

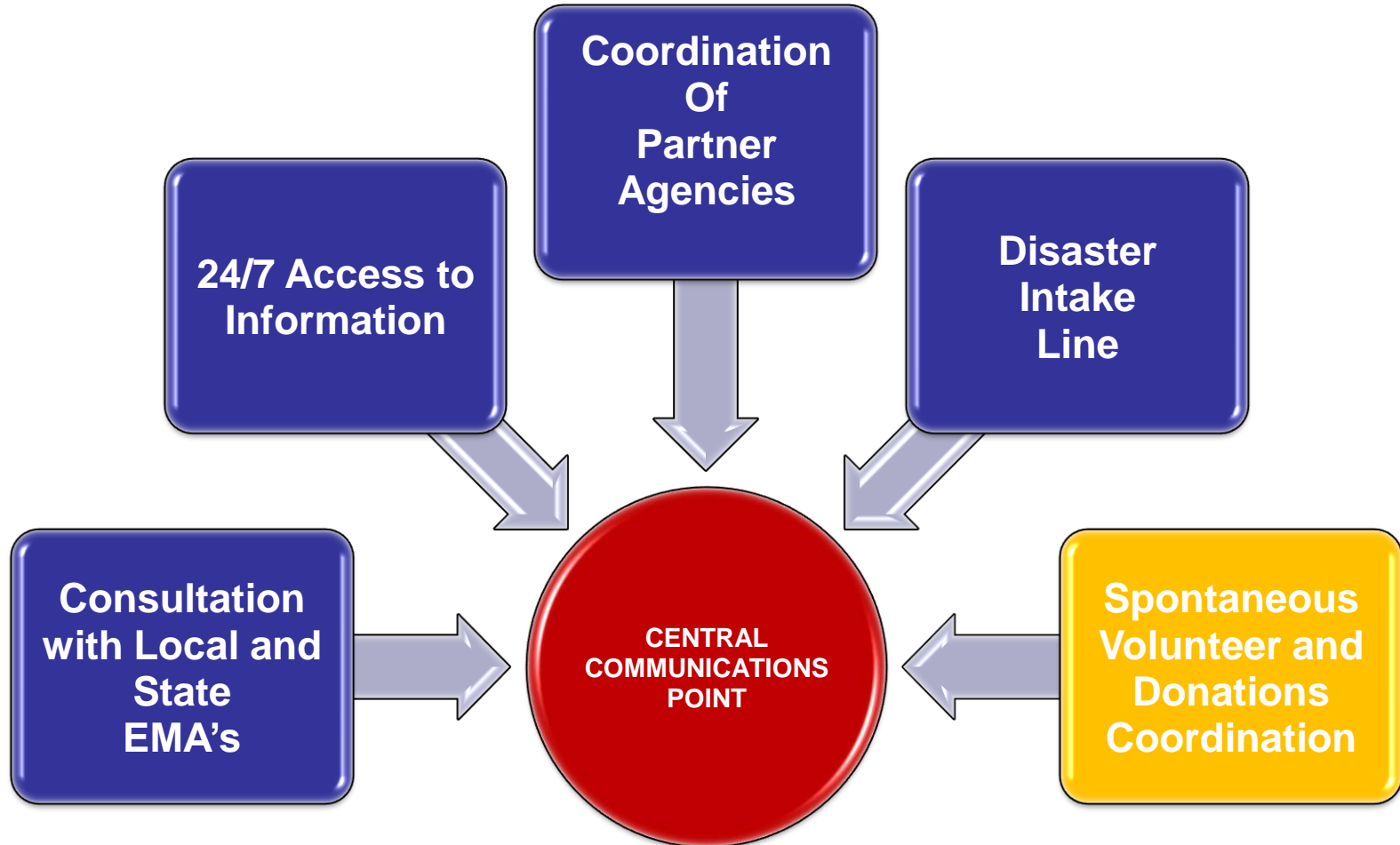
# Get Help – GIVING HELP

United Way 2-1-1 MO/SWIL  
Volunteer Management Strategy

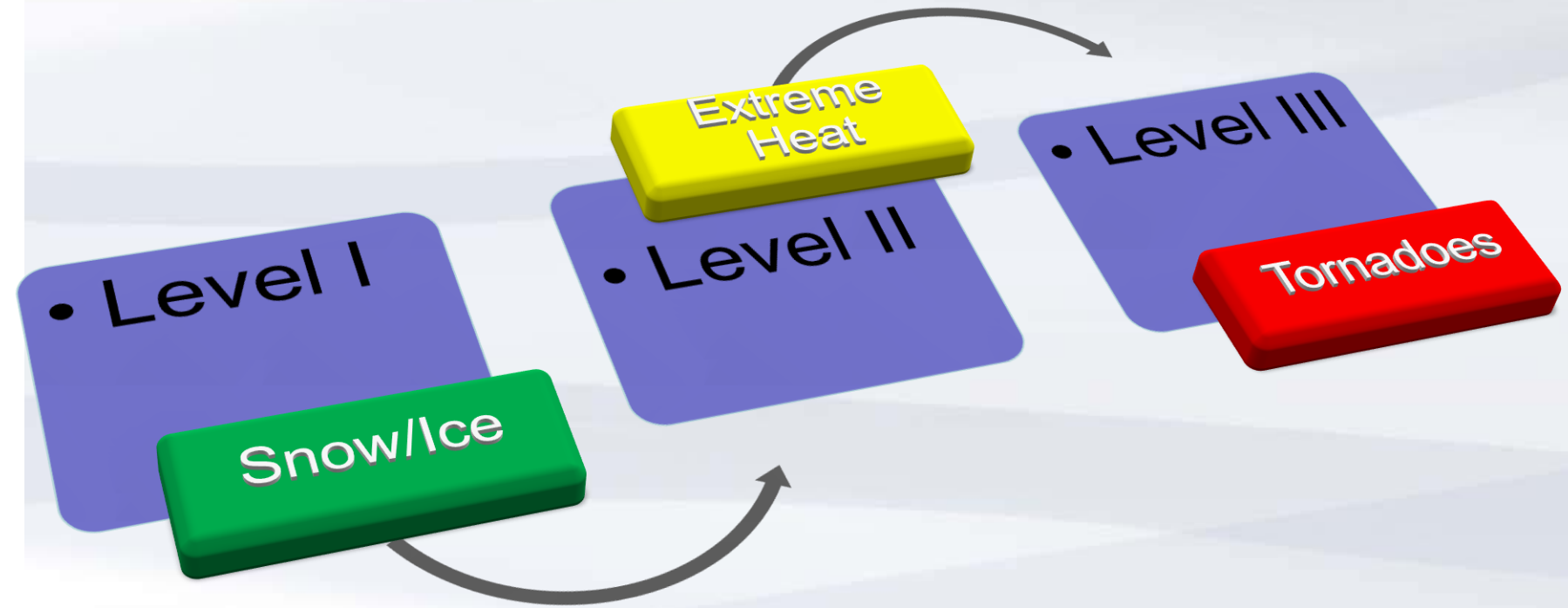
**Helping** people.



# United Way 2-1-1 Disaster Response Model



# Every Disaster is Different...



# 2-1-1 MO/SWIL

## DISASTER RESPONSE LEVELS

### LEVEL I DISASTERS:

- Severe snow storms
- Thunderstorms
- Prolonged Heat or Cold Temperatures
- Minor power outages < 48 hours

### LEVEL I EFFECTS:

- Minimal impact to operations
- None to slight increase in call volume

### LEVEL I RESPONSE:

- ✓ Monitor situation via EMA's and SEMA
- ✓ Contact "normal" resources about operation status
- ✓ Contact NGO response groups for situation awareness

### VC RESPONSE:

- Monitor conditions
- Add safety tips to website
- Remain on standby

# 2-1-1 MO/SWIL

## DISASTER RESPONSE LEVELS

### LEVEL II DISASTERS:

- Flooding
- Extreme Heat
- Winter storms & Extreme Cold
- Epidemics
- F0 to F2 Tornadoes

### LEVEL II EFFECTS:

- Noticeable and consistent increase in volume
- Individual and community resilience is taxed
- Outside resources may be needed

### LEVEL II RESPONSE:

- ✓ Add staff/volunteers
- ✓ Remote agent mobilization
- ✓ Presence required at local EOC
- ✓ Participate in situation awareness calls
- ✓ Gather disaster resources
- ✓ Community reports sent to partners

### VC RESPONSE:

- Contact local EOC
- Activate mechanism to capture volunteer interests
- Work with locals to capture spontaneous volunteer opportunities
- Track volunteer hours

# 2-1-1 MO/SWIL

## DISASTER RESPONSE LEVELS

### LEVEL III DISASTERS:

- Mass flooding
- F3 or Greater tornadoes
- Earthquake
- Pandemics

### LEVEL III EFFECTS:

- Sudden and alarming impacts in volume
- Major influx of disaster resources
- Community resilience depleted/Federal and State resources required

### LEVEL III RESPONSE:

- ✓ Remote agent mobilization
- ✓ Presence required at Local and State EOC's
- ✓ Participation in situational awareness calls
- ✓ Community need reports sent to partners
- ✓ LTRC participation
- ✓ MARC coordination/participation

### VC RESPONSE:

- Volunteer project registration and coordination
- PR messaging around volunteering
- Track/report volunteer hours
- Maintain info for longterm engagement opportunities

# 2-1-1's Role in Volunteer Engagement

- DVCT
- NDMN for donations
- Help coordinate disaster response groups
- Leverage Hands on Connect –  
[www.MOVolunteers.org](http://www.MOVolunteers.org)

Helping people.





# www.MOVolunteer.org



## UNITED WAY VOLUNTEER CENTER

the place for volunteering in the St. Louis region

[Return to United Way of Greater St. Louis](#)

[LOGIN](#)

[For Volunteers](#) | [For Nonprofits](#) | [For Companies](#)

[BECOME A MEMBER](#) | [FIND AN OPPORTUNITY](#) | [BROWSE ORGANIZATIONS](#)

### Find Volunteer Opportunities

Keyword(s)

\*City & State and/or  
Zip Code

[SEARCH](#)

Distance

[ADVANCED SEARCH](#)



Disaster Recovery  
Learn How You Can Help

[READ MORE](#)

Helping people.



United Way  
of Greater St. Louis



# Emergency Volunteer Center

- ▶ [Volunteering in Disaster](#)
- ▶ [Request Disaster Volunteers](#)

## REMEMBER:

Do not self deploy to the scene of the disaster. The arrival of unexpected volunteers will interfere with the initial response and assessment efforts. You could unsuspectingly place yourself or others at greater risk.

Volunteers will be needed most during recovery. Please be patient as our partners on the ground assess the damage and determine volunteer opportunities.

## Emergency Volunteer Center

---

United Way's Volunteer Center is leading the efforts to organize volunteers and volunteer opportunities in response to the August storms. Please review the below information on how you can best support our community's recovery efforts.

### VOLUNTEERING IN DISASTER

To get involved, visit the [Volunteering in Disaster](#) and register to be notified when disaster recovery volunteer opportunities become available online.

### REQUEST DISASTER VOLUNTEERS

If your agency is in need of volunteers, visit the [Request Disaster Volunteers](#) page to learn how to post your disaster opportunities on our website.

### NON-VOLUNTEER RELATED NEEDS

For non-volunteer related needs, please read United Way 211's [Helpful Tips for Those in Need of Storm Recovery Assistance](#).

Helping people.



United Way  
of Greater St. Louis

# Volunteering in a Disaster

- ▶ [Volunteering in Disaster](#)
- ▶ [Request Disaster Volunteers](#)

## REMEMBER:

Do not self deploy to the scene of the disaster. The arrival of unexpected volunteers will interfere with the initial response and assessment efforts. You could unsuspectingly place yourself or others at greater risk.

Volunteers will be needed most during recovery. Please be patient as our partners on the ground assess the damage and determine volunteer opportunities.

## Volunteering in Disaster

---

Thank you for your interest in volunteering to help those impacted by the August storms. Through the Emergency Volunteer Center, volunteers are registered in a secure and efficient manner to connect with the disaster recovery volunteer opportunities.

### FLOOD RECOVERY EFFORTS

If you're interested in helping with long-term flood recovery efforts in Pulaski county [click here to express interest](#) and you will be notified as additional volunteer opportunities become available.

### WHAT TO EXPECT NEXT

United Way's Volunteer Center is working in coordination with emergency response officials to identify specific needs as well as reaching out to community-based organizations in the affected area to determine where volunteer support is needed.

Once appropriate disaster response opportunities are identified, we are making those available online. We will be in communication with all registered volunteers to let them know when appropriate volunteer opportunities are posted.

Helping people.



# Volunteering in a Disaster

## PLEASE KEEP IN MIND

- Any assigned volunteer opportunity will not involve first-responder activity or put volunteers at-risk. Volunteers will be placed safely in various capacities to support emergency response officials and/or community-based organizations during disaster recovery.
- Volunteer opportunities will be made based on identified needs in the community and the ability to address these needs in a safe, organized and effective manner.
- Assistance will be needed most during the recovery period. Volunteers are often most valuable in the days, weeks, and months following the disaster.

Helping people.



# Volunteer Opportunity Search

**Basic Search**

Keyword(s)

Schedule Type:  
 Select options ▼

\*City & State and/or Zip Code

Distance  
 Any ▼

Date From

Date To

**SEARCH**

[Clear](#)

**SAVE & SHARE YOUR SEARCH** +

**Additional Filters:**

**WHEN ARE YOU AVAILABLE?** +

**WHAT WOULD YOU LIKE TO DO?** +

**WHO WOULD YOU LIKE TO SERVE?** +

OPPORTUNITY	ORGANIZATION	WHERE	TIME	DISTANCE ▲	FREQ.
<b>Adopt 100 Neediest Cases Family (HVG)</b>	<a href="#">United Way of Greater St. Louis - Community Investment Division</a>	St Louis	Open	0 Miles	Ongoing
<b>Join Student United Way (SUW)</b>	<a href="#">United Way of Greater St. Louis - Community Investment Division</a>	St Louis	Open	0 Miles	Ongoing
<b>Child Care</b>	<a href="#">Redevelopment Opportunities for Women</a>	St Louis	Open	0 Miles	Ongoing
<b>Happy Birthday Kits (DOC) (STL250) (S2G)</b>	<a href="#">United Way of Greater St. Louis - Volunteer Center</a>	St Louis	Open	0 Miles	Ongoing
<b>New Stlvolunteer.org Partner Orientation (TR)</b>	<a href="#">United Way of Greater St. Louis - Volunteer Center</a>	St Louis	12-12-13 02:00 PM 1.0 hours	0 Miles	<a href="#">11 More</a>
<b>Pot O' Gold</b>	<a href="#">St. Patrick Center</a>	St Louis	03-14-14 09:00 AM 9.0 hours	0 Miles	<a href="#">1 More</a>
<b>stl250 Reenactment (DOC) (HVG)</b>	<a href="#">stl250</a>	St. Louis	02-15-14 09:00 AM 2.5 hours	1 Mile	0 More
<b>Childcare Assistant</b>	<a href="#">The Haven of Grace</a>	St Louis	Open	1 Mile	Ongoing

# Opportunity Details

## Opportunity Details

### Missouri Flood Recovery

United Way of Greater St. Louis - Community Investment Division |

If you're interested in helping with flood recovery efforts in Taney, Pulaski, Phelps, Maries, Laclede or Miller counties, please express interest and you will be notified as soon as volunteer opportunities become available.

 [SHARE](#)

#### VOLUNTEERS NEEDED

	S	M	T	W	Th	F	Sa
Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### ISSUE AREAS

Disaster & Emergency Services,

#### POPULATION SERVED

N/A


#### ACTIVITY TYPE

N/A

#### REQUIREMENTS


Age Minimum (with Adult) - 12,  
Minimum Age - 18+,  
Skill Category - N/A

## Express Interest

AUGUST 8, 2013 - DECEMBER 31, 2013 

LOCATION: St. Louis, MO 63101

EVENT: **N/A**

OPPORTUNITY LEADER: Alexandra Brownfield  [EMAIL](#)

After expressing interest, the volunteer leader / coordinator will contact you to confirm participation and provide directions for this opportunity.

[EXPRESS INTEREST](#)

| Or express interest with a team. 

Helping people.



United Way  
of Greater St. Louis

# Volunteer Sign Up

## Volunteer Sign Up

---

In order to sign up or express interest in any of our volunteer opportunities and activities, you'll need to create an account so you can login. Please complete the information below to get started!

**SUBMIT**

### BASIC INFO

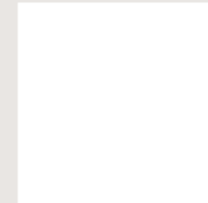
\* Required

\* First Name

\* Last Name

\* Date of Birth

Profile Photo



**UPLOAD PHOTO**

Helping people.



United Way  
of Greater St. Louis

# Volunteer Sign Up

**CONTACT INFO** \* Required

\*Home Street

\*Home City

\*Home State

\*Home ZIP

\*Home Phone

Place of Employment

**LOGIN INFORMATION & COMMUNICATIONS PREFERENCES** \* Required

\*Email Address

\*Retype Email

\*Password

\*Retype Password

Yes, I'd like to receive communications from United Way of Greater St Louis.

Yes, I'd like to receive communications from HandsOn Network.

Helping people.





# Volunteer Sign Up

**DEMOGRAPHIC AND VOLUNTEER OPTIONS** −

Gender	<input type="text" value="SELECT"/>	Ethnicity	<input type="text" value="SELECT"/>
Educational Level	<input type="text" value="SELECT"/>	Marital Status	<input type="text" value="SELECT"/>
Employment Status	<input type="text" value="SELECT"/>	Do you have a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Distance Willing to Travel?	<input type="text" value="SELECT"/>	Yes, I would volunteer in times of disaster	<input type="checkbox"/> Yes <input type="checkbox"/> No
How Did You Hear About Us	<input type="text" value="SELECT"/>		

**VOLUNTEER REGISTRATION QUESTIONS** \* Required +

By clicking 'Submit' below, you are indicating your acceptance with the Terms and Conditions for this site. [Click Here to view the Terms And Conditions.](#)

**SUBMIT**

Helping people.



# Skill Categories

- Dental Care
- Disaster Call Center / Hotline
- Disaster Damage Assessment
- Disaster Medical Services
- Disaster Mental Health
- Disaster Services (cleaning, food, etc)
- Disaster Transportation
- Emergency Medical Assistance
- Evacuation Center
- Fire Services Expertise
- First Aid / CPR Certified
- Medical Care
- Nursing Care
- Safety / Disaster Education
- Search And Rescue Management
- Speech & Hearing Rehabilitation

Helping people.



# Skill Rating System

DISASTER/EMERGENCY/HEALTH SERVICES

	LOW	MEDIUM	HIGH	EXPERT
Dental Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disaster Call Center / Hotline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disaster Damage Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disaster Medical Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disaster Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disaster Services (Cleaning, Food, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disaster Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## THE RATING SYSTEM

Indicate each skill you have and then click update to record. You can optionally add information on training and/or certifications you have for each skill.

**LOW:** I understand the basic skill set and can perform tasks without supervision.

**MEDIUM:** I have successfully applied this skill on a regular basis.

**HIGH:** I have successfully applied this skill often, and can teach others to utilize this skill.

**EXPERT:** I have considerable expertise in this skill and/or I am certified.

You can also choose to provide additional information to support your skill rating by clicking on the "Add Training/Certification" button.

Helping people.



United Way  
of Greater St. Louis

# Request Disaster Volunteers

- ▶ Volunteering in Disaster
- ▶ Request Disaster Volunteers

## HOW VOLUNTEERS CAN MAKE A DIFFERENCE:

- Clerical Support
- Damage Assessment
- Data Entry
- Debris Clean-Up
- Donated Items
- Donation Sorting
- Drivers
- Family Service Interviewing
- Greeters/Receptionists
- Interpreters
- Meal Service
- Phone Bank Workers
- Researchers
- Runners
- Security
- Training

## Request Disaster Volunteers

United Way's Volunteer Center refers volunteers to support community-based organizations in their disaster response efforts. We are focused on placing volunteers to meet the needs of our partners in order to maximize the impact of volunteer support.

To get started, please [register as a partner](#). Once you complete the brief online registration, you will gain access to our partner portal where you can post your volunteer opportunities.

If you are already a registered partner, please log-in to your account to post your opportunities. Please check our [browse organizations](#) page to see if you are already a partner.

### PLEASE KEEP IN MIND

- We can't guarantee that all volunteer requests will be filled.
- We will need to confirm that the location that you will have volunteers work has received safety clearance and permission to operate.
- If we refer your organization volunteers it's your responsibility to facilitate and confirm their participation.

Helping people.



United Way  
of Greater St. Louis

# Organization Sign Up

## Organization Sign Up

---

If you are a nonprofit, school, faith-based, government or civic organization that would like to partner with us to recruit and manage volunteers, please complete the information below.

**SUBMIT**

### BASIC INFO

\* Required

\*Organization Name

Website

\*Mission Statement

\*Primary Population Served

SELECT



\*Primary Impact Area

SELECT



Federal EIN



LOGO

**UPLOAD LOGO**

Recommended Size is 113 x 113 px

**Helping people.**



**United Way  
of Greater St. Louis**

# Organization Sign Up

**ORGANIZATION CONTACT INFO** \* Required

\*Street

\*City

\*State

\*ZIP

\*Main Phone

Fax

**PRIMARY CONTACT INFO** \* Required

\*First Name

\*Last Name

\*Title

\*Email Address

\*Retype Email

PRIMARY CONTACT FOR VOLUNTEER INQUIRIES (if different than above) +

DESCRIBE YOUR VOLUNTEER NEEDS +

Helping people.



# Partner Portal


[Home](#)[Volunteer Opportunities](#)[Connections](#)[Locations](#)[Reports](#)[My Organization](#)[Partner Help](#)[Switch to Volunteer Portal](#)

Site Managed by:



United Way  
of Greater St. Louis

HandsOn Connect  
Shortcuts

Volunteer Opportunity  
Wizard 

Confirm and Verify  
Volunteers

- [Volunteers Awaiting Confirmation & Scheduling](#)
- [Attendance Verifications Due](#)

## Welcome to the Partner Portal!

There are three principal tasks that you will complete in the partner portal:

### Create Volunteer Opportunities:

- Always create new Volunteer Opportunities by clicking on the **Volunteer Opportunity Wizard** link on the left.
- After completing the wizard, click on the "Add / Change Description" link in the Volunteer Opportunity Record browser page to update the record.
- (Optional) Click "Edit" and add additional search characteristics and skills.
- Click on the "Submit for Approval" link when you are ready for us to review and publish your volunteer opportunity.
- To add additional occurrences or recurrences, click on the Volunteer Opportunities tab, find the volunteer opportunity.

For more information, click on the Partner Help tab.

### Confirm and/or schedule pending volunteers who have expressed interest in an opportunity:

- Click on the sidebar link **Volunteers Awaiting Confirmation and Scheduling**.
- This will open a report showing you all Volunteer Opportunities where volunteers are awaiting approval.
- Click on the link for the *Occurrence Record ID* - It will start with OC- and be followed by the record ID Number.
- This will take you to the occurrence where one or more connections are waiting for your approval and/or scheduling.
- See the "Connections" section of the record for pending/declined connections, and approve or decline as appropriate.
- After completing confirmations for this occurrence, click on the report again to find other occurrences with connections.
- Go back to the Home tab and the sidebar link to run the report again to see other occurrences where verifications are pending.
- When no opportunities show up in the report - your confirmations are up-to-date.
- Note: This is only needed if you create "Express Interest" or "To Be scheduled" volunteer opportunities. Volunteer the opportunities restrictions and space is available.

Helping people.



United Way  
of Greater St. Louis



# Volunteer Opportunity Wizard

## Volunteer Opportunity Wizard

**|** = Required Information

Please complete the following and we'll guide you through the process of creating a Volunteer Opportunity.

**Volunteer Opportunity Name**

**Primary Impact Area**

**Opportunity Coordinator**

**Location**

[Create Location](#)

**Type** 

**Disaster Opportunity Type**

Helping people.



# Questions??

Helping people.



# Thank You!

[www.MOvolunteer.org](http://www.MOvolunteer.org)

[Alex.Brownfield@stl.unitedway.org](mailto:Alex.Brownfield@stl.unitedway.org)

[Robin.Pokojski@stl.unitedway.org](mailto:Robin.Pokojski@stl.unitedway.org)

Helping people.

