

Emergency Support Function #17 - Volunteer and Donations Management

ESF Coordinator

Emergency Management Coordinator

PRIMARY AGENCIES

Emergency Management
Department of Social Services

SUPPORTING AGENCIES

Public Information Office
Department of Social Services
American Red Cross
Salvation Army

MISSION AND OPERATIONS

Two County Support Functions accomplish the mission of this ESF. They include the Auxiliary Staffing Support Function and the Donations Management Support Function. The mission and operations of each of these functions is detailed separately in this ESF.

1. **Auxiliary Staffing** - To provide centralized management of emergency staffing, primarily volunteers, to augment local emergency services as necessary in time of crisis.
2. **Donations Management** - To effectively and efficiently manage the flow of donated resources into the disaster area.

AUXILIARY STAFFING

ORGANIZATION

The Emergency Management Coordinator, assisted by the Department of Social Services and the American Red Cross, are responsible for coordinating the efforts of volunteer relief organizations and individuals.

CONCEPT OF OPERATIONS

The welfare of the people in the event of a disaster is the responsibility of local government. The emergency management organization forms the nucleus of the preparedness force around which volunteer relief agencies and religious/civic groups organize and perform their services during a disaster.

The Emergency Management Coordinator, assisted by the Directors of Social Services and the American Red Cross, will coordinate the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to ensure maximum effectiveness of relief operations and to avoid duplication of effort and services.

The American Red Cross has been incorporated into the local emergency management organization providing food and clothing to displaced persons at the shelter centers.

The Agency personnel are assigned to will provide the necessary training. Persons who already possess needed skills or have received specialized training, such as heavy equipment operators, should be assigned duties that allow for the maximum benefit of these skills.

Each individual volunteer will be registered (**See Tab 1, 17.1 Form**), and a log will be maintained of staff hours worked. Food and lodging will be provided. Accurate records of all incurred expenses must be maintained.

EMERGENCY MANAGEMENT ACTIONS - AUXILIARY STAFFING

1. Normal Operations

- a. Assign the task of coordinating auxiliary staffing.
- b. Develop procedures for recruiting, registering and utilizing auxiliary staffing.

2. Increased Readiness

A natural or man-made disaster is threatening the local area.

Review and update plans and procedures.

3. Emergency Operations

a. Mobilization Phase

Conditions continue to worsen requiring full-scale mitigation and preparedness activities.

- (1) Recruit and register volunteers, as required. Provide for the lodging and care of volunteers, if necessary.
- (2) Assist with emergency operations. Assign volunteers to tasks which best utilize their skills. Maintain records on volunteer staff hours.

b. Response Phase

- (1) Assist with emergency operations, as required.
- (2) Monitor staff utilization for maximum results.
- (3) Maintain a record of disaster-related expenses.

4. Recovery

- a. Assist as required.
- b. Compile records of volunteer staff hours.
- c. Assist with damage assessment.
- d. Compile totals for disaster related expenses.

DONATIONS MANAGEMENT

SITUATION

Following a major disaster, government will receive an overwhelming amount of unsolicited goods and services from individuals, corporations, church groups, and voluntary organizations.

Donated goods will be transported directly to the disaster area without any prior coordination with state or local governments.

If these goods and services are not properly managed or directed, they will interfere with response and recovery efforts and actually exacerbate the disaster situation.

ORGANIZATION

The welfare of the people in the event of a disaster is the responsibility of local government. The emergency management organization forms the nucleus of the preparedness force around which volunteer relief agencies and religious/civic groups organize and perform their services during a disaster.

The Emergency Management Coordinator will pre-identify potential sites and facilities to coordinate the receipt and distribution of donated goods and services. The Coordinator will also work with state officials to identify regional facilities to coordinate the flow of assistance into the disaster area.

The Director of the Social Services Department, assisted by public relief organizations, will be responsible for coordinating the local relief effort to meet the immediate needs of the stricken population in terms of food, water, housing, medical, and clothing.

CONCEPT OF OPERATIONS

The Emergency Management Coordinator will identify sites and facilities that will be used to receive, process, and distribute the solicited and unsolicited donated goods that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by local, state, federal governments and volunteer organizations, as required. This process must be closely coordinated with state and federal emergency services officials, local governments in the region, and the media.

The Director of Social Services will coordinate the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross has been incorporated into the local emergency management organization providing food and clothing to displaced persons at the Shelter Centers.

Standard operating procedures will be developed to address screening, processing, training, and assignment of volunteers who will show up once recovery efforts begin. The service to which personnel are assigned will provide the necessary training. Persons who already possess needed skills or have received specialized training, such as heavy equipment operators, should be assigned duties, which allow for the maximum benefit of their skills. Each individual volunteer will be registered, and a log will be maintained of man-hours worked. Food and lodging will be provided. Accurate records of all incurred expenses will be maintained.

EMERGENCY MANAGEMENT ACTIONS - DONATIONS MANAGEMENT

1. Normal Operations

- a. Pre-identify potential sites and facilities to manage donated goods and services being channeled into the disaster area, Coordinate with ESF 15 to announce drop site locations.
- b. Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites.
- c. Assign the tasks of coordinating auxiliary manpower and material resources.
- d. Develop procedures for recruiting, registering and utilizing auxiliary manpower.
- e. Develop a critical resources list and procedures for acquisition in time of crisis.
- f. Develop procedures for the management of donated goods.
- g. Set-up and staff a donation hotline when deemed necessary

2. Increased Readiness

A natural or man-made disaster is threatening the local area.

- a. Review and update plans and procedures.
- b. Alert local staff and volunteer support organizations

3. Emergency Operations

a. Mobilization Phase

Conditions continue to worsen requiring full-scale mitigation and preparedness

- (1) Identify/procure the necessary sites and facilities to effectively manage the flow of donated goods and services coming into the area.
- (2) Activate the necessary support staff and services to make facilities operational

- (3) Recruit and register volunteers, as required. Provide for the lodging and care of volunteers, if necessary. Coordinate with ESF#7 to register and include spontaneous volunteers from the scene.
- (4) Assist with emergency operations. Assign volunteers to tasks that best utilize their skills. Maintain records on volunteer man-hours.
- (5) Obtain essential resources as needed.

b. Response Phase

Disaster strikes. An emergency response is required to protect lives and property.

- (1) Assist with emergency operations, as required.
- (2) Monitor manpower utilization for maximum results.
- (3) Maintain a record of disaster-related expenses.

4. Recovery

- a. Assist as required.
- b. Compile records of volunteer staff-hours.
- c. Assist with damage assessment.
- d. Compile totals for disaster-related expenses.

**Tab 1 to Emergency Support Function # 17 – Volunteer & Donations
Management
Sample Volunteer Registration Form**

1. Name: _____

2. Social Security Number: _____

3. Organization (if appropriate) _____

4. Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.) _____

5. Estimated length of time services can be provided in the disaster area:

6. Special tools or equipment required to provide service: _____

7. Billet or emergency shelter assignment in local area: _____

7. Are you or your group self-sufficient with regard to food and clothing:
_____ Yes _____ No

Explanation: _____

Table 17.1 – Volunteer Registration Form