Collated Results of Service Summit ’12 Roundtable Discussions:

1. **How do we strengthen communications in times of crisis to improve disaster response and the engagement of volunteers?**

   - Routes may be closed – Facebook can help with other technology
   - Decide on one spot to go for information
   - How do we sustain volunteerism throughout? I, I,
   - Prepare by communicating: spring is a good season to show a slideshow
   - Have Red Cross trainings in unusual places (college campuses)
   - Use FEMA info. On prep for a disaster farther in advance (Project Hope), I, I, I
   - Use You Tube to view prep procedures for individuals, families
   - Get names of agencies known
   - A newspaper article of agencies
   - Hotline to call if one wants to volunteer and then direct to an agency
   - A designated area everyone should be informed of
   - Contact information on a website: UlsterCorps people fill in their name and contact info: desire to be trained area to volunteer; this way UlsterCorps can contact them I,
   - Tourist kiosk: have volunteer info
   - How to deal w/ immediate aftermath (2,3 days before help comes)
   - Reach out to members ahead of time
   - Red Cross has emergency lot on ...download &distribute to volunteers
   - Smaller, local groups more effective in reaching people
   - Ham radio and generators I,
   - .... Emergency prep ...all local organization involving Transition Communities
   - Involve H.S. during school – survey homes
   - Community vehicles delivery of food when needed
   - Interconnecting all groups thru social media, etc.. before the crisis; there are plans for disaster already but need to centralize
   - Campaigns ahead to educate; public, institutions, cities, towns, villages – maintain database...churches, social clubs – participate I, I, I, I,
   - **Emergency Management Offices** practice procedures should expand to volunteer level
   - Include the non-profits in procedures
   - Long term recovery committee (greq out of Ulster Watch)
   - Prioritize who needs help most, who’s received what; shared database to reduce duplicating, abuse
   - Disaster preparedness must include drills, Red Cross developing preparedness training, emergency kits/buckets
   - Call upon organizations with experience, need hub
   - Have annual preparedness month
2. **What aspects of the Hunger Project map would you suggest as priorities for 2013?**

- Distribution
- Transportation
- Processing
- Involve UC Health Dept. And Social Services Dept.
- Use UlsterCorps MindMap – share with our community
- All stores surveyed on map a more visible color
- Look more at community places that have food available as well
- Address Queen’s Galley
- H.S. – Key clubs, service requirements to do as groups – propose projects like Hunger Project I,
- Add New Visions as a separate link on map + what they are doing so people who need to contact them can directly go to them
- If parents are qualified for food aid, free lunch automatic

- McDonalsd buy more apples from Ulster County then ship to WA state to process and then distribute

- Could McD help fund – bring to local officials

- ............help with brainstorming w/ ....re: process and storage
distribution, storage/processing I,
non-profits to get funds for refrigeration, etc.
central hub for UC (RF: “UlsterCorps” or “Ulster County”?)
Central locations to be able to give year round and for people to come pick up
How to address stigma of asking for help
Empty schools utilized/transitional to community centers?
Wider sign up/awareness re: SNAP cards – petition Albany
NV – evidence for POLICY CHANGE on State level
Access, choice
Ensure that the map is up-to-date
Attend to the migrant community and other invisible groups, i.e. college students

Diagram submitted by Sandra Nencetti:
RESULTS
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**People**
- Healthy Relationships
- Communication
- Conflict Mgmt
- Collaboration
- Time Management
- Management of Frustration & Expectations

**Process**
- Skill Match
- Data Base
- Communication
- Follow Up
- Deployment
- Priorities/drills
- Functional
- Interpersonal

**Resources**
- Money
- Supplies
- Transportation
- Education
- Training
- Publicity
- Volunteers
- Organizations