


**New York**  
Voluntary Organizations  
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

PETER B. GUDAITIS, M.Div.  
Executive Director & CEO, New York Disaster Interfaith Services (NYDIS)  
Chair, New York VOAD



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NYS Regional Training Center Webinar Series - Session 10:  
Engaging Community and Volunteer Organizations Active in Disasters  
April 6, 2022

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**National**  
VOAD

The National VOAD Movement & the 4Cs

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**NVOAD Structure**

- National VOAD (Corporate HQ)
- State & Territory VOADs (Corporate Chapters)
  - County COADs (Recognized by State & State VOADs)
    - Single County
    - Multi-County
      - Hyper Local COADs (Towns, Villages & Neighborhoods)

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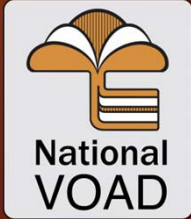
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**National VOAD**

An association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration; and fosters more effective delivery of services to communities affected by disaster.



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**Nomenclature**

- Voluntary: Professional & Volunteers
- Active: By Invitation Only not Self-Deploying
- Disaster: Natural, Human Caused & Public Health Emergencies
- Primarily ESF 6
- Asked Not Tasked
- FEMA Adjacent: National Response Framework & NRF
- Whole Community Doctrine
- Centers for Faith & Community Partnerships

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**"The Four C's"**

- Communication
- Collaboration
- Coordination
- Cooperation

• Not Command

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**New York Voluntary Organizations Active in Disaster**




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**New York VOAD: Board of Directors**



**Officers:**

- Chair: Peter Gudaitis (New York Disaster Interfaith Services, NYC)
- Vice-Chair: Lori Andrede (Health & Welfare Council of Long Island, Melville)
- Treasurer: Zack Hodgson (The Salvation Army, Greater New York Division)
- Secretary: Mallory Brown (Herkimer-Oneida Organizations Active in Disaster)

**Members:**

- Rev. Dr. Mario Augustave (Adventist Community Services-Northeastern District)
- Linda Badger-Becker (Presbytery of Lake Huron & Presbyterian Disaster Assistance)
- Robert Coughlin (Saratoga-Warren-Washington COAD)
- Gerald DeLuca (American Red Cross in New York State)
- Rev. John Perez (Church of God in Christ)

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## Coordination Functions & Capabilities



- Board Meetings
- Annual Members Meeting
- Activation Coordination & SitReps
  - NVOAD Bi-Weekly Calls
  - NVOAD Coordination Calls
- By-Laws
- State Member & COADs Directory
- Media
  - Social Media
    - Facebook
    - Twitter
  - VOAD Notices
  - Website
  - SitReps
- CERC (SWN)
- Training



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## 2020 NYVOAD Priorities

- Administrative:
  - Dues Increase \$200
  - Permanent FT Staff Funding Plan
  - State Recovery Fund
  - Staffing - Full-time Director by 2023
- Program
  - 62 County COAD Coverage
  - COAD Formation & Governance Toolkit
  - More engagement with and support of County/Local Emergency Managers
  - Statewide Mitigation Education & Preparedness Training
- Events (Annual Priorities):
  - May 3-6 - National VOAD Conference, Baltimore, MD
  - October 2022 - NVOAD Fall Member Meeting
  - November 2022 - DHSES Collaborative Coalition Conference & NYVOAD Annual Meeting
  - February 2023 - NYSEMA Conference, Syracuse, NY

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## New York VOAD: 2020 By the Numbers



- New York VOAD "State" Members - 44 (5 Removed)
  - New Member Applications Pending in 2022 - 3
- Associate Members - 3
- Number of Counties with a COAD: 39 of 62 - 63%
- Number of County COADs: 26
  - Single-County COADs: 13
  - Multi-County COADs: 12
- Number of Hyper Local COADs: 20

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**Rule #1**





CLIENT

Everything Else

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**Areas of Concern:**



- 22 out of 62 Counties do not have a COAD Relationship
- Lack of understanding and use of NVOAD Points of Consensus & Guidelines
- Lack of funding and staff capacity for building and sustaining County COADs
  - NY Rising Incubated Local COADs but not County or State COAD or VOADs
- Managing the 3<sup>rd</sup> Evacuee/Displacement Disaster (Katrina, Haiti, & Maria)
  - No Model, Plan or Established Funding Mechanism
- Lack of Intergregation with Public Health (Medical & Mental Health)
- Start-up Period for DCMP, DMH and Rebuild
  - Make Better Use of NYVOAD & NVOAD Members Capabilities

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**Areas of Concern:**



- NVOAD is now operational - competing with States for DCMP & Repair Contracts
- No NYS or Region II Recovery Fund
- NYS VOAD Needs funding to Compete in the Sector and Sustain Capacity
- All DA and 211 Intake is not Equal
- All DA must be coordinated Better (Include DHSES IA & NYVOAD)
- Bad DA & Lack of Data Sharing Delays Relief & Undermines Recovery

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### VOAD & Helpful Hints:



- Decades of Experience
- Professionals & Volunteers
- NYVOAD fully integrated with Federal & State Government
- NYVOAD & COAD struggle with integration at the Local Level
- Activated by DHSES
- First Call: Planning for Human Needs - ESF6
- First Call: Impact Causes Human Needs
- Data Matters & Data Sharing Matters More
- Command + Control = DeMobilization vs. 4Cs = Partnership
- Best Practices - Politics = Best Practices
- Pre-Contract

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### NYVOAD Will



- Enhance Emergency Management & Public Health Emergency Capacity
- Identify & Activate Members to Support Ops or Planning Efforts
- Help COADs map and recruit stakeholders
- NYVOAD is a force multiplier that plugs into all phases of disaster life cycle
- Build it Back Better

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### Q&A

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April 5, 2022 1

### New York State Division of Homeland Security and Emergency Services (DHSES)

- DHSES Individual Assistance (IA) Section Overview
- Response and Recovery:
  - COVID-19
  - Tropical Storm Fred
  - Hurricane Ida




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April 5, 2022 2

### Office of Disaster Recovery Individual Assistance (IA) Section

- Responsible for identifying, coordinating and/or implementing programs designed to address the needs of individuals and families affected by a disaster.
- Provides support and guidance to local community recovery organizations, coordinates with state and federal partners, creates and interprets individual assistance program guidance, and supports the Office of Emergency Management's (OEM) goal of whole community preparedness, response and recovery.




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April 5, 2022 3

## Emergency Support Function #6 (ESF 6)

### COVID-19 Activation




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April 5, 2022 4

### What is ESF 6: Mass Care?

- Collaborative group of state agencies, the American Red Cross, and NYS Voluntary Organizations Active in Disaster (VOAD) that focuses on mass care:
  - Sheltering
  - Feeding
  - Disaster Assistance Centers
  - Any other requests/tasks routed to us
  - Works closely with NYS Office of Emergency Management




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April 5, 2022 5

### Who are the ESF 6 member agencies?

- American Red Cross (ARC)
- Department of Agriculture and Markets (DAM)
- Department of Corrections and Community Supervision (DOCCS)
- Department of Financial Services (DFS)
- Department of Health (DOH)
- Department of Labor (DOL)
- Department of Motor Vehicles (DMV)
- Department of State (DOS)
- Division of Homeland Security and Emergency Services (DHSES)
- Homes and Community Renewal (HCR)
- Office for Victim Services (OVS)
- Office of Child and Family Services (OCFS)




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April 5, 2022 6

### Who are the ESF 6 member agencies?

- Office of General Services (OGS)
- Office of Mental Health (OMH)
- Office of Persons with Developmental Disabilities (OPWDD)
- Office of Temporary and Disability Assistance (OTDA)
- Salvation Army (SA)
- State Education Department (SED)
- State Justice Center (SJC)
- State Office for the Aging (SOFA)
- State University of New York (SUNY)
- Veterans Affairs (VA)
- Voluntary Organization Active in Disasters (VOAD)
- Private Sector




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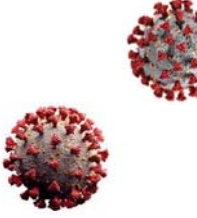

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April 5, 2022 7

### ESF 6 COVID Activity Overview

- COVID-19 response began March 4, 2020. Partners worked 12-hour shifts, seven days a week until the end of June.
- ESF 6 was initially activated 24 hours a day, 7 days a week.
- Locations included building 22 on the Harriman State Campus, Empire State Plaza, and a daily, virtual (WebEx) meeting beginning in April.


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April 5, 2022 8



### Requests ESF 6 Fulfilled

**Personnel Requests**

- Staffing for COVID testing & vaccination locations
- Volunteers for the Department of Labor Unemployment hotline
- Airport passenger screening assistance (JFK, LaGuardia)

**Miscellaneous**

- Vehicles for specimen transportation
- Folding chairs, tables, tents, and other equipment for testing sites


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April 5, 2022 9

### Feeding Workgroup and Feeding Capacity Survey




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April 5, 2022 10

### Feeding Workgroup Partners

- NYS DHSES IA
- NYS Food and Anti-Hunger Policy Coordinator
- Department of Agriculture and Markets (DAM)
- Department of Health (DOH)
- American Red Cross (ARC)
- Office of Children and Family Services (OCFS)
- Office of General Services (OGS)
- Office of Persons with Developmental Disabilities (OPWDD)




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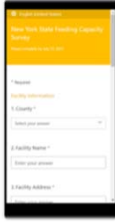

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April 5, 2022 11

### Survey Overview

- Beginning April 2020, distributed bi-weekly via email to approximately 2,300 feeding partners across the state and local Office for the Aging sites.
- Examples of questions included:
  - Are you able to sustain feeding for the next 2 weeks/month?
  - If no, why not?
  - Are you having difficulty sourcing any specific foods?
  - Are you in need of PPE or hand sanitizer?
  - Are you in need of volunteers to continue operations?
- Responses were used to connect partners with available resources


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April 5, 2022 12

### Workgroup and Survey Development

#### What was the purpose of creating the workgroup and survey?

- Regularly discuss feeding innovations created by COVID-19
- Situational awareness amongst partners
- Monitor the State's feeding capacity and identify critical needs and trends
- Promote helpful programs for feeding partners:
  - NYS Agriculture and Markets, Nourish NY program: To date, a total of \$85 million dollars has been dedicated to the program. The funding has allowed New York's emergency food providers to continue to purchase products from NY farmers and dairy manufacturers and deliver it to New York families in need.




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April 5, 2022 13

### Feeding Capacity Survey Responses

- Common requests:
  - Shelf-stable items, canned goods
  - Fresh fruits, vegetables, dairy products, meat
  - Personal protective equipment (PPE)
  - Hand sanitizer
  - Bags and boxes for packaging orders
  - Financial Assistance
  - Baby care items




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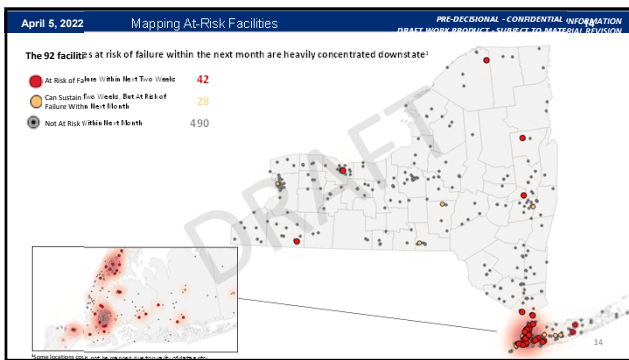
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April 5, 2022 15

### Feeding Survey Success Stories

**Personal Protective Equipment (PPE)**


- NYS produced hand sanitizer during a national shortage and provided to partners
- Coordination with County Emergency Management Offices to fulfill local PPE needs

**Donations**

- 27 organizations referred to NYS Food and Anti-Hunger Policy Coordinator who worked to source funding for refrigerators and freezers.
- DHSES IA & American Red Cross volunteers sorted over 3,000 donations and connected available items with nonprofits
- FEMA donated 10 truckloads of baby wipes; 121,000 packages
- Baby2Baby, a national nonprofit, donated 20 million diapers to New York's Emergency Feeding Programs for distribution to food banks.
- Over 240,000 face masks & over a million pairs of gloves donated directly to nonprofits from PPE retailer, Well Before

**State VAL Support**

- Communication and coordination with COADs to fulfill volunteer requests
- Shared needs with Regional OEM Directors and County Emergency Management Offices




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April 5, 2022 16

### Success Stories – Well Before Partnership

Date	Masks	Number of Organizations
7/15/2020	4,700	12
8/3/2020	6,100	14
8/18/2020	6,865	17
9/10/2020	6,170	14
10/6/2020	7,500	16
11/17/2020	7,405	16
12/9/2020	6,430	17
1/5/2021	12,440	25
2/8/2021	11,420	25
3/15/2021	9,300	21
4/14/2021	9,850	19
5/11/2021	9,030	19
6/14/2021	9,330	15
7/16/2021	8,900	14
9/21/2021	2,500	5
3/10/2022	5,000	1
4/1/2022	119,000	numerous
<b>Total</b>	<b>241,940</b>	<b>251+</b>

Well Before Partnership logo and navigation menu.

ORGANIZATIONS THAT ARE A PART OF OUR DONATION PROGRAM

GET INVOLVED

We're continuously looking to donate to more organizations and people in need. We strive to donate.

New York State Homeland Security and Emergency Services logo.

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April 5, 2022 17

### Tropical Storm Fred Steuben County

August 17, 2021

- Joint FEMA, State, Small Business Administration (SBA) Preliminary Damages Assessments (PDAs)
- SBA declaration
- IA denial
- IA appeal
- IA appeal denial

New York State Homeland Security and Emergency Services logo.

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April 5, 2022 18

### Tropical Storm Fred – Community, County & Southern Tier Finger Lakes COAD Response & Recovery Efforts

- Welfare checks
- Debris removal and cleanup
- Donations
- Feeding residents
- Feeding volunteers
- Referrals to services
- Financial aid
- COAD Long Term Recovery Group (LTRG)

New York State Homeland Security and Emergency Services logo.

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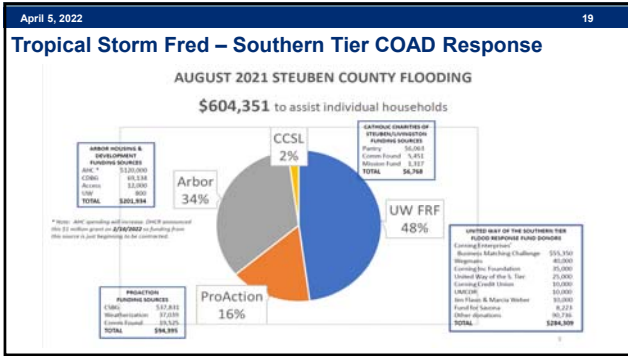
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April 5, 2022 20

### Hurricane Ida Response & Recovery

- ESF 6 Activation
- Immediate Presidential Declaration
- FEMA and State PDAs
- IA declaration
- Additional counties added to the declaration
- Joint Field Office
- Disaster Recovery Centers (DRCs)
- Multi-agency coordination calls
- Governor correspondence
- Long term recovery
- Disaster Case Management (DCM)

New York State Homeland Security and Emergency Services

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April 5, 2022 21

# Thank you!

Maggi Daigle  
 State Voluntary Agency Liaison  
 NYS DHSES, Individual Assistance Section  
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New York State Homeland Security and Emergency Services

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**FEMA Individual Assistance**

- Individuals & Households Program
  - Housing Group
  - Human Services Group
- Mass Care & Emergency Assistance
- Disaster Recovery Centers
  - Include SBA, state agencies, voluntary agencies
  - NOT just about IHP
- Voluntary Agency Coordination

Federal Emergency Management Agency 2

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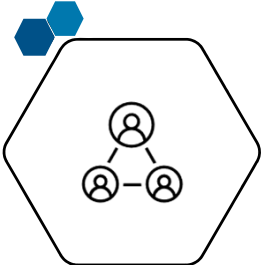
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**What is a FEMA VAL**

- VALs are part of FEMA's recognition that we alone are not the answer to all disaster-related problems.
  - "Whole of Community" response and recovery
- FEMA's liaisons to voluntary organizations
- Three primary functions
  - Inform
  - Advise
  - Connect



Federal Emergency Management Agency 3

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### Inform

#### Information for Voluntary Agencies

- Sequence of Delivery
- FEMA programs
- Long-term Recovery
- Hard data
- Registration info
- Privacy Act info
- Duplication of Benefits
- Unmet or Immediate Needs
- Mitigation info

#### Information for Emergency Management

- Data – rebuilds, repairs, housing
- Conflicting damage assessments
- Eyes on the ground – donations, rumors, etc
- Progress toward long-term community recovery
- State Cost Share
- Privacy Act: FEMA is obligated by law to protect personal identifying information (PII) that is in our system of records (NEMIS)
  - Name, address, phone number, SSN, registration number, applicant status




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### Advise

- Local non-government and the formation of long-term recovery groups
- Case management organizations on appeals
- State and other federal programs – Department of Labor, HUD
- Foundation outreach




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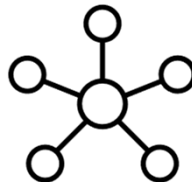
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### Connect

- Local and state level organizations with national partners (COAD, VOAD)
- Voluntary agencies with government partners
- Applicants with unmet needs with appropriate resources (disability integration, case management, specific voluntary agencies, non-FEMA federal programs)
- Non-traditional partners with affiliated organizations/operations




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**Regional VALs**

- Strengthening state capabilities – State VALs, VOADs
- National partnerships
- Training, exercises, programming
- Educational sessions – religious competency, donated resources policy, non-FEMA federal programs
- Non-Stafford disaster support

FEMA  
Federal Emergency Management Agency

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**VALs in the Disaster Cycle**

Preparedness  
Response  
Recovery  
Mitigation

Federal Emergency Management Agency

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**Response**

- Assist in the coordination of local and national voluntary agency Mass Care activities
- Provide guidance on volunteer and donations management
- Identify and report on voluntary agency activity, needs assessment, and damage reports
- Support declaration process
- Support implementation of Individual Assistance (IA) programs

FEMA  
Federal Emergency Management Agency

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### Response

#### Preliminary Damage Assessments

- Assess the need for mass care
- Add to the narrative of the final report
- Coordinate with the voluntary agencies already on the scene
- Assess the needs of the voluntary agencies




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### Recovery

#### START YOUR RECOVERY PROCESS

- 1 Take photos of your damaged home and belongings.
- 2 Make a list of damaged or lost items.
- 3 Assess your needs. If you need assistance you should file a claim with your insurance company. If you do not have insurance, visit us online.
- 4 Work To Help Others. Contact Disaster Management through the FEMA app or call 800.475.5847 TTY: 800.462.7186



- Assist community in determining best recovery strategies
- Encourage engagement from all sectors of the community
- Assist in the coordination of home repair, rebuilding, debris removal, and addressing individuals' unmet needs
- Assist in the development of long-term recovery groups including case management systems




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### Recovery



- #### Duplication of Benefits
- Code of Federal Regulations
  - Overview of awards and service
  - Case Management for Voluntary Agencies and Government
  - Four paths
    - Written Consent
    - Routine Use
    - FEMA-State Agreement
    - Information Sharing Access Agreement




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### Preparedness and Mitigation

Support voluntary agencies and VOAD/COADs in:

- Community education about preparedness techniques and mitigation measures
- Participating in planning, training, and exercises
- Engaging the whole community in determining vulnerabilities and resources
- Creating connections to other areas of FEMA (Faith-based Partnerships, Disability Integration, Tribal Liaison, etc.)



Federal Emergency Management Agency 13

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