

Emergency Support Function #17 VOLUNTEER & DONATIONS MANAGEMENT

Lead Agency

- Virginia Department of Emergency Management (VDEM)

Support Agencies and Organizations

- Virginia Voluntary Organizations Active in Disasters (VAVOAD)
- Adventist Community Services (ACS)

Purpose

Emergency Support Function (ESF) #17 coordinates the efficient and effective delivery of donated goods and volunteer services to support disaster relief efforts in impacted areas of the Commonwealth.

ESF #17 coordinates and collaborates with voluntary organizations that provide disaster services within the Commonwealth, so that capabilities and resources will be effectively integrated with other local, state, and federal agency efforts to meet the needs of individuals after a disaster.

Scope & Applicability

ESF #17 focuses on the coordination of unsolicited volunteers and undesignated donations, and facilitates the arrival of affiliated volunteers and designated donations to the affected area(s). Activities include, but are not limited to:

- Maintaining contact with local and regional organizations that utilize donations and/or volunteers.
- Maintaining contact with organizations that provide volunteers.
- Assessing and prioritizing affected area(s) needs for donations and/or volunteers.
- Developing strategies to support local governments in the management of unsolicited donations and unaffiliated volunteers.

- Coordinating with External Affairs to inform the public of the needs and processes for donating and volunteering.
- Maintain trained staff and resources to perform needed functions.

Policies

- Volunteer and donations management is primarily a local government responsibility, and will be managed locally in accordance with local Emergency Operations Plans (EOPs).
- ESF #17 will coordinate requests for volunteer and donations management assistance with local governments and the voluntary sector when local capabilities have been exceeded.
- The Commonwealth maintains a centralized Volunteer and Donations management system. It is managed by ESF #17, as part of the Virginia Emergency Response Team (VERT).
- The Commonwealth encourages individuals interested in volunteering time and personal skills to affiliate with a recognized VAVOAD member organization in order to maximize their involvement in relief activities.
- The Commonwealth looks principally to those non-governmental organizations with established volunteer and donations management structures and practices in place to receive and deliver appropriate

donated goods and services to individuals after a disaster.

- The State encourages monetary donation or requested items to established VAVOAD member organizations, rather than the donation of unsolicited clothing, food or other items.
- All available means will be used to inform the public, the emergency management community, elected officials and the media of donations and volunteer strategies.
- The Governor, in certain circumstances, may choose to activate the Virginia Disaster Relief Fund, to be administered by VDEM.

Organizational Structure

VDEM is designated lead agency for ESF #17. VDEM maintains an overview of all related actions and coordinates with all support organizations.

VDEM assigns ESF #17 Group Leader(s) the responsibility for maintaining trained ESF #17 staff capable of performing ESF #17 responsibilities and functions.

ESF #17 Support Agencies and Organizations:

- VAVOAD is a membership organization and adheres to the principles established by National VOAD (NVOAD) as a state member of NVOAD.
- Members of the VAVOAD, and its member regional VOADs, are non-profit organizations that have designated disaster relief as part of their mission or services, and have planned and trained to perform disaster-related functions.
- Many VAVOAD member organizations are subsidiaries, branches, or extensions of national nonprofits, and faith-based organizations. As such, they may request the assistance of their broader networks,

in accordance with their standard internal procedures.

- VAVOAD member organizations have a wide spectrum of capabilities including but not limited to: Cleanup, Communications, Disaster Case Management, Disaster Mental Health, Emotional and Spiritual Care, Disaster Planning and Preparedness, Donations Management, Mass Care, Pet Care/Pet Sheltering, Volunteer Management, Rebuilding and Repair, Information and Referral, Individual Support Services, and Special Populations Services.
- Adventist Community Services (ACS) Disaster Response operates under an agreement with FEMA to provide emergency distribution of relief supplies and warehouse operations for donated goods. ACS representatives in Virginia provide localized training for warehouse and donations management staff.

ESF #17 Additional Support Agencies and Organizations may include, but are not limited to:

- Virginia Office on Volunteerism and Community Services (part of the Virginia Department of Social Services) is the liaison for many federal volunteer programs, such as AmeriCorps and Senior Corps, and for their local and regional Volunteer Centers. These programs can provide trained volunteers and volunteer coordination services in emergencies and disasters.
- Volunteer Centers of Virginia is a federation of local and regional Volunteer Centers and agencies that recruit, train, and refer volunteers to non-profit agencies through their communities.

Concept of Operations

During and following a major disaster, requirements for goods and services may exceed local and state government capabilities. ESF #17 will assist localities in finding and receiving donated goods and volunteers to meet their needs.

VDEM will coordinate ESF #17 participation in a donations management system. VDEM, in cooperation with VAVOAD, will determine when to activate such a system. The donated goods management process will be organized and managed through the system and under a warehouse agreement between FEMA and ACS. ESF #17 Staff will accept and distribute offers based on local and regional needs and/or the specific requests of voluntary organizations assisting with the response and recovery efforts of the disaster. Through use of the donations management system, ESF #17 can assist localities in reducing the impact of unsolicited donations. ESF #17 will assist with the coordination of affiliated volunteers, including persons recruited and trained by VAVOAD, non-governmental voluntary agencies, government-related Virginia Corps programs, Volunteer Centers, and other entities with an assigned disaster mission. ESF #17 will also facilitate aid from these organizations and their national counterparts when appropriate.

When the President declares a major disaster, FEMA implements a range of assistance programs available to individuals and families. ESF #17 will transition to the Joint Field Office and coordinate FEMA's voluntary agency liaisons.

Volunteer and donations management operations may include the following:

- Operate a State Volunteer and Donations Coordination Team(s) comprised of a Volunteers Coordinator and a Donations Coordinator.
- Coordinate with local and regional volunteer and donations coordination operations.

- Manage a donations management system to coordinate offered monetary donations or donations of cash, supplies or volunteers.
- Collaborate and coordinate with ESF #15 for public information related to volunteers and donations.
- Support the establishment of Long Term Recovery Group(s) in area(s) of need.
- Assist with the establishment of Multi-agency Donations Warehouse(s), Donations Collection Center(s), Donations Distribution Center(s), and Volunteer Reception Center(s) as needed.

Roles & Responsibilities

Virginia Department of Emergency Management

- VDEM's Volunteer and Donations Coordinator serves as the State Voluntary Agency Liaison (VAL) and functions in collaboration with the FEMA VAL.
- The State Volunteer and Donations Coordinator, working within VERT procedures, coordinates with appropriate agencies and organizations (local, state, federal, and/or private-sector) to ensure unaffiliated volunteers and unsolicited donations are effectively managed or utilized during an incident.

Virginia Voluntary Organizations Active in Disasters

- Assist with the coordination of Members, Partners and Regional VOAD members.
- Provide voluntary resource support as needed.

Adventist Community Services

- Provide donations management support as needed.

Volunteer Centers of Virginia

- Provide volunteer resource support as needed.

Virginia Office of Volunteerism and Community Service

- Provide volunteer resource support as needed.

Authorities & References

Authorities

- Virginia Emergency Services and Disaster Laws

References

- Virginia Voluntary Organizations Active in Disaster. (2011). *Disaster Response and Recovery Protocols*.
- Emergency Management Accreditation Program (EMAP) Standards:
 - 4.6.3
 - 4.8.6