

Wednesday, May 21	Session Title	Description	Track	Presenter(s)
Session 2: 1:30 pm - 2:45 pm	Empowering Recovery: Innovative Financial Aid Solutions for Disaster Survivors	<p>The Maui Financial Recovery initiative represents a groundbreaking approach to disaster recovery, combining cutting-edge fintech with grassroots community engagement to support families impacted by the 2023 Maui fires. This workshop will explore how Maui Rapid Response, ESTHER, and Visa collaborated to launch a Guaranteed Basic Income program using reloadable Visa cards. Attendees will learn how the program identifies, approves, and supports families in need while monitoring spending to ensure alignment with recovery goals.</p> <p>Over six months, this initiative provided 20 diverse households with \$500–\$1,000 monthly, helping families rebuild their lives through financial assistance. Beyond financial support, the ESTHER platform facilitated robust data collection, tracking transactions, and gathering qualitative insights through family engagement.</p> <p>This interactive session will showcase how this program's innovative structure balances technology and human connection. Attendees will gain practical insights into replicating this model, navigating challenges such as underbanked populations and choices of who and how much to fund, and leveraging partnerships to create sustainable recovery solutions. Join us to discover how this pilot exemplifies "Going the Distance" in disaster recovery.</p>	Emerging Practices & Innovation	Mollie Drew, Nicole Huguenin, Joe Delaney, Richard Johnson
Session 2: 1:30 pm - 2:45 pm	From Hold Music to Hope: Revolutionizing Contact Centers for Disaster Recovery	<p>Contact centers are often the first point of interaction for disaster survivors, making them a critical component of recovery efforts. However, outdated processes, long wait times, and inconsistent communication can lead to survivor frustration and eroded trust. This workshop will provide emergency management professionals with actionable strategies to modernize contact centers and deliver survivor-centered support.</p> <p>Attendees will explore practical solutions, such as trauma-informed training to improve staff interactions, digital tools to enhance efficiency, and proactive engagement techniques to foster trust. Through real-world examples and interactive discussions, participants will learn how to create scalable, resilient, and compassionate contact centers that meet the evolving needs of survivors and staff alike.</p> <p>This session is designed to empower participants with simple, actionable steps they can implement immediately in their own organizations. Whether you're seeking to improve survivor engagement, streamline operations, or address staff burnout, this workshop will provide the tools and insights to transform your contact centers into lifelines for disaster recovery.</p>	Emerging Practices & Innovation	Austin Seivold
Session 2: 1:30 pm - 2:45 pm	Climate Equity - Getting Involved with VOAD's Newest Roundtable Discussing the Intersection of Climate Justice and Disaster Response	<p>The recently launched climate equity roundtable discusses the intersections of climate equity and disaster response. Join this session to help shape the direction of this group - we want to hear what interests you, how you see climate change impacting your work and what you'd like to learn together. This interactive workshop will provide an opportunity for small group discussion and structured feedback so we can implement your ideas!</p>	Social Justice & Equity in Disaster Response	Katie Howe, Katie Mears, Lucy Cummings

Session 2: 1:30 pm - 2:45 pm	The Application of the Model for Adaptive Response to Complex Cyclical Disasters in Caring for School-Aged Children After a Disaster	<p>It is often said that children are our future, but how often do we stop to think about what that means when more children are living through major disasters and crises with the uptick of community violence incidents and natural disasters due to climate change? Using the Model for Adaptive Response to Complex Cyclical Disasters (MARCCD) as a baseline, this curriculum outlines the effect that multiple, overlapping disaster experiences can have on children, with a particular focus on children from disadvantaged and marginalized communities most likely to experience hardship from those disasters. This includes children of color, children with disabilities, and refugee and immigrant children. With a team of subject matter experts, clinicians, and educators from organizations like Save the Children, the US Committee for Refugees and Immigrants, and universities, this workshop provides practical guidelines and support for the people responsible with caring for school-aged children in traditional environments like schools, daycares, and after-school programs. Anchored in evidence-based and classroom-tested best practices, this guide is simple for any teacher, paraprofessional, administrator, or other caregiver to implement and consider. Attendees will come away from this workshop with actionable steps they can take to their organizations and to any schools, daycare centers, or programs in their community.</p>	Social Justice & Equity in Disaster Response	Amy Carol Domniguez, Lindsay Mixer
Session 2: 1:30 pm - 2:45 pm	The Importance of Partnerships in Mass Casualty Events Across the Spectrum	<p>This workshop will examine the similarities and differences in preparing and responding to a transportation accident, active shooter/criminal act and a natural disaster mass casualty event. The presentations will enlighten the group to the various agencies' roles as well as stressing the importance of partnerships, pre-planning meetings, training and exercises. This will be done through the lenses of the Red Cross, NTSB, and NC DHHS using several case studies including the 2019 KY Tornadoes and the 2024 Hurricane Helene NC response.</p>	The 4 C's	Adrian Grieve, Joshua Ruddle, Stephanie Matonek, Nic Bennion
Session 2: 1:30 pm - 2:45 pm	Winning the Marathon of Donations Management	<p>During this workshop, a panel will focus on donations operations, including major challenges and new solutions, from recent disasters. An overview of all aspects of handling donations will be covered along with the importance of the whole disaster community collaborating throughout the disaster cycle to provide maximum benefit to all those affected by disasters. Specific examples of identifying and supporting marginalized and under-served populations will be included. Innovative steps to avoid the challenges of STUFF (Surplus Trash Useless to Frantic Folk) showing up in disaster areas and instead providing new products that are actually needed will be outlined. The presentation will include examining the importance of nonprofit, public-private sector, and government collaboration throughout planning, response, and recovery. Attendees will be encouraged to share their insights and participate in a question-and-answer session.</p>	The 4 C's	Charlene Sargent, Laurynn Myers, Travis Stone, Dante Gliniecki

<p>Session 2: 1:30 pm - 2:45 pm</p>	<p>Going the Distance through the Emotional & Spiritual Care Committee</p>	<p>Emotional and Spiritual Care is an essential part of compassionate services throughout the disaster continuum. National VOAD's 4 C's of Cooperation, Communication, Coordination, and Collaboration form the foundation for identifying, applying, and practicing common standards in the important work of disaster services.</p> <p>Behavioral, emotional, and spiritual wellness is essential in responder support systems and organizations. Access and intentional use of established Emotional and Spiritual Care Points of Consensus, Guidelines, and other resources enable hallmarks of excellence in all national, state, and territorial VOAD member organizations.</p> <p>Participants will also have opportunity to hear and share lessons learned, best practices, and challenges experienced while providing emotional and spiritual care during disasters of all kinds. Through creative activities, stories, and visuals, participants will generate the synergy that only comes from collaborative sharing and listening by people fully committed to providing the highest levels of compassionate care through a sense of community, personal mission, and respect for the dignity of all mankind.</p>	<p>Behavioral, Emotional & Spiritual Wellness</p>	<p>Thomas Ryan, Naomi Paget, Mary Gaudreau Hughes, Susan Taylor</p>
<p>Session 2: 1:30 pm - 2:45 pm</p>	<p>Multi-Agency Warehouses: One Roof, Endless Possibilities</p>	<p>When disaster strikes, donations can come flooding in. And although these donations are needed, the capacity to receive, sort and distribute them is limited. Join Volunteer Florida's Christy Rojas and Volunteer North Carolina Briles Johnson alongside their partners at FEMA and AmeriCorps as they share their experience using Multi-Agency Warehouses during Hurricane Helene response. Facilitators will share their knowledge of how they set up, built out and successfully distributed donations through a centralized location with support of VOAD partnerships.</p>	<p>The 4 C's</p>	<p>Katie Keane, Briles Johnson, Christy Rojas, Chris Baker</p>