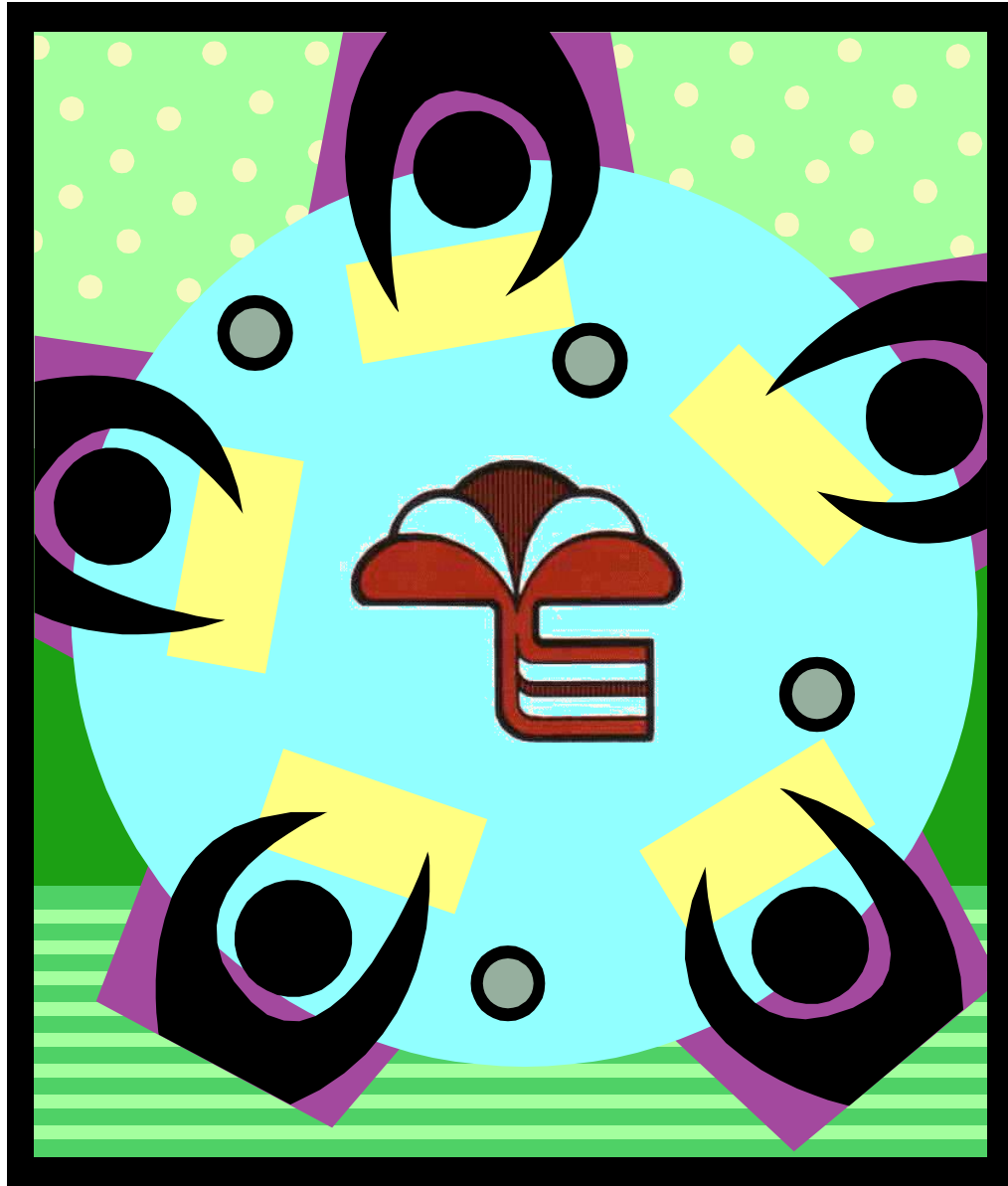


Kansas City Regional VOAD  
Organizing Protocols  
for Community Disaster Recovery



Kansas City Regional VOAD  
Organizing Protocols  
for Community Disaster Recovery Mechanism

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## BACKGROUND:

Kansas City has experienced several sizeable disasters in recent years. Some received a federal declaration, while most did not. Voluntary agencies are usually the leader in providing front-line immediate and long-term recovery assistance to those affected regardless of declaration status. Government organizations usually play substantial roles in the response and recovery efforts but are sometimes resource limited; especially without a federal Declaration. The community response begins immediately following the disaster impacting the community. To be most efficient, the near-term and long-term response should be coordinated.

The Division of Emergency Management serves member organizations through communication, cooperation, coordination, education, leadership development, mitigation, convening mechanisms, and outreach. VOAD is a supporting collaborative, not a direct response organization. It is through its commitment as a convening mechanism that Emergency Management can have a positive impact on the community response efforts. It is under the obligation of that commitment that we create these organizing protocols.

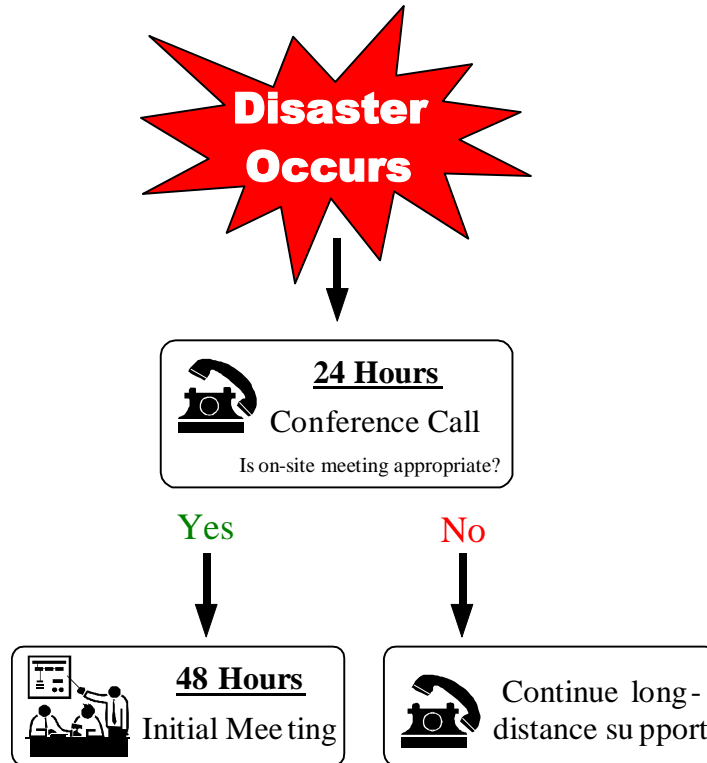
The Division of Emergency Management recognizes the value of voluntary agencies and has appointed a liaison to support volunteer agency efforts.

EM understands that each member agency possesses certain program areas of expertise targeted at different phases of the response and recovery process. No member agency has consistent strength or presence in every community or county within the state. For many, the level of response in any particular geographical area is greatly influenced by the performance of their local affiliates; many of which are somewhat autonomous from the parent organization. Our intent is to get agencies with the desire and resources to act matched with community needs.

This document has come from the Missouri Voluntary Organizations Active in Disaster, with the substantial input, expertise, and dedication of the SEMA Statewide Volunteer Coordinator. Missouri has developed and refined a convening process that seems to be very effective. It has been field tested with recurring positive success. In the spirit of partnership MOVOD has shared this document with several states throughout the Nation.

## ORGANIZING PROTOCOLS:

The time frames stated are maximum limits. If tasks can be accomplished sooner, it is preferred. Any member agency learning of a situation creating substantial community needs should contact Emergency Management or KC Regional VOAD Co-Chairs to activate this protocol plan. Since the impact on a community varies greatly as influenced by the community's preparedness level and type, size, and scope of the disaster, there is no minimum impact required or threshold for activation of this protocol plan.



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24 Hours - Conference Call

*Within 24 hours of a disaster's occurrence, a conference call will be held to assess the situation.*

Those on the conference call should include:

- Executive committee of KC Regional VOAD
- EM liaison
- FEMA VAL
- Missouri Interfaith Disaster Response
- Representatives of voluntary agencies taking the most active roles in the response efforts (limit 2 agencies just to keep the call manageable)

The call should address the following topics:

- ✓ Identify affected communities
- ✓ Impact on the community
- ✓ Status of the response
- ✓ Viability of convening a community task force to address needs
- ✓ Detail most pressing needs and prioritize
- ✓ Share historical response knowledge and intellectual resources that may immediately aid those in the field to improve their response.
- ✓ ***Would an initial coordination meeting be helpful?*** (If yes, go to next page for initial meeting. If no, continue to give support as necessary to responding organizations and agencies.)



## 48 Hours - Initial Meeting

*Within 48 hours of a disaster's occurrence, a meeting will be held in the affected area to establish a task force to support response efforts.*

**The EM Liaison (or designee) will immediately report to the affected area.**

- ✓ Find a host location for the initial meeting. Establish a date and time.
- ✓ Request assistance to support the initial meeting and subsequent task force operations.
- ✓ Research and determine what organizations and agencies are involved in the response. These include VOAD members, Citizen Corps groups, government agencies, utility companies, emergency management agencies, etc. Begin collecting contact information so invitations may be extended.

**The KC Regional VOAD Members may immediately dispatch 2-3 team members to the affected area** to support the initial meeting and subsequent task force operations.

They will work under the direction and supervision of the EM Director until the initial meeting is held. Thereafter, they will work under the task force lead agency representative. They will initially complete the following tasks:

- ✓ Continue efforts of Statewide Volunteer Coordinator to collect contact information on relevant community organizations and agencies.
- ✓ Ensure invitations are extended to agencies involved in the emergency response phase. This is usually done via telephone calls or e-mail.
- ✓ Work with the Statewide Volunteer Coordinator to identify agencies that will be participating in the recovery phase and extend invitations to attend.
- ✓ In addition to the above invitations, send meeting details to all KC Regional VOAD members via email.
- ✓ Schedule members to staff the registration desk at the meeting.
- ✓ Support other initial meeting needs as necessary.

## Role of the Task Force

Remember:

The role of the task force is to support agencies that are providing response. The task force is not, nor should it ever become, a direct response entity.

Needs should be met through supporting and/or expanding existing organizations.





## Invitation List for Initial Meeting

Below is a sampling of common invitees. Due to the variety of groups active in any given community, this list should never be construed to be an all inclusive list.

Action Center/3-1-1 KCMO	Lutheran Disaster Response
3-1-1/WYCO-KCKS	
ADA Specialist, KCMO	Mid America Regional Council
Adventist Community Services	MARC-Area Agency on Aging
American Red Cross	Mennonite Disaster Services
ARES	Metropolitan Lutheran Ministry
Belton Emergency Management	Missouri Baptist
Cass Co. Emergency Management	Mo Gas Energy
Cass Co. Div. of Family Services	Mo Search and Rescue K-9
Catholic Charities	Mo State Emergency Management Agency
Church of Jesus Christ of Latter Day Saints	National Weather Service
Church of the Annunciation	North KC Schools
City of Gladstone	National Organization of Victims Assistance
City of Greenwood	Olathe Unified School
City of KCMO	Overland Park Police Dept
City of Liberty	Platte Co Sheriff's Office
Civil Air Patrol	Platte Co Emergency Management
Clay Co Emergency Management	Pleasant Valley Police Dept
Coalition of Independence	Prairie Village Emergency Management
Congressman Moore Office	RSVP
Johnson County CERT	Raymore Emergency Management
CRES	Rehab Services for the Blind
Church World Services	Restart
Dept. of Health	RLDS Church
Disaster Relief Coord/Peace UCC	Seton Center Family & Health Services
Disaster Relief Heartland Presby	St. Matthew Apostle
Division of Aging-Home and Comm Serv	St. Peter's Church
Division of Family Services	St. Regis Catholic Church
Employers Reinsurance Corps	St. Catherine's Parish Outreach
Epilepsy Foundation	St. Louis Church
Federal Emergency Management Agency	The Children's Place
Foster Grandparent Program	The Salvation Army
Gladstone Public Safety	TNC Community
Gov. Council on Disability	Tzu Chi Foundation
Grandview Fire Dept.	United Methodist Committee on Relief
Habitat for Humanity (Metro Affiliates)	University of Missouri Extension
	Unified Government of Wyandotte County
	United Way of Greater Kansas City/United Way 2-1-1
	United Way of Wyandotte County
Heart to Heart	Wayside Waifs –KC Humane Society
Heartland Presbytery	Weston Police Dept
Independence Fire Dept.	Wyandotte Ministerial Alliance
Jewish Community Campus	Youthfront
Johnson Co Area Agency on Aging	Heartland United Methodist Church Districts
Johnson Co. Emergency Management	
United Church of Christ	
KC Downtown Airport	
KC Police Dept.	
KC Public Works	
Lake Lotawana Fire Dept	
Leavenworth County LEPC	
Lee's Summit Fire Dept.	

# Recovery Task Force

## Initial Meeting - Sample Agenda-

### I. Introductions

Each person in the room states their name and organization they represent.

Chairman, Local VOAD  
(designee)

### II. Purpose for Meeting

To establish a community task force to coordinate response efforts. The task force is a short term mechanism to coordinate response efforts to this particular disaster event. It a forum to share needs and discover or create resources to meet those needs.

Chairman, Local VOAD  
(or designee)

### III. Select a Lead Agency

Those in attendance should agree on a lead agency to chair the task force. Usually, this lead agency is fairly obvious. When the lead agency is fairly obvious, it is best to arrive at the meeting having already securing their commitment to fill that role if those in attendance so choose. The lead agency can change as time passes and response enters different phases.

Statewide Vol. Coordinator  
(or Chair of local VOAD if appropriate)

### IV. Situation Update

Give overview of disaster, impact on community, major response efforts to date, and any obvious needs requiring resolution.

EMA or Govt. Official

### V. Federal Declaration Process/Status

Give overview of federal declaration process. Emphasize that we cannot wait on this process. Task Force should proceed as if no declaration was possible.

EMA or Govt. Official

### VI. Service Available

Each organization has a few minutes to explain the services they have to offer victims on this disaster. They also share their client selection criteria or program limitations.

Lead Agency Representative

Many agencies may have disaster programs available and may not even realize it; especially interfaith and government agencies. Encourage agency representatives to contact their regional, district, or state offices and inquire. They are often very surprised what is available within their own

organization. Some agencies may be able to flex or relax program requirements to accommodate disaster victims.

Some people capture responses on easel pads to help validate and/or create a referral list to share. (See item VIII below)

## VII. Identify Community Needs

Lead Agency Representative

Using easel pad and markers, brainstorm needs from those in attendance. The list can include needs of clients, the community, or needs of represented organization so that it can better provide disaster services. Once brainstorming is done, return to the list and classify each as immediate or longer-term. Today you are looking for immediate needs to address. Other needs can be addressed at later meetings.

Develop a strategy for addressing immediate community needs. The "needs list" will change over time to reflect the stages of response. Old ones should get addressed and new ones will emerge.

One of the common topics is casework management. Who will manage the client cases? Is there need for a central repository or system? Confidentiality? Sometimes just educating caseworkers from each agency about services and resources available can meet this need. They can simply make appropriate referrals. Every operation and community response is different, but this is always a topic of considerable discussion. Church World Service has field representatives trained in this area.

Caution: Stay focused on disaster caused needs. Know when to terminate the task force. Do not begin looking for needs to substantiate the existence of the task force.

## VIII. Agency Referral Listing

Lead Agency Representative

VOAD members should continually strive to produce and update a referral list that is shared with all agencies and organizations. The list serves two purposes: (1) Guides clients with disaster caused needs to the appropriate agency or agencies and (2) Guides general citizens with pre-existing needs back into the community social service network.

## VIV. Select Next Meeting

Lead Agency Representative

Some task forces select a routine pattern for their meetings (like every Tuesday and Thursday for the first few weeks) while others prefer to schedule their next meeting one at a time following the current meeting.

It is typical to meet several times a week for the first few week then transition into weekly

meetings. Eventually it will transition into every other week or monthly until the task force's work is completed.





## Site requirements for Initial Meeting Location (optimal)

Easy to find

Ample parking

Tables and Chairs for 50-60 people (adjust # as necessary - set up in large square or "conference style")

Microphone and speaker system if meeting is very large

Registration table and 2 chairs

Table for printed information and resources (if appropriate)

Host agency usually provides coffee and beverages (no snacks or food)

## Supply List – Suggested Items needed for Initial Meeting

2 - newsprint pads

2 - newsprint pad easel style holders

6 - assorted color large magic markers for newsprint & name tents

1 - roll blue painters tape (or masking tape)

50 - Copies of meeting agenda (adjust # as necessary)

10 - Copies of *Meeting Attendance Roster* (Sign-in Sheet)

50 - Copies of Referral List currently in use

6 - Ink pens

2 - Legal or steno pads for note taking, etc.

50 - sheets blank copy paper to be folded for name tents (adjust # as necessary)

\*Preferable to have a recorder assigned to capture information on a laptop