



**Maryland Voluntary Organizations Active in Disasters (MD VOAD)
Quarterly Meeting
Friday, 10 September 2004**

MEETING MINUTES

This quarterly meeting of MD VOAD was held at the Maryland Emergency Management Agency which is located [in](#) Reisterstown, MD.

ATTENDEES

Rev. Richard Vance – Cecil County VOAD
Major Lon Kinley – The Salvation Army
Debbie Meyer-Staigerwald – Baltimore County Volunteer Center
Kevin Burr – American Red Cross of Central MD
George Blevins – Baptist Convention of MD and DE'
Dennis Hoyle – Office of the Anne Arundel County Executive
Diana Rothe-Smith – DC Cares
Kathryn Gravely – Points of Light Foundation
Steve Welzant – Maryland Emergency Management Agency (MD VOAD Recording Secretary)
Kendra Jobe – Maryland Department of Human Resources
Kitty Juneau – Adventist Community Services (MD VOAD Vice-chair)
Wayne Flickinger – Maryland Food Bank
Scott Knox – MD VOAD Secretary/Treasurer
Robin Frazier – Governor's Office on Service and Volunteerism
Lisa Orr – Volunteer Frederick
Scott Cline – United Methodist Church
Fay Mauro – Volunteer Center for Anne Arundel County
Michelle Kehl – VISTA, Baltimore County Volunteers
Mickey Gomez – Volunteer Center Serving Howard County (MD VOAD Chair)

CHAIRPERSON'S WELCOME AND OPENING REMARKS

Mickey Gomez, the MD VOAD Chair, began the meeting by welcoming everyone, provided some opening remarks, and then thanked everyone for their attendance. Before moving to the first agenda item, Mickey asked everyone to take a [moment](#) to go around the room and have each attendee state their name, position, and organization.

Mickey stated that the MD VOAD website is being evaluated for improvements to make it a more effective communications vehicle. A possible short-term consideration regarding the website would be to pay a webmaster service to keep it updated. As it stands now, timely updates regarding the activities of MD VOAD members and meeting information are not making it to the website. A student at the University of Maryland is currently the webmaster for the MD VOAD internet site, but sometimes he is not available due to his busy course schedule.

Reverend Rick Vance, representing Cecil County's VOAD, stated that they are looking forward to receiving a confirmation notice from Scott Knox that they are now officially members of MD VOAD and NVOAD.

MEMBERSHIP AND DUES

Scott Knox, the MD VOAD Secretary and Treasurer, encouraged all MD VOAD members to stay current on their membership dues. He briefly discussed the membership process and the different membership levels:

- Full Membership (\$150/year) – Non-profits that possess a 501 (c) 3 status and a parent organization that belongs to NVOAD.
- Associate Membership (\$100/year) – Non-profits that possess a 501 (c) 3 status but do not have a parent organization that belongs to NVOAD, including government agencies.
- Affiliate Membership (No Annual Fee) – Corporations that have offices in MD and are interested in donating equipment, money, and/or volunteers to aid in disaster response and recovery.
- Local VOAD Members (No Annual Fee) – When county or local agencies active in disaster come together to form a local umbrella organization with the spirit of MD VOAD they are eligible to become Local VOAD Members.

Please contact Scott (410-788-7383 or sbsknox90@comcast.net) if you have any questions regarding your dues or any other MD VOAD membership questions.

Scott Knox asked everyone present to submit updated contact information, as well as, updates to their organizations capabilities to him on a regular basis. Steve Welzant has been developing a MD VOAD member resource and contact directory. Steve passed the draft directory around the room so everyone present could address any changes to their respective organizations information page in the directory. Updates will be added and a final draft will be distributed to MD VOAD members later this year.

URBAN AREA SECURITY INITIATIVE (UASI) UPDATE

Mickey Gomez provided some background information regarding the effort to distribute \$10,000 of UASI funding to each of the National Capital Region's (NCR) VOADs (Northern VA VOAD, DC VOAD, and MD VOAD). Originally, the DC Non-Profit Roundtable, the group overseeing distribution of the UASI funds, was asking the VOADs to accept the terms of a grant contract which would have mandated the each VOAD produce a resource directory and a NCR VOAD coordination plan. The leaders of the three regional VOADs got together recently to discuss changes to the language of the contract and have submitted their counterproposal to the Roundtable. So far it seems that the Roundtable is content with the proposed changes in the "Goals and Objectives" and "Statement of Work" sections of the UASI contract.

Mickey has made significant contributions of time and effort in working to finalize this contract between the other state VOADs and representatives from the Roundtable. Further discussions between the regional VOADs and the Roundtable will occur in the near future to strategize VOADs approach to the UASI funding. Stay tuned for further details.

Members of MD VOAD then voted in the affirmative for continuing to pursue the UASI funding with the revised contract language.

Additionally, UASI will be funding a Command Post Exercise (CPX) that will involve all of the regional jurisdictions and VOADs. The State of Maryland will participate in the CPX with a limited activation of the State Emergency Operations Center at MEMA.

211 UPDATE

Mickey gave a brief update on what is happening with the 211 initiative in Maryland. An effort is underway to create a simple phone number, 211, much like 911, so citizens can have easy directory service and access to various community programs and services. The United Way of Central Maryland is leading local efforts for this. They are continuing to move forward, although they are still in the early stages of program development. The United Way has established a Leadership Council; please contact Cole McMahon for

more information (410-895-1591 or cole.mcmahon@uwcm.org). There have been many meetings in DC about regional progress on the 211 initiative.

The Coordinated Assistance Network (CAN) is also being developed as part of the 211 project, which will allow many organizations to establish cooperative information sharing. A pilot system is already up in the NCR. San Diego now has an operational CAN system, the NCR may be next. Check out www.caninfo.net for more information.

MEMA UPDATE

Steve Welzant stated that Hurricane Ivan is positioning itself for a landfall somewhere near the panhandle of Florida. This will add to the extensive response and recovery efforts that are already underway because of Hurricanes Charley and Frances.

MEMA has been busy responding to requests submitted via the Emergency Management Assistance Compact (EMAC). EMAC has been in place for several years and helps states share disaster management professionals with each other when their own staffs get overwhelmed. Maryland has sent a handful of professionals to Florida through EMAC to assist with disaster recovery.

The MEMA State Emergency Operations Center (SEOC) has installed WebEOC as its new incident management software. Initial reviews of WebEOC have been favorable, much improved from the previous GEM/EIS software that was used before in the SEOC.

MEMA will also be working towards complying with the National Incident Management System (NIMS). NIMS will become the standard framework for incident management, not unlike how emergency responders organize in the field under the Incident Management System (ICS). States and localities will need to demonstrate compliance with the NIMS framework to be eligible for future funding initiatives.

DEPARTMENT OF DISABILITIES UPDATE

The new Maryland Department of Disabilities was established to oversee development and the implementation of disability initiatives and plans in the State. A committee has been meeting quarterly. Information on the upcoming four regional conferences/workshops on disabilities (Oct. and Nov.) was distributed to those present. More information can be found by going to www.MDdisabilitypreparedness.org.

Kevin Burr, representing the American Red Cross, stated that citizen survival training classes that had previously been offered were cancelled due to a lack of interest.

HURRICANE ISABEL – LONG-TERM RECOVERY UPDATE

Scott Cline, representing the Maryland Interfaith Recovery Team (MIRT), stated that bi-weekly conference calls are continuing. MEMA is providing use of its conference bridge line for the calls, which are taking place every other week, with the next one scheduled for Tuesday, 14 September 2004 at 9 AM (call in to 1-800-764-6362 or 410-429-4180 and punch in pin # 5874). **Future calls will occur at 9 AM on September 28th, October 12th, and October 26th.** MIRT members are still working very hard to identify a MIRT Chair. The Maryland Department of Housing and Community Development (DHCD) is ready to contribute \$200,000 to interfaith recovery efforts in Maryland as part of the Maryland Affordable Housing Trust Grant. DHCD is waiting for clear indication from MIRT that it is ready to receive and effectively utilize the funding before it can be released. MIRT is attempting to identify a staffer who can sort out cases that would qualify for the MAHT grant. MIRT needs help identifying volunteer work groups that can come in and help with rebuilding and recovery efforts. If you know of a group that is available, please contact Scott Cline at (443) 520-3102 or scline@bwcumc.org.

MD VOAD COMMITTEE DEVELOPMENT

The ESF 15 Committee will meet immediately following the quarterly VOAD meetings.

Mickey asked if anyone would be willing to serve on a new Outreach and Education Committee. Those who volunteered to serve on this committee include: Kevin Burr, Scott Knox, Mickey Gomez, and Robin Frazier.

A Nomination Committee was formed to work on finding someone willing to be the new MD VOAD Chair. Ollie Davidson (not present) was nominated to serve on this committee, with Steve Welzant and Wayne Flickinger.

AGENCY REPORTS

Adventist Community Services (ACS) – Kitty Juneau stated that ACS is currently quiet in Maryland, but as donations operations are ramping up in Florida, MD and DE teams will continue to be on stand-by to provide donations management leadership if asked. ACS is also conducting feeding operations in Florida to supplement the extensive efforts of other agencies.

American Red Cross (ARC) – Kevin Burr stated that Florida relief operations are turning out to be the largest operation ever for the ARC. Most of their assets are down in Florida, 200 of the ARC emergency response vehicles (ERVs) are in Florida. ARC has also initiated a disaster welfare inquiry to several Caribbean nations.

Anne Arundel County Volunteers – Fay Mauro stated that they will be rescheduling volunteer mobilization training; many of those who are interested are in Florida helping with the disaster response and recovery. Anne Arundel County is now finalizing CERT training (A.L.E.R.T.). They are assisting in establishing a Citizens Corps Council. Dennis Hoyle stated that recovery strategies need to be evaluated and restructured to enhance effectiveness.

Baltimore County Volunteers – Debbie Meyer-Staigerwald stated that one of their main goals is educating others on what a volunteer center's mission is. It is a hub to help match needs with offers of help.

Baptist Convention – George Blevins stated that they have 110 units in Florida, but have temporarily pulled out to see what Ivan is going to do. They are partnering with the Salvation Army on feeding people in Florida as well.

Cecil County VOAD – They are currently reorganizing and trying to resolve an "identity crisis". Cecil County VOAD formed informally a few years ago. They are working on education and outreach efforts and trying to expand the networking and cooperation between all of the voluntary agencies in Cecil County. They are also working on defining their roles in disaster response and recovery and developing future planning.

DC Cares – Diana Rothe-Smith stated that they are the largest volunteer recruitment and placement organization in the DC Metro area. They are a member of DC Citizens Corps and participate in disaster drills in the NCR that exercise volunteer management. They participated in a Citizens Corps drill on August 28th at the DC Fire Academy. They are currently working with other volunteer centers to improve preparedness.

Frederick Volunteers – Lisa Orr stated that they are developing training courses and that the Medical Reserve Corp is slowly getting together. Volunteer Frederick is moving ahead with plans for a second drill.

Governor's Office on Service and Volunteerism (GOSV) – Robin Frazier stated that GOSV is still working to support Isabel recovery operations. ESF 15 work is on-going and that GOSV is continuing to delve into the area of business continuity planning. GOSV will soon be hiring a person to coordinate Citizens Corps activities for Maryland.

Volunteer Center Serving Howard County – Mickey Gomez stated that anyone can register online for volunteer service in Howard County. Like Anne Arundel County Volunteers, the Volunteer Center Serving Howard County is preparing to hold training sessions on volunteer mobilization. Training has been completed for 250 CERT volunteers, 30 trained for volunteer mobilization centers. There has been some training sessions held recently on disaster mental health/survival/critical incident stress management. Dr. Victor Welzant has been involved. Florida Volunteers has some good emergency public information that they distribute regarding volunteers and donations. They have added “How to Help” links to their website, so people can contribute to the relief efforts in Florida. They are also ramping up a preparedness media campaign through their local Citizens Corps.

Maryland Department of Human Resources – Kendra Jobe stated that they are managing the State volunteer case workers that are still following up on the unmet needs cases. Trying to work with MIRT to get all unmet needs cases entered into the CERTS database.

The Salvation Army – Lon Kinley stated that there is a new FEMA video on volunteer service, it covers problems encountered and the relationships between groups. Lon will send a copy of this video to the MD VOAD Executive Committee and also to Kevin Burr. Lon said that the Salvation Army currently has 70-90 full service mobile kitchens in use in Florida. Since many from the East Coast are now in Florida, Lon said that the Salvation Army could draw staff from the Mid-West if the Mid-Atlantic gets hit by a hurricane or tropical storm. Many of their staff members working the disasters in Florida are tired out, Ivan may be too much to handle if that comes through too. Lon encouraged everyone to check out the Hurricane Watch Net at www.hwn.org.

Maryland Food Bank – Wayne Flickinger stated that the Maryland Food Bank has food available to send to Florida, they are just waiting for requests. The National Second Harvest/Food Bank Conference starts tomorrow. Monday, they will be hosting an event where they'll be assembling 400 food donation boxes. They will be moving into a new facility towards the end of the year, which will have warehouse space with approximately twice the capacity as their current facility. Wayne offered use of the new facility for future quarterly meetings of MD VOAD once they get settled in their new location. They are also working on a disaster plan.

Points of Light Foundation – Kathryn Gravely stated that they now have a National Disaster Committee and that they are pulling together a piece on comprehensive volunteer management and education.

United Methodist Church (UMC) – Scott Cline stated the volunteer work crews are needed.

-----LUNCH – END OF MD VOAD QUARTERLY MEETING-----

THE NEXT MD VOAD QUARTERLY MEETING WILL BE ON 10 DECEMBER 2004 FROM 10 AM TO 2 PM. LOCATION TBD.

EMERGENCY SUPPORT FUNCTION (ESF) 15 – DONATIONS AND VOLUNTEER MANAGEMENT SUBCOMMITTEE MEETING

Steve Welzant gave a brief update regarding activities associated with the improvement of ESF 15. The draft standard operating procedure (SOP) for ESF 15 is continually evolving. The document is designed to help establish a plan of action for future donations and volunteer management endeavors. If any member of

MD VOAD wishes to obtain a copy of this draft SOP, please contact Steve (410-517-3609 or swelzant@mema.state.md.us). The SOP was previously distributed to members of ESF 15 for further comments and additions.

Keith Hart, Executive Director of the Governor's Office on Service and Volunteerism (GOSV), will be initiating awareness and educational activities regarding donations and volunteer management. Additionally, GOSV will be adding the volunteer management component to the SOP and following up on getting an MOU signed between the State of Maryland and Adventist Community Services (ACS) for donations warehouse management and related services.

There continues to be a disconnect between local level donations management efforts and state donations management efforts. Local officials need to inform state ESF 15 officials of what the needs are in their affected communities.

The volunteer mobilization and management components to the ESF 15 Plan need to be developed. Add discussions and procedures for volunteer mobilization centers, media outreach/press releases, and relationships between local and state government.

Two subgroups in the ESF 15 committee can be formed, one to discuss volunteers and one to discuss donated goods. So far, the subgroups are looking like this:

Volunteer Subgroup: Mickey Gomez, Fay Mauro, Debbie Meyer-Staigerwald, Robin Frazier.

Donated Goods Subgroup: Steve Welzant, Kitty Juneau, Gary Gray, Gerard Mueller

Additionally, it was agreed that future ESF 15 meetings will now occur immediately following the quarterly MD VOAD meetings.

MD VOAD AND ESF 15 CONTACT LIST

NAME	AFFILIATION	PHONE	FAX	CELL	EMAIL
Fay Mauro	AA County Volunteer Center	(410) 897-9207	(410) 222-4589		fay@volunteerannearundel.org
Don Bonchack	ACS				dbonchack@aol.com
Main Phone	ACS	(410) 995-1910	(410) 995-1434		
Kitty Juneau	ACS (MD VOAD Vice Chair)	(301) 774-3474	(301) 774-3474	(301) 367-2715	cjuneau@hotmail.com
Al Nollmeyer	Amateur Radio Emergency Services	(410) 252-9073			
Jackie St. Clair	ARC-Southern MD	(301) 475-4005	(301) 475-4707	(301) 481-6365	stclairj@smhd.com
Kevin Burr	ARC-CMC	(410) 624-2042	(410) 585-2431	(443) 324-8283	kburr@arc-cmc.org
Leslie Fries	ARC-CMC	(410) 624-2051	(410) 585-2431	(443) 324-8210	lfries@arc-cmc.org
Michelle Kehl	Baltimore County Volunteers/VISTA	(410) 887-3909		(410) 375-7934	bqisabel@aol.com
Debbie Meyer-Staigerwald	Baltimore County Volunteers	(410) 887-2715	(410) 887-2656		dstaigerwald@co.ba.md.us
Patrick Smythe	ARC-Delmarva	(410) 398-2470			psmythe@redcrossdelmarva.org
George Blevins	Baptist Convention of MD and DE	(410) 388-6440	(410)391-0025	(443) 271-4004	georgesr123@aol.com
Mike Gillespie	Capital Area Community Food Bank	(202) 526-5344	(202) 529-1767		
Reverend Richard Vance	Cecil County VOAD	(410) 398-1897		(443) 235-1353	revvance@comcast.net
Jane Yount	Church of the Brethren (Past Chair)	(410) 635-8730 or 800-451-4407			jyount_gb@brethren.org
Tom Bibeault	Comptroller	(410) 260-7821	(410) 974-3979		tbibeault@comp.state.md.us
Diana Rothe-Smith	Greater DC Cares	(202) 777-4440 x4701			dsmith@dc-cares.org
Gary A. Gray	DGS	(410) 540-4067	(410) 799-2725	(443) 829-6774	gary.gray@dgs.state.md.us
Gail Wowk	DHMH	(410) 767-6434			wowkg@dhhm.state.md.us
Michelle Stallings	DHR	(410) 767-7797		(410) 808-7351	mstallings@dhr.state.md.us
Kendra Jobe	DHR	(410) 767-7374		(410) 808-4849	kjobe@dhr.state.md.us
Liz Gibson	FEMA Region III VAL	(215) 931-5632	(215) 931-5632	(202) 251 0233	liz.gibson@dhs.gov
Keith Hart	Gov.'s Office-Service & Volunteerism (ESF 15 Lead)	(410) 767-4803			khart@dbm.state.md.us
Robin Frazier	Gov.'s Office-Service & Volunteerism (ESF 15 Lead)	(410) 767-1745			rfrazier@dbm.state.md.us
Steve Antini	Gov.'s Office-Service & Volunteerism (ESF 15 Lead)				santini@dbm.state.md.us
Anne Culver	HSUS	(301) 258-3103	(301) 258-3107		aculver@hsus.org
Oliver Davidson	HSUS	(202) 721-1536	(301) 258-3107	(301) 526-5081	Pripubpart@aol.com
David Percy	Lutheran Disaster Response of Wash. DC	(301) 527-1743	(240) 683-8595	(301) 928-7506	dpercy@starpower.net
Wayne Flickinger	Maryland Food Bank	(410) 947-0404	(410) 947-1853	(443) 744-2709	flickenger@mdfoodbank.org
Joanne Knapp	Maryland Department of Disabilities				JKnapp@mdod.state.md.us
John Johnson	MD Civil Air Patrol	(301) 373-5669		(301) 904-4693	jajohnson@erols.com

Scott Knox	MD VOAD (Secretary/Treasurer)	(410) 788-7383		(410) 404-2935	sbsknox90@comcast.net
Steve Welzant	MEMA	(410) 410-3609	(410) 517-3610		swelzant@mema.state.md.us
John Gavin	NVOAD	(301) 890-2119	(253) 541-4915		jgavin2@starpower.net
Kathryn Gravely	Points of Light Foundation	(202) 729-8007			kgravely@pointsoflight.org
Lon Kinley	Salvation Army	(410) 347-9944	(410) 339-7766		lon_kinley@uss.salvationarmy.org
Molly Lew	Salvation Army (DC)	(202) 756-3908	(202) 756-2663		molly_lew@uss.salvationarmy.org
Sandy Ferguson	United Methodists	(410) 309-3431			sferguson@bwcumc.org
Pam Simonson	Volunteer Center Serving Howard County	(410) 715-3179			pam@volunteerhoward.org
Mickey Gomez	Volunteer Center Serving Howard County (MD VOAD Chair)	(410) 715-3176	(410) 715-0845	(443) 677-6487	mickey@volunteerhoward.org
Lisa Orr	Volunteer Frederick	(301) 663-5214	(301) 663-0355		lisaorr@volunteerfrederick.org
Barbara Reynolds	Volunteer Maryland	(410) 514-7272	(410) 514-7277		breynolds@gov.state.md.us