

# Building Resiliency – The Importance of Voluntary Agencies

Steve Irwin – Convoy of Hope

Mike Pickerel – FEMA Region VII Mass Care Specialist

Adrian Walker – FEMA Region VII Voluntary Agency Liaison



FEMA

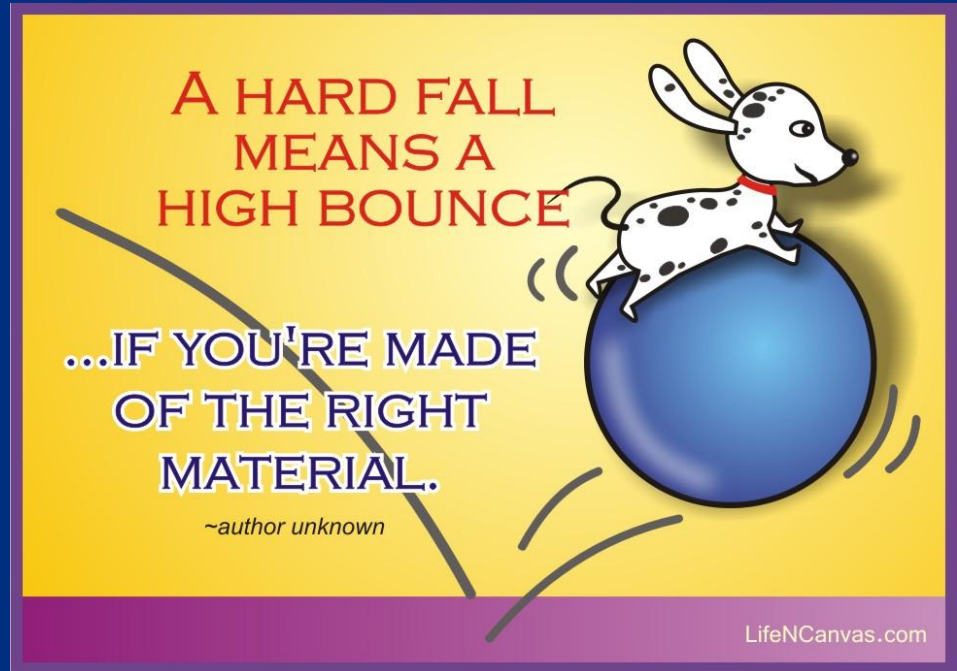


# Goal for Today

- Highlight the importance of voluntary agencies in supporting communities following a disaster
  - The relationship of communities and voluntary agencies
  - Historical context of voluntary agencies
  - Voluntary agencies as part of the Whole Community
  - Best Practices for working with voluntary agencies
  - MOVOAD and National VOAD partners that can help
  - Explain a little bit about the role of the VAL
  - Let's play a game!!!

# Resilient Communities

- Resiliency simply put...is the ability to bounce back



# Characteristics of a Resilient System

- **Redundant:** system designed with multiple nodes to ensure failure of one part does not cause failure of the whole
- **Diversity:** multiple components or nodes protect against a specific threat
- **Efficiency:** positive supply and sharing of all parts within a dynamic system
- **Autonomy:** capability to act independent of outside control
- **Strength:** Power to resist a hazard force or attack
- **Interdependence:** integrated system parts support each other
- **Adaptability:** capacity to learn and flexibility to change
- **Collaboration:** inclusion of participation from all stakeholders
  - Definitions provided by Godschalk 2003

# A Force Multiplier!



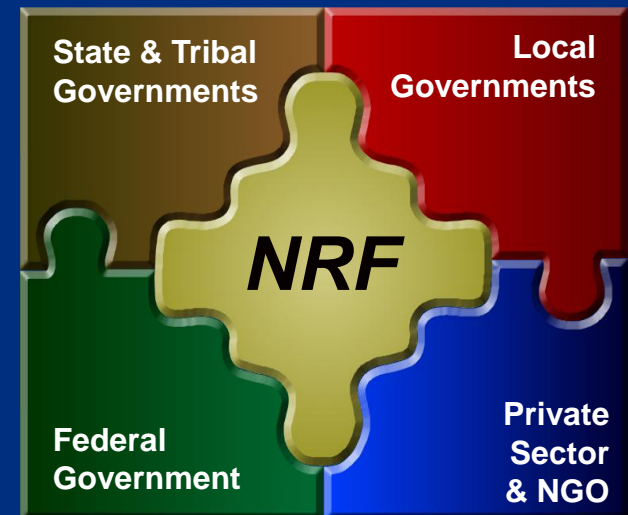


# *Nongovernmental Organizations and the National Response Framework*

NGOs are key elements of specific national response capabilities

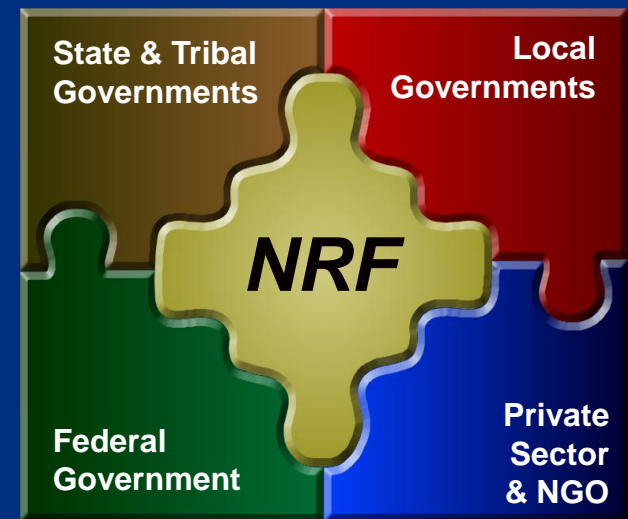
NGOs perform vital service missions:

- Provide sheltering, feeding, and many other critical services
  - Interface with government response officials at all levels
  - Assist in the management and distribution of donated in-kind goods
  - Compliment government response efforts
- Some NGOs are officially designated as support elements to national response capabilities such as the American Red Cross and National Voluntary Organizations Active in Disasters (NVOAD)



# *Volunteers and Donations Management*

- Incidents often exceed government resources
- Volunteers and donors support response efforts in many ways
- Governments at all levels must plan ahead to incorporate volunteers and donated goods into response activities
- *NRF Volunteer and Donations Management Support Annex* provides guidance for voluntary agencies, community and faith-based organizations, volunteer centers, and private sector entities
- State, tribal, and local planners should include volunteer and donations management in their plans



# Stafford Act & Voluntary Agencies

- **§ 5170a. GENERAL FEDERAL ASSISTANCE {Sec. 402}**
  - coordinate all disaster relief assistance (including voluntary assistance) provided by Federal agencies, private organizations, and State and local governments;
- **Sec. 621. Administrative authority. (42 U.S.C. 5197).**
  - **C. Sec. 621. Administrative authority. (42 U.S.C. 5197).**
    - use the services of Federal agencies and, with the consent of any State or local government, accept and use the services of State and local civil agencies;
    - establish and use such regional and other offices as may be necessary;
    - use such voluntary and uncompensated services by individuals or organizations as may from time to time be needed.;



# Conceptualizing the VAL Role

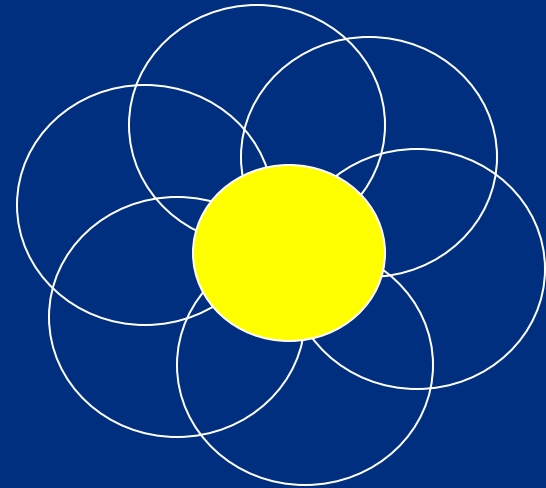
- VALs as a “Bridge”
  - Communication
  - Resources
  - Guidance
  - Point of Contact
    - Voluntary Agencies
    - Faith Based Organizations
    - Other Community Based Organizations



# Conceptualizing the VAL Role

## ■ VALs in VENN

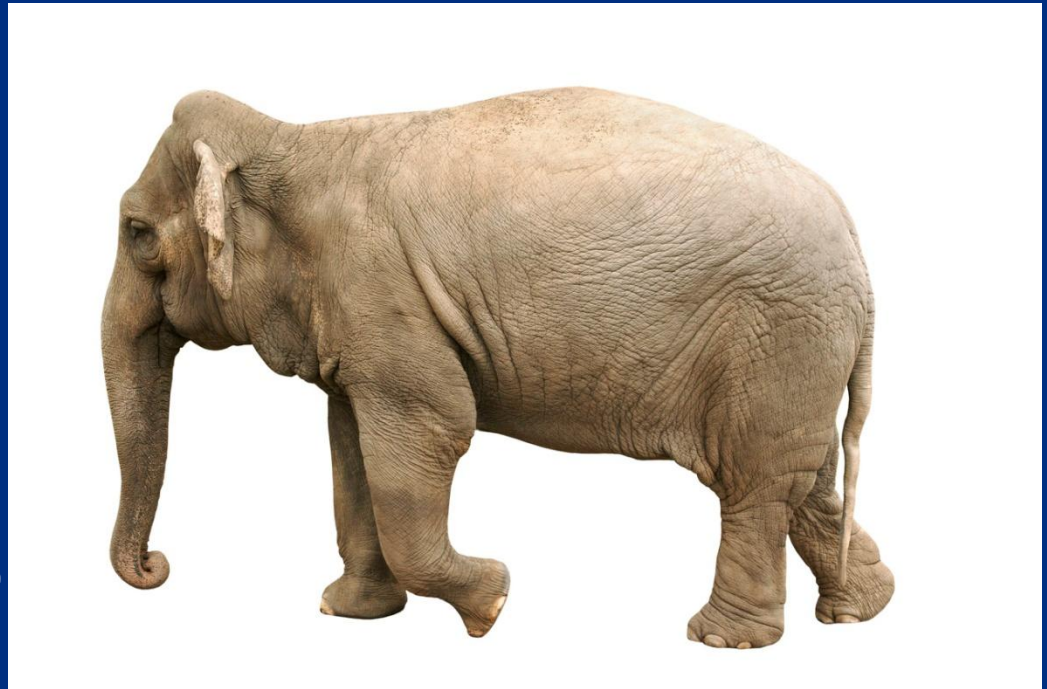
- Individual Assistance
- Public Assistance
- Mitigation
- Preparedness
- Faith-Based and Community Orgs.
- State Partners
- Voluntary Agency Partners
- Access and Function Needs Populations
- Other Federal Agencies
- Voluntary Organizations Active in Disaster (VOADs)
  - National (NVOAD), State, and Local (COADs)



# Conceptualizing the VAL Role

## ■ The “Elephant”

- Best Practices
- Meetings
- Conference Calls
- Trainings
- Disasters
- Planning
- Programs (i.e., NDMN)



# VALs Add Concrete Value

- Share best practices and teach lessons learned
- Bring partners “into the system”
- Manage the Privacy Act Procedure
- Develop Long-Term Recovery Committees (LTRCs)  
(as distinct from LTRC, ESF-14)
- SME for the 3M’s (Money, Man/Women power, and Material)

# What Is Whole Community?

As a concept Whole Community is a means by which residents, emergency management practitioners, organizational and community leaders and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities and interests.

# What Is Whole Community?

Isn't it just everyone working together to come to the aid of their community and fellow citizens?

Ok, only a little more organized



# Whole Communities

- Pre-disaster, discuss the donated resources policy with your local emergency management partners. This is a tremendous way to interface with your government partners and exponentially increases the value of your voluntary efforts.
- Discuss how documentation will be provided to emergency management. There are no standard templates or tools for collecting the required information. Each emergency management agency may have different data collection requirements.
- During relief operations, work through your Government Liaison(s), to closely coordinate with emergency management to ensure the essential elements of information are being recorded.

# Whole Communities

- Have more efficient Response Phase
- Begin Recovery earlier
- Have a more complete Recovery
- Have significantly higher efficiency in use of resources
- Builds collaboration between agencies, volunteers and local emergency management
- Survivors receive assistance from a variety of agencies for a variety of problems; solving recovery problems faster and better

# FEMA Donated Resources

## Policy

Title 44 CFR 13.24 Matching or Cost Sharing of Expenses  
Related to Disaster Response

- ◆ Category A: Debris Removal From Public Property
- ◆ Category B: Immediate Measures Taken To Preserve, Reduce, Eliminate Threat To Life, Health And Safety\*
- ◆ Expenses Must Be Documented By A Government Official

# Public Assistance – Donated

FEMA Disaster Assistance Policy (DAP) 9525.2  
*Donated Resources*

- Policy establishes the criteria by which all applicants will be credited for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work – Categories A and B.
- Relevant documents: Sections 403(a) and 502 of the Stafford Act, 44CFR 13.24 and OMB Circular A-87.

# The Policy Language

“Donated resources used on eligible work that is essential to meeting immediate threats to life and property resulting from a major disaster may be credited toward the non-Federal share of grant costs under the PA program. Donated resources may include volunteer labor, donated equipment and donated materials.”

# Examples

- Volunteer Labor
  - Filling and placing sandbags/other flood fighting actions
  - Search and rescue (when part of an organized effort/operation)
  - Shelter support
  - Debris Removal
- Donated Equipment
  - Bulldozer for pushing debris
  - Vehicles to move sandbags
  - Equipment to raise/reinforce a levee
- Donated Materials
  - Food for disaster shelter persons
  - Sand, dirt, rocks, and other materials for emergency work only



# Donated Resources - Labor

- Volunteer labor same rate as ordinary pay for similar work, plus fringe benefits
- Total volunteer labor = labor rate x total number of volunteer hours



# Donated Resources - Equipment

- Usage hours per each piece of equipment
- Multiply by applicant's equipment rate or FEMA's rate, whichever is lower



# Key Points

- Establishing strong relationship with the emergency management community
  - Sell the value of having an organized response leveraging the resources of volunteers
- Having a strong *volunteer reception center* in place to assist with proper document of hours
  - Plan, exercise and train the volunteer reception center at the local, regional, and state levels
- Help inform the emergency management community “eligible applicants” of the FEMA Disaster Assistance Policy
- Donated goods, services, equipment and volunteer hours can all contribute toward cost match

# Even Keyer Points

- Table-top exercise this process with local, state and FEMA officials
  - Consider working with state and local jurisdictions to prepare written policy memos outlining the expected process
  - Share policy memos in advance with Public Assistance officials at FEMA and State EMA.
- Create memorandums of understanding (MOUs) and standard operating guidance for these processes (SOGs)
  - Add them to local emergency operations plans
  - Create the necessary forms as templates and share them widely.
- Think through how to create a win-win situation for jurisdictions and voluntary/volunteer organizations so that both gain benefits.

# Defining Success – Whole Community at Work

- Help for the Individual
  - Identifying solutions when Federal Assistance end or cannot assist
  - Ensuring the whole community is part of response & recovery
- Organizing an effective Mission
  - Formation of LTRCs and strengthening VOADs and COADs, in support of our State partners
- Collaborating for progress

# Voluntary Organizations Active in Disaster

“How We Work Together”





After Hurricane Camille:

1

National Voluntary Organizations Active in Disaster (NVOAD) is formed to discuss concerns about:

9

+ service delivery gaps

6

+ service delivery duplications

9

+ conflicts between agencies



NVOAD begins meeting on a regular basis to share:

1

+ news about member agency activities

9

+ common concerns and service delivery frustrations

7

+ minimize duplication of services

0

+ identify gaps in services

+ manage disasters more effectively and efficiently

# National VOAD:

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

National members currently include:

- + American Baptist Men USA (ABM)
- + Adventist Community Services (ACS)
- + American Radio Relay League (ARRL)
- + American Red Cross
- + Ananda Marga Universal Relief Team
- + Catholic Charities USA
- + Christian Disaster Response
- + Christian Reformed World Relief Committee
- + Church of the Brethren
- + Church World Service (CWS)
- + Convoy of Hope
- + Episcopal Relief and Development
- + Feeding America
- + Friends Disaster Service
- + Humane Society of the United States (HSUS)
- + International Relief Friendship Foundation
- + International Aid
- + Lutheran Disaster Response (LDR)

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# National VOAD:

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

National members currently include:

- + Mennonite Disaster Services (MDS)
- + National Emergency Response Team (NERT)
- + National Organization for Victim Assistance (NOVA)
- + Nazarene Disaster Response
- + Northwest Medical Teams International
- + The Phoenix Society For Burn Survivors
- + The Points of Light Foundation
- + Presbyterian Disaster Assistance
- + REACT International
- + The Salvation Army
- + Society of St. Vincent DePaul
- + Southern Baptist Disaster Relief
- + United Jewish Federations of North America
- + United Methodist Committee On Relief (UMCOR)
- + United States Service Command
- + World Vision

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# National VOAD

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begins

9

organizing

7

STATE VOAD

5

Groups

Local VOAD's

begin

organizing –

sometimes

spontaneously

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8

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# National VOAD:

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

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All States & Multiple Territorial VOADs

+County & City COAD's (Community or County Organizations Active in Disaster) being formed in U.S.

+Other nations forming VOAD movements

+Annual VOAD Conferences

# VOAD Movement:

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+ National / State / Local VOAD's  
committed to the 4 C's:

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= Cooperation      = Collaboration

D

= Coordination      = Communication

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+ Working hard to:

= form interagency partnerships

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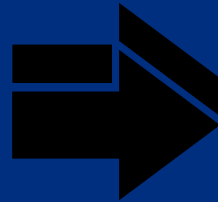
= formulate interagency response and  
recovery strategies before disasters  
strike!

# National, State and Local VOAD's Do ...

Provide a forum for member agencies to practice

VOAD'S

4 "C'S"



Cooperation

Coordination

Collaboration

Communication

# VOAD's

## Accomplished Through ...

- Meetings
- Education and Training
- Coordination With Responders
- Publications - Websites
- EOC Representation

# VOAD Does Not ...

Provide direct service(s) to clients or communities. This means that there are ...



No VOAD Warehouses

No VOAD Volunteer Centers

No VOAD Response Teams

No VOAD Donation Sites

No Oversight of Members

**It's time to play...**

**Know Your  
Voluntary  
Organizations**

**!**

- Facilitates and encourage collaboration, communication, cooperation, and coordination, and builds relationships among members while groups plan and prepare for emergencies and disaster incidents



**National Voluntary Organizations Active in Disaster**

*Promoting Cooperation, Communication, Coordination and Collaboration  
in Disaster Response*

- Through a subsidiary, picks up in-kind contributions from corporate warehouses and individual donors; Donations go to any of six regional distribution centers for either bulk distribution or directly to individual relief boxes for families





- Provides mobile feeding units staffed by volunteers who prepare and distribute thousands of meals a day;  
Provides disaster childcare – mobile units transport equipment and supplies to a facility where trained workers provide safe and secure care for children



**Southern Baptist Convention –  
North American Mission Board**



- Help organize volunteers for clean up and rebuilding efforts; Participate in response and long-term recovery efforts in communities affected by disasters



**United Church of Christ –  
Wider Church Ministries**



- Gives direct grants to support disaster recovery – such as home repairs, food vouchers, and counseling



United Way of America



- Provides training and expertise on volunteer coordination, case management, long-term recovery, construction, and database management



- Manages donations and volunteers (including emergent volunteers); Serves as a resource for individuals, animal related organizations, and others concerned about the urgent needs of animals before, during, and after disasters



- Provides ongoing and long-term recovery services for individuals and families, including temporary and permanent housing assistance for low-income families, counseling programs for children and the elderly, and special counseling for disaster relief workers



- Provides warehousing and other donation coordination services such as Points of Distribution centers (PODs); Operates volunteer centers where community members can volunteer during disaster response



- Provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, and medical assistance





- Raises and distributes funds equitably to the most vulnerable populations in affected communities; Provides case management services and related training for the long-term recovery of victims



- Provides services leading to the reunification of family members in the affected area; Performs damage assessments



- Has a fleet of trucks, a 300,000 square foot warehouse, and a Mobile Command Center; Utilizes the first response POD (Points of Distribution) model; Has become an active and efficient disaster relief organization, providing resources and help to victims in the first days of disaster



- Processes food products collected in food drives by communities wishing to help another disaster-affected community; Develops, certifies, and supports their food banks; Positions frequently used emergency food products and personal care items in strategic locations and regularly cycles inventories to ensure usage by survivors immediately following a disaster



- Introduces alternative construction technologies (modular, panelized/SIP housing, etc.) to communities to speed up the delivery of permanent housing solutions



- Provides food and other emergency supplies and kits during response

THE CHURCH OF  
**JESUS CHRIST**  
OF LATTER-DAY SAINTS



- Transports food and emergency supplies to disaster survivors

**Operation Blessing**  
INTERNATIONAL



- Provides warehousing facilities for storing and sorting donated merchandise during the emergency period



**Society of St. Vincent de Paul**





- Assists relief crews in providing food and water



**Churches of Scientology Disaster Response**



- Provides advocacy services for survivors; Provides case management for low-income and marginalized groups



**CHURCH WORLD SERVICE**



- Assists disaster victims by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and personal property



- Provides emotional and spiritual care; Provides clean up assistance; Assists with emergency home repairs



- Focuses on helping people plug in to volunteer opportunities in their local community, helping non-profits manage volunteer resources, and developing the leadership capacity of volunteers



Points of Light Institute and the Hands On Network



- Provides medical and financial assistance

**Taiwan Buddhist Tzu Chi Foundation USA**



- Supports disaster survivors by assisting with budgeting and developing financial recovery plans, including: pre-disaster preparedness seminars, emergency budget counseling, and emergency credit management



**Until Next Time Remember  
to**

**Know Your  
Voluntary  
Organizations!**



# Questions & Comments

Steve Irwin  
Agency Services Director  
Convoy of Hope  
417.851.4467  
[sirwin@convoyofhope.org](mailto:sirwin@convoyofhope.org)

Mike Pickerel  
FEMA RVII Mass Care Specialist  
816.283.7955  
[Mike.pickerel@fema.dhs.gov](mailto:Mike.pickerel@fema.dhs.gov)

Adrian Walker  
FEMA RVII Regional Voluntary Agency Liaison  
816.283.7979  
[Adrian.walker@fema.dhs.gov](mailto:Adrian.walker@fema.dhs.gov)