

North Carolina State Disaster Recovery Task Force
Business and Workforce RSF
February 4, 2020, 11:00am-1:00pm
SBTDC, 5 West Hargrett, Raleigh, NC 27610

Meeting Minutes

Lead Agency: NC Department of Commerce

Liz Crabill, Chief Deputy Secretary

Susan Fleetwood, Executive Director of Economic Development

Staff: NC Office of Recovery and Resilience (NCORR)

Amanda Martin, Deputy Chief Resilience Officer

Introductions: Carol McLaurin, Byron Hicks, Amanda Martin, Barry Ryan, Susan Fleetwood, Scott Daugherty, John Loyack, Jeff DeBellis, Shay McIntyre, Hillary Sherman, Matthew Byrne, Michael Twiddy, Ruseena Johnson, Leslie Lewis (phone), Persia Payne-Hurley (phone), Anne Shaw (phone)

Debrief of NCEM (North Carolina Emergency Management) Private Sector Program presentation

Last time Persia shared a presentation about the Business Emergency Operation Center (BEOC) which focuses on the response side and larger businesses.

- How would the group like to interact with BEOC? Next steps outlined below:
 - Members of the RSF will be added to the Business EOC (BEOC) email distribution list for situational awareness. **Amanda to provide list of RSF members to be added to BEOC to Persia.**
 - The communication is a daily update of current risks. Updates generally are messages sent out from the Governor's office or DPS Director Sprayberry's office. Current messages focus on updates about the coronavirus. There are also save the dates for conferences sent through this email list.
 - Some members of the RSF will receive a high-level WebEx training session to show what WebEOC does, who WebEOC can help and how the site can benefit certain businesses. **RSF members to indicate interest in email to Amanda/Susan by February 28. Amanda to provide list of interested RSF members to Persia. Persia will arrange WebEx training. Date to be determined.**
 - Any other thoughts?
 - Antwon expressed an interest in sharing information with corporate leadership about disaster unemployment assistance for employees. Antwon will reach out to Persia about the best way to do that.
 - Look forward to finding additional ways that response and recovery can interact

SBTDC lessons learned from recent storms (Ocracoke, Hyde County, and Wilmington)

- **SUCSESSES**
 - Local organizations did well overcoming obstacles to communicate to the community
 - Emergency Management had a good presence on the ground
 - Businesses are collaborating with each other and the county to re-establish businesses in new locations and make improvements to businesses in existing locations.

- Hyde County has a revolving loan fund that assisted businesses with recovery.
- SBTDC assisted 28 businesses with 238 hours of counseling
- WEAKNESSES
 - Intake process was confusing
 - No clear direction on how personal information would be used
 - Confusion about which governmental entities needed information first in order for residents and businesses to get much needed resources
 - SBA process was very confusing and discouraging for many.
 - Ocracoke went from having over 60 active businesses to having just over 30 active businesses in the community.
- OPPORTUNITIES TO IMPROVE IN THE FUTURE
 - In the future, agencies could streamline information intake and distribution - One form to distribute to multiple agencies that gathers information about the person, business or agency, such as - name of person/organization; contact information; description of need(s). Almost a triage sheet
 - Full disclosure on how the information collected may be used and follow up on using it the manner disclosed
 - Create an information sheet or map that shows: Agencies that are on site to assist and what types of assistance they can provide
 - Increase ability to provide confidentiality during business intake (difficult in this situation due to physical restraints of location)
 - Improve response time and expectations
 - Post a person familiar with the needs of the community to interact with donors to prevent donation of unneeded resources
 - Special needs of tourism industry in a place like Ocracoke
 - **Amanda to connect group with Ken Fleming, the SBA officer that she met at her recent conference and perhaps share RSF memo with him.**
 - Determine a way to assist communities that rely on one bank for finances. If the bank is damaged or destroyed during a storm, many small businesses do not have access to their funds.
 - Replenish Ocracoke's revolving funds
 - Increase awareness of renter's insurance

Priorities for 2020

- Creation of Business and Recovery Training module to be guided by the Rural Center. **Barry to organize subcommittee and develop in conjunction with rural training currently under development. Initial call to be held prior to March 17.**
- Website buildout efforts to be led by SBTDC. **Carol will develop a scope of work using examples from other states. Scope of work outline to be presented on March 17.**

Updates

- NCORR: Housing Recommendations should come out this month. One challenge is a shortage of contractors to do the work. Some of the recommendations include: Incentivizing contractors to work in areas of greatest need, invest in workforce development to grow the pool of contractors, and ensure that state agencies work with HUB and make the best use of contractors we do have in state. NCORR is interested in investing in workforce development using Community Development Block Grant – Disaster Recovery funds. They would do this by collaborating with partners that already do this kind of work.

- NCORR: EO80 Update - coming due next month in March. NCORR and Commerce are involved in writing the workforce component of this. There will be content on making disaster recovery investment. Keeping dollars in the state to the maximum extent possible. This will be released by the Governor's office.

TABLED

- RSF internal disaster protocol

Next Meeting

- March 17th; location to be determined