

Partners in Preparedness: A Holistic Approach to Building Sustainable Partnerships

Tuesday, September 18, 2012

2:00 p.m. – 3:00 p.m. EDT

Good afternoon everybody and welcome to FEMA's community preparedness webinar series. Our topic today is Partners in Preparedness -- a Holistic Approach to Building Sustainable Partnerships.

A few quick technical considerations before we begin make sure the volume on your speakers is turned up so that you may hear the proceedings sufficiently. This webinar is of course free and open to the public. We are recording the webinar as well as captioning it. The recording will be posted on the Citizen Corps website; if you look to your left you will see the web URL to access that recording.

The recording will be posted along with the presentation that you will hear today in approximately 48 hours. With that I would like to turn over to Mr. Marcus Coleman from FEMA's Individual and Community Preparedness Division to kick us off.

Thank you very much Steve. Good afternoon everyone. I want to thank you all for joining us today during National Preparedness Month. Of course this is the 18th day, and we have about 18,000 National Preparedness Month coalition members, I want to thanks folks for that. This effort is a continuing effort that we have been doing in partnership with the DHS Center for Faith Based and Neighborhood Partnerships and FEMA Voluntary Agencies Liaison Unit to really help communities engage in partnerships with faith based and community organizations.

I have am going to do enough talking for now and I will pass it over to David Myers who is the director for the DHS Center for Faith Based and Neighborhood Partnerships.

Thanks Marcus. Good afternoon everybody. It is great to be on the line with you. And I would love to be able to say hello to everybody in person. But that is not the possibility. So I just want to say thanks for joining us. We are really honored at the Center to be co-hosting this webinar with National Voluntary Organizations Active in Disaster and FEMA.

Today's webinar is a part of our collective effort to support faith-based and community organizations and their engagement in National Preparedness Month. And I would like to thank the more than 18,000 coalition partners -- I'm sorry -- 1800 faith-based groups and 1900 nonprofit organizations for taking the pledge to prepare.

Faith based and community organizations as you know are vital components to not only building, but also sustaining holistic partnerships.

Those partnerships support a strong response and recovery. And today's webinar will provide all of you; all of the participants with effective practices and partnership opportunities, actually to help strengthen those efforts.

FEMA Administrator Craig Fugate believes fundamentally in the power of partnerships. That is what a whole community approach to emergency management is really all about, are those partnerships.

And as one of the 13 centers under the White House Office of Faith-Based and Neighborhood Partnerships, we here at the DHS Center stand in strong support of FEMA's mission. And will continue to promote the interfaith dialogue and cooperation that is so common in emergency management. And its plays such a vital role in helping communities before, during and after disasters.

Folks, we have a great lineup of subject matters experts today. They're going to give us concrete examples of partnerships and tools to help your organizations. We will hear from two National VOAD members, ICNA Relieve USA and the Church of Latter-day Saints. And we will hear from them about or how they have been able to of build partnerships within their own groups and across groups as well.

We will also hear from our friends at Arkansas Citizen Corps. They are going to share how their Citizen Corps Council works collaboratively with the state VOAD there.

So again I want to thank all of you for joining us today. And I want to encourage you to make strengthening your partnerships with faith-based and community organizations a part of your pledge to prepare. So with all that, thank you again, and I would like to now send it over to my colleague from the National VOAD, Rita Smith.

Thank you, David.

Thank you everyone for getting on the call. This is Rita Smith at National VOAD and we are happy to be here today. I would like to start off with a brief history of National VOAD. We were formed in 1970 after Hurricane Camille; when our seven founding members came together to talk about the disaster scene. Next slide please.

When our members came together we created this mission statement; that National VOAD is the forum where organizations share knowledge and resources throughout the disaster cycle - preparation, response and recovery to help disaster survivors and their communities.

So this is our pledge moving forward, we have 53 of the largest national nonprofits who do disaster response. We have the state VOADs in all 55 states and territories. And we have public and private and government partners who might not be nonprofit or volunteer run organizations. Can I have the next slide?

So as you can see we have a total of 108 members today. Currently serving as our Director of Member Services is Jennifer Poston, she comes to us from the Houston area and she will be working moving forward predominately with our state VOAD members.

We are working on creating a toolkit to better serve the leadership of our state VOAD.

So Jennifer will be spending the next year really getting out in the field and visiting our state VOAD members and hearing what they have to say, what their challenges are, what their strengths are, what has been successful for them so we can share it among all of our state VOADS and local VOADS, regional VOADS. Really build from the ground up here, starting at the most local level and going all the way up to the national office.

Parts of what makes us so successful in working through all of the issues in the disaster phase are our committees. If I can have the next slide please.

These are currently the committees that we have here at National VOAD. And these are our working groups; they are different subject areas that come up during our work and our committees are devoted to the best practices, problem solving, whatever any issues that might arise under the specific areas.

If you note we have the addition of advocacy and community preparedness.

Our advocacy committee, the purpose of it would be to identify emerging issues and empower policy and advocacy efforts across the VOAD movement. This is not just a national in scope advocacy; this is teaching our state VOADS how to advocate for themselves, what issues there are and helping to increase public awareness of National VOAD organizations and our state VOADS.

Just to help promote our values, vision and mission. So this is new and we have recently just started taking nominations for this committee, if you would be interested you can see the contact information later in the slide and survey.

Our committees are made up of our national members, representatives from our state VOADS, we also have our private sector and government partners who serve on committees; many of the folks at FEMA sit on one or more of our committees as well. And we have subject matter experts from academia or other areas under each committee.

Our other new committee as you will note is our community preparedness committee. The purpose of our community preparedness committee will be to apply and promote National VOAD and VOADS four C's which are, cooperation, communication, coordination and collaboration in promoting preparedness as a national civic virtue and duty. And hopefully identify across the country some best practices and collaborating with all of our partners and all of our members to collaborate on all the nationwide activities in preparedness and hopefully again sharing the best practices with some of our smaller more local areas and really getting the movement hitting the ground.

Our other, I guess it's more of a task force than a committee but is the drought task force.

This is currently again staffed with people from state VOADS, our member reps and subject matter experts and right now it is dealing with the drought situation in the Midwest. And they meet on a bi-weekly basis to discuss any issues that come up and try to figure out how VOAD can play a role helping the affected areas recover and sustain themselves until hopefully we get some rainfall.

And the other thing that National VOAD can provide for a forum for everyone to get together is our National VOAD conference. Last year was our 20th annual conference. We host one every year in May. It moves across the country, we try to go east of the Mississippi, west of the Mississippi to keep it fair to our folks on both coasts so nobody is traveling all the time.

This year the conference will be May 13-16. And it is one of the largest national gatherings that brings together private sector, public sector, nonprofit, government from local, state, national representatives in the country. And this year it will be in Portland, Oregon.

More information will be coming on the website very soon about that.

And if I could have the next slide please.

And if you have any questions or want more information, you can reach out to Dan Stoecker our Executive Director his e-mail is listed there, or Jennifer Posten, she is the Director of Member Services for National VOAD. And thank you guys again.

Thank you very much Rita. And once again thank everybody else for joining the call. Our next speaker is going to be Mr. Chad Stover from Arkansas Citizen Corps Council and he will talk about the Ready Arkansas network and how community organizations from the Citizen Corps Council and the VOAD at the state level work together.

Chad.

Thanks Marcus, I appreciate it. Good afternoon ladies and gentlemen, my name is Chad Stover. I am the Chair of the Arkansas State Citizen Corps Council and the state Citizen Corps coordinator.

Early even before I took the position, our state recognized the need to involve volunteering organizations and our Citizen Corps program together. And what the Ready Arkansas network came from was just an effort to bring a group together both from the VOAD side and the Citizen Corps side under one name, one brand so everyone would understand what that is.

So the groups that came together to form this network include our Arkansas VOAD, our Arkansas Citizen Corps program, other state agencies, mostly the Arkansas Department of Human Services, and our launched Ready Arkansas program that launched in 2011. Next slide.

This might be a little hard for you to see, so we can e-mail it out to you if you need to take a look at it. But what this slide shows on your left is what Citizen Corps program brings to bear and on the right what Arkansas VOAD brings to bear.

With these two groups combined, they both have shared goals which is to provide training, to provide support, to provide coordination. And with those two goals together, we decided to form a bridge group and that's what came out of Ready Arkansas network. This group is a high-level executive committee from each one of those agencies. And I guess we can switch to the next slide because that will talk about that.

To take each one of those agencies strengths, their resources, their personnel, and be able to develop any programs that need to be implemented, for instance this year we have used CERT training with some of the VOADs. We had a CERT train the trainer this past summer and we did have at least two members of the Arkansas VOAD come in to train as trainers. So they can go back to their member services and their groups and bring in CERT training.

So what you see is all these groups from the VOAD group to Citizen Corps to our state agencies for voluntary donations management. This entire group of Ready Arkansas network facilitates that information between each one of them to provide faster and efficient service in disaster response which in the end is really what we are here; the services that we are here to provide.

So you sort of see how this group is put together from the Citizen Corps side, the State Council and state coordinator work with the selected representatives from our Arkansas VOAD. And our state agencies mostly namely our human services; what the human services and you all might have similar organizations in your state; what they have brought to bear and have been doing over the past year, is really developing volunteer and donation management training for nonprofit groups for other state agencies for local and county and governments or parish governments; we don't have parishes but you might. They have really developed that training across the state, as a result, the 12 federally declared disasters that our state has experienced in the last 4 1/2 years that was one of the number one concerns that we had is that we did not have a way to receive as many volunteers as what we're getting on a disaster scene. And we did not have a way to manage the donations that were coming in. So this group along with some other partners that we have, Arkansas Tech University provided us with interns and an intern center, to be able to provide some additional data metrics on the backend to see how many additional groups were coming in to supplement these volunteer and donations management centers and disaster scenes. So we have been able to sort of see what the progress is over the past year and half to determine what our next steps are.

This group does not meet as often as we would like; the nice thing about this particular group is it is pretty dynamic. It is very relationship based; each one of these groups, each one of these members knows each other personally, so all they have to do to is pick up the telephone to be able to get any issue taken care of or to be able to solve any problems that may come up. I go to each one of the state VOAD meetings that they have each quarter; we are all on the same e-mail distribution list. So at the very basis of this program, this is very relationship oriented, very partnership driven and that is sort of how this Ready Arkansas network comes about. So you

sort of see on the right-hand side; just sort of the combined efforts that each one of us brings to the table to be able to make this work.

So that's how we are doing our partnership with VOAD and the state. It has been successful in the past. We have identified some areas that we need to work on and they're working to improve that. If you want to go onto the next slide.

These are some contact information that you may want to write down for Citizen Corps; there is the email address to ask any questions for Arkansas Citizen Corps which is managed by the Arkansas Department of Emergency Management. For Arkansas VOAD one of our executive committee members, Ginger Bailey is with the Arkansas Crisis Response Team. And on the far right from the Arkansas Department of Human Services, Edwin Lyons, he is our Emergency Operations Lead there. And all of these folks can provide you with any additional information that you might have or questions that you might have to be able to flush this out. And I look forward to taking any questions later on that you might have. Thank you very much.

Thank you very much Mr. Stover. And I just want to reiterate that the importance of the collaboration between the Citizen Corps Council at the state and local level and VOAD is a very important one, both for the agency and for our partners at the National VOAD.

Up next we will hear from two members of the National VOAD; their organization on the work that they do at the state and local level and hopefully for some of you on the call two new partners that you may be able to connect with at the state and local level to strengthen your partnership. First we will hear from Mr. Abdul Rauf Kahn who serves as Assistant Director for Disaster Response Services.

Mr. Kahn.

Good afternoon, Thank you for inviting us. I really appreciate that. My name is Abdul Rauf, as you mentioned I am the Assistant Director of the Disaster Response Service.

Technically ICNA Relief USA addresses preparedness issues by a variety of means based on needs, geographical location and availability of resources. In states where ICN Relief USA provides local social services, those services that are being developed to include a disaster response component.

Disaster preparedness, for example in the Bay area of California, our local Feed the Hungry program will expand their operation to provide mass feeding during disaster response. During the preparedness phase, they will establish and maintain relationships with their local and state VOAD and Office of Emergency Management.

In Southern California, our mobile medical unit will expand its services to offer medical services near shelters, DRCs, or as otherwise needed. The mobile medical unit operates in partnership with a 7000 ft. free clinic, which will also stand ready in disaster.

Disaster preparedness; when disaster is imminent, such as hurricanes, we send e-mails, text messages, member announcements to our volunteers, contacts and members living in the affected area including web links and current information regarding preparedness for stay in the place and/or evacuation.

Disaster preparedness; we support partnering with masjids along established evacuation routes which can meet the normal needs of evacuating Muslims and non-Muslims as well. Normal needs include gender segregated resting and sleeping space, dietary compliance, accommodations for prayer area, emotional and spiritual care and information and referral for people those who need other resources.

Disaster preparedness; ICNA Relief USA hosts will attend regional and national annual conferences but normally a Disaster Response Service is included in the slate of speakers and workshops, where in disaster preparedness is discussed.

ICNA Relief USA has attended several annual conferences hosted by Muslim organizations as a vendor. Disaster Response Service is always included in the booth and disaster preparedness materials are distributed.

ICNA Relief USA is invited to participate in the conferences to present disaster response services where an individual and community disaster preparedness is always encouraged.

Response partnership. ICNA Relief USA also loves to partner. We find that working with others together toward common goals, learning and sharing services while embracing the 4 C's, creates positive synergy and good outcomes.

We have partnered with many agencies in a variety of services, for short and long-term events and projects.

Response partnerships, services provided by ICNA include providing critically needed supplies, cleaning support; chainsaw and debris removal, mucking out and debris removal. Sheltering, mass feeding, mobile clinic, disaster casework and LTR disaster care management. Support to state VOAD, local LTRC, EOC, and BEOC and FEMA as well.

Response partnership; some of the agency's we have worked with in the past include the local chapters of ICNA which is Islamic Circle of North America including ICNA YM which is a young Muslim group. The local Islamic Center has too many to mention the name. The National VOAD members and their local representatives. MSAs are Muslim Student Associations all over the US in every college in every university have them; local churches, LTRCs, faith-based organizations and groups, interfaith organizations and groups and Islamic schools.

Disaster recovery; ICNA Relief USA love to partner for long-term recovery. Especially in inner faith rebuilds and disaster case management.

And that's the end of it, if you have any more questions or concerns or information, our director, Jane Aslam information is there and my information is there as well. Thank you.

And make you very much Mr. Khan Mr. That was a great example of a national organization. You provided some wonderful local entity groups on the phone can connect with and look for particularly through the ICNA Relief USA. With that I would like to introduce our next speaker from the Latter-day Saint Charities and that is Mr. Nate Leishman.

Thank you very much. Hello everyone. This is Nate Leishman hear from Salt Lake City. And I am very happy to be here with you today and talk about a subject that I feel passionate about and feel very strong about and that is building partnerships.

Just to start, a brief background on LDS Charities. LDS Charities is the humanitarian arm of the Church of Jesus Christ of Latter-day Saints often referred to as the Mormon. LDS charities help to provide life-saving sustaining resources to families in affected communities following disasters.

We are a member of the National VOAD and we have representatives in 34 states here in the United States. We are trying to get that up to 50. We are working hard to do that. Some of the services that we provide include food, water, shelter, hygiene and volunteer cleanup assistance. And we have a network of 115 warehouses in the United States and Canada that we draw on after a disaster.

I think most of you are familiar with the Ready.gov website. And I just want to highlight the plan and the pattern that they set out here. It is such a simple pattern. But it is applicable to so many things that we do and that is being informed, make a plan, build a kit and get involved. And that is not just for a family or an individual, but for all of our organizations; to be informed, to make a plan as an organization, and building a kit but that is really getting prepared; having all of our resources ready to go in a moment's notice in case of a disaster. And then getting involved and that getting involved takes place before disaster, during, and after.

And so I really love that pattern; I just want to highlight that as part of my presentation today.

This is kind of redundant. Rita from National VOAD has already talked about this. We are members of National VOAD; I personally have a real love and passion for VOAD but for what it stands. I have been associated with VOAD for the past seven years. And during that time I have really grown to love the members of VOAD, but really the purpose that it serves. And I have such a good gratitude for the founding members of National VOAD, so many years ago who started this. So it is just an overview of VOAD.

Often people ask me so what does VOAD do. And in response to disasters, VOAD in and of itself does not respond but it is the organizational members respond and often times together. And I will highlight this towards the end of my presentation; examples on how we might respond.

So VOAD really is the forum that brings us all together, gives us the opportunity to reach out to various partners. We have National VOAD and let the see if we can go to the next slide.

Rita corrected me here we actually have 53 national members now. I thought I had counted 54. And these are all the nonprofit voluntary organizations or many of the big ones in the United States. A lot of faith-based organizations and other organizations, Red Cross and many others, in those groups along with the state VOADs and the territorial VOADs and partners that's what make up the VOAD team. It's really the opportunity VOAD creates for all of is allowing us to get together before a disaster and after a disaster to really have a more effective response. And VOAD does that through the 4 Cs, cooperation, communication, coordination, and collaboration.

I really have come to appreciate those 4C's and I have seen how effective that has been working together in all phases of the disaster cycle.

So the question you might ask is how my organization can participate in VOAD. And that can be done in many ways. At the national level, at the state level, but also at the community level. Many states now have community VOADs, often called COADs. We don't officially use that term, that's working at a more local level. And getting to know the people in your community and in your state is so important in getting to know them before a disaster.

And so if we can go to the next slide here. I have just jotted down a few things I have learned in my short time in disaster preparedness and response. But going back to the FEMA pattern there, the last thing there is getting involved. And that is probably one of the most important is getting involved at all levels but you may have a very small organization and the community level is as big as you're going to get. So if your organization is a little bit bigger you may be involved at the state or even at the national level but getting involved is really the key. Don't wait for others to call you but sometimes you need to be the one to initiate that call.

Get to know your local and national counterparts before a disaster. That is so critical of knowing who those are. Oftentimes after a disaster many organizations show up and want to help and they kind of come out of the woodwork sometimes. And some of the emergency responders don't quite know what to do with them. We get a lot of unaffiliated volunteers and many of the groups out there do a great job of getting them involved and assimilating them into various response activities. But it is always better if you know what you're doing ahead of time in getting to know your appropriate counterparts at all levels.

Let those other organizations know what your capabilities are. Let them know if you are good at; one of the things I have known is even with those of the larger response organizations, many of them have a specialty whether it is rebuilding, cleanup efforts, volunteers, and supplies, childcare and there so many that have different strengths. And so kind of identify your strengths and let other organizations know what your strengths and your capabilities are and then look for opportunities to work together.

In our organization we have partnered with several of the other VOAD organizations and VOAD groups and we have actually had MOUs that kind of set forth how we work together before,

during and after a disaster. And you may not need to go to that level in creating a MOU but look for those opportunities to work together.

And then the last thing I put there is to perform like a pro. And the reason I put that there is do what you say you are capable of doing and follow-through. You know I think we may have all had experiences here or there where working with other organizations they just sometimes, they don't do what they say they're going to do and it can be a frustration for others. So know what your capabilities are and your strengths. And then when you're given an assignment, go out and perform like a pro. Next slide.

Just a brief example of how we have worked together with some of these organizations over the past three weeks down in Louisiana. We have worked together just to give you an idea of what we have done. We have had about 2500 volunteers from Latter-day Saint Charities in the Louisiana area over the last three weeks. And we have cleaned out approximately 800 homes and we have also provided supplies to shelters and other organizations. But we have worked in the last few weeks with the Red Cross, Catholic Charities, the Salvation Army, Feeding America and Louisiana food banks, IRD -- International Relief and Development. And all of these organizations are part of VOAD. Now we also have our local leaders in that area working with the local civil authorities and state authorities. So that everything that we're doing we are doing with their knowledge; we are going in under their jurisdiction and really supporting their efforts in trying to help the first responders.

And also we have gained working together with other local faith-based organizations is such a great thing, we work together with several Baptist churches over the last few weeks. In fact the picture you see in the screen is one of our volunteers and a Baptist volunteer after working together but that was them saying goodbye. And one of the great things about establishing partnerships that I have come to realize over the last several years is there is no better way to tear down walls of misunderstanding than working side-by-side helping other people.

And is really one of the great things that come out of working together after disasters and creating those partnerships; you gain a better sense of community and have a greater love and understanding for everyone.

And so I have a real passion about building partnerships. And I know communities are stronger when we have partnerships and our nation as a whole becomes much stronger as we work together.

And we are not just doing this on our own. But we really are working and we are really working for the same purpose and that is to help those who are suffering and affected by disasters and helping our communities be stronger by preparing to do so.

My last slide and this is some wisdom from Snoopy, I love this little picture; security is having a few bones stacked away and as I look at that pile of bones I see our partners, I see our organization preparing with supplies and plans. And I see lots of our partners there. And having those relationships with those partners is part of our plan of security; and part of creating a stronger communities and stronger nation.

And so I believe in partnerships, and I would recommend it to everyone to establish those partnerships as appropriate with your own organizations.

Thank you for your time.

Thank you very much Nate. And again we would like to thank all of you who participated on the call today and for those of you who presented but we really want to emphasize that folks get connected at a state and local level with their VOAD as well as their Citizen Corps Council, each institution has a connecting point in bridging the gap between the community assets and resources and also to state and local governments. I hope that you found that one of the most important things you can do in the holistic of the partnership is to work with both the state and local organizations and community organizations active in disaster.

I want to take a quick minute before we go into Q&A and have you all ask the panelists that presented today about examples or thing that you may have. And provide a quick update on some faith-based and community organization related updates coming out of FEMA.

In case you missed it, we have a few efforts over the past year that are we really try to emphasize the inclusion of not just faith-based groups but secular organizations and civic organizations in emergency management , most recently a FEMA think tank in August. We also done a webinar with Joshua DuBois from the White House office and National Preparedness Month is going on now and we went to provided the links for those and as somebody shared earlier, the PowerPoint will be available for downloading in you missed the link and we also have this webinar recorded.

Some big news on the FEMA website we actually launched a new webpage. It is FEMA's *voluntary based, faith-based and community organizations* webpage. You can go there on the FEMA website to find information on trainings, resources, getting involved in upcoming events, if your state or local jurisdiction has a particular tool or is looking for information about an opportunity or like to share an opportunity, we encourage you to e-mail at citizencorps@dhs.gov; we can work to get that information shared. We definitely want to make sure that we provide access to information and great tools. And to that point we also have a webpage on our Citizen Corps website entitled *Putting your Faith in Preparedness*. This is a list of tools and resources that have created by faith-based and community groups for faith-based and community organizations and again we talk about community-based, that is inclusive of the whole community.

So we talk a lot about the pledge to prepare and this particular webinar talks about forming strong partnerships. And we wanted to give you five quick ways to do that, including a new tool that is going to be available for states in the next few weeks.

The first of course is community emergency response teams; we will quickly go through the new independent study course that can help provide you with practical steps to talk to families and friends to be prepared.

As well as resources to help your organization have a plan to be prepared and of course we will talk a little bit about the portal. But I am really excited to get the management 405 course, not 450, my apologies about that.

With CERT, you heard Mr. Stover from Arkansas talk about that earlier, it is a great way to learn basic disaster response skills and to coordinate and volunteer with local emergency managers and to support first responders. We heard from the Arkansas example as it has been a great way to get Citizen Corps Councils and VOADs to work together through that training.

A little bit about CERT for those that are unfamiliar, it is a national training program that is intended to provide community members basic disaster response skills and provide volunteer service opportunity for those in certain communities through their local government jurisdictions, most CERTS programs are operated by a local fire departments or emergency management agencies.

And here's a quick list of the nine different modules that you learn by going through basic CERT training. If you want more information, the email is provided at the bottom, www.fema.gov/cert.

Next up, we talk about preparedness often and we actually created a tool in collaboration with the National VOAD, community members, some private sector partners to help empower faith-based and community organizations to talk to their friends and loved ones about what it means to be prepared. The result was independent study course and tools entitled *Community Preparedness Implementing Simple Activities for Everyone*. Now these activities are broken down, four components, there are few components of these activities. One we actually have interactive web-based course where people can take a little bit less than an hour to get basic preparedness knowledge but at the end you receive a certification from FEMA's Emergency Management Institute. And in addition we have downloadable forms that you can use today which include a program leaders guide and facilitators guide that can help you speak about certain particular topics when it comes to being prepared and there is also a handout master's guide you see the website at the bottom there where you can access the tool.

So when we talk about the topics that are associated with this course we have actually broken down sixteen different modular activities. Topics can include how to prepare on a budget, making sure that you know how to develop a personal neighborhood support network if you have an access or functional need, how to build an effective family communication's plan, each one of these it's not just information, it is actually activities that you can use in conversations with your employees, with your congregants, with your stakeholders to help them be prepared.

Next movement we want to talk about, for those of you pledging to prepare your organization, from the organization to the employees, is Ready Business. Now Ready Business is very unassuming to faith-based and community partners but most basic community faith based organizations are officially an organization they provide great tools and resources that faith-based and community groups can use as well.

The Ready campaign encourages businesses to take three steps to prepare in emergencies; plan to stay in business, talk to your employees and protect investment and here we're talking about the

social infrastructure, which is the fabric of a really strong response and recovery during and after disaster.

Ready Business provides additional resources for free to faith-based and community groups and organizations of all types which include emergency response plan, a business continuity plan and free online business preparedness assessment. This would be a great tool if you are brand new to preparedness or your organizations is new to preparedness to walk through with some of the partners that we have on the call today or other partners in your community such as the American Red Cross.

As I spoke about we are launching a new tool in the coming weeks entitled MGT-405 mobilizing faith-based community organizations and preparing for disasters. This was actually a collaborative effort to through cooperative agreement through with the Rural Domestic Preparedness Consortium in North Carolina University. This is for faith-based and community organizations in rural areas. It can be applicable; some of the tools can be applicable to other organizations as well.

Target audience here is listed here and as you can see it includes the entire community, and a few of the benefits of this particular course is it provides emergency managers and the planning officials as well as faith-based and community leaders with the tools and knowledge to maximize the relationships and is designed to provide a framework to work together in the development of a countywide emergency plan that has the capacity to strengthen capabilities across the board; particularly emphasizing communicating information to community members, coordinating resources and formalizing agreements and memorandums of understanding. So for those of you who are brand-new or advanced in the world of the mobilization around disasters this will be a great tool and it will be introduced to states to host trainings across the country in the next few weeks.

If you have any more questions again feel free to e-mail us at citizenscorp@dhs.gov. And we will be sure to provide those tools to you.

As usual we have an extensive list of resources in our resource catalog information on your local Citizen Corps partners which include community emergency response teams, medical reserve corps, fire corps, volunteers and police services, neighborhood watch as well as other smart practices and guidance. We have a whole host of webinars of this your very first webinar we have a host of webinars that are recorded that you can access through our website www.citizenscorp.gov. If you have any other questions or information feel free to reach out to us via e-mail to email that's provided.

Want to make another pitch if you have a tool or great ideas or new topics that you want to hear on future webinars please feel free to e-mail us and be sure to check out our website. We actually have quite an extensive list of webcasts, and your topic may have already been covered but if there is a new perspective or something of that you want to share definitely feel free to reach out to us. With that we have about 15 minutes left for questions, so I will now turn it over to Steve for our question-and-answer time.

They can very much Marcus. As Marcus said, we are now in the question and answer session. You will see a link check box in front of you; feel free to type any questions that you might have from the proceedings for today in the chat box.

Please note that the question and answer session was not captured in the recording and the content below cannot be verified.

We will do our best here to try to get to all questions in the time that we have available. Depending on how many questions we have but we may not be able to get to all of them. But have no fear if we don't answer your questions please again feel free to e-mail Citizen Corps at citizencorps@dhs.gov; the e-mail address that Marcus gave you earlier. And we will be sure to get back to you as soon as we can with a response.

So in the meantime we will look forward to your questions.

We have a great question; if we register for the meeting, can we get the notes or do we have to get them independently? No worries. This webinar is being recorded and we will post the recording along with all the presentations that you have just seen on to the Citizen Corps website within 48 hours.

So you don't need to request them. Just wait until we post them and feel free to access them yourself. And again the website for that if you simply look at the left-hand side in the participant tips box, you will see the website [Citizen Corps.gov/resources/webinar/webinar](http://CitizenCorps.gov/resources/webinar/webinar) library.

We have a question from Mr. Robert Jacobson; do you include COAD's in your list of local organizations? Which one of our presenters would like to take that on?

This is Rita at National VOAD. I cannot really speak so much for Latter-day Saints. Here at National VOAD the sort of things we are working on in the state to get a way to incorporate even the smallest community organization such as a COAD; and how to bring them into the state VOAD fold and then into the National VOAD fold. So right now it depends on the state. As far as National VOAD, some states have membership agreements with county or city community organizations for disaster or smaller COADS, smaller VOADs, we are working that now.

This is Nate. We are also trying to get more participation on the community levels with the community. It is a little bit more challenging for us is trying to identify people where all of these community VOADs may take place. We don't really have a complete list of that. But we often get questions from some of our membership saying I understand there is a VOAD organization in our community. How can I participate? So we will try to do that to the proper channels but we are trying to do that; it is a little bit more challenging for us to do that on a more organized basis. But it is something that we want to be involved in. We support the COAD and support the functions that they are trying to achieve. Thank you.

Thank you all. We also have a question from Aaron Titus; one of the questions I've noticed in the emergency preparedness is that organizations and business leaders treat the emergency preparedness with a compliance issue; organize a committee, create a large binder, congratulate

yourself and put the binder in the closet. Do you have any tips on how to encourage organizations to work emergency preparedness into their operating ethos?

And I am going to hand this over to the presenters.

In the state of Arkansas we tried to work with the private sector's organizations. We are in the process of setting up a business you see to operate, DOC and EOC. We are home to Wal-Mart, the way they incorporate management is pretty large-scale with logistics, and they have stores to close and things like that. They go down the chain if it is a small local organization to sort of integrate that same type of planning, continuity of operation, what we encourage businesses to do is reopen the doors as quickly as possible and whatever type of planning that takes to be a real. what we provide to them talk so state level letters that are working with local county emergency management offices who identifies of these businesses so that we can enhance some of local planning.

It is a large effort I think your question sort of shows that it just continues to take an effort to ensure that we integrate all of those planning levels within a particular business or private sector or nonprofit.

This is Marcus. I want to follow-up. We are looking at how we are developing and deliver that preparedness message. And one of the things we found as we make preparedness a bit more personal, they seems to be a bit more effective in getting the necessary partners involved to influence the entire organization. And so there will be more information about that coming up but I will say this, we're looking at very closely from FEMA's perspective as well.

Date from [Indiscernible] journeys -- [Indiscernible - muffled speaker] This is a great question because the basis all the time with our own ecclesiastical units across the country. We have been to have their own emergency plans so often they come up with. We provide guidelines but they create these things, put them in a binder, and like they said, congratulate themselves and that, has never followed up were practiced but so really creating a culture of preparedness is something that we can do in communities and as a nation. But I see communities who really pulled together and they can have a huge impact on how prepared the community can be. And really one of the best ways that a community can prepare is to go through a disaster. It is amazing how that will spur a community on in the organization in the community be better prepared. And nothing else from Katrina that was a positive; it has helped our entire nation to be more aware and better prepared.

So really exercising the plans that we have is something I feel is critical. Thank you.

Thank you all and then the next question -- for LDS, ICNA or the Arkansas Representative, from your field experiences, what are the main work or coordination challenges you face if any, and what recommendation so you have to overcome them as we work together in the preparedness times.

This is Chad. I will jump in and answer for now [Indiscernible - low volume] It really is any more basic than being able to introduce yourself before disasters. One of the things I heard early

on in my career was disaster [Indiscernible] show somebody the business card. The disaster is not the time to show the business card but you have to develop the relationships ahead of time so if you are an organization that bring something to share, make sure you are reaching out to the other representatives that are around you whether that is your state emergency management office if you are more locally based your county government office of management more often than not the local representatives are the ones ordering the resources or are pretty [Indiscernible] response. And they would be glad to note that you have resources to bring to that. [Indiscernible]

So I would start with that level and then work your way up depending on the size and level of your organization. Really developing those relationships on the front end. I will tell you from in disaster response on our side; in the middle of disaster we will get a call from vendors or other organizations, is really don't get process in enough time to do an immediate good but in that particular response.

So having that known ahead of time is probably the best force. They in turn back [Indiscernible - muffled speaker] Journey. I would fully agree but with what was just said there and that is getting those relationships for disaster but we see difficulties or challenges it is with proper coordination has not been done either at the local level with community leaders there, or at the state level at the Emergency Management Office. If you can get involved before a disaster, if you are involved before a disaster than you will be included in the discussion that follows before and after a disaster -- that's why it is important to be involved. So if groups try to do their own thing without a lot of coordination with the civil authorities and others in charge, where you tend to do dictation of efforts and things like that. So make sure your response is done in the proper direction in the proper way.

[Indiscernible - multiple speakers]

This is Marcus .I would like to emphasize a few things, and have a national follow-up question so one of the big things that we all know is that not every organization in is a what to multi-million-dollar organization. Not every organization may have the capacity to bring forth the substantial physical resources but I guess for the presenters on the call, what is the ways that for groups that may not necessarily have a large budget to country to respond? How can they get involved in preparedness to really support straight the community infrastructure? I think that one of the common things that I have heard from everyone on the call is to be involved and engaged in training and volunteering in that way. There any other specific concrete programs or ideas that you all have with faith-based community groups can be involved?

That is a great question. Because often you get; you have a lot of faith-based organizations; a lot of people may feel uncomfortable approaching a faith-based organization saying how can I work? How can our little group work with you? And one of the things that I have learned is even the smallest groups can be part of an effective response if they do it in the right way.

And really if you are not a large organizations, if you are just a small organization that is still a seat at the table for you at the community level. And even at the state level sometimes but if you have sometimes to something to offer and maybe just your volunteers in your group the willing to go out and cleanup that's where you can order but I think it is I know if our organization was

approached by a small group saying are there ways we can work together, we will certainly find a way. And I know that I speak for many of the other faith-based VOAD organizations that say yes let's come work together. That's what VOAD is all about is working together and even the smallest groups can be involved but can get involved and have an impact and like you said it is nothing more than going out and getting CERT trained I mean part of that team the community can call on so that is a start right there.

Thanks.

And we have time for about one more question but we will take the last one from Cheryl Nagy -- I redid this is probably best answered by you but can we get the contact information on how to get involved with the national and 10 committees is that National VOAD committees.

Is there anything specific?

Sure, they can e-mail me but I am on the committee staff liaison at National VOAD. My e-mail is rita.smith@nvoad.org.

If you are a member of the organization that is a member of National VOAD, one of the 53 national organizations, you would go through your member Representative pup and have them nominate you to serve on the committee.

If you are a member of a state VOAD, you would go through your state VOAD care to have them nominate and serve on a committee. If you are a partner, a member of a partner organization or the private sector or government organization, you would again go through your designated member Representative at FEMA through headquarters. But you can e-mail me at my e-mail address and I will be able to guide you to a you should speak with.

And then Chad, I don't know if you want to speak very quickly on additional benefits of partnering? Are there any local councils in Arkansas and the efforts working with the VOAD groups?

And quickly each one of our counties where there is an active Citizen Corps resident -- [Indiscernible - low volume] There is also a corresponding Citizen Corps project Council. And reaching out to any of those I think the Citizen Corps.gov website or you can e-mail our office to get in touch.

But on a local level a lot of states their local councils are working with other faith-based groups but other nonprofit groups but many that are replicated in VOAD to have some of the preplanning done before a disaster as they are all working on a disaster response.

With that, I just want to emphasize before we get off the line that again the collaboration between the Citizen Corps Council and the VOADs we all definitely invite all partners to come to the table. We have folks that are ready and willing to work with you. And with that I went to think we do and Mr. Kahn and doctors to Mr. Stover as well as Dr. I'm sorry Reverend Myers for joining us on the call. The webinar will be up in about a few days.

That is correct. After about 48 hours will put the recording of the webinar up.

And we do have if you were questions that we will not be able to answer today but I want to make sure that we copy and follow up with folks specifically but if there aren't any more questions, thank you very much it will put the poll again. We love to hear your feedback but based on the webinar -- please share with us ideas for future webinars going forward with that, thank you very much.