

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

A presentation to the Joint Legislative Program Evaluation Oversight Committee

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Project Scope

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

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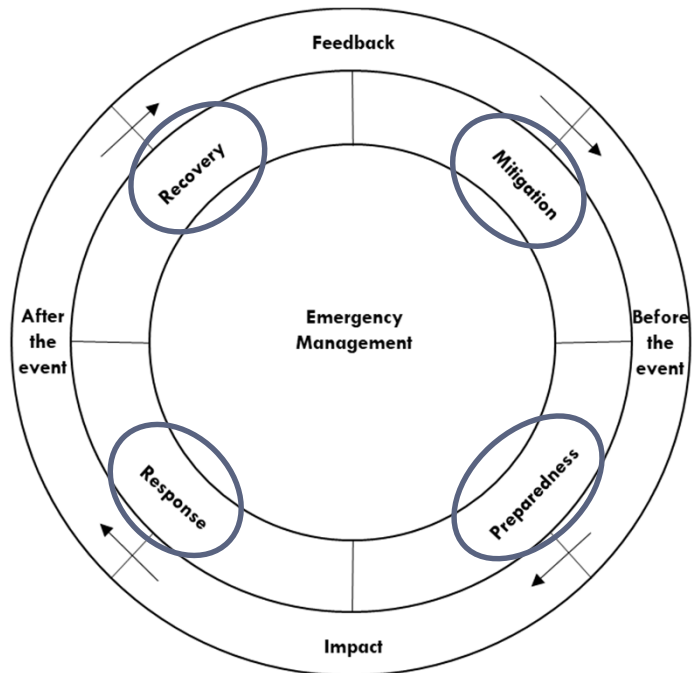
Agenda

- Background
- Findings
- Recommendations

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Emergency Management Is Cyclical and Includes Many Stakeholders




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Emergency Management Is Cyclical and Includes Many Stakeholders



 North Carolina Voluntary Organizations Active in Disaster

Statewide Entities Who Coordinate For Disasters



N.C. Commission on Volunteerism & Community Service




North Carolina Voluntary Organizations Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION



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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

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The Whole Community Approach

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



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Voluntary Agency Liaisons (VALs)

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



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VAL positions can be federally funded with EMPG



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Finding 1

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

 Communication

 Training

 Guidance



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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 if agreements are in place between NCEM and nonprofits for disaster efforts
- Local emergency management agencies have MOUs with nonprofits for disaster efforts

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Finding 3

Local governments struggle to coordinate with COADs and LTRGs

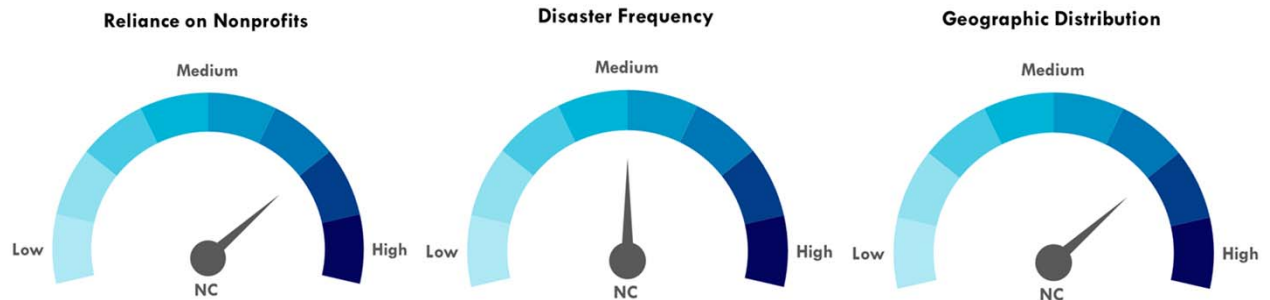
- Average coordination between COADs, LTRGs, and local emergency management agencies as described by local governments
- No roles or responsibilities for COADs or LTRGs in state preparedness plans
- Only one LTRG in a local preparedness plan

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

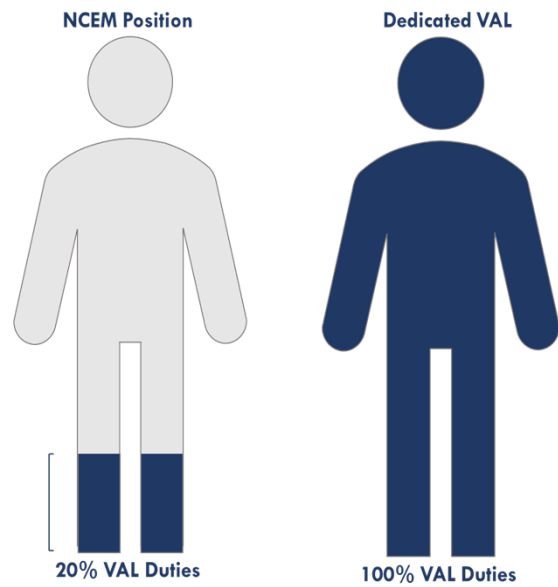
North Carolina Meets Federal Conditions Indicating the State Would Benefit from a VAL



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“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.”



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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

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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

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