team (VOST)**

A Virtual Operations Support Team (VOST) can be used during any phase of the emergency management lifecycle to instantly connect with constituents and monitor social media issues in real-time. This communications stream is especially valuable during emergency response when you can quickly obtain unfiltered intelligence, reach those who are impacted and learn about rumors in their early stage of development. This session will discuss a brief history of and best practices with starting/managing a Virtual Operations Support Team and utilizing community resources such as Citizen Corps (CERT, Medical Reserve Corps, etc) to fill volunteer needs and provide recruitment opportunities for existing organizations. Presenters will outline a case study from their experience building the Connecticut VOST; the session will provide actionable advice for creating and managing a VOST, including suggestions for recruitment, retention, and training. Additionally, participants will be introduced to tools that can assist team productivity, build competency over time, and enable public/private partnership building.

**Speakers:** Christopher Tarantino, CEO, Epicenter Media & Training, and Allyson Schultz, Principal, Quality Perspectives

**Track:** Emerging Practice

**Volunteer Worker Safety & Health Support During Disaster Response & Recovery – OSHA Programs Update**

This session will focus on the importance of ensuring worker safety and health is provided at the disaster site. Attendees receive valuable insight into and information on volunteer worker safety & health, through an examination of recent events, such as the Hurricane Harvey Recovery Response. Attendees will also gain an understanding of the hazard mitigation efforts employed by OSHA during disaster response and recovery operations. Emphasis will be placed on volunteer activity and participants will be provided with examples of the various resources and outreach materials that OSHA has available for them. OSHA maintains an Emergency Preparedness and Response website dedicated to providing safety and health information. An overview of the various resources are examined, which are contained within the various disaster scenarios, including the Hurricane Preparedness and Response, Tornadoes, Earthquakes, Floods, and Wildfires webpages. The session will also explore other resources and learning tools, including OSHA’s Hazard Identification Training eTool, Quick Cards and Fact Sheets, Red Cross Ready checklists, NOAA Severe Weather/Tornado Planning Tools, and Disaster and Evacuation Planning checklists. OSHA has taken steps to update regulations and implement its emphasis programs, and participants will be provided an OSHA Update on these various changes. Audience participation is encouraged, and the participants will be afforded the opportunity to participate in a question & answer session.

**Speakers:** Doug Huddleston, Emergency Response Coordinator - OSHA Region VI, Occupational Safety & Health Administration

**Track:** Volunteer Management
**Workshop Session 4 continued; 9:45 am - 11:15 am**

**FEMA’S Individual Assistance Program and Policy Guide: Compiling, Updating, and Refining Program Guidance**

In order to provide a more streamlined and user-friendly resource on our Individual Assistance programs, FEMA is compiling all of our Individual Assistance guidance into one document: the Individual Assistance Program and Policy Guide (IAPPG). The IAPPG is intended to be a high-level guidance document, outlining program policies and requirements, while moving implementation tools such as checklists, application guides, and job aids to an easily accessible--and more easily updated--toolbox. The IAPPG will be a complement to FEMA’s Public Assistance Program and Policy Guide (PAPPG) and incorporate materials initially published in the Individuals and Households Program Unified Guidance (IHPUG). Through this workshop, FEMA staff will present an overview of the updated guidance format and purpose; discuss any significant changes to the programs and policies; and provide an overview of the implementation and roll-out strategy and toolbox.  
**Speakers:** Rachel Cychosz, Section Chief, Community Services Section, FEMA, Paul Parsons, Jr., Section Lead, Community Services Section, FEMA, and Amanda Poland, Program Specialist, IHP, FEMA  
**Track:** Training & Education

**Poverty Mapping**

Catholic Charities USA and DataKind created a map to identify acutely vulnerable populations to better target disaster mitigation, preparedness, relief, and recovery efforts. They combined data on social vulnerability with natural hazard risk, in an accessible and open source map designed for taking action. This workshop will educate disaster responders to identify most vulnerable people and target interventions. Additionally, during this workshop participants will be given time to apply the tool to their everyday work.  
**Speakers:** Zach Cahalan, Strategic Director, Disaster Operations, Catholic Charities USA  
**Track:** Vulnerable Populations

**Winds of Change in Indian Country: Charting Success in Tribal Emergency Management Partnerships**

Seeking to develop your understanding of Native American culture, emergency management, and relationships with VOADs and other governments? This workshop will build both awareness and actionable knowledge, as attendees learn about diverse Native American traditions, tribal sovereignty and self-governance, and how these relate to supporting tribes before, during, and after disasters. FEMA’s National Tribal Affairs Advisor, Milo Booth, will explain the United States’ unique history and government-to-government relationship with federally recognized tribes. Understand Milo’s work building national and regional relationships, and advocating for the interests of tribes. Hear the latest on FEMA’s tribal disaster declarations process since the Sandy Recovery Improvement Act was passed in 2013, other policies and programs, and tribal youth in the Youth Preparedness Council and FEMA Corps. Mark Ford will share the Partnership With Native Americans’ (PWNA) approach to understanding partners’ challenges, and developing relationships and solutions that not only address short-term needs, but build strong, self-sustaining Native communities. This workshop will also review case studies of cross-sector collaboration with tribal communities, including important keys for building tribal cultural awareness and successful partnerships. Participants will develop their understanding of tribal culture and emergency management, and walk-away with practical tools and suggestions for developing relationships and VOAD support for tribes at risk of or impacted by disasters.  
**Speaker:** Mark Ford, Director of Major Gifts and Partnerships, Partnership With Native Americans (PWNA), Milo Booth, National Tribal Affairs Advisor (NTAA), DHS / FEMA  
**Track:** Vulnerable Populations
Workshop Session 4 continued; 9:45 am - 11:15 am

Captain’s Log: Oh What I Learned from Irma and Maria
Ahoy Matey! Cast off on a collective voyage of reflection and discovery with the U.S. Islands and Alaska Committee. The crew will be creatively divided into small groups and guided through a series of discussions on different aspects of disaster response and recovery in U.S. island territories. Groups will rotate meeting with subject matter experts from AmeriCares and Team Rubicon that engaged in the immediate response to Hurricanes Maria and Irma as well as Mennonite Disaster Service who is still working on long-term recovery and rebuilding in Puerto Rico and the U.S. Virgin Islands. Learn from the perspectives of both the local Puerto Rico VOAD as well as those deploying from the Mainland. These discussion leaders will share their insights on building effective partnerships, pre-deployment preparations, and being flexible to find unique solutions to overcome challenges. Participants will share with their crew mates their own lesson learned so we can all chart a new course for smoother sailing on our next voyage.

Speakers: Michael Kern, Voluntary Agency Liaison, FEMA - Pacific Area Office, and John Eshleman, USIA Committee Chair, Mennonite Disaster Service
Track: Training & Education

Last Look at Exhibits & Silent Auction
11:15 am - 12:00 pm

Plenary Luncheon-Speaker: Brock Long, FEMA Director
12:15 pm - 1:45 pm

We are excited to welcome new FEMA Director Brock Long. William B. “Brock” Long was confirmed by the U.S. Senate and began his service as the Administrator of the Federal Emergency Management Agency (FEMA) in June 2017. Mr. Long has more than 16 years of experience assisting and supporting local, state, and Federal Governments with building robust emergency management and public health preparedness programs. He is a graduate of the prestigious Executive Leadership Program offered by the U.S. Naval Postgraduate School/Center for Homeland Defense and Security, as well as Appalachian State University for undergraduate and graduate school.

Workshop Session 5 | 2:15 pm – 3:45 pm

READYCommunity: A new approach to preparedness
After a bad thunderstorm, who is going to help Mrs. Miller clean the branches off her car? Who will help Mr. Jones down the steps to safety? A year ago, we launched READYCommunity to help figure out who on your block needs help during a disaster and who the helpers are. This year, READYCommunity has reached 7 neighborhoods in Philadelphia and helped over 250 Philadelphia neighbors develop a plan for different types of emergencies they may face. By establishing whole neighborhood preparedness and guiding residents as they create an emergency plan on the block level, neighborhoods become resilient and able to face any disaster. By spending time together learning about hazards, they begin to understand how to prepare and soldier through tough situations. Together. Monthly workshops help to build a network of neighbors, businesses and community organizations that can provide support before, during and after an emergency. Participants receive a workbook written specifically for their neighborhood. It is filled with facts on hazards common to their area of Philadelphia, information on ways that they can prepare for those hazards, neighborhood specific resources, and room to fill in their own community concerns. This workbook is a template for community member to create their own emergency plan. As many recent disasters have demonstrated, neighbors are typically the first responders in disaster situations. Join Lynn Fisher and Emma Walton of the Philadelphia Office of Emergency Management to discuss the program and how to apply it to your community.

Track: Emerging Practices
Building from Your Gifts: Asset-Based Disaster Responses
Asset-Based Community Development (ABCD) is an approach to that utilizes the gifts and resources of a local population to catalyze change. By focusing on a community’s assets, we recognize and reinforce the community’s existing gifts, ideas, decisions and existing resources to contribute to a community’s healing, empowerment and recovery. This presentation will cover the fundamentals of ABCD, provide an overview of our asset recognition training and will feature a panel presentation from leaders of several different long term responses, including leadership from West Virginia, New Jersey and Flint, MI. Our panelists will highlight how they have responded to long term recovery needs in these areas by leveraging the strengths of their existing ministries and relationships in the affected areas. In West Virginia, leadership is leveraging local relationships and LTRGs to empower local residents to direct their community’s recovery. In Flint, MI, the local churches and community service organizations are working together to provide local residents with cooking classes for iron-rich foods and meal programs and doing needs assessments for children affected by lead poisoning. In New Jersey, Hurricane Sandy recovery included a long-term commitment to rebuilding homes, bolstering feeding programs, providing case management, connecting people to services, and advocacy for government policies and programs that ensure vulnerable people make a full and sustained recovery. Participants will come away with a fundamental understanding of ABCD, information on asset recognition and concrete ideas for integrating local community resources into disaster response.

Speaker: Katie Mears, Director, US Disaster Program, Episcopal Relief & Development, Keith Adams, Program Coordinator, Episcopal Diocese of New Jersey Sandy Recovery Program, Episcopal Diocese of New Jersey, and Cathy Slemp, Relief and Development Coordinator, Episcopal Diocese of West Virginia
Track: Training & Education

Caring for our Children in Tough Times When There are Disasters Upon Disasters
The session will begin with a hands-on simulation activity highlighting the need for protection of children as a vulnerable population during disaster. The main part of the session will be a panel discussion with 5 panelists from organizations that work with children, families, and caregivers in disaster. Panelists will highlight their work in response to the 2017 fall season when many disasters happened simultaneously which often meant stretched resources. Panel discussion with power point slides to illustrate this work will include -

• Sharon Hawa, NCMEC – Focus on reunification of families. Preparation and community awareness of this resource are important aspects of this work.
• Cameron Lewis, Save the Children – Introduction to our programming including preparedness activities (Prep Rally), response (Child Friendly Spaces), recovery (psychosocial), and advocacy.
• Kathy Fry-Miller, Children’s Disaster Services – Overview of CDS work: nurturing children, equipping volunteers, supporting families. This includes training volunteers to respond to the unique emotional and spiritual care needs of children, critical/mass casualty response, preparing and supporting leaders, and developing partnerships.
• Andrew Roszak, Senior Director for Emergency Preparedness, Child Care Aware of America – Overview of the work of CCAoA with disaster preparedness, response, and recovery involving the child care community/ continuity of services and work with partnerships, as well as data collection and interpretation.
• Kim Dettmer, Camp Noah– Will discuss the importance of building resiliency in children during a communities’ long-term recovery and empowering community members to assist in these efforts. Following the presentation, there will be time for discussion and Q and A.

Speakers: Kathleen Fry-Miller, Associate Director, Children’s Disaster Services/Brethren Disaster Ministries, Cameron Lewis, U.S. Preparedness Manager, Save the Children, and Kim Dettmer, Senior Director of Disaster Services and Camp Noah at Lutheran Social Service of Minnesota, Lutheran Social Services
Track: Vulnerable Populations
Synergy and Structure Around Good Intentions: Leveraging Tech & Lessons In Spontaneous Unaffiliated Volunteers During Harvey & Irma

Spontaneous unaffiliated volunteers– our neighbors and ordinary citizens– often arrive on-site at a disaster ready to help. Yet because they are not associated with any part of the existing emergency management response system, their offers of help are often underutilized and even problematic to professional responders. Partnering with National VOAD, the Volunteer Management Committee and VisionLink, an effective and flexible software solution was created and used to enable these good intentions and create synergy and structure. Come learn about the emerging technology, how you can harness its power and take away tactical lessons from seasoned professionals who used the innovative solution this hurricane season. Come first to explore how the new technology works with a quick demonstration of its functionality. From how volunteers can identify the disaster event they would want to volunteer for, to how the tech allows unaffiliated volunteers to offer their services in an organized manner by specifying their location, availability period, desired area of service, special skills, and language capabilities. And how the product allows volunteers to indicate a preferred organization to volunteer with. We’ll also quickly share the background check capability that keeps our clients and communities safe. Then we’ll take a deeper dive to discover how Florida and Texas volunteer management teams and local agency personnel used the powerful search feature to locate the types of volunteers to support specific missions, contact them, recruit them and put their good intentions to work!

Speakers: Eric Jones, Project Manager, Disaster Tech Services, VisionLink, Damian Morales, Disaster Services Manager, One Star Foundation, and Ken Skalitzky, Emergency Management Director, Volunteer Florida

Track: Volunteer Management

Collaborative Logistics - Working Together to Deliver During Disasters

The 2017 hurricane season required the VOAD community to expand the way in which they mobilized their response activities. A panel of public and private sector experts will address the logistics challenges experienced, creative solutions employed, and lessons learned from these historic events. Attendees will also work together on a short case study to test their knowledge and build cross-organizational relationships.

Speakers: Kathy Fulton, Executive Director, American Logistics Aid Network, Steve Smith, Executive Director, Airlink, and Michael Rettig, Founder, LIFT Non-Profit Logistics

Track: The 4C

Navigating the Partnership Journey: A Sailor’s Toolkit for Setting, Managing, and Revising Course for Maximum Impact

Collaboration is key to success in any industry. In the ever-changing seascape of disaster events and stakeholders, effectively navigating the course from engagement to effective partnership can be challenging. This session will review frameworks to help you analyze your organization’s resources and needs; consider different partnering purposes, phases, management structures, and durations; and develop symbiotic partnerships to optimize your joint efforts and impact. Workshop participants will benefit from group discussion, as well as opportunities to apply material to their own partnership experiences – whether well-established, improvised, or on the horizon.

Speakers: Sarah Byrne, Community Partners Specialist, Intergovernmental Affairs, DHS / FEMA, and Mike Corey, Emergency Preparedness Manager, ARRL

Track: The 4C
Workshop Session 5 continued; 2:15 pm - 3:45 pm

Supporting the LGBTQ Community in Disaster Preparedness, Response, and Recovery
When disaster strikes, it affects an entire community, and causes hardships for Americans of all ages, genders, religions, cultures and sexual orientations. Additionally, LGBTQ Americans might contend with discrimination and prejudice and often face additional stress or heightened challenges, due in part to fears of being underserved in emergency services. A panel of experts from government and non-profit organizations will discuss the additional challenges that the LGBTQ community faces and how the emergency management community can provide a safe, welcoming, and equitable environment.

Speakers: Julie Blanciak, Individual Assistance Branch Chief, FEMA, David Canavan, Technical Assistance Provider, HUD, and Peter Gudaitis, Executive Director, New York Disaster Interfaith Services

Track: Vulnerable Populations

From Data to Decisions in the Dark: Assessing the Impact of Hurricane Maria in Puerto Rico
Hurricane Maria made landfall in Puerto Rico as a Category 4 on September 20th, 2017. The storm brought 155mph winds and up to 7 inches of rain an hour to the island, resulting in widespread damage and disruption to critical infrastructure. In the wake of the hurricane, the majority of Puerto Rico was left without electricity, potable water, and telecommunications. On an island of 3.4M people, where does the response start? This workshop will explore the Red Cross’s response to Hurricane Maria in Puerto Rico, and the development of innovative new tools to facilitate data-driven decision-making and collaboration with partner organizations. Through the creation of a rapid community impact assessment tool, the Red Cross gathered data from community leaders on the disaster-caused needs for food, water, and communications in their barrio. This data was then analyzed and visualized in an interactive mapping application, allowing the relief organization to target service delivery to communities in greatest need, measure progress over time, and better collaborate with partner organizations. In addition to traditional disaster relief services, identifying the community-level impacts of the hurricane allowed the Red Cross to focus on sustainable interventions to support community recovery, from solar lanterns and generators to portable stoves and household water filters. Workshop participants will engage in a discussion of the community impact assessment methodology and tools developed, including best practices, challenges, and lessons learned during this complex response.

Speakers: Keith Alvey, Red Cross Disaster Response Operation Director, Hurricane Maria, American Red Cross, Cara Noverio, Red Cross Disaster Response AD Information & Planning, Hurricane Maria, American Red Cross, and Sue Kohfeldt, Red Cross Disaster Response Deputy AD, Recovery, Hurricane Maria, American Red Cross

Track: Emerging Practice

Closing Reception
3:45 pm - 5:00 pm