Indiana VOAD Meeting

April 11, 2013 – American Red Cross – Indianapolis – 1:00pm

Attendance:
Chris Gilbert – American Red Cross
Abby Hostetler – Purdue Extension
Steve Cain – Purdue Extension
Nina Evans – Church of the Brethren Disaster Relief
Leah Cody – ICART
Eldon Studer – Friends Disaster Service
Linda Studer – Eldon’s Wife
Jane Crady – Catholic Charities
Mandy Stirratt – State Dept. of Health
Derek Trovillion – OFBCI
George Boaz – American Red Cross
Bob LaGrange – IDHS
Seth Gardner – FEMA
Lucinda Nord – Indiana Assoc. of United Ways

Darin Kroger – Holten Long Term Recovery
Heather Hallet – American Red Cross
Ken Miller – American Baptist Men
Mel Swartzentruber – Mennonite Disaster Service
Larry Cassagne - IDHS
Bruce Pfeffer – National Assoc. of Jewish Chaplains
Kathy O’Day – March 2 Recovery
Bonnie Morrison – Tri-State County Animal Response Network
Evelyn Black – Tri-State County Animal Response Network
John Tracy – Feed the Children
Emily Weikert Bryant – Feeding Indiana’s Hungry

Minutes:
Chris Gilbert called the meeting to order at 1:07pm.

Minutes from the previous meeting were reviewed, discussed and approved.

- Lucinda Nord updated us on HB 1325; she shared a handout with the group to be reviewed. The handout is attached at the end of these minutes. The group discussed quantifying how the State Disaster Relief Fund is/has been used during specific disaster.

Treasurer’s Report: $54.75 as reported by Chris Gilbert on behalf of Bert Williams, INVOAD Treasurer. Dues were paid last month using a donation from Steve Cain.

Agency Updates:

- FEMA – Seth Gardner
  - FEMA is really taking a hard look at the after-action take-aways from Superstorm Sandy.
  - Seth highlighted how Indiana’s COAD movement really stood out when responding in Sandy. The areas that had COADs were much better prepared and organized to move ahead in the recovery aspect.
  - Coordinating the cleanup aspect ahead of a disaster was found to be very important. Coordinating these efforts after the fact was very difficult nearing impossible.
• There is a workgroup looking at the National Donations Management Network – hopeful to unveil a new system by National VOAD Conference.
  o There are several new VALs – approximately 1/3 of VALs are new.

• **Indiana Department of Health – Mandy Stirratt**
  o Amanda discussed the Indiana Medical Reserve Corp.
  o Currently there are 31 units with over 3,000 volunteers.
  o Mandy shared a brochure which can be found attached at the end of these minutes.

• **Office of Faith Based and Community Initiatives – Derek Trovillion**
  o Still reviewing grant applications.
  o Accepting nominations for the Governor’s Service Awards (categories include individuals working within faith-based, corporate, community, youth, national, lifetime achievement, and volunteerism)
  o Looking to collect service shots – photographs of your group in action; if you have photos of your group in action please share with Derek.
  o Actively working on the Good to Great campaign.
  o Always interested in sharing your stories. Please share your work with Derek so that it can be shared through their organizations.

• **IDHS – Larry and Bob**
  o IDHS offered their suggestions to the changes in the Stafford Act.

**Organization Updates:**

• **Feed the Children – John Tracy**
  o No update.

• **Brethren Disaster Ministries – Nina Evans**
  o Still sending volunteers to Holton.
  o Will be working on several national projects this summer.

• **ICART – Leah Cody**
  o Have not responded to any natural disasters lately, but have been assisting in schools with deaths of students and teachers.

• **Friends Disaster Service – Eldon Studer**
  o FDS has spent more than 8 weeks volunteering in the Henryville area following last year’s tornado event.
  o FDS is assisting the Kickapoo nation with disaster preparedness and response classes.
  o Eldon also shared a handout updating on behalf of Hope Crisis Response Network. The handout is attached at the end of these minutes.

• **Catholic Charities – Jane Crady**
  o Still working in southern Indiana on several projects.

• **Purdue Extension – Steve Cain**
  o Cain commented that EDEN will be releasing a new program next week that highlights Drought Recovery Response. More information will be shared with the group soon.
• National EDEN is hosting a webinar on April 30. The webinar will discuss lessons learned from Sandy.
  • Purdue has recently hired 2 individuals that are Community Development Specialists and are really interested in helping grow the COAD movement.

• Feeding Indiana's Hungry – Emily Weikert Bryant
  • The largest single food drive is quickly approaching. Keep an eye on your mailbox for your bag and postcard.

• National Association of Jewish Chaplains – Rabbi Bruce Pfeffer
  • No update.

• American Baptist Men – Ken Miller
  • Following Henryville, developed a new type of trailer. They were fully equipped for response, but have developed a new trailer to keep them ready to assist in recovery.

• Indiana/Kentucky Conference of the United Church of Christ – Mary Anna Speller
  • National level leadership is in the areas affected by last year’s tornados in Indiana and Kentucky.

• American Red Cross – Chris Gilbert
  • ARC is looking at changing their models of how volunteers/workforce operates.
  • Moving from the model of individual Chapters working and promising to cooperate with National ARC to Chapters working together and sharing resources.
  • Chris asked for help in dispelling rumors that ARC is closing local based chapters to base everything out of Indianapolis alone. If you hear anything that sounds odd or you want further information contact Chris.

COAD Updates:

• Hendricks County COAD will be approving their bylaws next Thursday, April 18.
• West Central Indiana COAD will be meeting next week.
• Jackson County COAD is working on organizing a Damage Assessment Team.
• Dearborn County has decided to work with the Cincinnati COAD. Ohio and Ripley counties are also considering joining.

Long Term Recovery Updates:

• Holton Long Term Recovery – Darin Kroger
  • Darin expressed his extreme gratitude with everyone in the room for their help in the recovery efforts.

• March2Recovery – Kathy O’Day
  • Busy working since the weather has broken and the ground is dry.
  • Many sites are being finished up; many modular homes are being set.
  • Community sees all the work and is very appreciative.
  • Still in need of roofers, but volunteers are booked through June.
  • Kathy shared two handouts which can be found attached at the end of these minutes.

• Gibson County – Steve Cain
Many thanks to Catholic Charities, American Red Cross, and IDHS.
There were 8 families with unmet needs; 3 cases remain open.

Presentation: Tri-State CART – Mobile Disaster Vehicle

- Work with all of IDHS District IX
- Tri-State CART was formed following Hurricane Katrina.
- 86 volunteers that can respond during a disaster.
- Team has a fully equipped mobile disaster vehicle that carries supplies to care and house animals in times of disaster.
- Have been involved in 5 hoarding situations, several animal shelter relocations, Superstorm Sandy
- Following Sandy, Tri-State CART has been asked to help American Red Cross work on creating a plan to better unify ARC Shelters and Pet Shelters and better messaging.
- Activated through EOC during a declared disaster.
- Trained to work with domestic pets, livestock, and exotic animals.
- Tri-State CART will be having a mock-exercise on May 5.
- For more information go to: www.TriStateCART.com

Indiana VOAD Business:

- National VOAD has offered space to create State VOAD webpages within the structure of the National VOAD website.
  - This new site would also allow the VOAD capabilities to offer COADs webpage space within our webpage.
  - Abby Hostetler and Steve Cain will be working on making a conversion to the new website. Updates will be shared.
- Indiana VOAD Meeting with IDHS Director Hill
  - Chris Gilbert, Jane Crady, Steve Cain, and Abby Hostetler met with the new IDHS Director, John Hill a few weeks ago
- State Membership Agreement
  - Agreement was signed and emailed to National VOAD.
- Contact Roster
  - We have 109 individuals on the INVOAD contact list.

Other Business:

- Bob LaGrange suggested that if everyone should try to visit the 1913 Flood exhibit at the State Historical Society.
- The National VOAD Conference will be held in May in Portland, OR. Steve Cain will be attending; Seth Gardner, Mandy Stirratt, and Abby Hostetler might also be attending.

Next call will be May 8, 2013 at 4:00pm eastern.
Next face-to-face meeting will be June 13, 2013 at 1:00pm eastern at American Red Cross of Greater Indianapolis, 441 E. 10th Street, Indianapolis, IN.

Rabbi Bruce Pfeffer moved that the meeting being adjourned; seconded by Steve Cain. Motion carried at 2:54pm.

Respectfully submitted by Abby Hostetler, Indiana VOAD Secretary.
FISCAL IMPACT STATEMENT

LS 6639
BILL NUMBER: HB 1325
NOTE PREPARED: Feb 18, 2013
BILL AMENDED: Feb 12, 2013

SUBJECT: Mobile Support Unit Personnel for Disaster Relief.

FIRST AUTHOR: Rep. Frye R
FIRST SPONSOR: Sen. Wyss
BILL STATUS: As Passed House

FUNDS AFFECTED: X GENERAL
X DEDICATED
FEDERAL

IMPACT: State & Local

Summary of Legislation: (Amended) Temporary Employees & Worker’s Compensation- The bill provides that certain individuals serving as members of a mobile support unit are considered to be temporary employees of the state for purposes of worker's compensation law and worker's occupational diseases law.

State Reimbursement- The bill authorizes the state to reimburse a political subdivision for a backfill employee necessary for the political subdivision to fill the position and duty of an employee deployed to a mobile support unit, but only if and to the extent that the cost of the backfill employee represents an extra cost to the political subdivision.

State Disaster Relief Fund- The bill authorizes the use of money from the State Disaster Relief Fund for certain eligible entities that incur certain costs for the contribution of personnel to a mobile support unit.

Emergency Rules- The bill authorizes the Department of Homeland Security (DHS) to adopt certain emergency rules. The bill makes corresponding changes.

Effective Date: July 1, 2013.

Explanation of State Expenditures: Temporary Employees & Worker’s Compensation- This provision would likely not significantly impact the state Worker’s Compensation Board’s (WCB) workload or the state as an employer. The WCB anticipates that any additional filings this provision might bring would be minimal and would likely be submitted electronically.
(Revised) **State Reimbursement**- This provision would increase state reimbursement to include political subdivision backfill employees. Currently, the state can reimburse a political subdivision for compensation (including travel and subsistence), death, disability, or injury payments, and losses and damage of supplies and equipment while the employee served as a member of a mobile support unit. This provision would provide for compensation to a backfill employee replacing an employee deployed in a mobile support unit to an out-of-state emergency disaster area. Any increase in reimbursement that may result would depend on state action.

(Revised) **State Disaster Relief Fund**- This provision would allow state compensation to reach units that use backfill employees to replace regular employees deployed with a mobile support unit to an in-state disaster area within a political subdivision outside of the sending political subdivision’s jurisdiction. Any reimbursement increases from the State Disaster Relief Fund would depend on further state action.

(Revised) **Emergency Rules**- The DHS would likely be able to adopt emergency rules within existing resources.

(Updated) **Background Information**- The state via the Department of Homeland Security paid out approximately $17,700 to political subdivisions for mobile support unit expenses in FY 2012 from the Emergency Management Contingency Fund. Total expenditures from the State Disaster Relief Fund for disaster assistance totaled $897,597 during FY 2012.

**Explanation of State Revenues:**

**Explanation of Local Expenditures:**

**Explanation of Local Revenues:** Political subdivisions may receive more compensation from the state if more backfill employees make additional claims for reimbursement as a result of the bill’s provisions.

**State Agencies Affected:** Department of Homeland Security; State Worker’s Compensation System.

**Local Agencies Affected:** Political subdivisions.

**Information Sources:** Mara Snyder, Director of Legal and Code Services, Department of Homeland Security; Darren Dye, Indiana Worker’s Compensation Board; State Auditor data run for year end FY 2012, 2/12/2013.

**Fiscal Analyst:** Chris Baker, 317-232-9851.
Why Join Today?

In a disaster, everyone wants to help. Lessons learned from 9/11 and severe weather show that many volunteers who show up to help cannot be used. The pre-registering and pre-credentialing of volunteers expedites the process of matching the skills of the volunteers to the needs of the community. This increases the efficiency of volunteer assignments and reduces the work of processing volunteers during an emergency.

How to Get Involved...

1. Visit the MRC website at:
   www.medicalreservecorps.gov

2. Search for a MRC Unit in a county near you.

3. Contact the unit leader about your interest. If you can’t find a MRC unit in your county, consider contacting the local health department about starting a unit.

If you have any questions, contact the Indiana MRC State Coordinator,

Mandy Stirratt: astirratt@ISDH.IN.gov

Indiana Medical Reserve Corps

To find a MRC Unit in your area, visit:
www.medicalreservecorps.gov

Indiana State Department of Health
Public Health Preparedness & Emergency Response

Mandy Stirratt, MPH
2 North Meridian St., 6G
Indianapolis, IN 46204
Phone: 317-234-3563
E-mail: astirratt@ISDH.IN.gov

Engaging volunteers to strengthen public health, emergency response, and community resiliency.
What Can MRC Volunteers Do?

**Support** local public health initiatives and the goals of the Department of Health and Human Services’ Healthy People 2020, which advance the priorities of the Surgeon General:

- Promoting disease prevention
- Improving health literacy
- Eliminating health disparities
- Enhancing public health preparedness

**Assist** local hospitals and health departments with surge personnel needs.

**Participate** in mass prophylaxis and vaccination exercises and community disaster drills.

**Train** with local emergency response partners.

**And more...**

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**Indiana’s MRC Units**

- 31 MRC Units across Indiana
- Supporting **over 3,000 Indiana volunteers**
- Partnerships exist with:
  - Health departments
  - Emergency management agencies
  - First responders
  - American Red Cross

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**About the Medical Reserve Corps**

- The **Medical Reserve Corps** (MRC) was founded after President Bush’s 2002 State of the Union Address, in which he asked all Americans to volunteer in support of their country. MRC is a specialized component of Citizen Corps, a national network of volunteers dedicated to ensuring hometown security. Citizen Corps, along with the Corporation for National and Community Service, and the Peace Corps are all part of the President’s USA Freedom Corps, which promotes volunteerism and service throughout the nation.

- **MRC** units are community-based and function as a way to locally organize and utilize volunteers — medical professionals and others — who want to donate their time and expertise to promote healthy living throughout the year and to prepare for and respond to emergencies.

- **MRC** volunteers supplement existing local emergency and public health resources.

- **MRC** volunteers include medical and public health professionals as well as a variety of other vital support positions.

- **It is important to remember that you do not need a medical background to volunteer with the MRC.**
Volunteer work teams from across the country have given their time and talents to help tornado victims in Southern Indiana. Volunteers ROC, (Volunteers Rebuilding Our Community) was formed following devastating tornadoes on March 2, 2012 that ripped across five Hoosier counties, killing 26 and damaging homes and businesses.

Volunteers ROC is a partnership of HCRN, The Salvation Army of New Albany, UMCOR of Indiana (United Methodist Committee on Relief) and Country Lake Christian Retreat.

Working together with more than 85 churches and organizations that have provided work teams since last March, the staff and volunteers for Volunteers ROC have achieved the following:

**By the numbers: (Through February 15, 2013)**

- 262 Jobs Complete
- 9,757 Volunteers through Volunteers ROC/Country Lake
- 121,967 Volunteer Hours
- $2,449,761 Value of In-Kind Hours

Kevin Cox, CEO and founder of Hope Crisis Response Network said, “Volunteers ROC is blessed to have the valuable support of a long term relationship with the Salvation Army. Our team is privileged to be working together as the body of Christ to rebuild this community. Our partners all recognize and value meeting the needs of our clients in four ways: physically, financially, emotionally and spiritually. Lives are being restored through Volunteers ROC.”

**Hope Crisis Response Network - Providing hope, help and healing in times of disaster**
REBUILDING A COMMUNITY, RESTORING HOPE

March2Recovery is here to help in the Long-Term Recovery after the storms of March 2nd, 2012

MARCH 2 RECOVERY
On March 2, 2012, a devastating EF4 tornado traveled 49 miles on the ground in Southern Indiana with wind speeds of up to 175 miles per hour.

Shortly thereafter a second tornado, this one an EF3 with baseball size hail, followed a similar path. Fourteen people died, dozens more were injured and hundreds of homes were destroyed or severely damaged across five counties in Southern Indiana.

In the immediate aftermath, thousands of volunteers came together to lend these communities a helping hand. State and local officials worked closely with organizations such as Metro United Way, the American Red Cross, the Salvation Army, FEMA and others to provide immediate assistance and relief. Faith-based ministries from different backgrounds assisted the communities in an amazing clean-up effort; neighbor helping neighbor and volunteer helping stranger. Piles of paperwork followed as FEMA and insurance forms were completed and the damage was assessed. Then the long-term recovery began.

March2Recovery is a long-term recovery organization, whose mission is to provide disaster recovery services to individuals and families affected by the March 2, 2012 tornadoes in Southern Indiana. Formed by community representation from Clark, Jefferson and Washington counties, our goal is to ensure that all unmet needs are met and homeowners with few resources and no other means to recovery are assisted in becoming whole again.

Connecting the Resources

In August of 2012, March2Recovery (M2R) was awarded $2,085,200 from the Indiana Natural Disaster Fund, funded by Lilly Endowment through the Indiana Association of United Ways. The official grantee and fiscal sponsor is Metro United Way. M2R policies and procedures guide all funding allotment decisions.

Partner funders from all three counties provide 1/3 of the funding needed. These funders also contribute by coming together and participating in construction and other projects.

This fund is unique to Indiana and provides private dollars to assist disaster survivors through case management, volunteers and construction.

“I did not start to heal until I shared my story with others and learned that we are all experiencing similar emotions and fears.”

- Henryville resident
**Making a Difference**

**Volunteerism**

The Indiana Natural Disaster Fund provided a grant. Partner funders contributed additional resources. However, volunteers doubled the value of these funds through their service. Over 11,800 volunteers have more than $2,000,000 of donated time so far!

Volunteers come for a day, a week and sometimes even months for the purpose of returning families home.

One volunteer who always had a smile on his face was Greg Thompson of Sharing Hope Ministries in Pennsylvania. Greg volunteered with us for three months. He was a true blessing to M2R! Greg served as Camp Manager for Amish and Mennonite volunteer groups sent by Sharing Hope, site supervisor and as general “gofer” for construction. Always ready to listen to stories (as well as stirring up mischief on occasion), he was a positive force in moving our work forward. We are very grateful to his employer (Ritter Plumbing and Pipeline Co.) and to his wife for sharing him with us!

Volunteers like Greg make the recovery possible. Please contact us at 502-599-8557 to volunteer.

**Case Management**

1,329 FEMA applications were taken in Clark, Jefferson and Washington Counties.

M2R case management team has handled 1,147 of the applications.

Over 400 families were found to have unmet needs.

Case managers work with families to ensure needs are met. Some just need a phone call or a referral. Some families need a total rebuild while others need advocacy with insurance or contractors.

Case managers help families return to homes that are both affordable and safe, secure and sanitary.

**Construction**

From September 2012 through March 2, 2013:

- **106** estimates are complete or are in process.
- **27** cases are in Washington County, **73** in Clark County and **6** in Jefferson County.
- **9** are rebuilds.
- **14** are mobile home replacements.

The rest are repair/rehab of homes, septic replacement, or furnishings and appliances.

**Spiritual and Emotional Needs**

When a disaster strikes, material damage is not the only casualty. People often question why this has happened to them. Some are already in the midst of illness, divorce or other loss and find the additional stress almost too much to bear.

March2Recovery recognizes the need to address spiritual and emotional needs and has had an active committee for this since the early days. Spiritual and Emotional Recovery Team activities include the following:

- **Children's Summer Camps**
- **Support Groups**
- **Weather Workshops**
- **Neighbor to Neighbor**
- **Sharing Our Stories**
- **Holiday Outreach**
- **Concerts/Outings**
- **House Blessings**
- **Crisis Counseling/Chaplains**
ORGANIZATIONAL INFORMATION

March2Recovery Main Office
105 Colonel's Way
Hwy 160
Henryville, IN 47126
812-294-1677
march2recovery.org

M2R Volunteer Center
Monroe Twp Volunteer Fire Department
315 S. Ferguson (Hwy 31)
Henryville, IN 47126
502-599-8557
facebook.com/march2recovery

1 Year Anniversary March 2, 2013
March2Recovery honors all the volunteers, donors and the survivors for a tremendous effort toward recovery in the past twelve months. Homes are being restored. Lives are being restored. Hope returns to Southern Indiana!

Projected Expenses ($3,000,000)
15 months August 1, 2012 to October 31, 2013

Other Funders

*Information provided as of March 2, 2013
Activities:
Volunteer Reception Center: We will soon register our 12,000th volunteer! As of March 31, they have served 111,156 hours to a dollar value of $2,422,089. We are blessed with many faith-based and community volunteers who come to help! Volunteers have assisted over 250 households.

Case Management: Of the original 1329 FEMA registrants, 427 had identified unmet needs when contacted by M2R. We also accepted three additional cases that did not register for FEMA. (Clark: 298, Jefferson: 26 and Washington: 103). 98 cases currently are open. 329 cases have been closed. 37 families have received Rental Assistance. 28 additional families have been assisted with furnishings and/or appliances only or other special needs.

Unmet Needs Committee: The Unmet Needs Committee has met twelve times to review 115 cases referred by case management and construction. Twenty-one partner funders have allocated 31.85% of the total cost of $2,0545.33 approved for the cases presented so far.

Spiritual and Emotional Needs Committee:
The Spiritual and Emotional Team coordinated with local groups and residents for the various activities to celebrate the first year anniversary. Meaningful commemorative events were well attended. "Heroes" were honored and progress was celebrated. Lives lost and physical and emotional wounds were honored as well. Our “Collecting Our Stories” project creates a repository of memories of the impacts and experiences of the March 2, 2012 storms. We are receiving excellent feedback as to the healing that occurs when personal stories are shared and acknowledged.

Construction:
100 estimates are complete or are in process. Thirty sites are completed. Twenty-three are in process. A total of nine rebuilds are projected. Fourteen mobile home replacements are identified. The rest are repair/rehab. Skilled volunteers are being actively recruited. (502-599-8557.) We will close the application process on June 1. We expect to have all work completed by October, 2013.

Locations: Case Management, Construction and Executive Director offices are located at 105 E. Hwy 160 in Henryville. Volunteer Center is at the Monroe Township Volunteer Fire Dept 1. 315 S. Ferguson (Hwy 31S).
Website: march2recovery.org. Please "like" our Facebook Page! www.facebook.com/march2recovery.

Funding: March2Recovery was awarded $2,080,300 from the Indiana Natural Disaster Fund, funded by Lilly Endowment through Indiana Association of United Ways. The official grantee is our fiscal sponsor, Metro United Way. M2R policies and procedures guide all funding allotment decisions. Partner funders average 1/3 of funding needed to date.
A MEMBERSHIP AGREEMENT
Between Indiana State VOAD
and National Voluntary Organizations Active in Disaster (National VOAD)

1. We acknowledge that Indiana Voluntary Organizations Active in Disaster (VOAD) is a separate entity from National VOAD. We further acknowledge National VOAD’s organization and governance as a model for our organization while reserving the right to establish a state structure.

2. We accept the mission, principles, values, policies, and points of consensus of National VOAD and subscribe to the same.¹

3. We agree to be recognized as the sole State VOAD for the State of Indiana. We will provide representation to the Annual VOAD Conference(s); have the opportunity of participating and attending meetings along with nominating representatives to National VOAD committees; we share together with National VOAD the responsibilities and obligations for such programs.

4. We agree the finances and assets of National VOAD and Indiana VOAD are separate from each other; that National VOAD and Indiana VOAD cannot hold the other to any binding contracts or as agents of the other. Further, Indiana VOAD is responsible for obtaining its own tax exemption and filing its own tax return or securing its own fiscal agents.

5. We, the Indiana VOAD, agree to use the National VOAD logo for identification purposes consistent with the license and guidelines articulated in the National VOAD Branding Standards, Policies and Procedures.

6. We jointly agree that National VOAD and Indiana VOAD will provide to each other copies of our Organizational Bylaws, Articles of Incorporation (if applicable), Disaster Response Protocols, Member Directories, and Meeting Minutes. National VOAD will provide guidance and technical assistance to the Indiana VOAD, as requested.

7. We jointly accept our responsibilities to maintain a membership roster and resource matrix and will provide copies of these documents annually on or before April 1st of each calendar year. Membership Rosters will include participating organizations and their designated representative(s) including current contact information. We agree to advise each other of any changes within thirty (30) calendar days.

8. We, Indiana VOAD, acknowledge that to remain a member of the National VOAD, it is our responsibility to pay annual dues in accordance with the bylaws of National VOAD.

9. National VOAD and Indiana VOAD both retain the right to terminate this Membership Agreement with 60 days written notice. Termination of membership revokes all rights, privileges and responsibilities afforded.

10. Neither National VOAD nor Indiana VOAD will disclose confidential information except as permitted in writing or as required under compulsion of law.

11. This is a three year agreement is effective March 15, 2013.

[Signatures: Chris [Signature and Date (State VOAD)] 3/5/2013; Signature and Date (National VOAD)]

¹ see www.nvoad.org

Recommended by State Advisory Council, February 2012