

Emergency Operation Center Support Guidelines for Donations and Volunteer Management

*This document was developed by the
State of Colorado's Donations Coordination Team and
Volunteer Coordination Team in cooperation with
Colorado Voluntary Organizations Active in Disasters*

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Overview

This document has been developed by the State of Colorado's Donations Coordination Team/Volunteer Coordination Team (DCT/VCT) in an effort to provide guidance on donation and volunteer management in the event of a disaster. It is intended to be used as a hands-on guide to those serving in an Emergency Operations Center (EOC) in support the management of unsolicited in-kind donations (items donated by the general public) and spontaneous unaffiliated volunteers (individuals from the general public who want to help but are not associated with a designated disaster relief organization). This document has been written with the assumption that the user will be a representative of the DCT/VCT. However, local jurisdictions are free to choose other representatives to manage donations and volunteers. For ease of writing, references of those supporting donations and volunteer management in an EOC will be referred to as 'representatives of DCT/VCT'. Local jurisdictions are encouraged to adapt this guide to meet their local needs, context, and situation.

The concept of having positions in an EOC specifically dedicated to donation and volunteer management is new to Colorado. Recent disasters in the state, as well as trends around the U.S, point towards a need for greater coordination of unsolicited donations and spontaneous unaffiliated volunteers within EOCs. Because this is new territory, there are differing opinions as to where donations and volunteer management should reside within an EOC, such as within a specific Emergency Support Function (ESF) or independent of an ESF. At the state level, donation and volunteer management will fall under the Colorado Voluntary Organizations Active in Disaster (COVOAD) umbrella in ESF 6. Other jurisdictions have put them in ESF 7, ESF 14, or some have created a new ESF dedicated to donations and volunteer management. Local jurisdictions managing an event should determine the most appropriate location for donations and volunteers within their EOC.

The guidelines provided here are designed to be adapted to address the needs and conditions of a given community or disaster and are intended to support, not override, local policies or procedures. A key principle of effective donation and volunteer management is implementation at the local level - allowing communities to claim ownership of their own disaster response effort.

This document was created in response to lessons learned from previous disasters in Colorado, from which the need for guidelines for donation and volunteer management in an EOC was highlighted.

It should be noted that this is an evolving document that should be revised on an ongoing basis (minimum annually) based on planning efforts and lessons learned. It is recommended that local jurisdictions review this document as part of their Emergency Operation Plans (EOPs) annual review process. At the State level, reviews will happen at the beginning of each year.

Scope

This document is an 'all hazards' reference guide to be utilized by those supporting donations and volunteer management in an EOC. It identifies and provides guidance on some of the key issues that should be considered by those overseeing donation and volunteer management in an EOC. While this document aims to be comprehensive, it is impossible to anticipate all the potential issues that will need to be addressed in an event. This document applies only to undesignated donations and spontaneous volunteers that are not associated with, or designated to, a specific relief agency.

Assumptions

- For the purpose of this document, 'donation management' refers to the management of unsolicited, undesignated, in-kind donations – these are donated items that are not associated with or designated to a voluntary agency.
- For the purpose of this document, 'volunteer management' refers to the management of spontaneous, unaffiliated volunteers – these are volunteers that are not affiliated with a voluntary agency.
- The guidelines in this document do not apply to the management of donations and/or volunteers that are associated with a specific voluntary agency.
- It is assumed that the donations and volunteer management representatives in the EOC will be a representative of or working in coordination with the State DCT/VCT.
- This Support Guide is written with the assumption that Adventist Community Services Disaster Response (ACS DR) will be the lead agency for donations management and the Colorado Volunteer Center Network (CVCN) will be the lead agency for volunteer management. However, local jurisdictions are free to choose alternate service providers or manage these operations themselves.
- In smaller events or in situations where local jurisdictions have systems in place to manage donations and volunteers, local agencies may have the capacity to take the lead on donations and volunteer management.
- This document references a representative from Colorado Voluntary Organizations Active in Disasters (COVOAD) to sit in an EOC. However, a representative from a regional Voluntary Organizations Active in Disasters (VOAD) or Community Organizations Active in Disasters (COAD) in Colorado may fill this position as well.
- Similar to the Incident Command System (ICS) structure, this guideline is scalable – meaning it can be adapted for use in small, medium, and large events.

Activation

Deployment of DCT/VCT representatives to an EOC will originate from the EOC, either from the EOC Manager or the appropriate Emergency Support Function (ESF) Response Coordinator.

Early activation of the DCT/VCT is highly encouraged, ideally before the need for donations and volunteer management is evident. The following are some potential triggers for activation:

1. A disaster is predicted or imminent
2. Activation of an EOC
3. At the first signs of inquiries from the public seeking information on how to help
4. At the first signs of donations and/or volunteer offers coming from the public. This may be in the form of community groups collecting donations, donations being 'dumped' at random locations (e.g. fire stations, nonprofits, police stations,

- churches, or other locations) and/or volunteers spontaneously showing-up in or around the disaster site wanting to help
5. Significant media coverage of event
 6. When houses are destroyed and people are forced to leave their homes

Please note that physical presence of a DCT/VCT representative in an EOC must be at the request/approval/invitation of the Office of Emergency Management (OEM)

Emergency management is strongly encouraged to contact the State's DCT/VCT, which can provide technical support with donation and volunteer management, including staffing of an EOC.

To activate the resources of the DCT/VCT or any COVOAD agencies, call: 202 656-8623 or (20C-OLO-VOAD).

Purpose of DCT/VCT

The mission of the DCT/VCT is to coordinate the management of unsolicited, undesignated donations and spontaneous, unaffiliated volunteers in an event. The role of the DCT/VCT is written into the Annex on Donation and Volunteer Management as part of the State's Emergency Operations Plan.

When activated, the DCT/VCT representatives may work within an EOC and operate under the Incident Command System (ICS), reporting to the Section Chief for the ESF to which they have been assigned. The DCT/VCT representatives in the EOC will serve as a liaison between the EOC and other members of the State's DCT/VCT. The DCT/VCT representatives will be provided with space at the EOC at the discretion of the EOC manager. Those representing the DCT/VCT must adhere to the rules and regulations of the EOC.

Quick Activation Guide for Donation and Volunteer Management in an EOC

Section II

This document is a resource for those staffing an EOC at the state, county, or city level in the initial activation of donation and volunteer support services. It was developed by Colorado's Donations Coordination Team/Volunteer Coordination Team (DCT/VCT) in an effort to provide guidance on donation and volunteer management in the event of a disaster.

It is intended to be used as a hands-on guide to those serving in an Emergency Operations Center (EOC) in support the management of unsolicited in-kind donations (items donated by the general public) and spontaneous unaffiliated volunteers (individuals from the general public who want to help but are not associated with a designated disaster relief organization). This tool was designed for use by DCT/VCT members but may also be used as a resource and reference guide for emergency management. The following functions are included under the DCT/VCT:

Information and Referral / Call Center *

- Provides 24/7 statewide 2-1-1 call center support for donation and volunteer offers
- Provides informational and referral services to those affected by disasters
- Provides EOC staffing support upon request
- Publishes daily Relief & Recovery Guide describing available resources for those affected by disasters

Donation Management*

- Coordinates the collection, warehousing, and distribution of unsolicited, undesigned donations
- Offers continued services into the recovery phase if needed

Volunteer Management*

- Processes and registers spontaneous, unaffiliated volunteers
- Organizes and oversees Volunteer Reception Center (VRC) upon request
- Provides EOC staffing support for volunteer management upon request
- Matches volunteers with agencies needing assistance in long-term recovery

Voluntary Organization Liaison*

- Provides EOC staffing support to liaise with the COVOAD network
- Facilitates access to needed resources through its network of member agencies

Donation and Volunteer Management Database - Web-Based*

- Provides EOC staffing support for donation and volunteer management
- Provides access to CDVMN Portal (Aidmatrix) - a web-based tool designed to match donated goods, services, and volunteers to response agencies
- Provides public with a means for making donation and volunteer offers online

****To activate any of the above support services call:
20C-OLO-VOAD or (202-656-8623)***

Activation Triggers and Checklists

The 'triggers', or signs that donation and volunteer management efforts are needed, are intended to provide guidance for when activation should be initiated. Jurisdictions are encouraged to activate resources as early as possible to ensure adequate preparation.

The checklist below outlines some of the items that should be addressed in a given event, but it should not be considered comprehensive, as additional issues are sure to arise in different contexts and situations.

The guidelines provided here are designed to be adapted to address the needs and conditions of a given community or disaster and are intended to support, not override, local policies and procedures. A key principle to effective donation and volunteer management is implementation at a local level - allowing communities to claim ownership of their own disaster response effort.

Activate DCT/VCT Presence in EOC

Triggers:

1. Disaster is predicted or imminent
2. Activation of EOC
3. At the first signs of inquiries from the public seeking information on how to help
4. At first signs of donations and/or volunteer offers coming from the public. This may be in the form of community groups collecting donations, donations being 'dumped' at random locations (e.g. fire stations, nonprofits, police stations, churches, or other locations) and/or volunteers spontaneously showing-up in or around the disaster site wanting to help
5. Significant media coverage on event
6. When houses are destroyed and people are forced to leave their homes

Please note that physical presence by a DCT/VCT representative in an EOC must be at the request/approval/invitation of the Office of Emergency Management (OEM).

Primary Actions:

- a. Report to Human Services Branch Director of Operations Section Chief at the EOC upon activation and at the start of each shift
 - Check-in with Human Services Branch Director of Operations Section Chief to ensure clarity regarding your role, responsibilities and expectations associated with your position
 - Set-up a workspace and coordinate with technical support to get access to Internet, WebEOC, printer, etc.
 - Develop staffing schedule for upcoming days/shifts to ensure coverage
 - Maintain logs, timesheets, and files associated with position
- b. Ensure resources available through DCT/VCT are communicated and available
 - EOC operations and emergency management staff are aware of resources available through DCT/VCT (2-1-1, ACS DR, CVCN, Aidmatrix, etc.)
 - Ensure DCT/VCT member agencies are on 'stand-by' should they be called to activate
- c. Facilitate information flow between EOC (donation and volunteer issues) and DCT/VCT & COVOAD members (outside of EOC), including updates, priorities, challenges, activities & messaging (you may choose to have one person fill this role)

- Participate in regular DCT/VCT and COVOAD conference calls/meetings (convened by Colorado Division of Emergency Management (CDEM) and COVOAD respectively)
- Ensure key information is communicated, including program updates, priorities, challenges, activities, and messaging

Activate Information and Referral Services / Call Center

Triggers:

1. Calls from public coming into government agencies (actual and/or anticipated)
2. Government agencies overwhelmed/ill-equipped to manage incoming calls
3. OEM wants single number (2-1-1) to where they can direct public inquiries

Primary Actions:

- a. Coordinate with the EOC Director and emergency management staff in the activation of Colorado 2-1-1 as a call center to answer calls about donations and volunteers, and provide information and referral services to those affected by disasters, if needed
 - Ensure Colorado 2-1-1 has sufficient notice before the 2-1-1 number is given to public
 - If using CDVMN Portal, ensure Colorado 2-1-1 staff has sufficient training and support (from Aidmatrix or instate resource)
 - Ensure a two-way information flow between the 2-1-1 call center and the EOC is fluid and timely

Activate Donation and/or Volunteer Management Resources

Triggers:

1. Inquiries from public wanting to donate/volunteer
2. Unsolicited donations/unaffiliated volunteers coming forward
3. Community groups self-organizing donation/volunteer efforts

Primary Actions:

- a. Assess the status of unsolicited undesignated donations in the community
 - Work with others in EOC (ESFs and emergency management) to assess the status of unsolicited undesignated donations 'showing-up' (e.g. at emergency shelters, at disaster area, police stations, churches, etc...)
 - Work with others in EOC (ESFs and emergency management) to assess the status of spontaneous unaffiliated volunteers 'showing-up' (e.g. at emergency shelters, at disaster area, police stations, churches, etc...)
 - Coordinate with CVCN and ESF 7 (Logistics) to establish a Volunteer Reception Center (VRC) site if/when requested by authorized government officials
 - Coordinate with ACS DR and ESF 7 (Logistics) to establish donation facilities (collection/distribution centers, warehouse) if/when requested by authorized government officials

Activate Donation and Volunteer Management Database (Web-Based)

Triggers:

1. Large number of inquiries from public wanting to donate/volunteer
2. 2-1-1 overwhelmed with number of offers coming forward
3. Donation/volunteer management agencies need database to manage offers
4. Response agencies seeking in-kind offers and/or volunteers

Primary Actions:

- a. Coordinate launch of web-based management tool
 - Ensure EOC Director and emergency management staff are aware of capabilities of tool (allocating offers, posting needs, transportation module, linking with other states...)
 - Contact support staff at Aidmatrix Foundation to ensure effective launch of database and to seek technical support (see 'Contact List' in Resources section of this document for contact information for Aidmatrix Foundation)
 - Ensure site is ready to go 'live' (update messaging, allocators on stand-by, recipient agencies have username/password, training for users scheduled, etc...)
 - Ensure key entities (including 2-1-1, PIOs, COVOAD partners, DCT/VCT) are aware of launch of tool and have appropriate messaging

Facilitate Accurate Messaging on Donations and Volunteers with Public Information Officers (PIOs)

- a. Coordinate with DCT/VCT, PIOs, and lead agencies for public messaging on donation and volunteer issues
 - Ensure finalized messaging is disseminated to key parties (including PIOs, 2-1-1, DCT/VCT, COVOAD and others as appropriate) and posted on any relevant web sites

Facilitate the Formalization of Partnerships between Government Partners and Voluntary Agencies (if activated)

- a. Identify if a Memorandums of Understanding (MOU) is already in place between parties
- b. Liaise with CDEM and/or local emergency management to ensure mission assignments are in place – assist in identifying scope of mission assignment
- c. Schedule and conduct Delegation of Responsibility meeting between assisting nonprofit agencies and appropriate government entities. Ensure agreement and common understanding of: mission scope, expectations, reporting requirements, duration of mission and exit strategy

Provide Support to/Liaise with Donation/Volunteer Management Agencies

- a. Finalized messaging is disseminated to key parties including: PIOs, 2-1-1, DCT/VCT, COVOAD, others as appropriate, and posted on any relevant web sites
- b. Respond to request for assistance/support (logistics, material, other...)
- c. Assist in securing facilities for operations if needed
- d. Assist in facilitating execution of Mission Assignment if needed
- e. Get regular (minimum daily) updates on general operations, including priorities, activities, and areas in need of support
- f. Ensure key information (hours of operation, location, contact info etc...) is correct and communicated to appropriate parties (e.g. EOC, PIOs, DCT/VCT, COVOAD)

Ensure Effective Management of Donations and Volunteer Support in EOC

- a. Submit reports, timesheets, and files associated with your position to Section Chief
- b. Take breaks, eat/drink, and avoid working extended shifts
- c. At end of shift, provide updates (written or verbal) and list of items needing action to ensure follow-up on important issues and facilitate continuity with the next shift (updates may be written or verbally communicated)

General Operations

Section III

Formalizing Partnerships

Before the services of a voluntary agency are officially activated by an EOC, it is strongly encouraged that a formal partnership is established between the voluntary agency and emergency management. This formal arrangement will ensure a common understanding of the 'scope of work' (outlining the services that will be provided, the resources needed, the anticipated timeline, and how communication/decision making will take place) that will be performed by the voluntary agency.

Scope of Work

When a government agency makes a request for a non-profit agency to support volunteer and donation efforts, there should be a meeting between those representing the non-profit and the government agency making the request (presumably emergency management) to clearly outline the 'Delegation of Responsibility'. In situations where there is no existing relationship between the parties, it may be appropriate for a representative from the State (CDEM) who is familiar with both parties to facilitate the meeting. Below are suggested items that should be considered during the Delegation of Responsibility meeting:

- Needs of the affected community
- Resources available in the community
- Outline of services that will be provided by voluntary agency
- Resources needed by voluntary agency (financial, physical, human...)
- Expected size of operation
- Outline of how communication between parties should flow
- Reporting chain and requirements
- Clarity on what types of decisions should be made jointly
- Eligible expenses for reimbursement
- Anticipated timeline of operation (start-up, ongoing, demobilization)

MOUs/Mission Assignment

In some situations, it may be necessary for the government partner to issue a 'Mission Assignment' to a voluntary agency. This document will capture much of what is outlined above, but will specifically outline any financial reimbursement expected due to extraordinary costs incurred by the voluntary agency for providing the services requested. This Mission Assignment may be issued by the city/county OEM or the State (via CDEM), depending on the situation and funding source.

The State and some counties have standing MOUs with DCT/VCT members (that provide donation and volunteer management services) that outline how the parties will work together in an event. Counties/cities are encouraged to have MOUs in place with voluntary agencies before an event. However, MOUs are NOT required to be in place for a Mission Assignment to be issued. It should be noted that MOUs are non-binding and voluntary agencies are free to decline requests to provide services outlined in an MOU if they choose.

Funding

In order for the extraordinary expenses of voluntary agency partners to be eligible for reimbursement, language may be needed in local and state disaster declarations authorizing the reimbursement. Local and state OEM officials are encouraged to ensure that wording is included in a declaration that allows funding to be used to support voluntary agency efforts.

Sample MOUs with Voluntary Agencies

MOU with 211

**Memorandum of Understanding
Between the Colorado Division of Emergency Management and
The Colorado 2-1-1 Collaborative
For Information and Referral Services in the Event of a Disaster**

CDEM
9195 East Mineral Avenue, # 200
Centennial, CO 80211
720-852-6700
Director:
Contact Person:

Colorado 2-1-1 Collaborative
*(Please see attachment for complete list of
contact information for Colorado 2-1-1
Collaborative member agencies)*

Introduction

The State of Colorado, Division of Emergency Management (CDEM), through its Emergency Operations Plan, is the lead agency for overall disaster planning, preparedness and coordination. To ensure effective and timely dissemination of information to the general public in the event of a disaster, CDEM seeks to partner with the Colorado 2-1-1 Collaborative to provide information and referral services as part of the State's comprehensive Emergency Operations Plan. The Colorado 2-1-1 Collaborative encompasses seven call centers throughout the State of Colorado. This Memorandum of Understanding (MOU) outlines the basic framework for how CDEM and the Colorado 2-1-1 Collaborative will operate in partnership should the Collaborative stand-up one or more call centers at the request of the State.

Purpose

- I. To clarify the respective roles and responsibilities of the Colorado 2-1-1 Collaborative and CDEM in disaster planning, preparedness, and coordination with regards to public information and referral services.
- II. To serve as the basis for mutual understanding by which resources of the Colorado 2-1-1 Collaborative and CDEM will be effectively coordinated and utilized to assist the citizens of Colorado access needed information in the event of a disaster.

Method of Cooperation

This agreement may become effective based on a disaster declaration by the Governor, and/or at the request of CDEM, and may be terminated by either party with a minimum of 48 hours notice so as not to cause hardship on the operation. When activated, the Colorado 2-1-1 Collaborative and CDEM will collaborate to ensure timely and effective information and referral services in the event of a disaster.

This MOU may be supported, when appropriate, by a formal mission assignment between the State and one or more Colorado 2-1-1 Collaborative member agencies. Such a mission assignment will outline specific expenses the State will reimburse to Colorado 2-1-1

Collaborative member agencies and delineate the period of time within which expenses incurred will be eligible for reimbursement.

It is mutually understood that the Colorado 2-1-1 Collaborative member agencies will maintain their operational autonomy should any (or all) of them be activated to open a call center. It is further understood that the activation of a call center at the request of the State is at the discretion of Colorado 2-1-1 Collaborative member agencies.

Roles

When activated, and agreed upon by the Colorado 2-1-1 Collaborative member agencies, the Collaborative will:

- Provide information and referral services to the Colorado community in the event of a disaster. Such information may include, but is not limited to: disaster related emergency public information, general assistance, information on shelters, roadway information, local assistance center locations, mental health resources, food banks and donation/volunteer opportunities.
- Adapt its normal information gathering and service delivery procedures to meet the circumstances of specific disasters.
- Aggressively seek critical information, as it emerges, and actively disseminate such information to the general public, including: individuals impacted by the disaster, evacuees, concerned citizens outside of the affected areas, disaster response agencies, the media, and the general public.
- Conduct trend analysis for tracking community needs and unmet needs and forward reports to CDEM and the State's Donations Coordination Team and Volunteer Coordination Team.
- Enter offers of assistance into the State hosted Colorado Donations and Volunteer Management (CDVMN) database, on behalf of general public when needed.
- Actively participate in the State's Donations Coordination Team and Volunteer Coordination Team throughout the year in support of disaster response planning and response efforts.
- Provide a single member agency to serve as the fiscal agent to the State for all reimbursements associated with this MOU and associated mission assignments. At the time of signing, Mile High United Way is identified as the fiscal agent (the Collaborative may change the fiscal agent at any time).

Colorado Division of Emergency Management

When activated, CDEM will:

- Support Colorado 2-1-1 Collaborative member agencies with costs associated with the activation of call centers. Support may include, but is not limited to, costs associated with: equipment and supplies for call center operations, tele-communication related expenses, Resource Books (a tool developed by 2-1-1 at the national level to assist in disaster situations), and extraordinary staffing expenses (not regular hours of full-time employees). The State may also assist through provision of operating space and associated utilities if needed.
- Coordinate with local, state and federal government agencies, non-profit relief agencies and the private sector in support of Colorado 2-1-1 Collaborative member agencies operating call centers.
- Facilitate effective communication flow between the State and 2-1-1 to ensure 2-1-1 has timely and accurate information. This may include access to the State's Joint

Information Center, Emergency Operation Center, and/or direct communication with state-level public information officers.

- Ensure Colorado 2-1-1 Collaborative member agencies have necessary access to, and training on, the CDVMN web-based tool.
- Reimburse Colorado 2-1-1 Collaborative member agencies for agreed upon call center related costs beyond normal operating expenses - as outlined in a mission assignment.

Colorado 2-1-1 Collaborative

Member agencies work collaboratively, yet remain independent entities. The Colorado 2-1-1 Collaborative member agencies work as a consortium of information and referral call centers and does not possess operational capacity in its own right. The Colorado 2-1-1 Collaborative member agencies reserve the right to decline any mission assignment.

MOU Renewal

This MOU is to be renewed annually.

Date: _____	Date: _____
Agency: _____	Agency: _____
Name/Title: _____	Name/Title: _____
Signature: _____	Signature: _____

MOU with CVCN

**Memorandum of Understanding
Between the Colorado Division of Emergency Management and
The Colorado Volunteer Center Network
For Management of Unaffiliated Volunteers in the Event of a Declared Disaster**

The authority for this Memorandum of Understanding (MOU) resides in the Colorado Revised Statutes and the Colorado Emergency Operations Plan, the Volunteer and Donations Management Annex. In an effort to provide support and stability to the community based voluntary agencies requiring volunteer support, the Colorado Division of Emergency Management (CDEM) and _____, as indicated by their signatures below, enter into the following agreement.

_____ may provide leadership and training for staff and community based volunteers to coordinate the flow of unaffiliated volunteers.

_____ may make volunteers available to recognized local disaster response organizations to meet their disaster-specific needs for support.

_____ may maintain a database of unaffiliated volunteers and their assignment to local disaster response organizations.

_____ may transition the overall operation to local volunteer organizations when they are able to assume and accept this responsibility.

_____ may incur necessary expenses upon receiving a written request made by the CDEM.

CDEM may coordinate with other state agencies, local government agencies, local and national private organizations, as well as with other private relief agencies, to support _____ when assistance in the management of unaffiliated volunteers is needed. That support may include, but not be limited to, providing operating space and associated utilities, equipment and supplies for volunteer reception center operations and offsetting some of the costs of staffing volunteer reception centers, including travel-related expenses (lodging, meals, mileage) and extraordinary staffing expenses (not regular hours of full-time employees).

This agreement may become effective as needed and requested, based on a disaster declaration by the Governor, and may be terminated by either party with sufficient notice with a minimum of 48 hours notice so as not to cause hardship on the operation. This MOU may be supported, when appropriate, by a formal mission assignment between the State and _____ that delineates the period of time within which _____ expenses may be eligible for reimbursement.

Colorado Volunteer Center Network (CVCN) member agencies work collaboratively, yet remain independent entities. CVCN works as a consortium of volunteer centers that does not possess operational capacity in its own right, and its member agencies reserve the right to decline any mission assignment.

Date: _____

Date: _____

Name: _____

Name: _____

Director, CDEM _____

Director, CVCN _____

MOU with ACS DR

**Memorandum of Understanding between the
County of _____, Office of Emergency Management (OEM) and
The Rocky Mountain Conference of Seventh-day Adventist
Adventist Community Services Disaster Response
For Managing Donated Goods in the event of a State Declared Disaster**

The authority for this Memorandum of Understanding (MOU) resides in the County of _____ in the State of Colorado Emergency Operations Plan, Volunteer and Donations Management Annex. In an effort to provide support and stability to the community based voluntary agencies distributing donated goods, the County of _____ Office of Emergency Management and ACS DR RMC enter into the following agreement:

- ACS DR will provide leadership and training for community based volunteers to coordinate the flow of incoming undesignated donated goods.
- ACS DR will make goods available to recognized local organizations carrying on a recognized distribution program.
- ASC DR will supply, upon request, the appropriate National Donation Management Network (NDMN) logon information to view the inventory to County, State, Tribal, or FEMA officials.
- ASC DR may provide management of a multi-agency warehouse (MAW) and train and supervise local volunteers in receiving, sorting, packing and inventorying donated goods.
- ACS DR may transition the overall operation to a response organization when they are able to assume and accept this responsibility.
- ASC DR may make necessary purchases upon receiving a written authorization made by the State of Colorado OEM. These purchases will be in compliance with the County's procurement policy for purchasing such items.
- The County OEM will coordinate with other tribal, state agencies, local government, local and national private organizations, as well as with other private relief agencies, to support ACS DR where donated resources cannot meet the need. The support may include, but not be limited to providing warehouse space and associated utilities, equipment and supplies for warehouse operations.

The agreement will become effective as needed and requested, based on disaster declaration by the County Commissioners of _____ and may be terminated by either party with sufficient notice (a minimum of two weeks) so as not to cause hardship on the operation. The MOU will be supported, when appropriate, by a formal assignment that delineates the period of time within which ACS DR Expenses will be eligible for reimbursement. ACS DR reserves the right to decline any mission assignment.

Adventist Community Services Disaster Response

Date

County of _____, Colorado

Date

Volunteer Reception Center – Criteria for Site Selection

Spontaneous unaffiliated volunteers that come forward following a disaster event need to be effectively coordinated and, where appropriate, affiliated with a response agency. The establishment of a Volunteer Reception Centers (VCR) can be an effective means of achieve this. A VRC and its use in context of the overall response to an emergency will be critical to successful, safe use of volunteer resource. Below is a list of criteria that should be considered when selecting a VCR site. However, exact specifications will differ depending on the size, scope, and nature of the event. The Office of Emergency Management should coordinate with a representative from the agency selected to manage the facility to confirm what criteria is needed for the particular event.

GENERAL SITE SELECTION CRITERIA:

- Easily accessible by car or alternate transportation (if public transportation continues to operate)
- Parking considerations
- Good visibility and locations for signage
- Distinct from the incident site
- Close proximity to major volunteer worksite (if possible)
- Ability to designate an area specifically for medical and/or public health volunteers IF space is to be shared
- Access to hydration, rest rooms
- Security considerations (ability to control entrance/egress of volunteers)
- Structure/Infrastructure support (power systems with back-up power)
- Lighting considerations
- HVAC considerations
- Handicap accessibility considerations

VOLUNTEER RECEPTION CENTER (VRC) SITE SELECTION SPECIFIC CRITERIA:

- Large room with adjacent rooms or possibility of separated areas
- Two accessible entrances/exits
- 'Staging area' is a waiting area separate from main processing area (with seating)
- Wall space
- Waiting area situated in the center of the room for maximum visibility (with seating)
- Access to nutrition/hydration for both VRC staff and incoming/waiting volunteers
- Computer/internet access
- Wireless communications access (low interference)
- Storage area (separated and controllable)
- Quiet area (separated and controllable)

Community Collection Center/s (CCC) Agreement

**Agreement between the County of _____ OEM and
The Rocky Mountain Conference of Seventh-day Adventist
Adventist Community Services Disaster Response (ACS DR)**

In an effort to provide support and stability to the community based voluntary agencies distributing donated goods, The **County of _____ OEM** and Adventist **Community Services Disaster Response (ACS DR)** enter into the following agreement:

1. Adventist Community Services will provide leadership and training for community based volunteers to coordinate the flow of incoming undesignated donated goods.
2. Adventist Community Services will provide management of a community collection center and supervise local volunteers in receiving, sorting, packing, and inventorying donated goods.
3. Upon request, Adventist Community Services will supply a copy of the most current inventory to Local, State, Tribal, or FEMA officials.
4. Adventist Community Services will turn over the overall operation to a local disaster response organization when they are able to assume and accept this responsibility.

When donated resources cannot meet the need, the County of _____ OEM will support the operation with, but not limited to, the following:

- Store front space (10,000 - 25,000 sq. ft.), depending on the scope of the disaster
- Utilities and phone service (2 voice lines, 2 /modem line)
- High speed internet connection to use Inventory, Donation & Volunteer Management Software, Systems DSL, Cable Modem or T-1
- Forklift (1) & fuel with reorder capability
- Trucking (for delivery of goods to distribution centers and/or MAW) 2 - 24' straight trucks & fuel
- Tables and chairs (75 tables [8'] & 20 chairs)
- Stretch Wrap with reorder capability
- 5 Computers, 2 Printers, 1 Copier and paper
- Operational expense for Inventory, Donation & Volunteer Management Software Systems
- 20" x 20 x 12 5/8" & tape (4,000 boxes + 200 rolls @50 yds. each)
- Pallets & pallet jack (200 pallets & 3 pallet jacks)
- Dumpster service 1 - (20 - 30 cu. yds.)
- Office supplies - Paper, pens, markers, etc
- Desks (as needed)

Either party may terminate this agreement with sufficient notice of a minimum of 48 hours notice so as not to cause hardship on the operation.

Adventist Community Services Disaster Response

Date

County of _____, Colorado

Date

Emergency Distribution Center (EDC) Agreement

**Agreement between County of _____ OEM in the State of Colorado and
The Rocky Mountain Conference of Seventh-day
Adventist Community Services Disaster Response**

In an effort to provide support and stability to the community based voluntary agencies distributing donated goods, the county of _____ and **Adventist Community Services Disaster Response** enter into the following agreement:

1. Adventist Community Services will provide leadership and training for community based volunteers to coordinate the flow of incoming undesignated donated goods.
2. Adventist Community Services will provide management of a community collection center and supervise local volunteers in receiving, sorting, packing, and inventorying donated goods.
3. Upon request, Adventist Community Services will supply a copy of the most current inventory to Local, State, Tribal, or FEMA officials.
4. Adventist Community Services will turn over the overall operation to a local disaster response organization when they are able to assume and accept this responsibility.

When donated resources cannot meet the need, the County of _____ OEM will support the operation with, but not limited to, the following:

- Store front space (10,000 - 25,000 sq. ft.), depending on the scope of the disaster
- Utilities and phone service (2 voice lines, 2 fax/modem line)
- High speed internet connection to use Inventory, Donation & Volunteer Management Software, Systems, DSL, Cable Modem or T-1
- Forklift (1) & fuel with refuel capability
- Clothing racks (100)
- Tables and chairs (75 tables [8'] & 20 chairs)
- Stretch wrap with reorder capability
- 5 computers, 2 printers, 1 copier and 1 fax (each and paper with reorder capability)
- Operational expense for Inventory, Donation & Volunteer Management Software Systems
- Pallets & pallet jack (200 pallets & 3 pallet jacks)
- Dumpster service 1 - (20 - 30 cu. yds.) (with on demand service)
- Office supplies - Paper, pens, markers, etc.
- Desks (as needed)

Either party may terminate this agreement with sufficient notice of a minimum of 48 hours notice so as not to cause hardship on the operation.

Adventist Community Services Disaster Response Date

County of _____, Colorado Date

Coordination, Information Sharing, and Documentation

Coordination and information sharing is essential to the successful management of donations and volunteers. When providing updates, DCT/VCT representatives should be sure to include key program updates (location of facilities, hours, challenges, areas in need of support, next steps, etc...)

Regular briefings/updates with the following:

- DCT/VCT representatives in assigned ESF should be scheduled during the day shifts
- Shift briefings/handover notes to ensure issues do not 'fall between the cracks'
- ESF Lead to which donations and volunteer management has been assigned
- Other ESFs (e.g. ESF 7, ESF 14...)
- PIOs in EOC
- DCT/VCT partners (via conference calls, email updates, web site....)
- COVOAD membership (via conference calls, email updates, web site....)

Communication Tools:

- Web EOC
- COVOAD Web Site (DCT/VCT section)
- Email (COVOAD list serve, DCT/VCT email distribution list)
- Written Handover Notes

Reporting/Documentation:

- ESF regular reports/updates (DCT/VCT representatives in an EOC must follow the communication protocols for the EOC in which they are working)

Demobilization

IN PROGRESS

As the response phase is winding down, it is important to begin planning for recovery. It is the role of the DCT/VCT representatives to coordinate with ESF 14 (long-term recovery) as soon as possible to begin assessing volunteer and donations needs during the recovery phase of the disaster.

Roles and Responsibilities

Section IV

This section provides a basic outline of the suggested roles and responsibilities for positions serving in an EOC in support of donation and volunteer management. Included in this section are some of the key issues that should be considered by the state/city/county Section Chief of the ESF overseeing donations and volunteers. Such recommendations are provided here as a resource to assist EOCs seeking guidance in donations and volunteer management.

Consistent with this entire document, this section is scalable and can be used for all emergencies. Depending on the size and type of event, an individual may staff one or all of the positions outlined below.

Ultimately, the local jurisdiction is responsible for overseeing donations and volunteer management within the context of the EOC. The Section Chief for the ESF overseeing donations and volunteer management will likely be responsible for managing DCT/VCT representatives. The following are suggestions for things that should to be considered:

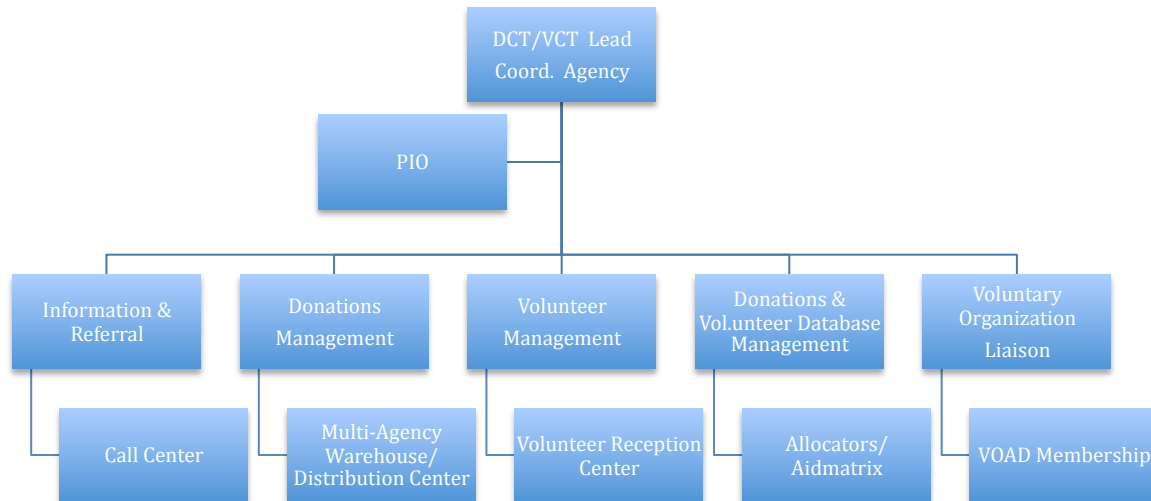
Issues to Be Considered by Local Jurisdiction

- Ensure full implementation of the jurisdiction's Donations and Volunteer Management Plan if available (this may be part of an ESF or in the form of an Annex)
- If the county/city does not have a donation and volunteer management plan, refer to the State Donations and Volunteer Management Annex in the State EOP for guidance
- Become familiar with the donation and volunteer management resources available to your community through the DCT/VCT – including donation and volunteer management support in your EOC. For information on DCT/VCT, contact CDEM (Lead Coordinating Agency for DCT/VCT) or COVOAD (dial 20C-OLO-VOAD)
- Ensure effective coordination with the State Donations Coordination Team/Volunteer Coordination Team (DCT/VCT)
- Develop the overall strategy for donations and volunteer coordination with team
- Oversee DCT/VCT mobilization, including staff scheduling and site locations (operating within the EOC may not be possible for all/some positions, depending on the EOC)
- Ensure available resources and tools are effectively utilized as appropriate (see Available Resources below)
- Ensure requests and support needs are communicated to appropriate members of team
- Keep key players informed of trends, potential issues/problems, and accomplishments that may impact operations to ensure situational awareness
- Work with team to ensure that key donations and volunteer management information (messaging, portal links, phone bank numbers, press releases, etc.) are shared with key players and distribution such as Public Affairs, DCT/VCT, EOC leadership and ESFs as needed
- Work with team on developing a demobilization plan for DCT/VCT
- Coordinate Situation Reports from each of the team leads and submit to EOC Manager as requested

Organizational Chart

Below is an Organizational Chart representing the various functions under DCT/VCT in an EOC. This chart is designed to be scalable depending on the size, scope, and nature of event.

More specific information on the roles and responsibilities of DCT/VCT functions in an EOC can be found on the following pages.



Position Descriptions

Information Referral Lead: This position is the point of contact for information and referral services and will serve as a liaison between the EOC and 211. A representative of the Colorado 2-1-1 Collaborative will most likely fill this position. The following are some of the tasks associated with this position:

1. Work with partners in the EOC to assess the need for support in managing inquiries from the public interested in helping those affected by the disaster
2. If it is determined that there is a need for a call center to be set-up in order to manage the flow of in-coming calls (as determined by emergency management), coordinate the launching of 2-1-1 to provide information and referral services
3. Serve as a liaison between the EOC and 2-1-1 as needed to facilitate effective coordination and information flow
4. Ensure effective coordination and information flow between the EOC and 2-1-1 so that 2-1-1 can provide accurate, timely information and referral services to the public
 - a. coordinate with PIOs to ensure public messaging is consistent
 - b. ensure key information is communicated to key parties (EOC, DCT/VCT, 2-1-1, PIOs)
5. Provide support (logistical, material, other) to 2-1-1 via EOC
6. Coordinate public messaging with ACSDR, CVCN, DCT/VCT, and PIOs regarding volunteer needs/messaging
7. Coordinate the compilation, updating, and distribution of daily Relief and Recovery Guides
8. Serve as point of contact for compiling list of agencies responding to the disaster that are accepting donations (list should be approved by emergency management). This list should then be made available to the public via the following means:
 - a. 2-1-1 phone operators
 - b. DCT/VCT – for posting on www.HelpColoradoNow.org landing page
 - c. Aidmatrix Team Lead (for posting on Aidmatrix site)
 - d. COVOAD – for posting on COVOAD site
 - e. PIOs for posting on government sites
9. Coordinate with 2-1-1 and CVCN if volunteers are needed for call centers
10. Coordinate with key partners to ensure an effective process information and referral services is in place
11. When appropriate, ensure steps are taken to formalize partnerships between 2-1-1 and emergency management (see ‘Formalizing Partnerships’ section below) – this will involve coordinating with 2-1-1, CDEM, and the EOC
12. Prepare Situation Report as requested by Section Chief
13. Other duties as needed

Donation Management Lead: This position is the point of contact for in-kind donations and will serve as a liaison between the EOC and Adventist Community Services Disaster Response (or other agency managing donations). A representative of the COVOAD will most likely fill this position. The following are some of the tasks associated with this position:

1. Work with partners in the EOC to assess the level of unsolicited undesigned in-kind donations coming forward - this may be in the form of inquires from the public wanting to donate, community groups self-organizing donations, or donations being 'dumped' at random locations in jurisdiction (e.g. fire stations, nonprofits, police stations, churches, or other locations)
2. If it is determined there is a need for coordinated donations management (as determined by emergency management), coordinate with the EOC, DCT/VCT, and ACSDR to ensure an effective donations management system is put in place
3. Serve as a liaison between the EOC and ACSDR as needed to facilitate effective coordination and information flow
4. Donations management may involve setting-up donation collection, distribution and/or warehouse facilities. If so, the following are some issues that need to be considered when setting-up these facilities:
 - In coordination with ESF 7, secure a facility(ies) to handle collection, warehousing, and distribution of undesigned and/or unsolicited in-kind offers
 - Ensure facilities specifications identified by ACSDR (or lead donations agency) are promptly communicated to ESF 7 (or other party securing facility) - be sure to clarify which specifications are essential and which are preferable
 - Collect and disseminate key information regarding center(s), including: location(s), hours of operation, dates they will be open, and items that will be accepted
 - Ensure key information is communicated to key parties (EOC, DCT/VCT, 2-1-1, PIOs)
5. Provide support (logistical, material, other) to ACSDR via EOC
6. Coordinate public messaging with 2-1-1, DCT/VCT, and PIOs regarding donation needs/messaging
7. Serve as point of contact for large cash and in-kind donations coming in through the EOC and/or Aidmatix and work closely with EOC staff and DCT/VCT to ensure offers are effectively managed/utilized
8. Coordinate with ACSDR to coordinate recruiting of volunteers, in cooperation with CVCN, to support donation facilities if needed
9. Periodically review offers in Aidmatix to see if any can address EOC needs
10. Coordinate with key partners to ensure an effective process for donations management is in place. This includes informing the public on how to best help and establishing where members from affected community will receive goods
11. When appropriate, ensure steps are taken to formalize partnerships between voluntary agency and emergency management (see 'Formalizing Partnerships' section below) – this will involve coordinating with ACSDR, CDEM, and the EOC
12. Prepare Situation Report as requested by Section Chief
13. Other duties as needed

Volunteer Management Lead: This position is the point of contact for volunteer management within the EOC and serves as a liaison between the EOC and CVCN. A representative of CVCN will most likely fill this position. The following are some of the tasks associated with this position:

1. Work with partners in the EOC to assess the level of spontaneous unaffiliated volunteers coming forward - this may be in the form of inquires from the public interested in volunteering, community groups self-organizing volunteers, or volunteers spontaneously 'showing-up' at the disaster site or other locations (nonprofit agencies, churches, government offices, other locations)
2. If it is determined there is a need for coordinated volunteer management (as determined by emergency management), coordinate with the EOC, DCT/VCT and CVCN - especially if there is a launching of the Volunteer Coordination System (VCS) and a setting-up of a Volunteer Reception Center (VRC)
3. Serve as a liaison between the EOC and CVCN as needed to facilitate effective coordination and information flow
4. Volunteer management may involve setting-up a Volunteer Reception Center (VRC). If so, the following are some issues that need to be considered when setting-up such a facility:
 - In coordination with ESF 7, secure a facility(ies) to handle a VRC to coordinate spontaneous unaffiliated volunteers
 - Ensure facilities specifications identified by CVCN (or lead donations agency) are promptly communicated to ESF 7 (or other party securing facility) - be sure to clarify which specifications are essential and which are preferable
 - Collect and disseminate key information regarding center(s), including: location(s), hours of operation, dates they will be open, and any specific volunteer skills needed
 - Ensure key information is communicated to key parties (EOC, DCT/VCT, 2-1-1, PIOs)
5. Provide support (logistical, material, other) to CVCN via EOC
6. Coordinate public messaging with 2-1-1, DCT/VCT, and PIOs regarding volunteer needs/messaging
7. Serve as point of contact for large groups of volunteers coming in through the EOC - forward volunteer offers to CVCN as appropriate
8. Coordinate with CVCN to provide volunteers to staff donations centers - if requested
9. Liaise between CVCN and EOC in coordinating the recruitment of volunteers if/when requests come in from government agencies
10. Coordinate with key partners to ensure an effective process for volunteer management is in place - including informing the public on how to best help and establishing with whom volunteers are affiliated
11. When appropriate, ensure steps are taken to formalize partnerships between voluntary agency and emergency management (see 'Formalizing Partnerships' section below) - this will involve coordinating with CVCN, CDEM, and the EOC
12. Prepare Situation Report as requested by Section Chief
13. Other duties as needed

Donations and Volunteer Database Management Lead: This position is the point of contact for CDVMN/Aidmatrix and will serve as a liaison between the EOC and Aidmatrix as needed. A representative of the DCT/VCT will fill this position. The following are some of the tasks associated with this position: CAN OPERATE REMOTELY

1. Work with partners in the EOC to assess the need for support in managing offers (donation and volunteer) from the public expressing a desire to help those affected by the disaster
2. If it is determined there is a need for a web-based tool to manage the flow of offers coming forward, coordinate the launching of the Colorado Donations and Volunteer Management (CDVMN)/Aidmatrix Portal
3. Oversee implementation of the Colorado Donations and Volunteer and Donations Management Network in coordination with key partners including emergency management, members of DCT/VCT and the vendor (The Aidmatrix Foundation)
4. Serve as a liaison between Aidmatrix, EOC and, DCT/VCT as needed to facilitate effective coordination and information flow
5. Initiate the following tasks involving the CDVMN/Aidmatrix Portal:
 - a. Ensure all needed modules (donations, volunteer etc...) are activated
 - b. Ensure Administrators/Allocators are identified and have usernames/passwords
 - c. Review/revise message on landing page
 - d. Review/revise automated messaging for all offers made
 - e. Encourage voluntary agencies to register as recipient agencies
 - f. Arrange for training on tool for administrators, recipient agencies, CVCN, ACSDR, 2-1-1 operators and others as needed
 - g. Ensure key information regarding CDVMN/Aidmatrix Portal is communicated to key parties (EOC, DCT/VCT, 2-1-1, PIOs)
6. Coordinate public messaging with ACSDR, CVCN, DCT/VCT, and PIOs regarding volunteer needs/messaging
7. Ensure Cash Page is compiled (coordinate with 2-1-1) and posted on Portal (or post link on Portal)
8. Coordinate with key partners to ensure an effective process for managing web based offers is in place
9. Prepare Situation Report as requested by Section Chief
10. Review offers and share with appropriate team members
11. Other duties as needed

VOAD/COAD: This position is the point of contact for VOAD/COAD members and will serve as a liaison between the EOC and VOAD/COAD as needed. The Liaison is tasked with ensuring that government partners are aware of the services and resources available through VOAD/COAD members. NOTE: It is essential that the Liaison understand that he/she has no authority over, nor can he/she commit any resources of member agencies.

When resources of VOAD/COAD members are requested by emergency management, the Liaison may either provide contact information for the agency to emergency management, or he/she may contact the agency on behalf of local emergency management (if requested to do so).

The EOC Liaison should never take action or initiate duties/activities without the request /consent of both local emergency management and COVOAD leadership. The following are some of the tasks associated with this position:

1. Work with EOC staff to identify gaps in services and assist in contacting COVOAD member agencies who may be able to address needs
2. Inform emergency management of the resources available through COVOAD's member agencies
3. Communicate information on resources available through COVOAD membership to 2-1-1 for Relief and Recovery Guides
4. Keep COVOAD membership informed of developments, key decisions, needs, and other pertinent issues
5. Engage local non-profits and service agencies to help address outstanding needs of those affected by the disaster
6. Coordinate with EOC, DCT/VCT, ESF 15, and COVOAD members on long-term recovery issues
7. Prepare Satiation Report as requested by Section Chief
8. Report to COVOAD leadership regularly (minimum daily)

Training Recommendations

Training

The following are the trainings that are recommended for DCT/VCT and VOAD/COAD representatives in an EOC:

Required for all representatives:

- ICS-100 (Introduction to Incident Command Systems)
- ICS-200 (ICS for Single Resources and Initial Action Incidents)
- ICS-700 (National Incident Management Systems (NIMS), An Introduction)
- ICS-800 (National Response Framework, An Introduction)
- WebEOC
- IS – 288 (Role of Voluntary Agencies in Emergency Management)
- IS 755 (EOC Management and Operations)
- ICS Forms

Required for DCT/VCT representatives (recommended for all other representatives):

- Donation and Volunteer Management (State G288 or FEMA E289)
- Aidmatrix Admin 101

Recommended for all:

- IS-820 (Introduction to NRF Support Annexes)
- G191 (ICS/EOC Interface)
- ICS-300 (Intermediate Incident Command System)
- ICS-400 (Advanced Incident Command System)
- EOC Liaison (available through American Red Cross)

Information on the above trainings can be found at: www.co.train.org or <http://training.fema.gov>.

Exercises

It is expected that EOC Liaisons participate in exercises as appropriate/at the request of COVOAD leadership.

Public Messaging

Section V

Early and effective public messaging is essential for successful management of volunteers and donations in an event. DCT/VCT representative to the EOC must stay abreast of any changes in donation and volunteer issues, as they will change on a regular basis (several times a day in initial phase of event), and ensure messaging reflects current situation. It is essential that the DCT/VCT coordinates closely with emergency management and PIOs to ensure accurate messaging and effective distribution.

Pre-Scripted Generic Messaging

The DCT/VCT has developed generic public messaging that provides information to the public on how they can most effectively help in response to a disaster. This one-page document is designed to serve as basic foundation and can be adapted to address the specific situation and needs of a given event. The DCT/VCT is encouraged to work in conjunction with PIOs to develop event-specific public messaging (see below for sample public messaging).

Circulation of Public Messaging

Once messaging is finalized, it should be forwarded to/posted on the following:

- PIOs in EOC (if they were not involved in development of wording). If EOC PIOs are not available, messaging should be approved by EOC Manager.
- Through an identified communication system (web based, email, other...), as well as on Web EOC
- www.HelpColoradoNow.org (or other site the public is being forwarded to)
- COVOAD website (www.coloradovoad.org)
- Aidmatix site
- Send to COVOAD members via list serve

List of Responding Agencies Accepting Donations

Since the primary message communicated to the public is that “financial contributions are the best way to help”, it is essential to provide a list of credible agencies responding to the event from which the public can choose to donate.

2-1-1 should compile the initial list with input from the DCT/VCT. This list should then be reviewed and approved by the EOC. The EOC should have final say of agencies included on the list. Once developed, the list should be:

- Communicated to emergency management for posting on their website
- Used by 2-1-1 for callers wanting to make financial contributions
- Posted on the www.HelpColoradoNow.org website
- Posted on the Aidmatrix Cash Page (if being used)
- Send to COVOAD members via list serve



HOW TO HELP THOSE AFFECTED BY
(INSERT NAME OF DISASTER HERE)

FINANCIAL GIFTS ARE THE BEST WAY TO HELP!

- **FINANCIAL SUPPORT TO VOLUNTARY AGENCIES RESPONDING TO DISASTERS IS THE MOST EFFECTIVE WAY TO HELP**
- Cash allows disaster agencies to purchase *exactly* what is needed
- To make a financial gift to the organization of your choice, **dial 2-1-1** (or 866-760-6489) for a list of reputable agencies responding to the disaster

VOLUNTEERING

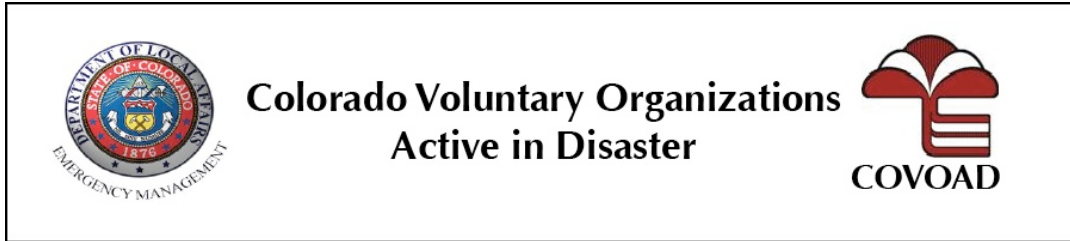
- **DO NOT GO TO THE SCENE OF A DISASTER**
- The arrival of unexpected volunteers will interfere with response efforts
- **STAY SAFE** by volunteering with a reputable agency!
- Volunteers will be needed most during the recovery phase. Please be patient and **WAIT** until relief agencies can train you and use your help
- If you want to volunteer, go to www.HelpColoradoNow.org, or dial 2-1-1 (or 866-760-6489)

MATERIAL DONATIONS

- **LISTEN CAREFULLY TO PUBLIC SERVICE ANNOUNCEMENTS FOR A LIST OF NEEDED ITEMS**
- Donate **ONLY** those things that are requested by officials and bring them to the official designated collection centers
- Items not needed may go to waste and get in the way of relief efforts
- It may take a few days to determine what items are needed and to set-up officially designated collection centers to receive them
- If you want to make a donation, go to www.HelpColoradoNow.org, or dial 2-1-1 (or 866-760-6489)

OTHER WAYS TO HELP

- **FINANCIAL CONTRIBUTIONS ARE THE MOST EFFECTIVE WAY TO HELP**
- Hold a yard sale or put on a fund-raising event and donate money raised to a voluntary organization responding to this disaster
- Have you already collected goods but can't find an agency that needs them? Donate items to a local charitable agency



TALKING POINTS/KEY MESSAGING
(INSERT NAME OF DISASTER HERE)

- **FINANCIAL SUPPORT TO VOLUNTARY AGENCIES RESPONDING TO DISASTERS IS THE MOST EFFECTIVE WAY TO HELP**
- Cash allows disaster agencies to purchase *exactly* what is needed
- **To make a financial gift to the organization of your choice, dial 2-1-1 (or 866-760-6489) for a list of reputable agencies responding to the disaster**
- Do not go to the scene of a disaster to offer help
- The arrival of unexpected volunteers and material donations will interfere with response efforts
- Listen carefully to public service announcements for a list of needed items
- Donate **ONLY** those things that are requested by officials and bring them to the official designated collection centers
- Items not needed may go to waste and get in the way of relief efforts
- It may take a few days to determine what items are needed and to set-up officially designated collection centers to receive them
- **If you want to volunteer, or give a material donation, go to www.HelpColoradoNow.org, dial 2-1-1 (or 866-760-6489)**
- Other ways to help:
 - Hold a yard sale or put on a fund-raising event and donate money raised to a voluntary organization responding to this disaster
 - Have you already collected goods but can't find an agency that needs them? Donate items to a local charitable agency

Resources

Section VI

Acronyms:

ACSDR – Adventist Community Services Disaster Response
AIDMATRIX- web-based tool for matching good/services/volunteers to response agencies
CDEM – Colorado Division of Emergency Management
CDPHE – Colorado Department of Public Health and Environment
CDVMN – Colorado Donations and Volunteer Management Network
COAD – Community Organizations Active in Disasters
COVOAD – Colorado Voluntary Organizations Active in Disaster
CVCN – Colorado Volunteer Center Network
DCT – Donations Coordination Team
EOC – Emergency Operations Center
EOP- Emergency Operation Plan
ESF – Emergency Support Function
EM – Emergency Manager
ICS – Incident Command System
MHUW - Mile High United Way
MOU – Memorandums of Understanding
NIMS – National Incident Management Systems
NVOAD – National Voluntary Organizations Active in Disaster
OEM- Office of Emergency Management
PIO – Public Information Officer
ROI – Release of Information
VCS – Volunteer Coordination System
VCT- Volunteer Coordination Team
VOAD – Voluntary Organizations Active in Disaster
VRC - Volunteer Reception Center
2-1-1- Statewide Information & Referral Call Center

Links for Useful Documents/Resources

The following is a list of documents that may be useful to those providing donation and volunteer management support in an EOC. **All of the below documents can be found on the COVOAD web site at www.coloradovoad.org under the 'Resource Library' menu.**

- **State Emergency Operations Plan (EOP) Annex on Donation and Volunteer Management**
 - The State's plan for managing unsolicited in-kind donations and spontaneous unaffiliated volunteers
- **City/County Annex Template on Donation and Volunteer Management**
 - A template, based on the State EOP Annex, for use by cities and counties in developing their Donation and Volunteer Management Annexes
- **Public Messaging on Donations and Volunteers**
 - Pre-scripted generic public messaging on how to help when a disaster strikes. Provides electronic versions of public messaging in Section IV of this document
- **Aidmatrix User Manual**
 - A manual for using the Aidmatix (National Donations Management Network) tool. Includes instructions for various users (administrators/ allocators, recipient agencies, and those making offers)
- **Sample MOUs/Agreements**
 - Electronic versions of MOUs/Agreements found in Section III of this document
- **Application Information (application form, FAQ, referral form....) for CDVMN**
 - All documents needed for the CDVMN application process
- **Web EOC User Manual**
 - Manual for use with Web EOC

Useful Web Sites

- **HelpColoradoNow** (www.HelpColoradoNow.org)
 - Where the public and private sector can go to get information on how to help. This site is administered by the DCT/VCT
- **Colorado VOAD** (www.coloradovoad.org)
 - The main site for COVOAD, contains contact information for links to COVOAD's member agencies, COVOAD officers, resource library, and is home to the www.HelpColoradoNow.org website. This site is administered by COVOAD
- **National VOAD** (www.nvoad.org)
 - Site for NVOAD, contains contact information for NVOAD and useful resources. This site is administered by NVOAD
- **Aidmatrix Sandbox** (<http://sandbox.aidmatrixnetwork.org/fema/>)
 - The Sandbox if for training and practice purposes. This is NOT the live Aidmatrix site. Once at the above link - click on Colorado. This site is administered by the DCT/VCT
- **Aidmatrix** (<http://www.aidmatrixnetwork.org/fema/>)
 - This is the actual site that the public will access. This site should NOT be used for practice/training purposes. Once at the above link - click on Colorado. This site is administered by the DCT/VCT
- **COemergency** (www.COemergency.com)
 - Provides news and updates for Colorado Division of Emergency Management. Useful source for updates and information. This site is managed by CDEM's PIO