



How Government's and VOADs can
Collaborate for
**Response, Recovery, and
Building Community
Resilience**



GOVERNOR'S
HURRICANE CONFERENCE®





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 - Disaster Case Manager and Case Management Supervisor (Hurricane Irma; Southwest FL Tornadoes) 2019-2020; 2022
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 - Case Manager - Hurricane Hermine - 2017
 - Volunteer Coordinator - Tampa Bay Region - Hurricane Irma - 2017-2019
 - Conference Volunteer Coordinator - Hurricane Irma (Tampa Bay, Southwest, Keys) - 2019-2020
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- The Florida Conference of The United Methodist Church
 - Disaster Case Manager; Hurricane Irma 2018
 - Lead Disaster Case Manager; Hurricane Irma 2019
 - Regional Team Leader; Hurricane Irma 2019 - 2020
 - Conference Disaster Response Coordinator 2020 to present
 - COVID-19 Pandemic (2020)
 - Surfside Building Collapse (2021)
 - Southwest Florida Tornadoes (2022)
 - Hurricane Ian (2022)
 - Hurricane Nicole (2022)
 - Broward County Flooding (2023)
 - Hurricane Idalia (2023)
 - Hurricane Debby (2034)
 - Hurricane Helene (2024)
 - Hurricane Milton (2024)



What to Expect

- Collaboration Strategies – How governments, VOADs, and community organizations can work together effectively.
- Connecting Residents to Services – Best practices for ensuring communities receive critical aid.
- Proactive Communication – Key methods to share information before, during, and after a hurricane.
- Service Management – Efficient coordination of disaster response and recovery efforts.
- Volunteer Coordination – Organizing and maximizing volunteer impact.



What is a 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.



Florida
Voluntary Organizations
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

Identify Partners



**PRESBYTERIAN
DISASTER
ASSISTANCE**

OUT OF CHAOS, **HOPE**



**BAY AREA
LEGAL SERVICES**
A NONPROFIT LAW FIRM

Creating pathways to justice

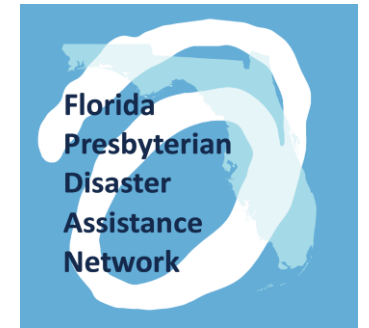


**Florida
Voluntary Organizations
Active in Disaster**

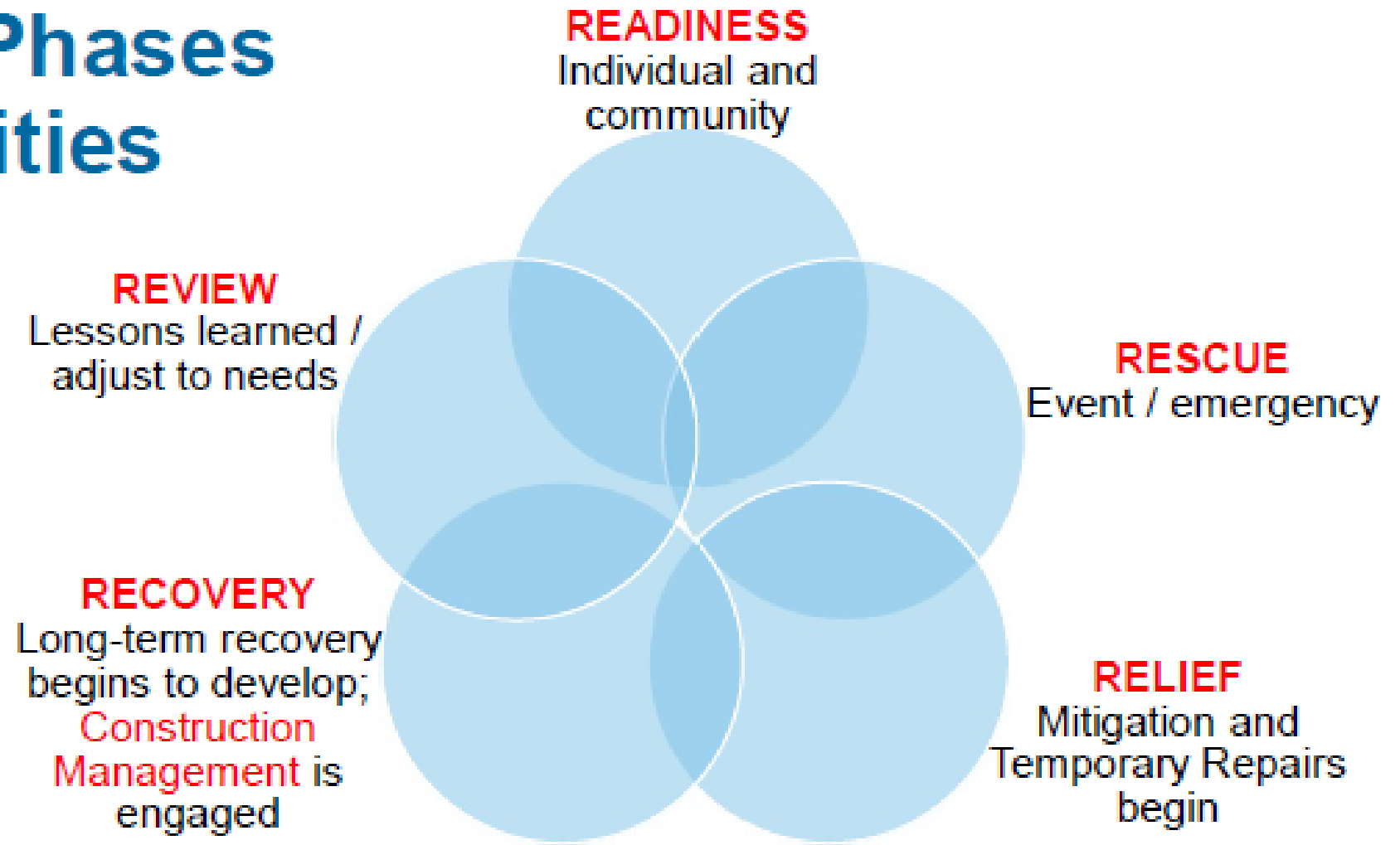
COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION



Mennonite Disaster Service



Disaster Phases and Activities





Readiness



Hurricane Expo



*Photo Credit: Orange County Government

- Central Location
- Public Transportation
- Large, Indoor Space
- Who should we invite?
 - Government
 - Emergency Management
 - FEMA
 - National Weather Service
 - Police, Fire, EMS
 - Public Health Department
 - City/County Officials
 - VOADs
 - American Red Cross
 - Salvation Army
 - The United Way
 - Faith-Based Groups
 - CERT
 - Elder Care Services
 - Mental Health Providers
 - Legal Aid
 - Food Banks



Hurricane Expo



HURRICANE PREPAREDNESS EXPO

Saturday, June 15 • 9 a.m. to noon
Joe DiMaggio Sports Complex • 2450 Drew St.

Now is the time to prepare.
Don't wait until it's too late.

- FREE prefilled sandbags will be available and provided on-site (Limit 10 per vehicle)
- FREE Hurricane Kits
- FREE lunch provided by Salvation Army
- Get flood barrier tips
- Evacuation zone lookup
- Flood zone lookup
- Alert Pinellas Registration

Gear up, get prepared to conquer the storm and Touch-a-Truck!

Exhibitors include booths from:

- Civil Air Patrol
- Salvation Army
- Red Cross
- Humane Society of Pinellas
- Suncoast Animal Shelters

Pinellas County
CLEARWATER

DISASTER SUPPLY KIT CHECKLIST			
General <ul style="list-style-type: none"><input type="checkbox"/> Batteries<input type="checkbox"/> Flashlights<i>Do not use candles</i><input type="checkbox"/> NOAA Weather Radio<i>Battery operated or hand cranked</i><input type="checkbox"/> Cash<i>Banks and ATMs may not be available after a storm</i><input type="checkbox"/> Cell phone chargers<input type="checkbox"/> Books, games, puzzles or other activities for children	First Aid <ul style="list-style-type: none"><input type="checkbox"/> First Aid Manual<input type="checkbox"/> Sterile adhesive bandages of different sizes<input type="checkbox"/> Sterile gauze pads<input type="checkbox"/> Scissors<input type="checkbox"/> Tweezers<input type="checkbox"/> Moistened towelettes<input type="checkbox"/> Antiseptic<input type="checkbox"/> Disinfectant wipes<input type="checkbox"/> Hand sanitizer<input type="checkbox"/> Aspirin or other pain reliever	Important Documents <ul style="list-style-type: none"><input type="checkbox"/> Insurance cards<input type="checkbox"/> Medical records<input type="checkbox"/> Banking information<input type="checkbox"/> Copies of social security cards<input type="checkbox"/> Copies of birth and/or marriage certificates <i>*Items should be kept in a water proof container</i>	Special Needs Items <ul style="list-style-type: none"><input type="checkbox"/> Specialty items for infants, small children, the elderly, and family members with disabilities
Pet Care Items <ul style="list-style-type: none"><input type="checkbox"/> Pet food and water to last at least 7 days<input type="checkbox"/> Proper identification<input type="checkbox"/> Medical records/ microchip information<input type="checkbox"/> Water and food bowls	Clothing <ul style="list-style-type: none"><input type="checkbox"/> Rain gear such as jackets, hats, umbrellas and rain boots<input type="checkbox"/> Sturdy shoes or boots and work gloves	Food and Water <ul style="list-style-type: none"><input type="checkbox"/> Food<i>Nonperishable packaged or canned food and beverages, snack foods, juices, baby food, and any special dietary items to last at least 7 days</i><input type="checkbox"/> Water<i>1 gallon per person per day</i><input type="checkbox"/> Non-electric can opener<input type="checkbox"/> Paper plates, napkins, plastic cups, and utensils	Vehicle <ul style="list-style-type: none"><input type="checkbox"/> Keep your motor vehicle tanks filled with gasoline
			Phone Numbers <ul style="list-style-type: none"><input type="checkbox"/> Maintain a list of important phone numbers
Find a full disaster supply kit checklist at FloridaDisaster.org/Kit			

- Hurricane Preparedness Kits (or parts of kits)
- Printed Materials
 - Hurricane evacuation route maps
 - Supply checklist for hurricane kits
 - Local emergency contact info
 - Insurance tips post-disaster
 - Prep tips for seniors, people with disabilities, and pets
 - Info on signing up for alerts
- Kids & Family Resources
 - Activity books or coloring pages (disaster prep themed)
 - Stickers or temporary tattoos with safety messages
 - Stuffed animals for comfort kits
 - "My Emergency Plan" family templates
- Bonus Ideas
 - Raffle items (weather radios, generators, gift cards)
 - Survey or sign-up forms for community volunteer lists
 - "Grab and Go" bags with info & supplies

*Photo credit: Pinellas County Government, FDEM, and Stronger Than the Storm.

Supporting Vulnerable Populations



**Proactive
Outreach &
Communication**

**Preparedness
Education**

**Accessible
Evacuation
Planning**

**Strengthen
Community
Partnerships**



Rescue



Rescue: Mobilizing Volunteers



- Variety of Teams will want to come and help
 1. First Responder & CERT (Community Emergency Response) Teams - Local
 2. Early Response Teams
 3. Volunteer Groups
 4. Individual & Spontaneous Volunteers
- Volunteer Registration - A critical tool



Rescue: Call Centers



Image: Call Center, GETTY

- A call center is...
 - State organizations and local VOADs, faith-based groups provide this resource
 - Ex: 2-1-1; FLUMC
- Crisis Cleanup
 - Response coordination tool
 - Homeowners & Volunteer Teams



Rescue: Warehouse Supplies

- Pre-positioned supplies
 - Contingency plans are crucial
 - Storm's Point-of-Impact may shift
- Communication & coordination between state agencies, VOADs, and Local communities.
- Donation Management





Relief



Relief: Meeting Immediate Needs

Feeding

- Collaborate with churches, The American Red Cross, The Salvation Army, Operation BBQ, other local feeding ministries.
 - Culturally appropriate meals
 - Mobile kitchens and food distribution
 - Ready-to-eat meals for areas without utilities

Physical Assistance

- Hands-on support to stabilize and clear debris: Baptists, Methodists, Team Rubicon, and more!
 - Tarping: VOADs provide temporary roof protection
 - Muckouts: Clean water-damaged homes to prevent mold
 - Sorting Debris: Help remove, separate, and stack safely
 - Chainsaw Teams: Clear trees blocking access to homes



Relief: People-Focused Relief Roles

Case Workers

**Damage
Assessors**

**MARC – Multi-
Agency Resource
Centers**



Relief: Organizing Relief Efforts

Warehouse Management

- Ensure efficient flow of donated and requested goods
- Receive, sort, and distribute supplies
- Coordinate with local and regional partners
- Reduce duplication and meet real-time needs

FEMA Collaboration

- FEMA's role in Relief is critical, especially early on
- Local FEMA staff help survivors apply for and understand benefits
- VOADs coordinate with FEMA VALs (Voluntary Agency Liaisons)
- Strong communication helps prevent confusion and delays



Recovery



Phases of Disaster: Recovery

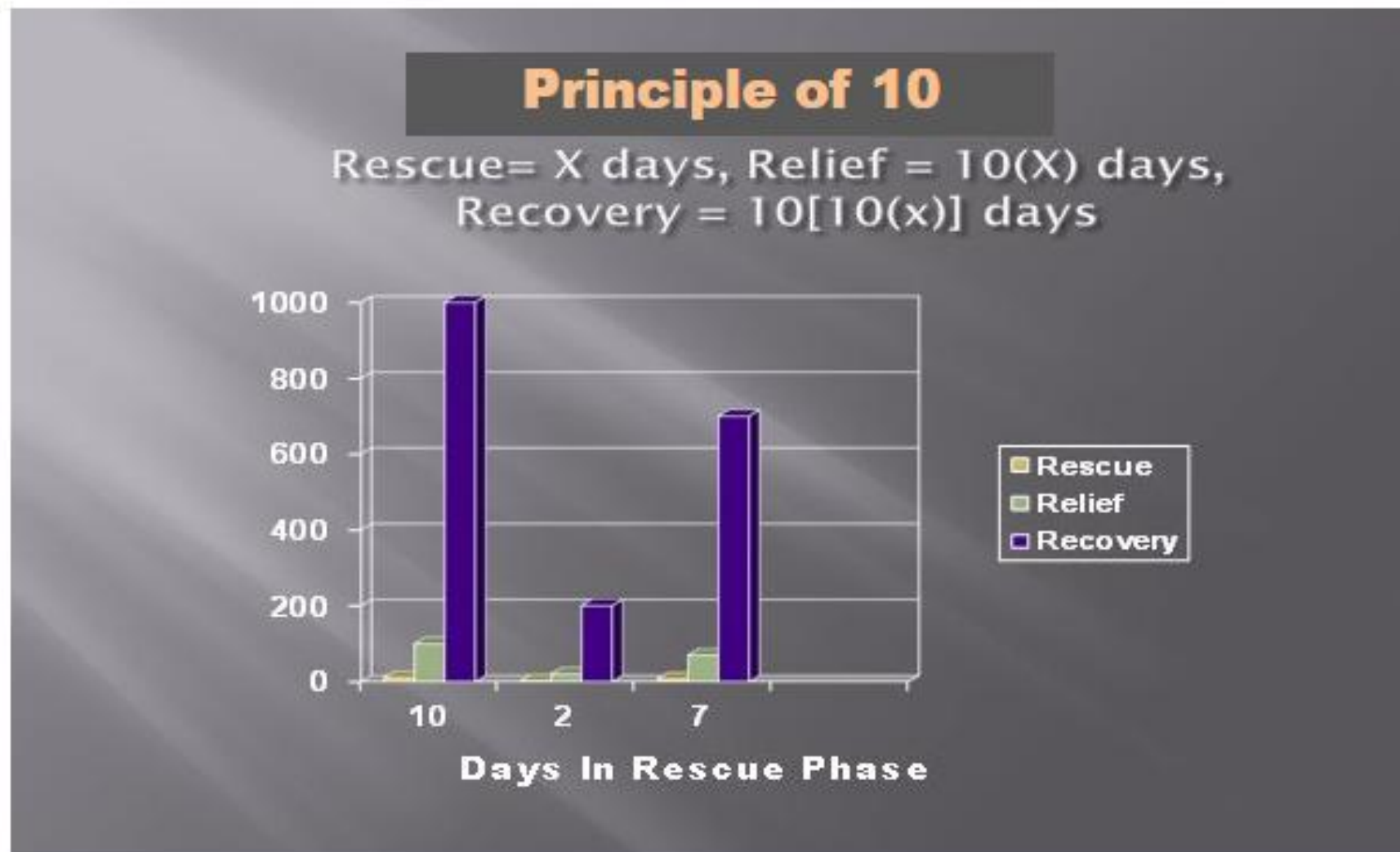


Image Credit of NVOAD



Phases of Disaster: Recovery

- VOADS
 - Disaster Case Management
 - Volunteer Coordination
 - Construction Management
 - Monitoring and Evaluation
- Long-Term Recovery Groups



Review

Phases of Disaster: Review

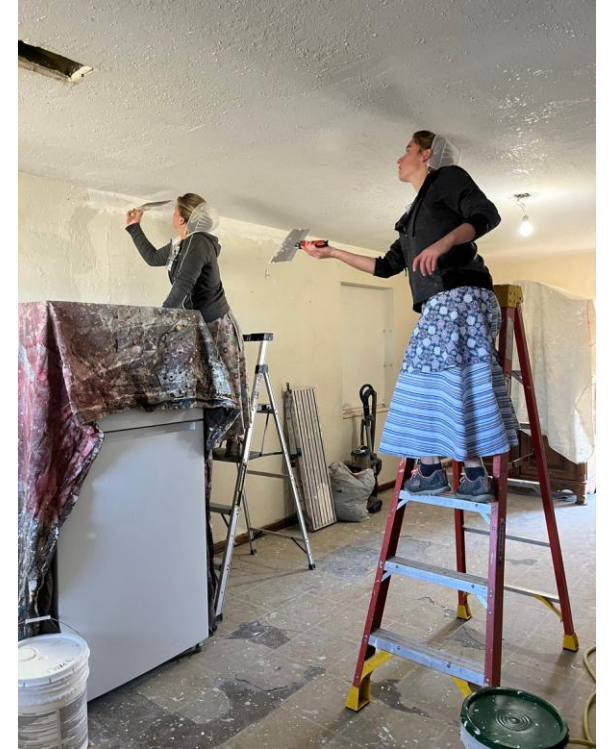
- Review Best Practices
- Assess Processes and Procedures
- Revise Standard Operating Procedures



The Role and Importance of Long-Term Recovery Groups



Restoring Hope





Active Long-Term Recovery Groups in Florida

- Alachua
- Baker
- Charlotte
- Citrus
- Collier Disaster Alliance
- Collier Everglades
- Collier Immokalee
- Dixie Tri-County LTR
- Duval
- Flagler
- Gilcrest Tri-County LTR
- Hardee
- Hendry/Glades
- Hernando
- Highlands
- Hillsborough/Pinellas
- Indian River
- Jefferson – Big Bend
- Lake
- Lee
- Lee – Pine Island
- Lee – Sanibel Island
- Levy Tri-County
- Madison
- Manatee
- Okeechobee
- Orange
- Osceola
- Palm Beach
- Pasco
- Polk
- Putnam
- Sarasota
- Seminole
- St. Johns
- St. Lucie
- Sumter
- Suwannee
- Volusia

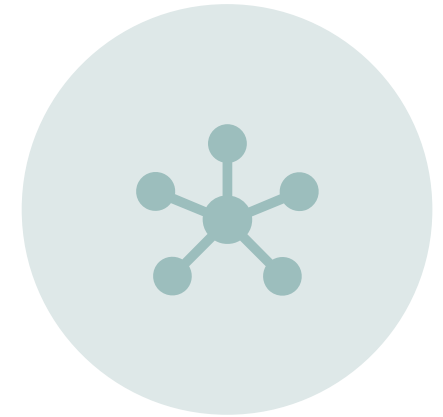
Role of the Long-Term Recovery Group



COMMUNITY ADVOCACY
AND AWARENESS



ADDRESS UNMET NEEDS
OF THE COMMUNITY



COORDINATION OF
RESOURCES

Long-Term Recovery Group Sub-Committees

- Volunteer Management Committee
- Construction Management Committee
- Disaster Case Management Committee
- Unmet Needs/Materials Committee
- Donations Management/Allocations Committee
- Financial Controls and Reporting
- Spiritual and Emotional Care Committee
- Communications Management



Image Credit of UMCOR

Who Do We Invite?

- Disaster Legal Services
- Voluntary Organizations Active in Disaster
- Donor Organizations
- Social Service Providers
- Faith-Based Organizations
- Community and Business Leaders
- Construction Representatives
- Government Representatives



How Do We Get Them There?

- Strong Mission Statement
- Mutual Benefits
- Outreach Opportunities and Events
- Communication
- Website and Social Medias



Image Credit of UMCOR

Community Impacts

- Community Resilience
- Community Preparedness
- Education and Mitigation
- Economic Impacts
- Community Trainings and Workshops
- Foster Community Cohesion





The Impact of Long-Term Recovery Groups

- Connected with local partners
- Leveraged **\$376,414.48** for survivors needs through the Unmet Needs Table



Image Credit of Lee County Long-Term Recovery Group



Coordinating Volunteer Services

Volunteers and Disaster Recovery



Coordinating
Volunteer Services in
Disaster Recovery can
be challenging and
very rewarding.



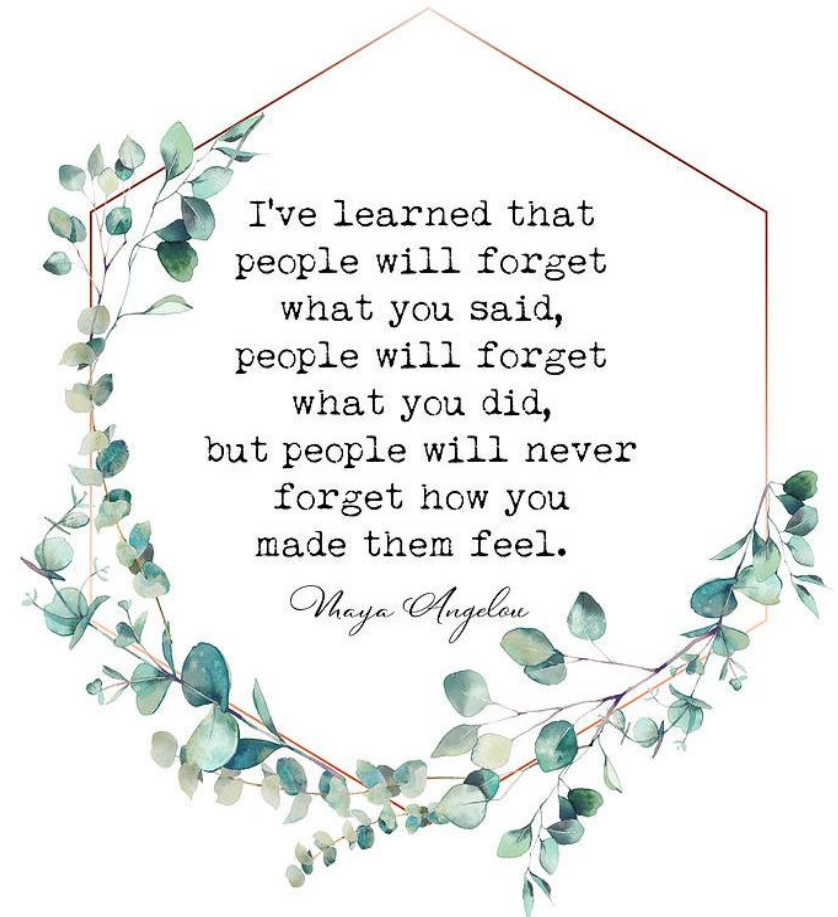
Question:

1. Who has had the opportunity to coordinate volunteers (presently or in the past)?
 - What was challenging?
2. What are some ways you have seen volunteers make a difference in communities?



Why Use Volunteers?

- **Volunteers Want to make a difference.....**
 - Amplify the community's recovery efforts
 - Share love and hope
 - Renewed sense of collaboration



Source: fineartamerica.com

Volunteer's Role in Long-Term Recovery



Volunteers help to Build our Vision by sharing their talents, time, and energy



Image from: wordpress.com

- Strategic “Partner” to help us deliver our Mission
- Increase program’s IMPACT
 - Bring Skills & Experience
 - Cost Saving
 - Community Building



Cost Saving Impact of Volunteers

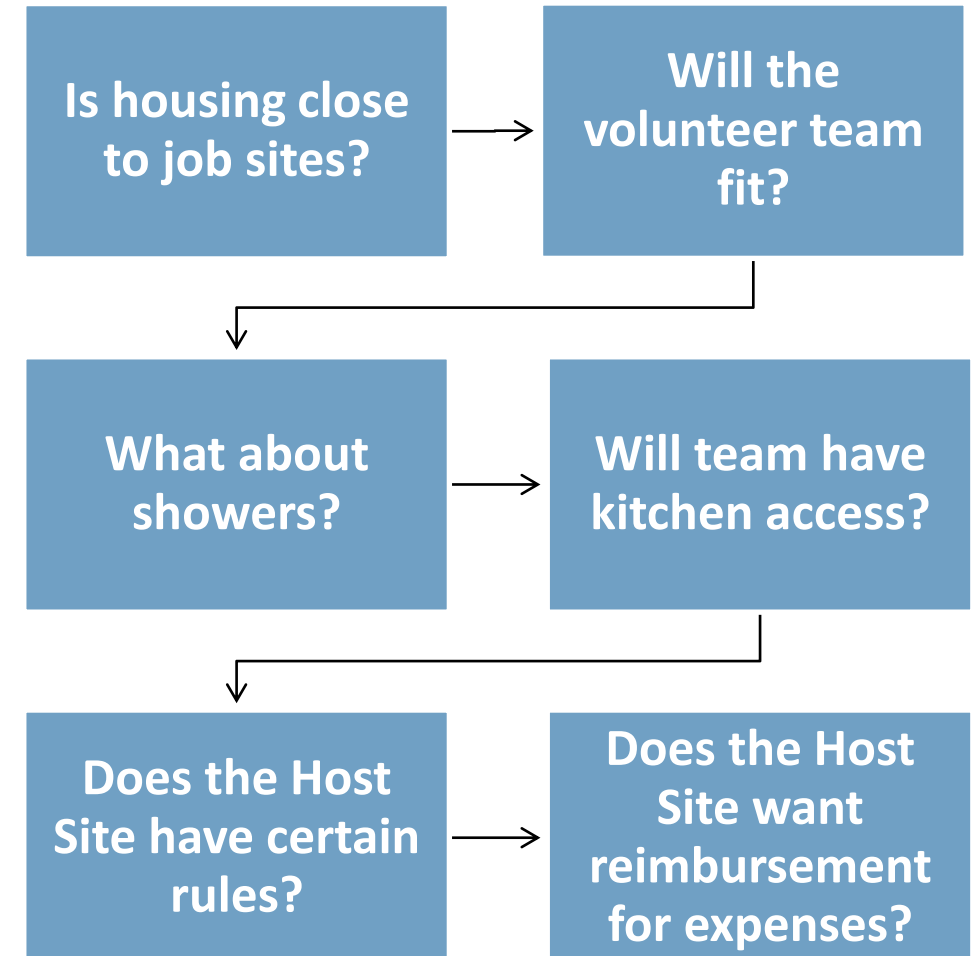
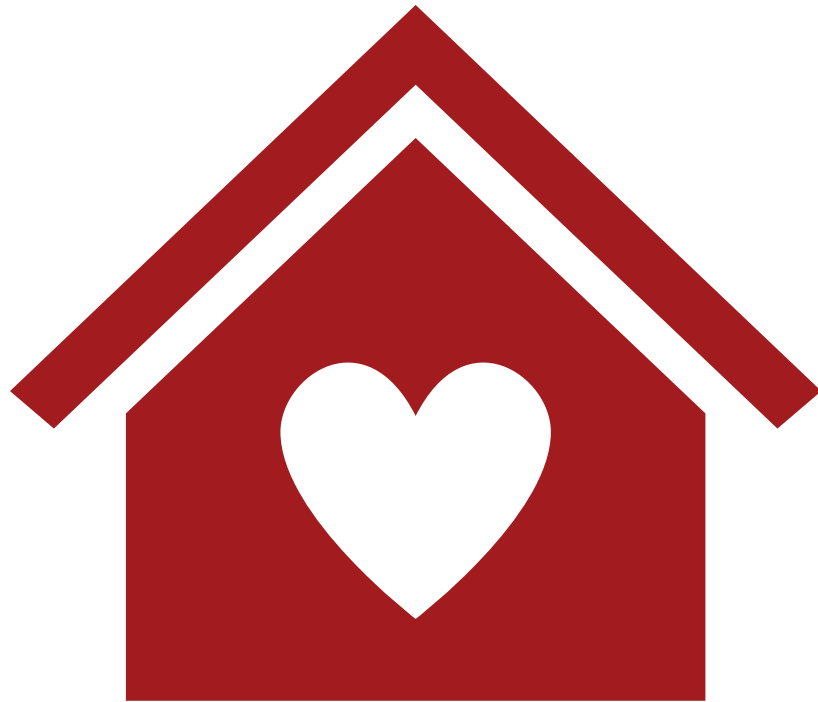
- Volunteers help leverage donated resources
- During Hurricane IAN, FLUMC Disaster Recovery used:
 - ❖ 2,200 Volunteers to assist over 160 survivors
 - 60,000 Volunteer Hours
 - At the current Volunteer Hourly Rate (\$33.49)
that's a **Labor Savings** of over:

\$2,000,000

Volunteers are Coming... Now What??



➤ Volunteer Housing Considerations



Other Housing Considerations



Bunkhouse: Mission on Wheels

BUNKHOUSE TRAILERS / RV's
Parked at churches or community- use facilities



ADEQUATE PARKING
Available to volunteers

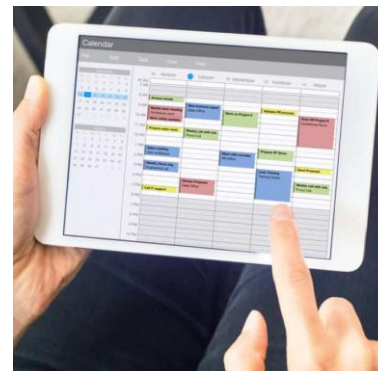


Image: UMCOR

INTERFERENCE
With Existing Programs or meetings



SAFETY & SECURITY - Any concerns or helpful information to share with volunteers



Volunteer Coordination Is.....

Important part of Client Recovery

- One Leg of a 3-legged stool
 - Work with case managers and construction coordinators
 - Essential Collaboration
 - LTRG's
 - Other VOAD Organizations

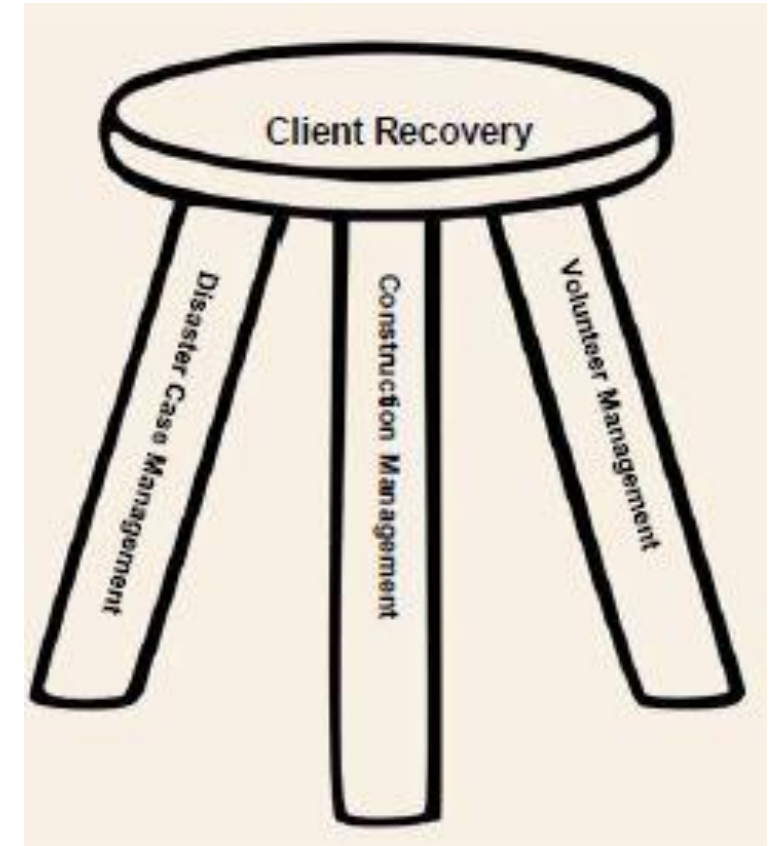


Image: UMCOR

Volunteer Coordination Includes....



Volunteer Management

Image: sendmestlouis.org

- Recruiting/Cultivating
- Well Vetted Meaningful Work
- Planning/ Scheduling
- Housing
- Registration & Communication
- Knowledgeable On-Site Supervision and Training
- Follow-up & Evaluation



QUESTIONS

1. Volunteer Housing locations you have used in the past?
2. What has worked well for you?
3. Any Additional Questions??





Building Strong Partnerships



Why Partnerships Matter

No single group can
meet every need
after a disaster

Strong partnerships
= better
communication,
resource sharing,
and coordination

Partnerships reduce
duplication and
ensure underserved
areas are not
forgotten

Building Strong Partnerships in Disaster Response



Key Questions:

- Who's already serving this community?
- Who needs to be at the table before the storm hits?
- How do we build trust now for when the storm comes?



Collaboration Success

Post-Hurricane Landfall

- Strong VOAD collaboration with county emergency management
- Centralized volunteer coordination, needs assessments, and MARC sites
- Trusted relationships allowed rapid deployment and long-term recovery planning





Benefits of Strong Partnerships

Community Trust

- Familiar faces from trusted orgs = more community engagement

Shared Resources

- Tools, training, donations, and even staff
- Avoids gaps and overlaps

Consistent Volunteer Pipeline

- Reduces burnout, supports continuity in home repairs & rebuilds

Faster Recovery Timelines

- Coordinated efforts reduce wasted time and speed up services



Questions?