**SEPA VOAD Meeting – Breakout Notes**

1. **Spiritual and Emotional Care**

Assets

* Importance of being Identifiable and trustable partner after a disaster
* De-briefing exercises with faith-based leaders

Gaps

* How to keep congregation/volunteers engaged
* How to be invited in
1. **Assessing/Addressing Unmet Needs**

Assets

* Many existing resources available – just a matter of connecting them
* VMCs really making great strides here
* VOAD Sandy calls
* Some organizations have client databases (Alzheimer’s Assoc updates this every three months)

Gaps

* Difficulties of local volunteers juggling their volunteer efforts and their lives
* Small organizations feeling overwhelmed by regional approach and what the ask is for them
* Sustaining relationships – need a playbook to pass along to the next person

How have successful orgs kept agencies in the loop?

* People want to know they are getting real-time information (prior to Notify NYC, for instance)
* NYC – OEM Watch Command has listserv that goes out to agency leadership
1. **Housing**

Assets

* Collaboration with organizations like Habitat for Humanity, Home Depot, Loews
* PHFA maintains a list of available housing
* PA VOAD lobbying efforts – seeking common-minded legislators that would protect volunteers/home owners (liability)
* The CAN system

Gaps

* Lack of housing is a problem
* Need strong local recovery leadership – complete case management, housing coordinator, construction site manager
* How do we handle liability? Insurance protection
* Duplication of efforts (CAN system)
1. **Donations Management**

Assets

* The variety of everyday expertise and donations
	+ Financial, food everyday
* Large network of partner orgs and donors

Gaps

* Identifying what the needs are (as things are simultaneously coming in)
* How to manage unneeded resources without alienating donors and wasting resources
* Identifying proper receiving agencies
* Communicating clearly across agencies and donor networks

Next Steps

* Developing clear communication, canned messaging
* Developing a framework for donations management
1. **Management of Volunteers**

Assets

* Team Rubicon – volunteer reception centers
* Spontaneous volunteers – Team Rubicon willing to take them for a day and put them to use
* MRC volunteers are untapped potential (trained and willing)
* Working on a regional volunteer policy designed to sharing volunteers

Gaps

* Training agencies – suggested using VOAD for cross-training