

Better Coordination with Nonprofit Volunteer Organizations During Preparedness Can Improve Disaster Recovery

A presentation to the Joint Legislative Program
Evaluation Oversight Committee

December 14, 2020

Adora Thayer, Program Evaluator



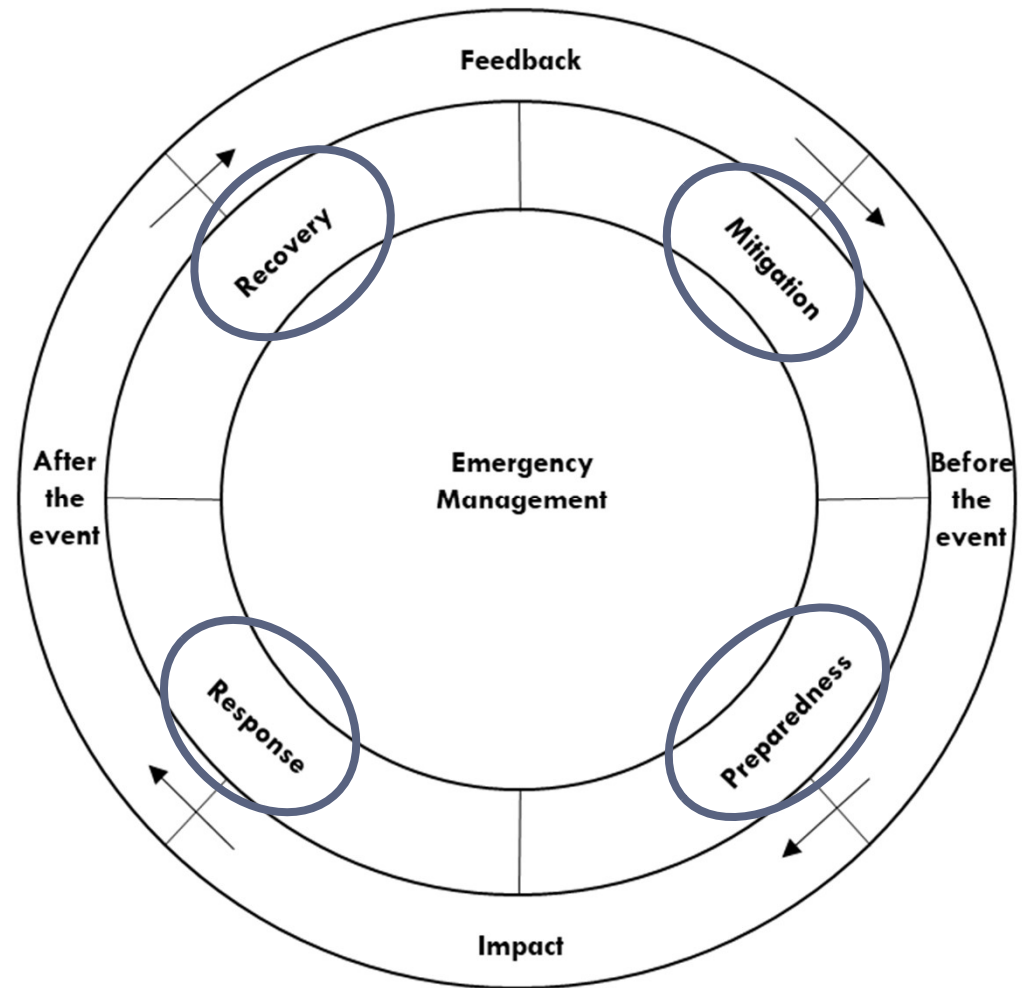
Project Scope

Evaluate NCEM's coordination with nonprofit organizations for disaster recovery planning

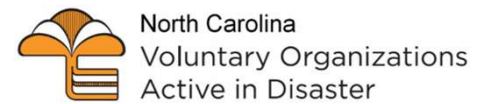
Agenda

- **Background**
- Findings
- Recommendations

Emergency Management Is Cyclical and Includes Many Stakeholders



Emergency Management Is Cyclical and Includes Many Stakeholders



Statewide
Entities
Who
Coordinate
For
Disasters



N.C. Commission on Volunteerism & Community Service



North Carolina
Voluntary Organizations
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

**Local
Coordinating
Groups
Also Assist
Communities**

3

**Community
Organizations Active in
Disasters
(COADs)**



15

**Long-Term
Recovery
Groups
(LTRGs)**





Disaster Coordination

- the effective and efficient cooperation of independent units
- important for eliminating fragmentation, gaps in service delivery, and unnecessary duplication of services
- most effective when it is clear, encompassing, and aligned

The Whole Community Approach

Encourages state and local governments to seek and include feedback from a wide range of organizations during all disaster phases



Voluntary Agency Liaisons (VALs)

- Build and maintain relationships
- Ensure optimal coordination
- Engage nonprofits
- Disseminate information



**VAL positions can be
federally funded
with EMPG**



Agenda

- Background
- Findings
- Recommendations

Finding 1

Coordination with nonprofit volunteer organizations and local emergency management agencies can be improved



Communication



Training



Guidance



Finding 2

NCEM could more effectively engage nonprofits and explore using more formal agreements

Roles and Responsibilities

- **45% of nonprofit volunteer organizations did not know whether they were included in state preparedness plans**

Formal Agreements

- **Confusion as to whether agreements are in place between NCEM and nonprofits**
- **Local emergency management agencies have MOUs with nonprofits for disaster efforts**

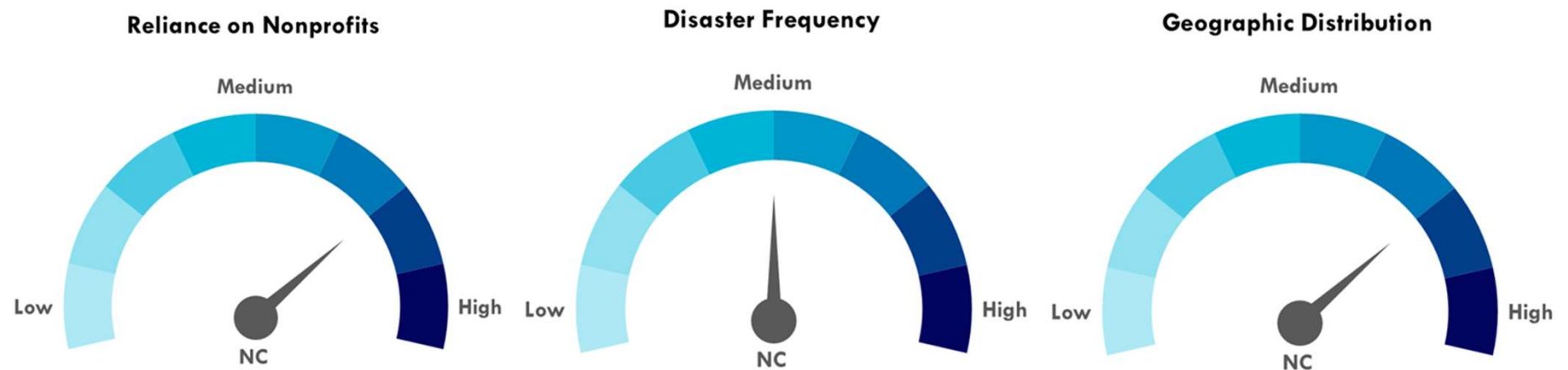
Finding 3

Local governments struggle to coordinate with COADs and LTRGs

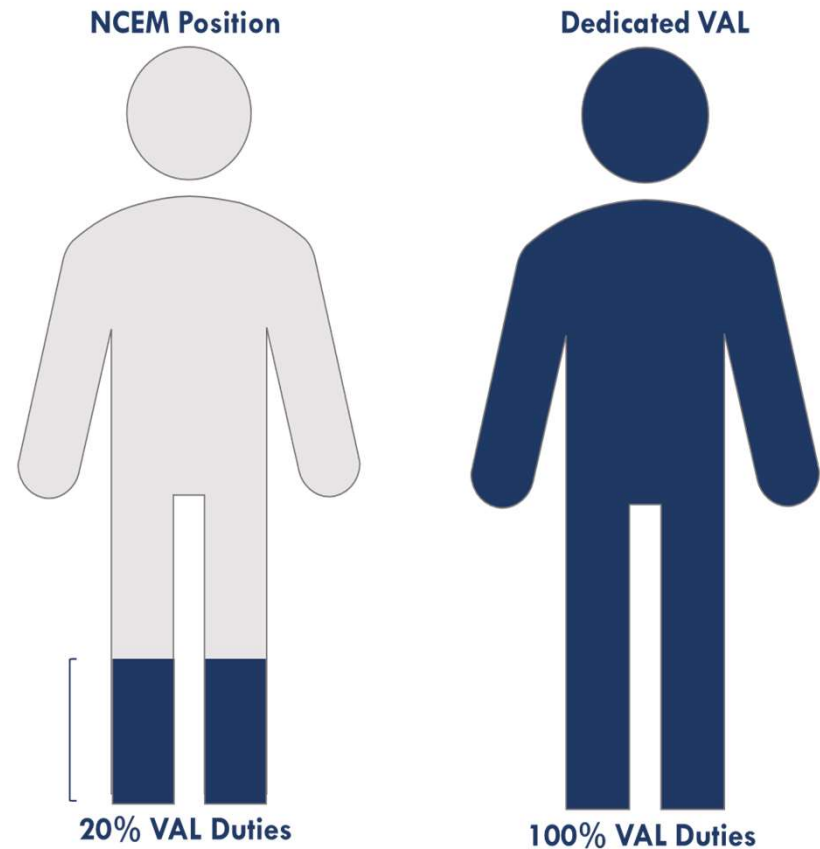
- Average coordination between COADs, LTRGs, and local emergency management agencies as described by local governments
- No roles or responsibilities for COADs or LTRGs in state preparedness plans
- Only one LTRG in a local preparedness plan

Finding 4 NCEM lacks a dedicated VAL, even though there is need and federal funds could fully support such a position

North Carolina Meets Federal Conditions Indicating the State Would Benefit from a VAL



“Provide more than one outreach person. It’s unfair to the one person running around the whole state providing excellent resources...we are setting [the position] up for failure.”



Agenda

- Background
- Findings
- **Recommendations**

**Program
Evaluation
Division
has three
recommendations**

1

Direct NCEM to provide guidance to local emergency management agencies to improve coordination with nonprofit volunteer organizations

2

Require NCEM to ensure the distribution list for preparedness plans includes all nonprofit volunteer organizations mentioned in plans and establish criteria for formal agreements

**Program
Evaluation
Division
has three
recommendations**

3

Require NCEM to report on the effectiveness of VAL activities to confirm the ongoing dedicated full-time status of the newly created VAL position

Report by December 1, 2021 on the implementation of recommendations

Contact Information

Adora Thayer

Program Evaluator II

919-301-1421

Adora.Thayer@ncleg.gov

Brent Lucas

Principal Program Evaluator

Allie Jaarsma

Program Evaluator

Sidney Thomas

Program Evaluator/Legal Analyst

www.ncleg.gov/ped

