



**Joplin**  
5.22.11 5.22.16  
**proud**  
FIVE YEARS STRONG

**MAY**  
**19-20**  
**2016**

# **Joplin Disaster Recovery Summit**

Real People. Real Experiences. Real Lessons.

[joplinproud.com](http://joplinproud.com) | [#joplinproud](https://twitter.com/joplinproud) | [#joplinsummit](https://twitter.com/joplinsummit)

## TABLE OF CONTENTS

Welcome to Joplin.....	1
Program at a Glance.....	2
Speakers.....	4
Moderators.....	10
MSSU Billingsley Student Center.....	13
Schedule - Thursday, May 19, 2016.....	14
Welcome Reception.....	17
Schedule - Friday, May 20, 2016.....	18
Disaster Overview of Represented Communities.....	24

***Thank you to our sponsors and volunteers for their hard work and support to make this event a success!***



## RECOGNITION

Joplin Disaster Recovery Summit Committee

### PROGRAM CONTENT

- Jane Cage, Chair
- Renee White
- Kathy Fitzgerald
- Benjamin Alexander
- Carole King
- CJ Huff

### LOGISTICS

- Nicole Brown, Chair
- Darren Fullerton
- Amanda Mitchell
- Stephanie Brady
- Al Stadler
- David Hertzberg
- Nancy Good

## WELCOME TO JOPLIN

On behalf of the organizing committee, welcome to the Joplin Disaster Recovery Summit.

A little more than five years ago, we would never have imagined hosting an event such as this one. As your first takeaway, if your community has not been affected by a disaster, you should believe that it could be.

Our steering committee was very deliberate about the activities chosen to commemorate the fifth anniversary of the tornado. The Joplin Proud events are not meant to celebrate May 22, 2011. We wanted to honor what we lost, express our gratitude for help we received, and recognize the progress we have made. This summit is a way that we can pay it forward for the overwhelming assistance that came our way.



A Danish Proverb states “He knows the water best who has waded through it.” That phrase exemplifies our philosophy about the summit. We wanted to feature real people who have learned real lessons through very real experiences. All of them have been directly involved in leading some aspect of recovery – and they know what has or hasn’t worked for their communities. You’ll hear their stories during the summit. Of course, we are not vain enough to believe that the Joplin way is the only way. We needed to bring perspectives from other communities with their own valid lessons gained through experience that are different from our own. As a result, we’re honored to have our “sister” cities of Stockton, MO; Greensburg, KS; Moore, OK; Cedar Rapids, IA; Tuscaloosa, AL; Minot, ND; Vilonia, AR; and Pilger, NE join us. These varied viewpoints will make the conference richer.

Take advantage of the time that you have here. Meet and network with your fellow attendees – we have representatives from 26 states that cross every sector of disaster recovery. If you have the opportunity, drive around Joplin and see the progress we’ve made. Our lack of a tree canopy is a sure sign that you are within the tornado zone.

I can’t thank you enough for coming. Our goal is for you to learn something that can make a difference in your own communities. Use what we have learned to make yourselves more prepared in the event that find yourselves in the midst of disaster. We can all benefit when we share what we know.

In the spirit of recovery,

A handwritten signature in black ink that reads "Jane Cage". The signature is fluid and cursive.

Jane Cage  
Co-Chair, Joplin Disaster Recovery Summit

## PROGRAM AT A GLANCE

## Thursday, May 19, 2016

10:00 am to 1:00 pm	<b>Registration.</b> Missouri Southern State University (MSSU) – Billingsly Student Center (BSC)	3950 E Newman Rd, Joplin MO 64801
10:00 am to 11:30 am	Optional Bus Tour of Joplin Recovery Areas (90 mins.)	Departs MSSU BSC
10:00 am to 11:00 am	Video Presentation: Steadfast - The Documentary	MSSU BSC – Phelps Theatre
11:30 am to 1:00 pm	Video Presentation: A Tornado Story	MSSU BSC – Phelps Theatre
1:15 pm to 1:30 pm	<b>Welcome and Overview</b>	MSSU BSC – Ballroom
1:30 pm to 3:15 pm	<b>GENERAL SESSION</b> • <b>The Road to Resilience.</b> Panel discussion of city leaders affected by disasters (broadcast by FEMA Region VII as a nationwide webinar)	MSSU BSC – Ballroom
3:15 pm to 3:30 pm	Break	
3:30 pm to 4:30 pm	<b>BREAKOUT SESSION ONE</b> • Ensuring Safety After a Disaster:- The Role of Police and Fire Departments • The Long-Term Recovery Committee: Responding to Individuals and Families in Need • Facts in Flux: Crisis Communication after a Disaster • Avoiding Financial Disaster after a Natural Disaster	MSSU BSC – Room 356 MSSU BSC – Room 309 MSSU BSC – Ballroom MSSU BSC – Room 341
4:30 pm to 5:30 pm	Break and Hotel Check-In	
5:30 pm to 7:00 pm	<b>Evening Reception</b> hosted by Mercy Hospital Joplin. Network while enjoying appetizers and spirits.	100 Mercy Way, Joplin, MO 64804

## Friday, May 20, 2016

7:30 am to 8:15 am	<b>Registration.</b> Missouri Southern State University (MSSU) – Billingsly Student Center (BSC)	3950 E Newman Rd, Joplin MO 64801
8:15 am to 8:30 am	<b>Welcome and Overview</b>	MSSU BSC – Ballroom
8:30 am to 9:30 am	<b>GENERAL SESSION</b> • <b>Paying It Forward: Defining Moments in Disaster Recovery.</b> Using a TEDx style format, speakers share compelling stories and discoveries on the road to disaster recovery.	MSSU BSC – Ballroom

## Friday, May 20, 2016 *continued*

9:30 am to 9:45 am	Break	
9:45 am to 10:45 am	<b>BREAKOUT SESSION TWO</b>	
	• Cleaning Up: Strategies in Debris Removal to Speed Recovery and Minimize Expense	MSSU BSC – Room 356
	• Post-Disaster Philanthropy: Dealing with Whatever Comes or Doesn't Come Your Way	MSSU BSC – Room 309
	• All Disasters Are Not Created Equal: Understanding the Factors that Determine Recovery Resources	MSSU BSC – Ballroom
	• Stemming Population Loss: Short- and Long-Term Solutions to Resupply Housing and Keep Residents in Your Community	MSSU BSC – Room 341
10:45 am to 11:00 am	Break	
11:00 am to 12:00 pm	<b>GENERAL SESSION</b>	MSSU BSC – Ballroom
	• <b>Leading Through Crisis and Change: Lessons from Meta-Leadership and Swarm Intelligence</b>	
12:00 pm to 1:15 pm	<b>Networking Lunch</b>	MSSU BSC - Lion's Den
1:15 pm to 2:15 pm	<b>BREAKOUT SESSION THREE</b>	
	• We're here to Help: Maximizing and Managing Volunteers and Faith-Based Response After a Disaster	MSSU BSC – Room 309
	• The Role of Schools and Mental Health Organizations in Trauma Recovery	MSSU BSC – Room 341
	• Leading through a Disaster: The Sprint that Becomes a Marathon	MSSU BSC – Ballroom
	• Dealing with Public Health Concerns Post Disaster: From the Walking Wounded to Radioactive Materials	MSSU BSC – Room 356
2:15 pm to 2:30 pm	Break	
2:30 pm to 3:30 pm	<b>BREAKOUT SESSION FOUR</b>	
	• Lost and Found: Strategies for Recovering Precious Possessions – Pets and Photographs	MSSU BSC – Room 343
	• Emotional Stabilization and Healing: Community Connections, Art Feeds	MSSU BSC – Room 341
	• Citizen Engagement: A Force Multiplier for Long-Term Community Recovery	MSSU BSC – Ballroom
	• Rebuilding from the Ground Up: Economic and Community Redevelopment from a Clean Slate	MSSU BSC – Room 309
	• Where Do You Go if You Can't Go Home?	MSSU BSC – Room 356



## SPEAKERS

Full speaker biographies are found on the program website [www.joplinproud.com](http://www.joplinproud.com).



**Allen Dodson** is the former Faulkner County, Arkansas Judge, leading the county's response to two disasters: a crude oil pipeline rupture in Mayflower, Arkansas, one of the largest inland oil spills in U.S. history; and the long track tornado of April 27, 2014, which traversed more than 20 miles across Faulkner County. In addition to his private law practice, Dodson consults in the area of disaster preparation and response.



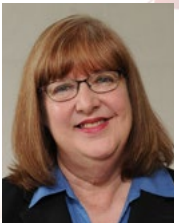
**Amanda Mitchell** is account manager and Health Insurance Marketplace project manager for Freeman Health System. At the time of Joplin's May 2011 tornado, Amanda worked as an account manager for State Farm Insurance. She assisted numerous clients as they put the pieces of their lives back together after the disaster. She soon felt the call to do more. Amanda served as co-chair for the Citizens Advisory Recovery Team (2011 to 2013) and joined Rebuild Joplin in January 2012 as volunteer manager, overseeing AmeriCorps volunteers and coordinating incoming volunteers doing construction work on tornado-damaged homes.



**Bob Dixon** is Mayor of Greensburg, Kansas and a native Kansan. Dixon took office as Mayor in May 2008 and has been a key leader in the process of rebuilding Greensburg after the May 4, 2007, EF5 tornado. The tornado destroyed 95 percent of the community. Public/private partnerships, sustainable building, renewable energy and green technologies have been essential to Greensburg's recovery. Mayor Dixon shares post-disaster recovery and sustainability initiatives to groups around the world.



**Bruce Bailey**, Executive Director of AmeriCorps St. Louis. Bruce has worked in government and social services for over 35 years, 15 of which were spent in agencies serving youth. Bruce received the 2012 National Disaster Impact Award from the Corporation for National and Community Service for his exemplary leadership in Joplin, helping generate over \$17.7 million of in-kind credit for volunteer and resource donations. Bruce advises organizations and state governments regarding volunteer coordination and donations management.



**Carol Stark** is Editor of The Joplin Globe, a daily newspaper in Southwest Missouri, and has been a juror for The Pulitzer Prizes in 2010, 2012 and 2013. Stark was named national Editor of the Year in 2012 for her role in leading coverage of the EF5 tornado that devastated Joplin on May 22, 2011. The paper was named Newspaper of the Year by LMA, and the ASNE Breaking News Award for its reporting after the tornado. Nine newsroom staff members lost their homes and one was killed in the tornado.



**Charlotte Haden** is the Cedar County Public Administrator and previously served as the Cedar County public administrator in 2012 after appointment by Governor Jay Nixon. From 2006-2012, Charlotte was the Executive Director for the Stockton Area Chamber of Commerce. She served in this role during the May 4, 2003 EF4 tornado that devastated the small community of Stockton, Missouri. She was part of the leadership team that was instrumental in communicating with residents and getting the town up and running after the tornado.



**CJ Huff** is president at The CJ Huff Group and founder of Bright Futures USA, a non-profit organization bringing communities together to focus on the success of children. Dr. Huff is the former Superintendent of Joplin Schools, providing nationally acclaimed leadership after the 2011 Joplin tornado. In spite of significant district losses, Huff's determination is credited with setting the pace for Joplin's resilient recovery. As a result, Joplin Schools opened on time August 17, 2011, and all facilities destroyed by the storm were rebuilt by August 2014.



**Daniel Pekarek**, Director of the Joplin City Health Department, coordinated and assisted recovery efforts by overseeing community health concerns following the 2011 tornado in Joplin. Pekarek's leadership covered health-related issues following the disaster. Emergency measures included coordinating health standards and services at shelters for people, facilitating animal control and shelters, and providing over 17,000 tetanus vaccinations to residents and workers.



**Darren Fullerton**, Vice President for Student Affairs at Missouri Southern State University. An American Red Cross volunteer for over 28 years, Darren was awarded the Clara Barton Award for his meritorious service in volunteer leadership positions that span his years of service. His time with the American Red Cross includes serving on the Board of Directors for Northwest Arkansas Chapter, as Board Chairman for the Southwest Missouri Chapter, and as a representative to the State Service Council of Missouri.



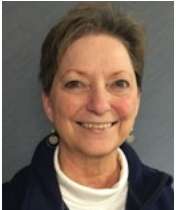
**David Hertzberg**, a licensed Professional Engineer since 1987, has been with the city of Joplin since 1981. At the time of Joplin's tornado, he was the Public Works Director. Hertzberg's department had responsibility for clearing over 100 miles of streets and sewers. In just 10 weeks, he oversaw the removal of over three million cubic yards of street and private property debris and facilitated the issuance of 4,000 building permits in four months. Today, David is the Capital Improvement Project Manager for the city of Joplin.



**David Mink** is Editor at the Joplin Regional Business Journal. A career journalist, he started at JRB as a reporter in January 2011, just five months before the May 22 tornado. Nothing in his experience could have prepared him for this disaster. Although JRB is a niche publication that doesn't "chase ambulances," so to speak, in 2011 the business of Joplin became the business of recovering from an EF5 tornado. Mink was on the frontline of recovery efforts, chronicling the moves of the region as companies rebuilt, reestablished themselves and got down to the business of reinvigorating the commerce of southwest Missouri.



**David Weaver** served as Assistant to the Mayor with the city of Duquesne, Missouri during the May, 2011 tornado. He was active in recovery efforts of Duquesne which shares their west border with Joplin. Over 50 percent of Duquesne was destroyed by the event and David was a key player in organizing the recovery efforts and working area representatives. He attributes Duquesne's rapid recovery to the collaborative efforts of many outstanding individuals and leaders in the tri-state communities.



**Debi Meeds** became the President/CEO of the United Way of the Ozarks in late September 2014. Before coming to United Way, Meeds was an American Red Cross employee for over 24 years, serving the last 10 years as the Regional CEO for the Southern Missouri Region, based in Springfield. She is Vice-Chair of the Missouri Governor's Faith-Based and Community Service Partnership for Disaster Recovery and co-chairs the Greene County Community Organizations Active in Disaster (COAD).



**Dennis Manley** is a Registered Nurse with over 40 years of healthcare experience. He is currently the Chief Nursing Officer at Mercy Hospitals Joplin and Carthage. He has experience in critical care nursing, quality improvement, risk management, corporate compliance, emergency management, medical staff services, patient safety and infection control. On the evening of May 21, 2011, he responded to the destruction of St. John's Regional Medical Center following a direct hit by an EF5 tornado. He assisted with emergency evacuation of all patients from the hospital and served as the Incident Commander for weeks following the event.



**Gary Bandy**, KSNF TV Chief Meteorologist, from 2003 until his retirement in November 2014. Bandy is a vital part of the Joplin community and assisted in several capacities with Joplin's tornado recovery. An active volunteer in Joplin, Bandy has served on the boards of the Southwest Missouri United Way and Spiva Center for the Arts. He has volunteered for over 15 local and regional charity organizations, including the American Cancer Society, the Muscular Dystrophy Association, and Hope 4 You Breast Cancer Foundation.



**Harold Kirbey** has served as Director for the Division of Community and Public Health for the state of Missouri since January 2011. Harold served as the department's co-commander and commander during emergency events, staffing Emergency Support Function 8 operations in the State Emergency Operations Center during multiple localized and statewide emergency events. Kirby has participated in the implementation of many federal programs in Missouri, including the Rural Access to Emergency Devices program.



**Jane Cage**, is an accomplished facilitator and nationally recognized public speaker on the subject of disaster recovery. Cage served as chairman of the Joplin Citizens Advisory Recovery Team after the 2011 tornado, managing over 150 volunteers and serving as liaison with federal, state and local government officials. She was awarded the 2012 Rick Rescorla National Award for Resilience from the U.S. Department of Homeland Security for her work in Joplin. In 2014, she co-founded InsightFive22 which provides services and programs that enhance community preparedness and resilience.



**Jono Anzalone** is the North Central Division Disaster Executive at the American Red Cross, serving the states of Idaho, Montana, North Dakota, South Dakota, Minnesota, Wisconsin, Illinois, Nebraska, Iowa, Kansas and Missouri where he leads and manages the team responsible for the implementation of disaster services programs. Previously, Anzalone served as regional Voluntary Agency Liaison at FEMA Region VII, coordinating with Voluntary Organizations Active in Disaster and FEMA Mass Care and Emergency programs in Nebraska, Iowa, Kansas and Missouri.



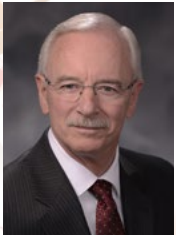
**Kimberly Neiman**, Clerk/Treasurer for the village of Pilger, Nebraska since March 1998, was a key responder to the June 16, 2014 tornado which destroyed over half of the village. Neiman was front and center during response efforts serving as part of a three jurisdiction unified command and continues to be heavily involved in the ongoing rebuilding process. She was recognized as the 2007 Outstanding Village Clerk by Nebraska Municipal Clerks Association, the 2015 Outstanding Public Administrator and the 2015 Nebraska Lieutenant Governor's Be Prepared Award.



**Kirstie Smith**, Communications Director at the Joplin Area Chamber of Commerce, learned crisis communications firsthand through the Joplin tornado, which wiped out more than 500 area businesses. Her quick response via social media and her awareness for understandable and accessible information helped ensure verified information was passed to the business community. Since the Joplin tornado, Smith has written white papers and articles about crisis communications and has been a sought after speaker on the subject of community disaster communications.



**Kristi Spencer**, News Director for KOAM-TV, oversaw the KOAM and Fox 14 news team coverage of the Joplin tornado. Spencer focused on timely information, offering in depth coverage designed to facilitate recovery, safety and cleanup efforts. Her team continues to provide coverage of topics relevant to community safety and recovery, including special reports on death prevention, rebuilding, and the need for transparency from those in recovery leadership positions. KOAM-TV is the CBS affiliate serving the Joplin/Pittsburg market.



**Lane Roberts**, Director of the Missouri Department of Public Safety, coordinated local, state and federal response efforts as Joplin Police Chief following the 2011 tornado. Roberts, a 42-year veteran of law enforcement, served as Police Chief from 2007 to 2014. During his tenure, the Joplin Police Department was accredited by the Commission on Accreditation for Law Enforcement Agencies and total crime decreased by 27 percent. In 2013, Roberts was selected as Chief of the Year by the Missouri Police Chiefs Association.





**Linda Langston**, was first elected to the Linn County Board of Supervisors in 2002. Langston is a former president of the National Association of Counties (NACo). Her presidential initiative was Resilient Counties, which focused on building communities' capacity to be ready, resilient, agile and adaptive in the face of natural, manmade and economic disasters. Her home county was devastated by flooding in 2008. Langston is a member of the Resilient America Roundtable for the National Academy of Sciences and the National Advisory Council for the Federal Emergency Management Agency (FEMA).



**Leonard Marcus**, Co-Director of the National Preparedness Leadership Initiative, is a researcher, teacher and writer in the field of national and international terrorism, emergency preparedness, and response. His work includes direct observation and immediate interviews with leadership during and after the 2013 Boston Marathon bombings; the early H1N1 response; the 2010 BP oil spill; and in 2005, Hurricanes Katrina and Rita on the Gulf Coast. His work contributed heavily to the development of Meta-Leadership theory for crisis leadership, linking agencies and government responses to emergencies through Connectivity and Swarm Intelligence.



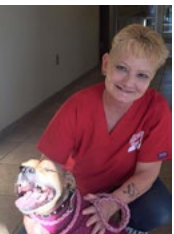
**Leslie Haase**, Finance Director for the city of Joplin, is responsible for planning, coordinating, and directing all financial operations of the city. During the May 2011 disaster, she was responsible for assisting with management of debris cleanup, as well as public assistance reimbursements. She has worked in government accounting for nearly 30 years, specifically with the city of Joplin since 1998 and Finance Director since March 2006. Leslie is a licensed Certified Public Accountant and a Certified Management Accountant.



**Louise Knauer**, Senior Vice President, Communications and Marketing, The Community Foundation of the Ozarks, is responsible for the overall direction of communications and marketing for the foundation. She has experience in disaster communications through her background as the Director of Public Information for the city of Springfield and a reporter/editor for the Springfield News-Leader. Louise participates with 18 midwestern community foundations for the Philanthropic Preparedness, Resiliency and Emergency Partnership program and wrote a grant to produce disaster resilience workshops for nonprofits in Joplin and Springfield.



**Lynn Iliff Onstot** has nearly 30 years' experience in the communications field. She has served as the city of Joplin's Public Information Officer for 13 years, and prior to this position, she served in the marketing and public relations field in both healthcare and tourism. In May 2011, Lynn served as lead communicator for the disaster. She collaborated with city staff and communicators from regional cities and organizations to assist with the many public information and media relations responsibilities facing Joplin. This team approach supported the immediate disaster communication needs and provided a resource for future collaboration.



**Lysa Boston** is Shelter Manager at the Joplin Humane Society (JHS). Lysa has worked in animal welfare for more than 25 years as a shelter professional, animal control officer, animal cruelty investigator and veterinary technician. On the evening of May 22, 2011, Lysa was at the shelter preparing crates and supplies for what she initially thought might be an influx of 100-300 animals. Over the next few weeks, Lysa and her team at JHS, along with the ASPCA, HSMO and American Humane Association provided care, medical treatment and shelter for the more than 1,300 pets displaced by the tornado.



**Miranda Schuler**, City Councilwoman, Minot, North Dakota. Miranda is a North Dakota native. She has served her community as an elected Alderman for the city of Minot since June 2014. Her desire to be of service to others is a product of the selfless service she and her family received during and after the 2011 flood event. An insurance agent by trade, Miranda spends much of her time advocating for long term flood control for the Souris River basin. She works with local, state, and federal delegates to advocate for affordable and sustainable changes to the National Flood Insurance program.



**Marty Knight** is Principal and Owner of Knight Business Solutions, LLC – a project management and leadership consultancy established in November 2013. Marty previously led the recovery planning efforts in Vilonia, Arkansas following the April 2014 EF4 tornado. He organized the formation of Rebuild Vilonia, a grass-roots, citizen-led organization, authorized by the city to develop a formal recovery plan. Marty worked with multiple organizations at the state and federal levels to create the Vilonia 2030 Plan adopted by City Council on the one-year anniversary of the storm (April 27, 2015), as the city's guide for future growth.



**Matt Deighton** is an entrepreneur whose ventures have included a wildly popular Texas restaurant, and a boutique condiment called Duck Salt. After his home was destroyed in the May 2007, Greensburg, Kansas EF5 tornado, Matt worked as the Volunteer Coordinator during the cleanup and rebuilding efforts. Today, along with his beloved Dalmatian, Molly, he devotes much of his energy to the New York Says Thank You Foundation. This work has taken Matt to disasters across the country and world, including the red carpet at New York's Tribeca Film Festival.



**Meg Bourne Hulsey**. At age 19 in 2009, Meg Bourne Hulsey created Art Feeds, to feed creative development and facilitate emotional expression in children. After May 22, 2011, Art Feeds programs were needed in Joplin more than ever before. Art Feeds has been instrumental in the recovery of Joplin children and generated innovative programs used for children worldwide. Meg has worked with over 3,000 volunteers and 26,000 children providing free therapeutic art and creative education throughout the country and overseas. She was awarded the 15 Under 40 (2015) and Most Influential Women (2014) by the Joplin Regional Business Journal.



**Mitch Randles** has been chief of the Temple Texas Fire Department for the past two years following his retirement from the Joplin Fire Department in 2014. Chief Randles has been in emergency response for over 28 years in both paid and volunteer departments. He has worked as a Firefighter/Paramedic, Driver/Engineer, Captain, Fire Marshal and Deputy Chief before assuming the role of Fire Chief of Joplin in August 2010. He is a graduate of the National Fire Academy's Executive Fire Officers program and designation as a Chief Fire Officer.



**Nancy Beers** oversees the Center for Disaster Philanthropy's Midwest Early Recovery Fund, focusing on strategic grant making to support the recovery and resilience of vulnerable populations impacted by low attention, natural disasters in the Midwest. Previously, Nancy was Senior Director of Disaster Services for Lutheran Social Services of Minnesota where she led disaster long-term recovery work and Camp Noah, a nationally acclaimed trauma recovery program for children. Nancy has been a member of the Disaster Case Management sub-committee for National VOAD and Vice President of Minnesota VOAD.



**Paul Barr** is the Chief Financial Officer for Joplin Schools where he has worked for over 20 years. After the 2011 Joplin tornado, Paul coordinated all insurance policy coverage and claims for the school district. He served as the liaison with FEMA and SEMA for projects from development to the closeout period. Paul was responsible for the direct budgeting and financing of school facilities rebuilding, both temporary and permanent, as well as coordinating real estate acquisitions for permanent rebuild projects.



**Rebecca Williams**, Managing Administrator of Joplin Tornado Info, an interactive grassroots disaster recovery Facebook community created the hour of the May 22, 2011 EF5 Joplin tornado. She is co-author of the white paper "The Use of Social Media for Disaster Recovery." Rebecca is co-creator of the Disaster Info Model for social media disaster recovery preparedness and disease mitigation efforts. She has presented lessons learned at conferences including St. Louis University Sustainability Conference, Quad Cities Disaster Readiness Conference and Natural Hazard Mitigation Association.



**Rob O'Brian**, CEcD, President of the Joplin Area Chamber of Commerce. O'Brian's civic/business activities include President of the Joplin Business and Industrial Development Corporation and Vice-President of the Joplin Industrial Development Authority. He is a Board Member and Past-President of the Missouri Economic Development Council. Since the May 22, 2011 tornado that devastated one-third of Joplin, O'Brian has been at the forefront of recovery efforts by amassing resources for the business community to ensure that businesses can rebuild and thrive in the community. O'Brian is a Certified Economic Developer (CEcD).



**Robin Outland Eddy** recently completed her role as a Program Director/Grants Manager for the American Red Cross - The Oklahoma Disaster Recovery Project - in response to the May 2013 storms. The effort is a collaboration of agencies providing long-term disaster case management throughout Oklahoma in response to the May 2013 storms. Robin received the Clara Barton Award for Meritorious Leadership from the American Red Cross in 2008 and was named Regional Employee of the Year in 2013. Robin started her career with American Red Cross nearly 29 years ago and continues to serve as a volunteer board member.



**Robin Edgeworth** serves as the Chief Resilience Officer for the city of Tuscaloosa, Alabama. Edgeworth served as Incident Commander during the April 27, 2011 tornado. She managed the city's immediate response and served as director of recovery operations from 2011-2015. Edgeworth is responsible for the management and execution of more than \$140 million in recovery rebuild projects and FEMA funds exceeding \$11.4 million. Moving forward, Edgeworth is managing the city's transition from recovery to resilience.



**Sandi Fowler**, Assistant City Manager, City of Cedar Rapids, Iowa. Sandi has held several positions in her more than 25 years in Cedar Rapids city government. In 2008, just weeks before Cedar Rapids suffered a devastating flood causing \$6 billion in damage, Sandi became Assistant to the City Manager., and in 2012 was promoted to Assistant City Manager. Sandi was responsible for the rebuilding of damaged and destroyed city facilities valued at over \$300 million, including a \$10 million renovation of a former federal courthouse into City Hall utilizing historic tax credits, and a new \$40 million public works and city services facility.



**Sallie Hemenway**, CEcD, Director, Division of Business and Community Services, Missouri Department of Economic Development. Her start in disaster recovery began by coordinating DED's role in the large buyout program implemented after the flooding events of 1993 and 1994. In 2003, after tornadoes in Stockton and Pierce City, her role in long-term disaster recovery evolved by further defining how resources and funding could work together. In 2011, Sallie was positioned in Joplin to work with the city and local organizations on long-term recovery activities. Sallie is a Certified Economic Developer (CEcD).



**Stephanie Brady**, Assistant Executive Director, has worked at The Independent Living Center in Joplin, since 2002. She served on the Missouri Statewide Independent Living Council for 10 years, including Chairperson from 2005-2007. Stephanie served as Vice-Chairperson for the Joplin Long Term Recovery Committee (LTRC), Chairperson for LTRC Unmet Needs Committee and a member of the Joplin Citizen's Advisory Recovery. Stephanie has presented at FEMA's Getting Real II Inclusion Conference; and the 2013 Iowa Homeland Security Conference; among others. Stephanie provides grant writing and emergency preparedness training to nonprofit organizations.



**Steve Eddy** was appointed City Manager of Moore in December 1999, shortly after the May 3, 1999 EF5 tornado that ravaged Moore. He has been employed by the city of Moore since 1989, having served as Community Development Director and then Assistant City Manager prior to his appointment as City Manager. Mr. Eddy has been the city's lead administrator through recovery efforts after the May 3, 1999 EF5 tornado, the May 8, 2003 EF4 tornado, and most recently the May 20, 2013 EF5 tornado which devastated large parts of Moore. Eddy serves on the Board of Directors of the United Way of Central Oklahoma.

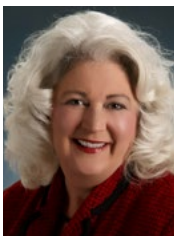




**Thad Beeler** is a native of Joplin, Missouri. He attended Joplin High School and MSSU where he studied vocal and instrumental music education. He is a professional musician and currently is the Director of the National Disaster Photo Rescue and Director of Music at First Baptist Church in Carthage, Missouri. Due to his work in photo rescue in Joplin, Missouri and other regional disasters, he is the recipient of a 2015 Missouri Humanities Award for Exemplary Community Service. Thad is a certified band instrument repair technician and was in building material sales for 15 years before returning to his passion, music and the arts.



**Troy Bolander**, Director of Planning, Development & Neighborhood Services for the city of Joplin, MO, has over 20 years of experience in project development and administration. After the May 22, 2011 Joplin EF5 tornado, Troy chaired a housing task force that coordinated federal, state and local resources to find or develop temporary housing for displaced residents. He also led the city's efforts to address the permanent housing shortage created by the disaster. In addition to his housing duties, Troy is responsible for the management of \$158 million allocated by the U.S. Department of Housing and Urban Development.



**Vicky Mieseler** has been a licensed psychologist in Missouri since 1993. She serves as Vice-President of Clinical Services and has been employed at Ozark Center for 32 years. Mieseler was instrumental in developing and implementing the mental health disaster response to the citizens of Joplin, MO following the May 22, 2011 tornado. Mental health needs of the community were a high priority for Ozark Center and under her leadership the Healing Joplin team was developed, generating help-seeking behaviors and pride among disaster survivors.



**Walt Maddox**, Mayor of Tuscaloosa. On November 4, 2013, Walter Maddox was sworn in for his third term as Tuscaloosa's 36th Mayor. Since his first inauguration, Mayor Maddox has led initiatives to increase economic development, improve customer service with the implementation of Tuscaloosa 311 and provide quality pre-k education for academically at-risk four-year old children. Mayor Maddox has been nationally recognized for his crisis management following the April 27, 2011, EF4 tornado. In 2012, Mayor Maddox was named Municipal Leader of the Year by American City and County publication.

## MODERATORS



**Benjamin Alexander** has over 26 years' of public and private sector experience in community planning and design, project management, public engagement, visioning, and post-disaster long-term community recovery. As a former FEMA employee and current contractor, Benjamin served as a community facilitator and planner leading recovery operations at over 20 disaster locations since 2005. As a principal with InsightFive22, he assists communities and organizations navigate pre- and post-disaster needs.



**Sam Anselm** serves as City Manager for Joplin. Prior to his current role, Sam served as Joplin Assistant City Manager during the May, 2011 tornado. He facilitated the volunteer effort in conjunction with AmeriCorps St. Louis and the Joplin Area Long-Term Recovery Committee, administering a program that distributed 4,000 weather radios, and developing and implementing plans for expenditure of disaster dollars received from federal partners. Sam credits Joplin recovery success to the nearly 600 current and former employees, a supportive city council, residents, business owners, volunteers, and county, state and federal partners.



**Steve Castaner** serves as the Economic Development Administration representative for Iowa and East/Central Missouri. From 2003-2013, Castaner served a key role in FEMA Region VII (Kansas City), providing leadership and expert-level assistance to recovery operations throughout the country, including Joplin. Castaner pioneered many concepts employed in the National Disaster Recovery Framework and uses his experience as an economic and community development director, city administrator and federal official to apply pragmatic strategies to local, long-term disaster recovery.





**Gary Duncan.** Over his 15 years as President and CEO (1996-2011), Freeman Health System grew to become the dominant healthcare provider in Joplin and the region. After the 2011 EF5 tornado, Freeman became the only functioning hospital in Joplin, treating over 1,000 victims immediately after the storm. Duncan and his team immediately added much needed capacity for critical care, trauma, psychiatric, and medical/surgical services. In 2011, the Missouri Hospital Association awarded Duncan their Distinguished Service Award.



**Kathleen Fitzgerald** is a partner at InsightFive22, which provides customized solutions and expertise for community recovery and resilience. She is a community planner and program manager with more than 20 years of experience in both private and public sectors. She has expertise in community development principles, disaster recovery planning, sustainability, and community engagement strategies, as well as decision support tools and systems. Kathleen has managed numerous FEMA Long-Term Community Recovery efforts and has been sought out nationally for recovery operations advisement.



**Beth A. Freeman** was appointed Regional Administrator, FEMA Region VII in 2010, after serving as Director for Region VII in 2000. Her background in Region VII began during her 18-year tenure with U.S. Senator Tom Harkin (Iowa), where Freeman managed operations for three eastern Iowa offices and acted as statewide disaster recovery coordinator. In addition to the strong relationships Freeman developed while working with state and local emergency managers, she also developed a foundational network with national partners in disaster response.



**Carole King** is an award winning writer/photographer who recently published a book with Pitsco Education CEO Harvey R. Dean on high-engagement workplace culture. In the aftermath of the Joplin tornado, Carole documented the disaster through photography and recording stories of many survivors. She was nationally recognized as a 2012 APEX Grand Award Winner for an article published in The Joplin Globe about storm chasers Jeff and Kathryn Piotrowski and their intervention that saved thousands of lives. From 2012-2014 she documented Joplin's recovery as editor of the Joplin Tri-State Business Journal.



**Miranda Lewis** has worked at Mercy Hospital since 2007 and currently the director of development for Mercy Health Foundation. She served as hospital spokesperson at the time of the tornado, dealing with local, national and international media. In the wake of the disaster, she has shared her experiences and lessons learned as a guest speaker at several crisis communication conferences, such as Missouri Hospital Association, Indiana Hospital Association, Public Relations Society of America – Orlando Chapter and the California Association of Public Information Officials. Miranda is a member of Joplin City Council.



**Tony Robyn**, Assistant Director of Planning, Development and Neighborhood Services, city of Joplin. Tony has over 20 years of professional experience in full life cycle project planning and coordination, operational management, and raising and administering public and private funds for municipalities, non-profit organizations, and collaborative public/private partnerships. After the 2011 Joplin disaster, Tony worked as a disaster recovery coordinator for the city of Joplin, providing research, grant writing, planning and coordination support for recovery projects including various public facilities, parks, and land acquisition.



**Keith Stammer** has 23 years' experience in emergency management, consisting of 11 years in Missouri and 12 years prior in Kansas. A former fire fighter, medical first responder, and 9-1-1 Dispatch Director, he currently serves as Director of the Joplin/Jasper County Emergency Management Agency. Keith speaks frequently on emergency preparedness and response and has a degree in education from Ozark Christian College, Joplin.



**Barb Sturner** is an External Affairs Specialist with FEMA Region VII office in Kansas City, MO. Sturner has more than 22 years' experience in emergency management, including public information, crisis communications and external affairs. During this tenure, Sturner has worked more than 100 disasters and special assignments ranging from small to catastrophic events in a variety of capacities, including agency spokesperson, visual imaging manager and external affairs officer. She has vast experience as a strategic communications advisor to local/state/federal disaster leadership.



**Elizabeth "Libby" Turner**, Federal Coordinating Officer, FEMA Region IV, Atlanta, Georgia. Libby serves as the representative of the President and FEMA Administrator for Presidential Disaster Declarations, providing executive coordination of federal activities and resources. In 12 years with FEMA, Ms. Turner has served in more than 40 disasters and assignments, including Hurricane Sandy, the Joplin EF5 tornado, Hurricane Katrina, and four Florida hurricanes of 2004. Prior to FEMA, Ms. Turner served 14 years with the American Red Cross. She received the 2011 FEMA Administrator's Award for her leadership and team-building expertise.



**Theresa Wachter** has a professional career that includes eight years as a classroom educator and 35 years as a healthcare executive at Mercy Hospitals in Pennsylvania and Joplin. Following Joplin's May 22, 2011 tornado, she led Mercy's development of a mid- and long-range psychological recovery program for the community, titled Mercy Community Connections. Theresa is currently serving as co-chair of Joplin Proud, Joplin's recognition of the fifth anniversary of the historic 2011 storm and a facilitator for One Joplin, a collaboration of nonprofit organizations.



**Dr. Renee White**, Executive Director of the Joplin Community Clinic and Department Chair/Associate Professor at Missouri Southern State University, Social Work Department. Renee has been a professional social worker for over 30 years, working in various fields of social work including: child welfare, medical, death & dying, substance abuse, domestic violence, and mental health. She was chairperson of the Joplin Area Long-Term Recovery Committee (LTRC). Under her leadership, the Joplin Area LTRC rehoused over 1,300 families, recorded over one million hours of volunteer labor, offered disaster case management to over 1,600 families and individuals and collaborated with over 70 LTRC organizations.





## SCHEDULE

## Thursday, May 19

10:00 a.m. – 1:00 p.m. Registration - Missouri Southern State University, Billingsly Student Center

10:00 a.m. – 11:30 a.m. **Optional Bus Tour of Joplin Recovery Areas**  
Led by Jerrod Hogan, former Director of Rebuild Joplin

10:00 a.m. – 11:00 a.m. **Steadfast - The Documentary – MSSU Billingsly Student Center, First Floor, Phelps Theatre**  
Director Gregory Fish will be available after the screening to discuss the movie and answer questions. "Steadfast" is an encouraging and inspiring film about the Joplin tornado, one of the most destructive in U.S. history. Several residents share their experiences of that fateful day and the days to follow. Through a surge of volunteers and a determined spirit, Joplin has rebuilt in an unprecedented way to now exhibit a higher population and more businesses than before the storm. This film is a heartfelt tribute to the strength and resolve of a community seemingly torn apart by tragedy that rose up to inspire the nation and the world.

11:30 a.m. – 1:00 p.m. **Joplin, Missouri – A Tornado Story – MSSU Billingsly Student Center, First Floor, Phelps Theatre**  
Filmmaker Chip Gubera and his father Conrad Gubera will be available after the screening to discuss the movie and answer questions. On May 22, 2011 an EF5 tornado hit the town of Joplin Missouri. Compelled by the devastation in his hometown, filmmaker Chip Gubera tells the story of distress, survival, recovery and hope. This award-winning and Mid-America Emmy nominated film transports the viewer into the minds and hearts of the people of this Midwestern community as their strength is tested in the aftermath of one of the strongest tornados ever recorded. Their stories are told through dramatic, firsthand accounts of survivors and officials.

1:15 – 1:30 p.m. **Welcome and Conference Overview - Ballroom**  
Mike Seibert, Mayor, city of Joplin and Jane Cage, Joplin Proud Committee

1:30 – 3:15 p.m.

**GENERAL SESSION****The Road to Resilience - Ballroom**

City leaders from across the central United States talk about the long road of recovery and resilience after experiencing some of the worst recorded disasters in the past decade. This will be the first time they have been together to discuss the lessons learned as their cities rebuild. Panelists include:

- Moderator: Beth Freeman - Regional Administrator, FEMA Region VII, Kansas City, MO
- Bob Dixson - Mayor, city of Greensburg, KS
- Miranda Schuler - City Councilwoman, city of Minot, ND
- Sam Anselm - City Manager, city of Joplin, MO
- Sandi Fowler - Assistant City Manager, city of Cedar Rapids, IA
- Steve Eddy - City Manager, city of Moore, OK
- Troy Bolander - Director, Planning, Development and Neighborhood Services, city of Joplin, MO
- Walter Maddox - Mayor, city of Tuscaloosa, AL

This opening session will be broadcast as a nationwide webinar with the assistance of FEMA Region VII so that people across the country will be able to hear these remarkable accounts.

3:15 – 3:30 p.m.

**BREAK**



3:30 – 4:30 p.m.

## **BREAKOUT SESSION ONE (CHOOSE ONE)**

### **Ensuring Safety After a Disaster: The Role of Police and Fire Departments - Room 356**

Chaos in the aftermath of a disaster is unavoidable. In this session, Joplin's former police and fire chiefs relay their experiences and lessons around search and rescue operations and maintaining order in the days immediately following the disaster. Topics such as site access, mutual aid and the clear designation of responsibilities will be discussed. Learn about how the two departments cooperated to make decisions that led to an efficient operation.

- Moderator: Keith Stammer - Director, Joplin/Jasper County Emergency Management, Joplin, MO
- Lane Roberts - Director, Missouri Department of Public Safety (former Joplin Police Chief), Jefferson City, MO
- Mitch Randles - Fire Chief (former Joplin Fire Chief), Temple, TX

### **The Long-Term Recovery Committee: Responding to Individuals and Families in Need – Room 309**

A long term recovery committee (LTRC) is a cooperative body of representatives from faith-based, nonprofit, government, business and other organizations working within a community to assist individuals and families as they recover from disaster. No matter how a group is structured or what it calls itself - unmet needs committee, interfaith, organization, coalition, roundtable, partnership, coordinating council, etc. - the LTRC goal is the same: to unite recovery resources with community needs to ensure the most vulnerable in the community recover from disaster. You will learn how the personality and operation of each group is unique and reflects local needs, available resources, cultural diversity, leadership style, and community support as described by two leaders of LTRC's in large scale disasters.

- Moderator: Renee White - Executive Director, Community Clinic, Joplin, MO
- Robin Eddy - Program Director, Oklahoma Disaster Recovery Project, Moore, OK
- Stephanie Brady - Assistant Executive Director, Independent Living Center (former Chairperson, Joplin Long-Term Recovery Committee), Joplin, MO

### **Facts in Flux: Crisis Communication after a Disaster - Ballroom**

A disaster requires deliberate and accurate communication inside your organization, with residents and business owners, and a concerned public. Each audience has an insatiable need for information. Hear the perspectives of communication officials across the spectrum of community agencies and media outlets about balancing accuracy, privacy and timeliness during a crisis. Come away from the session understanding what questions to expect, how and when to communicate and effective ways to broadcast needed information – and all of this under pressure.

- Moderator: Miranda Lewis - Director of Development, Mercy Health Foundation, Joplin, MO
- Carol Stark - Editor, The Joplin Globe, Joplin, MO
- Kirstie Smith - Communications Director, Joplin Area Chamber of Commerce, Joplin, MO
- Kristi Spencer - News Director, KOAM-TV, Joplin, MO
- Lynn Onstot - Public Information Officer, city of Joplin, MO
- Rebecca Williams - Administrator, Joplin Tornado Info Facebook Page, Neosho, MO

**Avoiding Financial Disaster after a Natural Disaster - Room 341**

Disaster recovery for a community largely depends on cash - How can you minimize your out-of-pocket expenses and receive maximum reimbursement from FEMA and other agencies after a disaster? It's a question that weighs heavily on community and organization leaders. Hear perspectives from panelists with in-depth experience from disasters of different scales. Panelists will discuss their varied approaches on working with insurance companies and agencies using in-house resources or consulting assistance. Learn about the must-haves in terms of process, protocols and record-keeping that can make all the difference in the reimbursement a community receives.

- Moderator: Tony Robyn, Assistant Director of Planning, city of Joplin, MO
- David Weaver - Assistant to the Mayor, city of Duquesne, MO
- Leslie Haase - Finance Director, city of Joplin, MO
- Paul Barr - Chief Financial Officer, Joplin Schools, Joplin, MO

---

4:30 – 5:30 p.m.

**HOTEL CHECK-IN AND BREAK**

---

5:30 – 7:00 p.m.

**EVENING RECEPTION**

Join us for the opening reception for appetizers and spirits at the newly built Mercy Hospital – a highlight of our recovery. You'll have a chance to learn about the special construction involved in the hospital and take a tour if you desire. See page 17 for more information and directions.

---





# Joplin Disaster Recovery Summit Welcome Reception

*Hosted by Mercy Hospital Joplin*

**Thursday, May 19th, 2016**

**5:30pm to 7pm**

Mercy Conference Center  
Mercy | 100 Mercy Way | Joplin

*Enter through the hospital entrance*

*Refreshments will be served  
Beer provided by Missouri Eagle  
Wine courtesy of Macadoodles & Lohr Distributing*

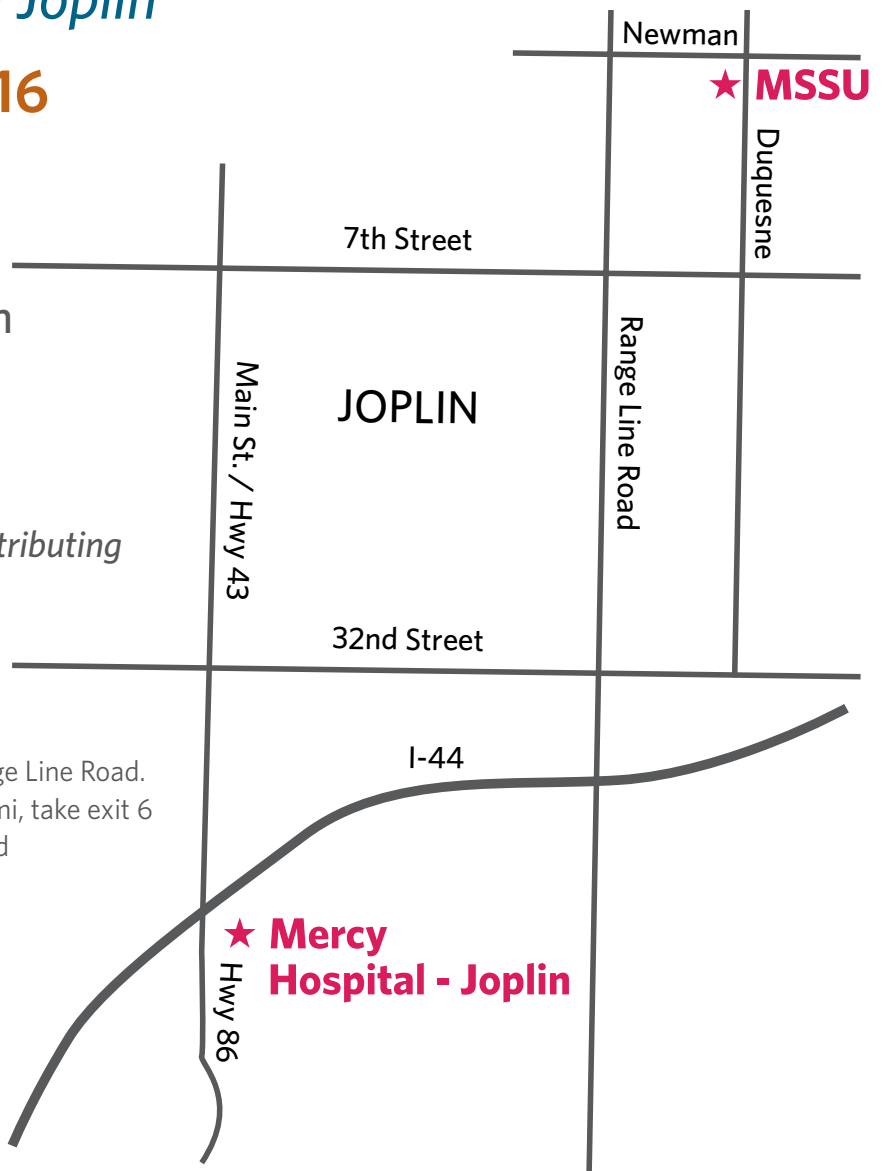
## Take a tour of the New Mercy Joplin!

*Directions from Missouri Southern State University:  
Travel west on Newman Road. Turn left onto N. Range Line Road.  
In 3.5 mi, turn right onto I-44 W toward Tulsa. In 2 mi, take exit 6  
onto Hearnes Blvd. Travel South on Hearnes Blvd and  
Mercy Joplin is on your left.*



Your life is our life's work.

mercy.net



## Friday, May 20

7:30 – 8:15 a.m.

Registration - Missouri Southern State University, Billingsly Student Center

8:15 – 8:30 a.m.

### Welcome and Overview - Ballroom

Jane Cage, Joplin Proud Committee

8:30 – 9:30 a.m.

### GENERAL SESSION

#### Paying It Forward: Defining Moments in Disaster Recovery - Ballroom

This session brings together speakers to share compelling stories and discoveries on the road to disaster recovery. These TEDx style talks provide firsthand, unique perspectives of the moments that made a difference for each community in their recovery process.

- Moderator: Jane Cage – Joplin Proud Committee, Joplin, MO
- Recovery, Through the Lens of a Younger Me: David Mink - Editor, Joplin Regional Business Journal, Joplin, MO
- What If It Happens to You: Gary Bandy - former KSNF Meteorologist, Joplin, MO
- After the Storm: Walter Maddox - Mayor, city of Tuscaloosa, AL

9:30 – 9:45 a.m.

### BREAK

9:45 – 10:45 a.m.

### BREAKOUT SESSION TWO (CHOOSE ONE)

#### Cleaning Up: Strategies in Debris Removal to Speed Recovery and Minimize Expense – Room 356

Removing debris is more than just cleaning up – it's the first step in the rebuilding process that allows citizens to resume their lives. A key challenge for communities is the proper and timely disposal of debris. Proper planning allows your community to prepare for and manage debris removal as a primary responsibility. It can be a daunting logistical challenge that requires proper staging and handling of different types of debris to meet various regulations. On the backside there are issues and best practices related to duplication of benefits, payments and collection. Local officials from Vilonia, Arkansas and Joplin, Missouri share experiences about approaches and challenges of debris removal to help your community be prepared.

- Moderator: Barb Sturner - External Affairs, FEMA Region VII, Kansas City, MO
- Allen Dobson – Former Faulkner County Judge, Conway, AR
- David Hertzberg - Capital Improvement Project Manager, city of Joplin, MO
- Leslie Haase - Finance Director, city of Joplin, MO

#### Post-Disaster Philanthropy: Dealing with Whatever Comes or Doesn't Come Your Way – Room 309

When news of a disaster breaks, the donations timeframe for your community may be long, short or worst of all, sometimes no one comes to your aid. This session explores philanthropy through three lenses. First, learn how to manage and leverage donations of goods and how to encourage the kind of donations that you may really need. Second, learn how to be prepared to receive monetary donations in a way that honors the intent of the givers and demonstrates fiscal responsibility to avoid negative consequences. Third, understand that there are paths to recovery for your community when your disaster seems to go unnoticed by the giving public. As a result, your organization can begin recovery no matter the situation.



- Moderator: Renee White - Executive Director, Community Clinic, Joplin, MO
- Jono Anzalone - Division Disaster Executive, American Red Cross (former Volunteer Agency Liaison, FEMA), Omaha, NE
- Louise Knauer - Sr. Vice President, Communications and Marketing, The Community Foundation of the Ozarks, Springfield, MO
- Nancy Beers – Midwest Early Recovery Fund Program Officer, Center for Disaster Philanthropy, Washington, DC

### **All Disasters Are Not Created Equal: Understanding the Factors that Determine Recovery Resources - Ballroom**

No disasters are alike; and it isn't limited to Mother Nature's impact. Many variables affect the level of resources, which ones are available, and how they are employed. Recovery resources may be determined by government thresholds, disaster damages or the visibility of the event. Other times the vision and innovation of the resource provider will determine availability of resources. Regardless of extenuating factors, the creativity and resolve of community stakeholders play a significant role in applying resources to the community and its people. Listen to perspectives of people that learned how to negotiate the complexities of not only the resources themselves, but the complexities of getting assistance to people and organizations that need them.

- Moderator: Steve Castaner- Economic Development Administration, Denver, CO
- Kim Neiman - Village Clerk, village of Pilger, NE
- Libby Turner - Federal Coordinating Officer, FEMA Region IV, Atlanta, GA
- Sallie Hemenway – Director, Business and Community Services, Missouri Department of Economic Development, Jefferson City, MO
- Walter Maddox - Mayor, city of Tuscaloosa, AL

### **Stemming Population Loss: Short- and Long-Term Solutions to Resupply Housing and Keep Residents in Your Community – Room 341**

Natural disasters are unpredictable. So too are the strategies a community can use to address housing recovery needs. Citizens must make hard choices about their future and leaders must lay a foundation for residents to remain. This session explores creative and unique efforts by three communities to blend short- and long-term housing needs with limited or restricted resources. Session highlights include a buyer equity program to encourage homes to be rebuilt in a devastation zone.

- Moderator: Benjamin Alexander - Principal, InsightFive22, Atlanta, GA
- Robin Edgeworth - Recovery Coordinator, city of Tuscaloosa, AL
- Sandi Fowler - Assistant City Manager, city of Cedar Rapids, IA
- Troy Bolander – Director, Planning, Development and Neighborhood Services, city of Joplin, MO

---

10:45 – 11:00 a.m.

**BREAK**

---

11:00 a.m. – 12:00 p.m. **GENERAL SESSION**

**Leading Through Crisis and Change: Lessons from Meta-Leadership and Swarm Intelligence - Ballroom**

What is it about a crisis that can bring people together in extraordinary ways? How can leaders build unity of effort at times when it matters most? Meta-Leaders are leaders of leaders, forging connectivity of effort across the breadth of people and organizations whose work together is critical in leading up to and in the aftermath of disaster. National Preparedness Leadership Institute researchers discovered that when Meta-Leadership practices are carefully followed, another phenomenon is likely to emerge: Swarm Intelligence. How might the five principles of Swarm Intelligence describe what occurred during the Joplin response and in actions following other disasters? In this provocative keynote, Dr. Marcus will encourage disaster response leaders to consider how they can foster the conditions that encourage Swarm Intelligence to emerge. While it is impossible to be prepared for every event, when leaders are ready to lead and lead well, communities are more likely to find the energy and the adaptability to build resilience and a more constructive road to their future.

- Dr. Leonard Marcus, Co-Director, National Preparedness Leadership Initiative, a joint program of the Harvard School for Public Health and Harvard Kennedy School of Government, Cambridge, MA

12:00 – 1:15 p.m.

**NETWORKING LUNCH**

1:15 – 2:15 p.m.

**BREAKOUT SESSION THREE (CHOOSE ONE)**

**We're here to Help: Maximizing and Managing Volunteers and Faith-Based Response After a Disaster – Room 309**

Before the wind is gone or the floodwaters recede, volunteers of every variety appear. These volunteers may be supplied by government agencies, faith-based groups or simply show up on their own. It takes effort to effectively manage volunteers in meaningful service and activities. Learn how to manage and maximize the vital role volunteers serve at a time when resources are already strained. Our speakers relay the story of how volunteers saved Joplin over \$17 million as a local match for FEMA projects and how Greensburg, Kansas managed housing and hospitality for volunteers. You'll gain an understanding of voluntary or faith-based entities and their defined roles for disaster recovery.

- Moderator: Sam Anselm - City Manager, city of Joplin, MO
- Amanda Mitchell - Business Development Manager, Freeman Health Systems (former Volunteer Coordinator, Rebuild Joplin), Joplin, MO
- Bruce Bailey - Executive Director, AmeriCorps St. Louis, MO
- Marty Knight - Chairman, Rebuild Vilonia, AR
- Matt Deighton - Volunteer Coordinator, Greensburg, KS

### The Role of Schools and Mental Health Organizations in Trauma Recovery – Room 341

Disaster survivors look for emotional and spiritual support to find meaning in the chaos. This session explores the post-disaster strategies, programs and intervention used in Joplin. “Healing Joplin” a community collaboration led by Ozark Center, offered emotional first aid for children, adults and senior citizens. Joplin Schools employed crisis counseling teams working in the schools to help students adjust. Hear from leaders of these programs and discover how your community might prepare for the emotional support after a crisis.

- Moderator: Terry Wachter - former author of Community Connections Program, Mercy Hospital, Joplin, MO
- Renee White - Executive Director, Community Clinic of Joplin, MO
- Vicki Mieseler - Vice President, Clinical Services, Ozark Center, Joplin, MO

### Leading through a Disaster: The Sprint that Becomes a Marathon - Ballroom

Almost every leader accepts challenges during their career, but not many expect the enormous responsibilities and challenges that come after a disaster. Under normal circumstances, community agencies and municipalities are used to dealing with limited resources. What happens when a crisis or disaster multiplies the workload exponentially, new skillsets are required or the finish line is out of sight? This session explores the realities of long-term community recovery for leaders and their citizens. Participants will speak about the political aspects of recovery, the extended timeline of recovery, acknowledging adequate time for personal grief, understanding resource limitations, the changing moods of citizenry and how to assist and support leaders.

- Moderator: Libby Turner - Federal Coordinating Officer, FEMA Region IV, Atlanta, GA
- CJ Huff - President, The CJ Huff Group (former Superintendent of Joplin Schools), Joplin, MO
- Kim Neiman - Village Clerk, village of Pilger, NE
- Linda Langston – Linn County Supervisor, Cedar Rapids, IA
- Steve Eddy - City Manager, city of Moore, OK

### Dealing with Public Health Concerns Post Disaster: From the Walking Wounded to Radioactive Materials – Room 356

There is a broad range of public health related topics post-disaster - performing triage of medical supply and demand; evaluating the health care impacts and loss of facilities, and tracing long-term care and special needs clients. Even accounting for radioactive materials and medicines in compromised facilities becomes a post-disaster challenge. This session explores a cross section of key issues, such as deploying mobile medical units, locating injured patients, providing vaccinations, deploying pest control, and tracking vulnerable populations.

- Moderator: Gary Duncan – Duncan Consulting (former CEO - Freeman Health Systems), Joplin, MO
- Dan Pekarek - Director, Joplin Health Department, Joplin, MO
- Dennis Manley – Chief Nursing Officer, Mercy Hospital, Joplin, MO
- Harold Kirbey - Director, Missouri Division of Community and Public Health, Jefferson City, MO

2:15 – 2:30 p.m.

**BREAK**

2:30 – 3:30 p.m.

**BREAKOUT SESSION FOUR (CHOOSE ONE)****Lost and Found: Strategies for Recovering Precious Possessions – Pets and Photographs - Room 343**

Losing possessions is traumatic for any disaster survivor. Two of the most mourned categories are family photographs and family pets. This session presents the efforts of groups whose goal was to reunite survivors with these precious possessions. The first portion of the session deals with how the Joplin Humane Society and the city of Joplin led a mammoth and heroic effort to rescue, return and rehome over 1,200 lost pets after the tornado. The National Disaster Photo Rescue is a group born after the Joplin tornado. Volunteers have rescued, cleaned, indexed and stored over 35,000 photos and other documents blown away after the storm. Almost one-half have been successfully returned to their owners. Hear leaders from both organizations tell their inspiring stories.

- Moderator: Carole King - C.L. King Communications, Joplin, MO
- Dan Pekarek - Director, Joplin Health Department, Joplin, MO
- Lysa Boston - Shelter Manager, Joplin Humane Society, Joplin, MO
- Thad Beeler - Outreach Director, National Disaster Photo Rescue, Carthage, MO

**Emotional Stabilization and Healing: Community Connections, Art Feeds – Room 341**

Joplin was forced to find a new normal - communicating under new circumstances, dealing with new trauma, and trying to support each other in the best manner we could with the resources that were available. Several amazing programs emerged in Joplin—some were developed from examples from other communities and some developed organically due to the specific circumstances in Joplin. Hear about two programs that proved particularly successful. Community Connections provide a way for neighborhoods to reconnect through monthly dinners, including a grief counseling program. Art Feeds gave school children throughout Joplin a way to express grief and fear through 12-week, trauma-focused art sessions at every Joplin elementary school. Since 2011, Art Feeds has served other disasters including Moore, Oklahoma and Colorado Flooding.

- Moderator: Renee White - Executive Director, Community Clinic of Joplin, MO
- Meg Hulsey - Founder, Art Feeds, Joplin, MO
- Terry Wachter - former author of Community Connections Program, Mercy Hospital, Joplin, MO

**Citizen Engagement: A Force Multiplier for Long-Term Community Recovery - Ballroom**

The most powerful tool for disaster recovery exists in every community - citizens rallying together to shape the community's vision and future. Providing an opportunity for everyone and anyone to work through a structured conversation helps people envision a path to recovery for themselves and their neighborhoods. Skills and perspectives you never knew existed can be found, cultivated and empowered to bring unity and excitement to the chaotic and sometimes controversial process of recovery. Hear from panelists that used public engagement in their communities and how it benefited recovery by generating ideas, inspiring leadership and creating long-term support.

- Moderator: Kathleen Fitzgerald - Principal, InsightFive22, Denver, CO
- Charlotte Haden - Public Administrator, Cedar County, MO
- Jane Cage - Former Chairperson, Joplin Citizens Advisory Recovery Team, Joplin, MO
- Marty Knight - Chairman, Rebuild Vilonia, AR
- Troy Bolander - Director, Planning, Development and Neighborhood Services, city of Joplin, MO



### **Rebuilding from the Ground Up: Economic and Community Redevelopment from a Clean Slate – Room 309**

Mark Twain wrote, "I was seldom able to see an opportunity until it had ceased to be one." Never is there more opportunity than when there is great chaos. Economic and community development core principles link directly with community success for preparedness to and recovery from disasters. The speakers in this session talk about the opportunities realized after a disaster and how they saw opportunity in catastrophe apply economic and community development principles to support disaster progress.

- Moderator: Steve Castaner, Economic Development Administration, Denver, CO
- Miranda Schuler, City Councilwoman, city of Minot, ND
- Rob O'Brian - President, Joplin Area Chamber of Commerce, Joplin, MO
- Sallie Hemenway - Director, Business and Community Services, Missouri Department of Economic Development, Jefferson City, MO

### **Where Do You Go if You Can't Go Home? – Room 356**

A portion of your community can become homeless in minutes. What are your alternatives for providing citizens with much needed shelter? An agreement signed by the American Red Cross and Missouri Southern State University less than a month before the tornado made all of the difference in being prepared. You'll learn how preparation can lessen the time it takes to get a shelter up and running as well as lessons learned when a disaster is bigger than a disaster plan.

- Moderator: Keith Stammer - Director, Joplin/Jasper County Emergency Management, Joplin, MO
  - Darren Fullerton - Vice President, Student Affairs, Missouri Southern State University, Joplin, MO
  - Debi Meeds - CEO & President, United Way of the Ozarks (former Regional CEO American Red Cross), Springfield, MO
-

## DISASTER OVERVIEW

*Synopsis of communities represented at this Summit and affected by disasters (Chronological).*

### MOORE, OKLAHOMA (1999, 2003, 2013)

May 8, 2013. The city of Moore has suffered through three devastating tornadoes – an F5 tornado on May 3, 1999, an F4 tornado on May 8, 2003, and the most recent storm on May 20, 2013, which produced an EF5 tornado that devastated the community. The May 20, 2013 tornado destroyed the city's hospital, numerous businesses, and several city parks. Over 1,100 homes were destroyed and several hundred more had significant damage. Sadly, one elementary school in Moore was destroyed and seven children lost their lives at Plaza Towers Elementary School that day. In total, 25 people were killed in Moore and many more were injured. To date, most of the businesses that were destroyed have been rebuilt and the parks have largely been restored. Of particular note, the hospital celebrated the grand opening of its beautiful new facility on May 7, 2016. Approximately 750 of the homes that were destroyed have been rebuilt, many being larger than before. Almost 5,000 new individual storm shelters have been installed since the storm, bringing the total number to over 7,500 individual shelters in town. The city received about \$13.5 million from FEMA for recovery and debris removal and an allocation of \$53.9 million in disaster recovery funds from the U.S. Department of Housing and Urban Development.

### MINOT, NORTH DAKOTA (2002, 2011)

June 24, 2011. The Souris River exceeded record flood levels at Minot, forcing close to 12,000 residents to evacuate their community. Far greater than the one hundred-year flooding event for the Souris, the U.S. Army Corps of Engineers estimated the flood to have a recurrence interval between 200- and 500-year events. The 2011 flood impacted every river basin in North Dakota, shattering flood records across the state. In Minot, the flooding, displaced residents in 28 neighborhoods, and swamped 4,100 homes and businesses alone. The flooding required 2,400 temporary housing units and three temporary housing sites, including the 600-unit Virgil Workman village. As of November 1, 2011 the disaster cost \$195 million in individual and housing assistance and \$320 million in damages to public infrastructure. The final cost of the flooding will easily exceed \$1.4 billion.

### STOCKTON, MISSOURI (2003)

May 4 2003. An F3 tornado devastated this small community, population 1,800 is the seat of Cedar County, Missouri. Located 45 minutes north of Springfield and adjacent to Stockton Lake, the tornado struck the downtown, destroying 40 out of 120 business and wiping out the town square. More than 200 homes were destroyed or substantially damaged. The impacts were compounded by the fact that most business thrive on the summer recreation season (25,000 lake visitors people per week in the summer) and the tornado hit just before the start of the season. There were three fatalities. The courthouse was spared, but four downtown churches were destroyed or severely damaged. The community rallied and had the patience to develop a plan to rebuild with a vision and restore the small town character.

### GREENSBURG, KANSAS (2007)

May 4, 2007. Greensburg, Kansas, located in the southwest Kanas and Kiowa County, was devastated by an EF5 tornado. The tornado was over one-mile wide and covered a track over 20 miles in length. There were 11 deaths attributed to this disaster. Infrastructure damage was severe as the tornado destroyed almost 95 percent of the structures in the community. Most businesses in town, including those along Main Street, were destroyed. Of the more than 887 housing units in town, over 650 (74 percent) were completely destroyed. Within weeks of the disaster, a FEMA ESF-14 Long-Term Community Recovery program established a storefront office to work from and collaborate with citizens and local officials to rebuild the community. From day one, residents had a vision to rebuild sustainably. State and federal agencies and private entities rallied around the community to support sustainable rebuilding, renewable energy and "green" technologies as the cornerstones of Greensburg recovery.

### **CEDAR RAPIDS, IOWA (2008)**

June 13, 2008. The Cedar River in downtown Cedar Rapids crested at just over 31 feet, twice the 16-foot level that defines a major flood stage, prompting a federal disaster declaration for Linn County. Days later as flood waters receded, more than 4,000 homes, many located in historic districts, had been damaged. In addition, the entire downtown businesses district was severely damaged, with basic services disabled for more than two weeks and the citywide sanitary sewage system inoperable for more than four weeks. In addition to the destruction of residences and commercial properties, flooding resulted in the damage to and loss of important city and county offices that were forced to relocate and operate at several satellite locations. Approximately 500 homes were completely destroyed, with hundreds more severely damaged and requiring demolition. An estimated 600 businesses were severely damaged, impacting up to 9,000 jobs. Infrastructure: 300 important facilities, including 50 city and county government buildings were damaged and forced to relocate.

### **TUSCALOOSA, ALABAMA (2011)**

April 27, 2011. A large, violent EF4 multiple-vortex tornado devastated portions of Tuscaloosa and Birmingham Alabama, as well as smaller communities and rural areas between the cities. It is one of the costliest tornadoes on record – costing \$2.4 billion. The tornado left behind an 80-mile (129.9 km) path of destruction through Greene, Tuscaloosa and Jefferson counties, killing 64 people, dozens in Tuscaloosa and destroying more than 10 percent of the city's structures. The U.S. Department of Housing and Urban Development today allocated \$43.9 million in Community Development Block Grant disaster recovery funding to the city of Tuscaloosa for long-term recovery, to promote economic revitalization and to restore housing and infrastructure.

### **JOPLIN AND DUQUESNE, MISSOURI (2011)**

May 22, 2011. Early in the evening, an EF5 tornado touched down in southwest Missouri. The storm left a streak of devastation, 13.8 miles long and ¾-mile wide across the cities of Joplin and Duquesne, and took the lives of 162 people. It was the most-deadly tornado in the United States since 1947. In just half an hour, the super cell tornado destroyed an estimated 4,030 homes and damaged another 3,611. Wind speeds above 200 miles per hour demolished five Joplin school facilities—including the only high school—and heavily damaged four city of Joplin parks and two fire stations. Although the storm's path tracked mostly through residential areas, the Joplin Area Chamber of Commerce estimates 500 businesses were structurally damaged, including the complete destruction of a Wal-Mart and a Home Depot. A major loss was the destruction of St John's Regional Medical Center (Mercy Hospital Joplin), an important anchor of the community. Roadways largely remained intact, but water mains broke, and miles of power lines were damaged leaving an estimated 20,000 customers without power, according to Empire District Electric Company. Communication systems, cells towers and stations were also destroyed, causing long delays in locating missing people.

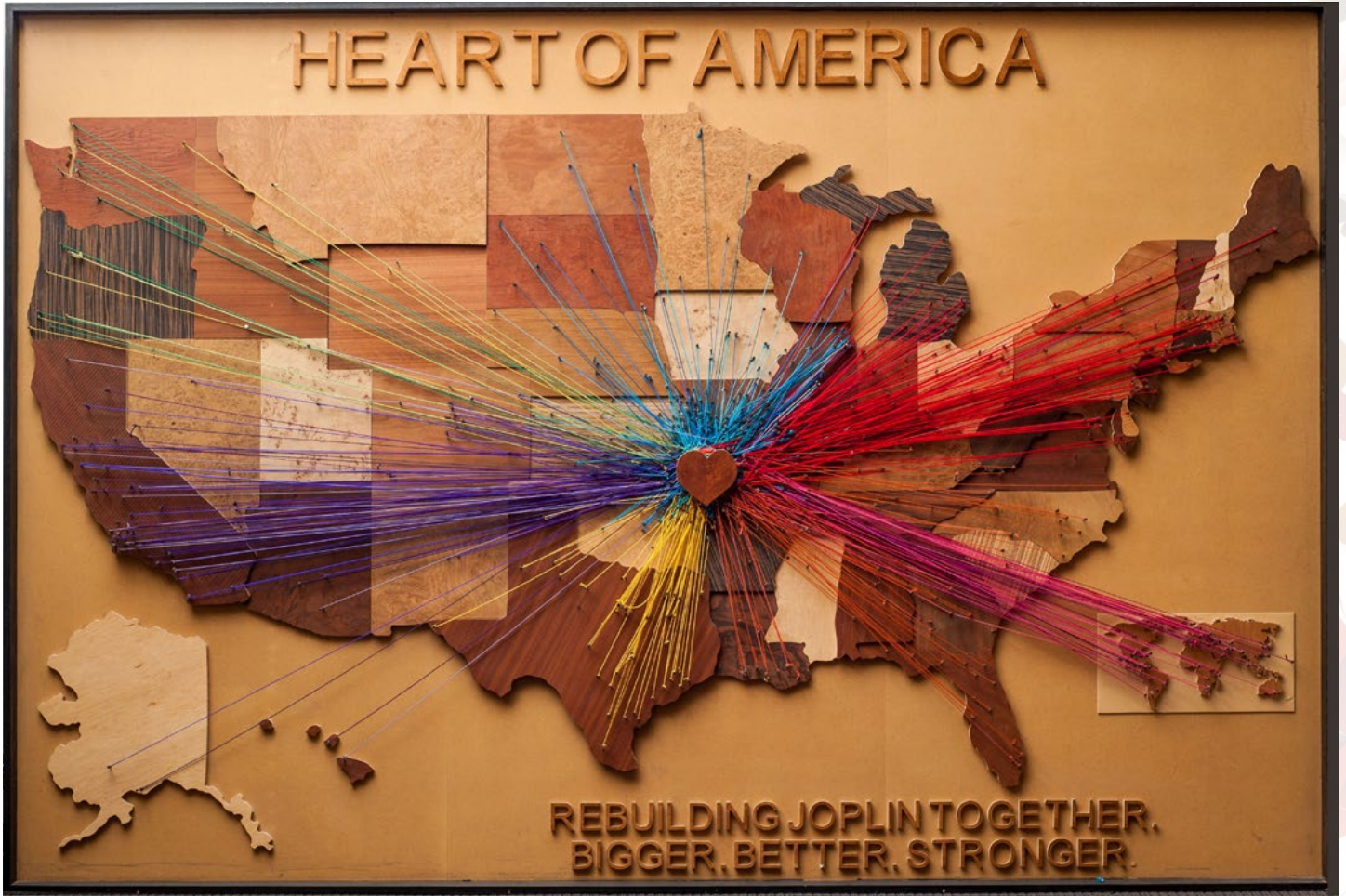
### **VILONIA AND MAYFLOWER, ARKANSAS (2011, 2014)**

May 27, 2014. An outbreak of tornados in north central Arkansas moved across neighboring Mayflower and Vilonia as a violent EF4 tornados, flattening businesses and homes in its path. In Vilonia, population 4,000, this tornado follows on the heels of the April, 25, 2011 tornado, still fresh in the minds of residents. The tornado destroyed much of downtown, including core businesses - a dollar store, a strip mall, two auto repair shops, the old city hall, a gas station, a church life center, a real estate office, an investment firm, an auto parts store, and a fried fish restaurant were all completely destroyed in downtown Vilonia. Nine people were killed in town.

### **PILGER, NEBRASKA (2014)**

June 16, 2014. Pilger, Nebraska is a village of 378 people located in northeast Nebraska in Stanton County. Just after 4 p.m., the town was struck by an EF4 tornado. Two people, including a five-year-old girl were killed, and sixteen were critically injured. Another tornado, also rated EF4, passed just east of the town. Pilger was left devastated, and it was later estimated that over half of the buildings were destroyed or severely damaged, including a farmer co-op; grain elevator; city hall; fire station, Wisner-Pilger Middle School (not rebuilt in Pilger); post office, bank, store, and Pilger Senior Center. With a motto of "too tough to die," the town continues to rebuild and recover from the tornado aftermath.





# Joplin Disaster Recovery Summit

Real People. Real Experiences. Real Lessons.

