

**VOLUNTEERS**

**DONATED GOODS + MATERIALS**

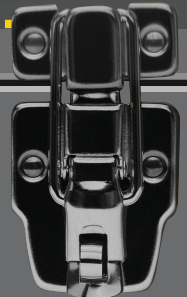
**DONATED EQUIPMENT**

**VOLUNTEER + DONATED RESOURCES TOOLBOX**



*Getting it right!*

REVISED: FEBRUARY 2020





## INTRODUCTION LETTER FROM THE GOVERNOR'S OFFICE OF HOMELAND SECURITY AND EMERGENCY PREPAREDNESS (GOHSEP)

Dear OHSEP Directors, Staff, and Emergency Management and Recovery Professionals —

As you have experienced, emergencies and disasters are financially draining on States, local governments, communities, and residents. We have all felt the effects of rising disaster-related costs and declining Federal resources. **Volunteers** and **donations** are more important than ever to emergency and disaster response and recovery. Volunteers and donors offer resources – gifts of time and materials – that *supplement* the existing resources of local, State, and Tribal authorities. They bring a wide range of skills and professional training, which are often in short supply during and after an emergency or disaster.

The key to maximizing those gifts of time and materials is **documentation**. In a declared disaster, when you successfully capture, quantify, document, and assign **value** to volunteer and donated resources, you open the door for those resources to **offset the non-Federal cost share** of your FEMA Public Assistance (PA) grants saving your Parish and our State millions of dollars. Those savings can be reinvested back into the community to assist survivors with long-term recovery, better prepare them for the next emergency, and mitigate the devastating effects of future disasters.

This ToolBox is intended to help you develop a **plan and process** for capturing, quantifying, documenting, and valuing volunteer and donated resources. The ToolBox provides a conceptual framework and interactive strategies that are customizable to the unique needs of your community. Included in the ToolBox are planning tips, documentation forms, job aids, and a six- (6) step process to help you successfully use and apply volunteer and donated resources to offset the non-Federal cost share.

We hope you find the Volunteer + Donated Resources (V + DR) ToolBox instructive and helpful.

To offer further assistance and support, GOHSEP is here to help you through the entire recovery process and the full emergency management cycle. Contact the GOHSEP Legal Team at any time by emailing [gohseplegal@la.gov](mailto:gohseplegal@la.gov).

**GOHSEP VOLUNTEER + DONATED RESOURCES TEAM**



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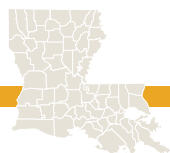


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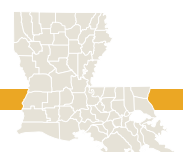
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# ACRONYMS

<b>ARC</b>	American Red Cross	<b>ICS</b>	Incident Command System
<b>ASPCA</b>	American Society for the Prevention of Cruelty to Animals	<b>JITT</b>	Just in Time Training
<b>BEOC</b>	Business Emergency Operations Center	<b>LAVOAD</b>	Organizations Active in Disasters
<b>CCVLG</b>	<i>Citizen Corps Volunteer Liability Guide</i>	<b>LDHH</b>	Louisiana Department of Health and Hospitals
<b>CFR</b>	<i>Code of Federal Regulation</i>	<b>LLIS</b>	Lessons Learned Information Sharing
<b>COOP</b>	<i>Continuity of Operations Plan</i>	<b>MAA</b>	<i>Mutual Aid Agreement</i>
<b>DAP</b>	<i>Disaster Assistance Policy</i>	<b>MOU</b>	<i>Memorandum of Understanding</i>
<b>DC</b>	Data / Agency Coordinator	<b>NDMN</b>	National Donations Management Network
<b>DFA</b>	Disaster Federal Assistance	<b>NEG</b>	National Emergency Grants
<b>DHS</b>	U.S. Department of Homeland Security	<b>NGOs</b>	Nongovernmental Organizations
<b>DOL</b>	U.S. Department of Labor	<b>NRF</b>	<i>National Response Framework</i>
<b>EOC</b>	Emergency Operations Center	<b>NVOAD</b>	National Voluntary Organizations Active in Disaster
<b>EMP</b>	<i>Emergency Management Plan</i>	<b>OFAs</b>	Other Federal Agencies
<b>EOP</b>	<i>Emergency Operations Plan</i>	<b>OHSEP</b>	Office of Homeland Security and Emergency Preparedness
<b>ESF</b>	Emergency Support Function	<b>PA</b>	FEMA Public Assistance
<b>FAE</b>	Force Account Equipment	<b>PAPPG</b>	<i>FEMA Public Assistance Program and Policy Guide</i>
<b>FCO</b>	Federal Coordinating Office	<b>PERI</b>	Public Entity Risk Institute
<b>FDAA</b>	Federal Disaster Assistance Agency	<b>POCs</b>	Points of Contact(s)
<b>FEMA</b>	Federal Emergency Management Agency	<b>POD</b>	Points of Distribution
<b>GOHSEP</b>	Governor’s Office of Homeland Security and Emergency Preparedness	<b>PIO</b>	Public Information Officer
	Hazard Mitigation Grant Program	<b>PPD-8</b>	<i>Presidential Policy Directive 8: National Preparedness</i>
<b>HMGP</b>	<i>Homeland Security Presidential Directive</i>		
<b>HSPD</b>	(HSPD-5, HSPD-8)		





# VOLUNTEER + DONATED RESOURCES TOOLBOX

**PPDR** Private Property Debris Removal  
**PW** *Project Worksheet*  
**SAL** GOHSEP State Applicant Liaison  
**VDRC** Volunteer Donated Resource Coordinator

**VOAD** Volunteer Organizations Active in Disasters  
**VOLAGs** Voluntary Agency(s)  
**VRCs** Volunteer Reception Center(s)



# KEY WORDS GLOSSARY – CREATING A LANGUAGE FOR VOLUNTEER + DONATED RESOURCES OFFSETS

- **Affiliated Volunteer** – Individuals who are affiliated – with or connected to an **established organization** and **trained** for specific disaster response activities.
- **Applicant** – An Applicant is an entity applying for and receiving a subgrant through the Grantee. Also called **Subrecipient**.
- **Casual Volunteers** – Individuals or groups of people who undergo **checks and training** in advance of an emergency, but remain otherwise **unaffiliated** with any part of the existing **official emergency management response and recovery system or group**.
- **Data / Agency Coordinators (DC)** – Match *Referral* forms to the Requests and to close out Requests when they have been filled or are no longer needed.
- **Donated Resources** – FEMA defines donated resources as **equipment, supplies, materials, or labor** donated to assist with response activities. FEMA does not provide PA funding for donated resources; however, the Subrecipient (Applicant) may use the value of donated resources to offset the non-Federal cost share of its eligible Emergency Work projects and DFA.

For the purpose of this publication, we are defining donated resources in **three (3) categories**:

- » **Volunteer** labor, including logistical support
- » Donated **equipment**
- » Donated **goods** and **materials**
- **Eligible Activity** – Volunteer and donation activities eligible under the FEMA PA Program for Emergency Work (Categories A and B) projects. FEMA has provided the following list as examples of eligible activities:
  - » Debris removal on private property **EXCEPT if Private Property Debris Removal (PPDR) policy is approved by the Federal Coordinating Office (FCO) for the disaster in the designated area.**
  - » **Feeding** volunteers doing **ineligible work**.
  - » **Volunteer firefighters** working **within** their own districts.
  - » Emergency repairs to **private property**.
  - » Unapproved **donation warehouse** and **POD** activities.
- **Eligible Work** – FEMA PA Program **Categories A-B**. Work that must be performed to *reduce* or *eliminate* an **immediate threat** to life, protect public health and safety, and to protect improved property that is significantly threatened due to disasters or emergencies declared by the President.
- **Federal Share** – The Federal share is not *less* than **75 percent** of the eligible costs.
- **Grantee / Recipient** – Grants are typically awarded to **States** and Federally recognized **Tribal authorities** or **Territories**. The entity receiving the grant award is called the Recipient. You may also hear Recipients referred to as the Grantee. FEMA currently prefers the term Recipient.
- **Memorandum of Understanding (MOU)** – An agreement between two (bilateral) or more (multilateral) parties. It expresses a **convergence of will** between the parties, indicating an intended common line of action.



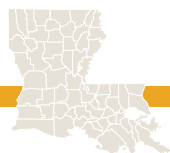
- **Mutual Aid Agreement (MAA)** – In emergency services, mutual aid is an **agreement among emergency responders** to lend assistance across jurisdictional boundaries. This may occur due to an emergency response that exceeds local resources, such as a disaster or a multiple-alarm fire.
- **Non-Federal Cost Share – A local match** for a portion of the total assistance received. The local match is typically 25% of the total Federal assistance provided.
- **Unaffiliated Volunteer (or Spontaneous Volunteer)** – Individuals or groups of people who seek or are invited to contribute their assistance during and/or after an event, and who are **not affiliated or associated** with a recognized disaster response agency, nonprofit or other relevant entity or with any part of the existing **official** emergency management response and recovery system and **may or may not have relevant training, skills or experience**.
- **Organization Contact** – The position of **Organization Contact** is envisioned to ensure Documentation Forms to document volunteers and donated resources are completed by their agency and/or volunteers and submitted to the VDRC.

Organization Contacts are responsible for working with the VDRC to ensure **eligible activities** that offset non-Federal cost share are captured on the Documentation Forms.

Organization Contacts are designated to **manage** data collection **at the site of activity** for each of the following activities:

- » Volunteer hours (including logistical support) and **eligible** work performed.
- » Donated equipment and **eligible** use.
- » Donated **goods** and **materials**.
- **Recipient** – A non-Federal entity that receives a **Federal award** directly from a Federal awarding agency to carry out an activity under a Federal program (usually the State or Tribal government).
- **Subgrants** – The Recipient or Grantee sometimes awards subgrants to other entities, typically local governing authorities, State agencies, certain private nonprofits (PNPs) or emergency management programs. Also called **Subrecipient**.
- **Subrecipient** – Once a subgrant is awarded, the Applicant becomes a Subrecipient. You may hear Subrecipients referred to as Subgrantees. Subgrantee, Subrecipient and Applicant are often used interchangeably. FEMA currently prefers the term Subrecipient (Applicant).
- **Unsolicited Donations** - When goods, supplies, services and other materials are donated but are **not needed** by disaster survivors or offers of services are not needed in the response or recovery process, receiving and sorting unneeded goods wastes valuable resources.
- **Volunteer + Donated Resources Coordinator (vdrc)** – The VDRC has a **comprehensive role** *before, during and after* an emergency or disaster. The scope of his/her role needs to be **agreed** on by the relevant authorities managing the emergency or disaster. His/her role is critical to the **documentation** effort to capture and quantify volunteer and donated resources. The VDRC will also work with local volunteer groups to capture volunteer and donated resources data.

Preferably the VDRC has **experience** in managing and documenting volunteers and donations and does **not** have another role within the existing *Emergency Management Plan (EMP)*.



There are **three (3) approaches** to filling the VDRC position during a disaster. The approach taken will depend on the size, location and impact of the emergency or disaster.

1. The **Parish** identifies **a staff member** to fill the role of the VDRC during an emergency or disaster; OR
2. Use **GOHSEP's** *previously* identified and trained selected personnel to function as a VDRC during a disaster. This liaison will be deployed to the most impacted Parishes. **AmeriCorps** may also provide Coordinators when needed; OR
3. A **volunteer organization** identifies and provides a person(s) to fill the role of the VDRC and work with the Parish Office of Homeland Security and Emergency Preparedness (OHSEP).

The VDRC's role is envisioned to:

- » **Manage** the overall volunteer and donated resources program.
- » Ensure receipt of **Documentation Forms** from the Organization Contact.
- » **Documents** and **quantifies** the value of volunteer and donated resources eligible to offsetting the non-Federal cost share.

The VDRC – working with designated **Organization Contacts** – is responsible for ensuring **proper record-keeping** and **documentation** that ensures eligible activities are captured and quantified so the value can be applied to offset the non-Federal cost share.

- **Volunteer Reception Center (VRC)** – A VRC can be a physical location or a virtual site depending on the disaster.
  - » VRC handles **registration** of unaffiliated volunteers, conducts **background checks** and skills assessments, and badging or wrist banding procedures.
  - » Volunteer **requests** and **referrals** (assignments) are coordinated out of the VRC.
  - » VRCs also provide briefings on **documentation protocols** and other critical information, including volunteer **check-in / check-out** procedures and timekeeping protocols which generally include turning in **time sheets** at the **end of each shift**.

In addition to gathering the required documentation through the VRC, the data can also be collected directly from **volunteer organizations**.

- » At the Parish's request, GOHSEP can provide a **liaison** to interact with volunteer organizations and assist with documentation collection.

- **Whole Community** – Describes individuals and communities, the private and nonprofit sectors, faith-based organizations, and all levels of government (local, regional/metropolitan, State, Tribal, territorial, insular area and Federal). *Whole community* is defined in the *National Preparedness Goal* as “a focus on enabling the participation in national preparedness activities of a **wider range of players** from the private and nonprofit sectors, including nongovernmental organizations and the general public, in conjunction with the participation of all levels of government in order to foster better coordination and working relationships.”



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# INTRODUCTION TO THIS TOOLBOX

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VO<sup>L</sup>UNTEER+  
DONATED  
RESOURCES  
TOOLBOX

REVISED: FEBRUARY 2020

# INTRODUCTION TO THIS TOOLBOX

Volunteer and donated resources are valuable supplements to emergency and disaster response and recovery efforts. This ToolBox helps you learn how to harness and maximize those contributions.

## Power of Volunteers + Donations

Recent news coverage shows the power of friends helping friends, neighbors helping neighbors and strangers helping strangers when communities are confronted with catastrophic emergencies or disasters.

Spontaneous offers of help during an emergency or disaster are becoming more frequent as communities are responding to what sometimes feels like an *increasing* number of incidents.

Volunteers – both those **trained** and **affiliated** with a nonprofit, a response partner or other relevant entities, and those **not affiliated**, acting on *their own will* come forward, sending donations of goods, services, supplies, materials and equipment.

Volunteers and donations bring **valuable assets, skills, manpower, goods and services** to **supplement** emergency or disaster response and recovery.

However, Emergency Managers can be **overwhelmed** when considering how to manage, deploy, supervise and document volunteer time and donations, especially from **unaffiliated** (or spontaneous) **volunteers** and **unsolicited donations**. This creates a strong argument for **planning - pre-event** – on how volunteers will be channeled to where their skills are best suited so they are maximally efficient, and how unsolicited donations will be received, warehoused and distributed to those who need them.


Further because many unaffiliated volunteers lack formal emergency and disaster response and recovery training, there is understandable concern among emergency management professionals when considering unaffiliated volunteers as a resource.

The value of volunteer and donated resources may *save* your organization and the State **MILLIONS** and sometimes **BILLIONS** of dollars!  
Learn how by using this ToolBox.



## Should Unaffiliated Volunteers + Unsolicited Donations be Turned Away? We Believe the Answer is NO!

Here's why . . .

- Volunteer and donated resources **are a valuable supplement** to other response and recovery resources.
- When properly documented – the **value** of *each* eligible activity and *all* eligible donated supplies, materials and/or pieces of equipment **can be applied to offset** (reduce) the **non-Federal cost share** of  **FEMA Public Assistance (PA) Grants.**

Local and State authorities should consider developing a plan to effectively use volunteers and donations to take advantage of the resources offered **without hindering emergency response professionals** in their work.

**It is a big task.**

For example, after Hurricane Katrina struck New Orleans in 2005, more than **8,000 unaffiliated and spontaneous volunteers** registered in the **first 24 hours**. In our neighboring state of Texas, over the course of the Harris County emergency operations, volunteer coordinators received an average of **3,500 spontaneous volunteer registrations each day**. American Red Cross (ARC) alone used **50,000 spontaneous volunteers**.

[SOURCES: U.S. Department of Homeland Security (DHS), *Good Story: Harris County, Texas Citizen Corps' Response to Hurricane Katrina*, *Lessons Learned Information Sharing* (LLIS) database, 17 November 2005 and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs.]

## Challenge

Providing for the **coordination** and **management** of volunteer resources is challenging. Roles and responsibilities for managing and documenting volunteer time and donated resources need to be identified *pre-disaster*, ensuring capacity and capability to undertake those roles in the event of an incident.

Before an emergency or disaster occurs, consider *who* will be **responsible** for managing unaffiliated volunteers and unsolicited donations, and *who* will ensure proper recordkeeping.

A *unique* challenge is working with **unaffiliated volunteers** who are **first on the scene**. A lot of response work is done by community members who are present or nearby during a disaster. They often initiate and perform critical activities, such as search and rescue and first-aid, bringing equipment, supplies and materials with them. These individuals are unlikely to view themselves as spontaneous volunteers; they are more likely to think of themselves as good Samaritans or simply responsible community members.

**Clearly a process and a plan are needed.**

Processes and plans help ensure effective delivery of needed support. They also help ensure time and donations are captured and quantified.

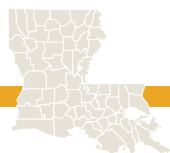
While the task of plan development is *beyond* the scope of this publication, **we offer guidance** for capturing and quantifying volunteer and donated resources and high-level tips, discussion, SAMPLE job aids and more for those who want to consider developing a plan. (See **Section III + Section IV + APPENDICES**)

## Purpose of this ToolBox

**GOHSEP encourages the strategic use of volunteers and the management and distribution of unsolicited donations.**

We offer a proposed process that is **scalable** to any emergency or disaster to **capture** and **quantify** eligible volunteer work and donations.

This publication is intended to be a **high-level view** of volunteer and donated resources management, issues and challenges to inform future planning to provide **Best Practice** guidance and so that volunteer services and donated resources can be applied to offsetting the non-Federal share of FEMA public assistance when the disaster event is presidentially declared.





## Scope of the ToolBox

This ToolBox . . .

- Articulates a **process** for identifying, capturing, quantifying, documenting and establishing the value of volunteer hours and donated resources including supplies, materials and equipment.
- Includes **SAMPLE data collection forms**, instructions on how to complete those forms and submit to FEMA so the value of eligible activities and goods and services can be applied to **offsetting the non-Federal cost share**.
- Provides **communications tools** to support outreach and stakeholder education initiatives.
- Offers advice on establishing a Volunteer Reception Center (VRC).
- Contains **SAMPLE job aids**, including badging, wrist bands, banners, directional signage and other creative – and ordering instructions – along with instructions to volunteers, registration staff, request and referral forms and **more**.
- Provides **planning tips** for those who want to consider fully developing a local *Volunteer + Donated Resources Comprehensive MANAGEMENT Plan*.
- And MORE!

## Intended Audiences

- Local, State and Tribal Authorities
- Parish Offices of Homeland Security and Emergency Preparedness (OHSEP)
- FEMA Public Assistance (PA) Grant Subrecipients (Applicants)
- Emergency Managers
- Emergency Response and Public Safety Stakeholders
- Nonprofits Involved in Response and Recovery
- Other Response and Recovery Professionals

## Inquiries + Thanks

Requests and inquiries concerning reproduction of this publication should be addressed to: [gohseplegal@la.gov](mailto:gohseplegal@la.gov).

This document was produced with the help of all those who **participated** in Focus Groups, 1-on-1 meetings, and provided feedback at workshops and during Pilot initiatives. Other participants include:

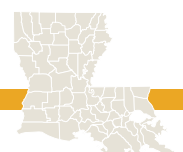
- **Louisiana Department of Health and Hospitals** (LDHH)
- **Louisiana Association of United Ways** (LAUW)
- **Volunteer Louisiana**
- **Parish OHSEP Directors**
- **Other Recovery Stakeholders**

## Disclaimer

This document is intended to provide guidance on opportunities to identify, capture and quantify eligible volunteer work, goods and materials, and donated equipment for the purpose of offsetting the Federal cost share of FEMA Public Assistance (PA) grants. It does not, and is not, intended to address all volunteer and donated resources documentation issues a Subrecipient (Applicant) may face.

It is the Subrecipient's (Applicant's) responsibility to ensure that all Federal regulations are followed to successfully capture and apply volunteer and donated resources to offset the non-Federal cost share.

The State (of Louisiana) accepts no responsibility for the accuracy or completeness of any material contained in this publication. Additionally, the State disclaims all liability to any person in reliance, whether wholly or partially, upon any information presented in this publication. The material contained in this publication does not necessarily represent the views of the State.



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# I. VOLUNTEER + DONATED RESOURCES — WHY BOTHER?

**VOLUNTEER +  
DONATED  
RESOURCES  
TOOLBOX**

I. VOLUNTEER + DONATED RESOURCES — WHY BOTHER?

# I. OVERVIEW: VOLUNTEER + DONATED RESOURCES – WHY BOTHER?

Volunteer and donated resources supplement existing local, State, Tribal and Federal response and recovery resources. Value can be applied to offsetting (*reducing*) the local non-Federal cost share.

## Supplementing Local Resources

Emergency management relies heavily on the volunteer sector.


Many traditional response organizations likely prefer to operate with highly trained people who know and follow their organization's prescribed procedures. However, when responding to a major event, even seasoned responders sometimes find themselves shorthanded and unable to meet community needs.

To meet their needs in the aftermath of an emergency or disaster, especially a large-scale event, individuals and organizations often donate resources – **equipment, supplies, materials** and/or **volunteer labor** – to assist with response recovery activities.

Volunteers provide outreach and care, which first responders engaged in saving lives cannot always do. Donations are not only valuable in and of themselves, they demonstrate concern and compassion for those impacted by an event.

## Offsetting the Non-Federal Cost Share

Importantly, the **value** of eligible **volunteer participation** and **donated resources** can be applied to offsetting the **non-Federal** share of **FEMA Public Assistance (PA)** grants saving millions and even billions of dollars.

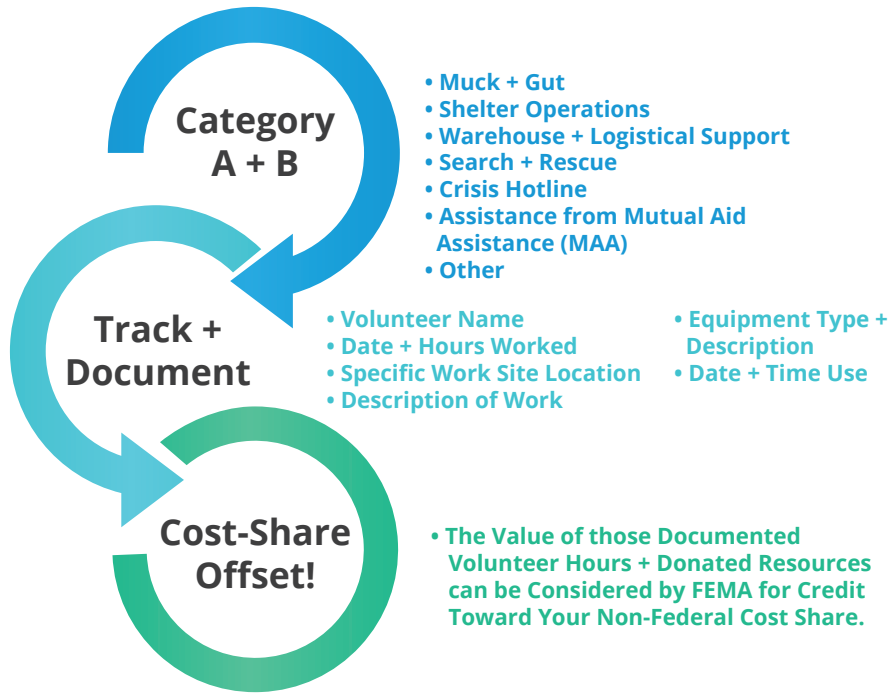
Properly captured and quantified, volunteer and donated resources can offset portions of the non-Federal cost share of  FEMA Public Assistance (PA) grants.

### VOLUNTEER + DONATED RESOURCES SUPPLEMENT THE CAPABILITIES OF LOCAL + STATE + TRIBAL + THE NATIONAL GOVERNMENT


- *Presidential Policy Directive 8: National Preparedness* (PPD-8) states that effective response to natural and man-made disasters is an “**all-of-Nation**” approach that leverages **all available capabilities** in a coordinated and efficient way.
- FEMA established the **whole community** approach to disaster response and recovery to incorporate capabilities of the entire community, including the private-sector, individual and nonprofit resources, *beyond* traditional, government-centric disaster management.
- **Non-governmental organizations** (NGOs) include faith-based, nonprofit groups, civic and fraternal organizations, private-sector entities, and individuals possessing knowledge, assets, skills, goods and services in response to an emergency or disaster that the government cannot provide.



**EXAMPLES OF ELLIGIBLE ACTIVITIES FOR OFFSETTING**



## What is the Non-Federal Cost Share?

Federal assistance for a declared emergency or major disaster generally requires the recipient of Federal assistance – also called Subrecipient (Applicant) – to provide a **local match**. That match is called the non-Federal cost share OR cost-sharing for a portion of the total assistance received. All projects approved under the  **FEMA** Public Assistance (PA) Program are subject to cost sharing. The local match is typically 25 percent of the total eligible cost. The Federal share is not less than 75 percent of the same.

## What is the Offset?

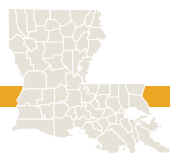
FEMA allows individuals and organizations to donate resources to assist with response and recovery activities. Donated resources can include **donated equipment, goods, materials or labor**.

FEMA **does NOT** provide FEMA PA funding for donated resources. However, Subrecipients may use the **value** of donated resources to offset (*reduce*) the Subrecipient's non-Federal cost share of its eligible **Emergency Work** – Category A and B – and **Direct Federal Assistance** (DFA).

The offset can also include assistance provided through a *Mutual Aid Agreement* (MAA) provided there was NO COST to the Subrecipient.

There are other **requirements** that must be met for volunteer time and donated supplies, materials, goods and services to apply to the offset. Those are discussed in more detail in Section II of this publication.

[**SOURCES:** 44 CFR 206.203(b) + *FEMA Public Assistance Program and Policy Guide* (PAPPG) FP 104-009-2 / April 2017, page 36-37]



# Affiliated + Unaffiliated Types of Volunteers + Donors

## Affiliated Volunteers

Affiliated volunteers are those that are affiliated with – or connected to – an **established organization** and **trained** for specific disaster response activities.



In many areas, Voluntary Agencies (VOLAGs) train, assign and document volunteer time and donated resources. For example, larger nonprofits and/or NGOs like United Way and/or the American Red Cross (ARC) or the Salvation Army solicit and train volunteers.

[SOURCE: *The Synergy of Structure and Good Intentions* (produced by the UPS Foundation) and found at: [fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf](https://www.fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf)]

## Unaffiliated Volunteers

Unaffiliated volunteers (also called spontaneous volunteers) are individuals or groups of people who seek or offer their assistance during and/or after an event, and who are **not affiliated** or **associated** with a recognized disaster

response agency, nonprofit or other relevant entity or with any part of the existing official emergency management response and recovery system. They **may or may not** have **relevant training, skills** or **experience**.

Appropriateness of **skills** may be an issue.

Some may possess **professional licenses** or **registrations**, and **pass background checks** while others may not. Credibility of skills can also be an issue.

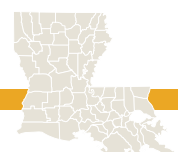
## Casual Volunteers + Donors

Casual volunteers and donors are sometimes thought of as a subset of unaffiliated volunteers. They typically include Individuals or groups of people who undergo checks and training in *advance* of an emergency, but remain otherwise unaffiliated with the existing official emergency management response and recovery system. They may be part of a business or professional group and/or highly skilled professional service providers.

Volunteers can typically be thought of in **four (4) broad categories** and identified as either **within the impacted area** or coming from **outside of the area**. Unsolicited donors can be thought of in similar categories. See chart below.

AFFILIATED + NON-AFFILIATED VOLUNTEERS + DONORS		
CATEGORIES	DEFINED AS	IN- OR OUT-OF-AREA
<b>AFFILIATED VOLUNTEER OR DONOR</b>	Those who are <b>affiliated</b> with a nonprofit or other emergency or disaster response entity and generally have been <b>trained</b> .	<b>Within</b> or <b>from outside</b> of the impacted area.
<b>UNAFFILIATED (SPONTANEOUS) VOLUNTEER OR DONOR</b>	Those <b>unaffiliated</b> with a nonprofit or other emergency or disaster response entity.	<b>Within</b> or <b>from outside</b> of the impacted area.
<b>CASUAL VOLUNTEER OR DONOR</b>	Those who are a part of a <b>business or professional organization</b> and offer specialized services usually in the event of a large or catastrophic incident can be affiliated or non-affiliated.	<b>Within</b> or <b>from outside</b> of the impacted area.
<b>PROFESSIONAL VOLUNTEER</b>	<b>Skilled</b> and <b>trained</b> but previously <b>unaffiliated</b> .	<b>Outside</b> of the impacted area.

[SOURCE: *Managing Spontaneous Volunteers in Emergencies: Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs]



## Examples – Value of Volunteer + Donated Resources Offsetting the Non-Federal Cost Share – Florida + Joplin + Louisiana

While the value of volunteer and donated resources is significant in **offsetting the non-Federal share**, as the examples below demonstrate, benefits go **beyond** supplementing local resources.



### FLORIDA

Two (2) Florida counties demonstrated it is *extremely* cost-effective to harness volunteer and donated resources. When an F-4 tornado ripped through Osceola, Orange and Seminole Counties in February 1998, tearing apart homes, businesses and lives, calls from people offering assistance immediately poured in.

As Osceola County’s professional responders and trained, affiliated volunteers rescued survivors and tried to protect property from further damage, several county employees began to set up a **volunteer intake and dispatch center** to handle the unaffiliated volunteers offering to help.

More than **3,100 unaffiliated volunteers** registered in just a few weeks. Hundreds more helped during the first few days, but were never registered.

Nearly 1,000 of these volunteers were residents of Osceola County; more than 1,700 were from elsewhere in Florida. Nearly 400 were from out of state. They included individuals and families, groups from 38 churches, 10 schools and universities, 45 businesses and 35 other community or civic organizations.

The initial estimate for professional cleanup alone was more than **\$8 MILLION**. The actual cost of cleanup was much less, about **\$1.4 MILLION**, due to the significant efforts of **unaffiliated volunteers**.

Volunteer participation also **shortened** the estimated cleanup time from **90 days** to approximately **55 days**.

The County’s total reimbursement from FEMA was anticipated to be more than **\$2 MILLION**. The documented value of those volunteer hours covered \$240,000 of Osceola’s approximately \$300,000 total match – or **approximately 80% of the non-Federal cost share**.

In Seminole County, the estimate for professional cleanup was **\$1.5 MILLION**. The work contributed by unaffiliated volunteers helped to **bring the cleanup cost down 44% to \$660,000**. Because the Seminole Community Volunteer Program was able to set up its disaster volunteer center almost immediately, sufficient volunteer hours were documented to cover the **entire \$330,000 county match** for the \$2,242,199 Federal assistance provided by FEMA.

[SOURCE: *Unaffiliated Volunteers in Response and Recovery*, Volunteer Florida, The Governor’s Commission on Volunteering and Community Service]



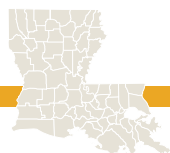
### MISSOURI

In the Joplin, Missouri disaster, more than **102,000** volunteers self-deployed and **610,000** volunteer hours were documented. Twelve thousand (12,000) hours of donated equipment were logged and **\$8.5 MILLION** in goods and services were donated.



AmeriCorps managed the Joplin volunteer and donated resources process and documentation.

AmeriCorps documented **\$17.7 MILLION** in offsets to the non-Federal cost share.





**LOUISIANA**



In comparison to the stories above, Louisiana has an even *more* compelling reason to capture and quantify volunteer and donated resources.

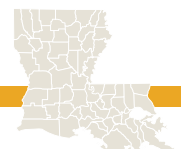
The amount of **Emergency Work** (Category A and B) done in Louisiana since 2005 (including Hurricanes Katrina and Rita) is approximately **\$4.6 BILLION**. The amount of the non-Federal cost share since 2005 is approximately **\$1.1 BILLION**.

Louisiana is currently writing a cost share offset *Project Worksheet* (PW) based on volunteer data from the August 2016 floods. This will provide **MILLIONS** in offsets.

How much more can we save if we aggressively organize – at *every* level – our efforts to maximize and document volunteer and donated resources?

**EXAMPLES OF THE VALUE OF VOLUNTEERS + DONATED RESOURCES (V+DR) TO THE OFFSET**

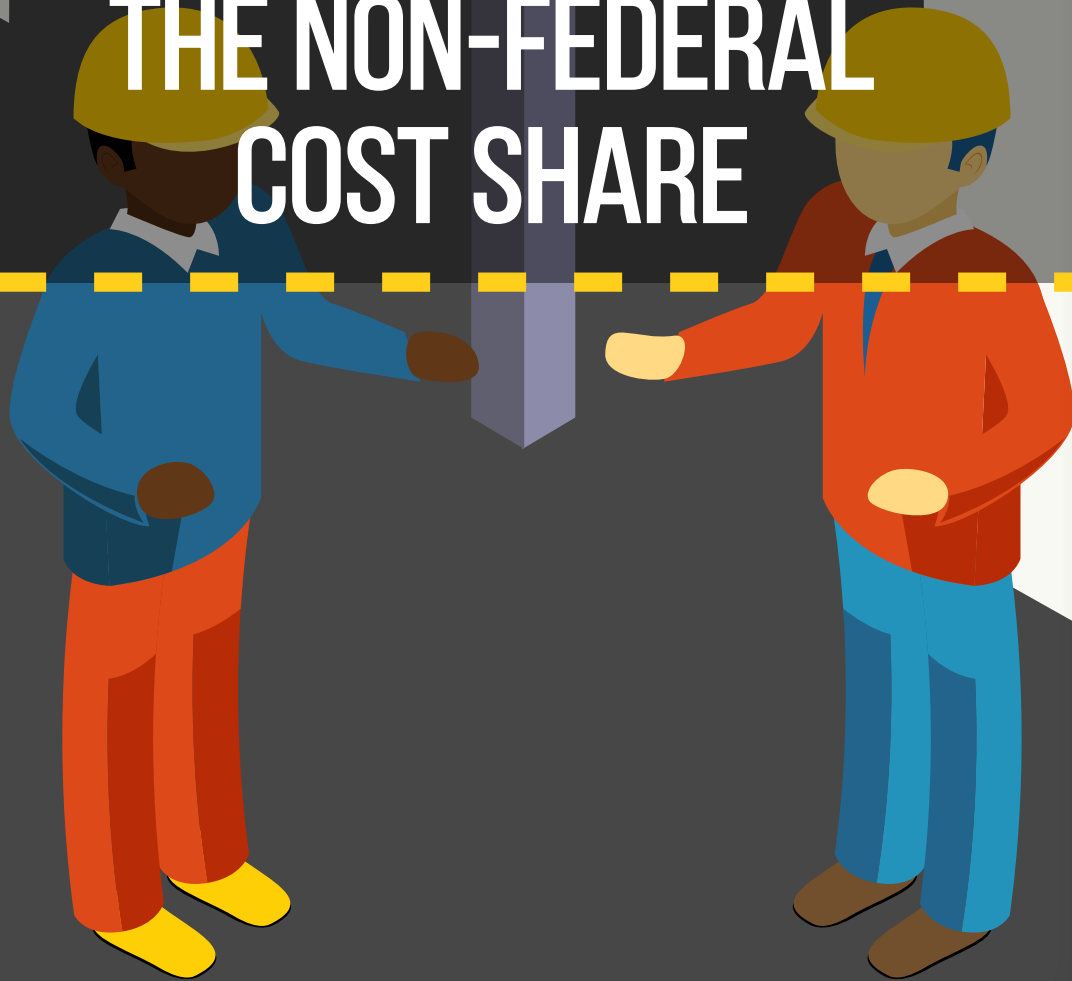
 <b>FLORIDA</b>	 <b>Missouri</b>	 <b>LOUISIANA</b>
<p><b>3,100 unaffiliated volunteers.</b></p> <p><b>Osceola County</b></p> <ul style="list-style-type: none"> <li>✓ Saved <b>\$6.6 MILLION</b> in tax payer dollars in cleanup costs.</li> <li>✓ Saved <b>35 cleanup days.</b></li> </ul>	<p><b>City of Joplin</b></p> <ul style="list-style-type: none"> <li>✓ 102,000 volunteers.</li> <li>✓ 610,000 volunteer hours.</li> <li>✓ 12,000 hours of donated equipment.</li> <li>✓ <b>\$8.5 MILLION</b> donated goods + services.</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>\$4.666 BILLION</b> Category A + B work.</li> <li>✓ <b>\$1.166 BILLION</b> non-Federal cost share.</li> </ul>
<p>Covered almost <b>80% of the non-Federal cost share.</b></p> <p><b>Seminole County</b></p> <ul style="list-style-type: none"> <li>✓ Saved <b>\$865 THOUSAND</b> in tax payer dollars in cleanup costs.</li> </ul>		
<p>Covered <b>100%</b> of the <b>non-Federal cost share.</b></p>	<p><b>\$17.7 MILLION</b> in offset.</p>	<p>OFFSET: <b>\$11 MILLION</b> so far . . .</p>





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## II. OFFSETTING THE NON-FEDERAL COST SHARE




**VO~~L~~UNTEER+  
DONATED  
RESOURCES  
TOOLBOX**

## II. OFFSETTING THE NON-FEDERAL COST SHARE

Eligible volunteer and donated resources can be applied to offset (*reduce*) the non-Federal cost share. Here’s how.

### Understanding the Offset

As noted previously, FEMA has determined that the value of volunteer hours and donation of goods, services, supplies and materials may be **credited** to offset (*reduce*) a portion or all of the non-Federal cost share of a  FEMA Public Assistance (PA) grant. These are the requirements:

- Donated resources may include **volunteer labor, donated equipment, goods and materials.**
- These “in-kind” donations must come from a **third-party** organization or individual that has no obligation to the Subrecipient (Applicant).
- They are limited to **eligible Emergency Work** – Category A (Emergency Protective Measures) and Category B (Debris).
- The eligible work must also be the **legal responsibility** of the Subrecipient (Applicant) and must be *essential* to meeting *immediate* threats to life and property resulting from a major disaster.

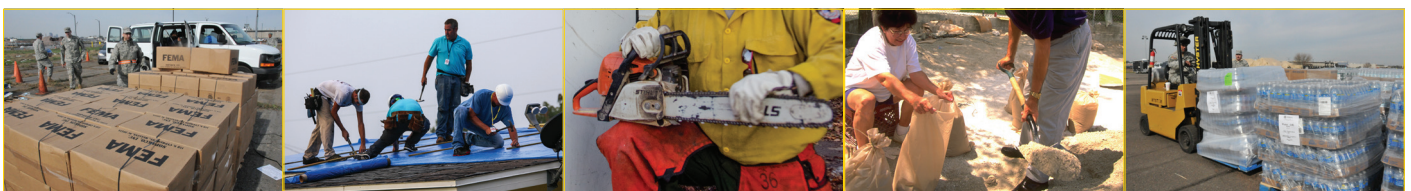
The Subrecipient (Applicant) may apply the offset **if all** of the following conditions are met:

- Work provided through *Mutual Aid Agreement (MAA)* is **eligible**, provided there is NO COST to the Subrecipient (Applicant).
- Resources and work performed are **tracked and documented.**

[SOURCE: FEMA Donated Resources Criteria for Public Assistance.]

What you need to know about...

- **Capturing + quantifying + documenting** volunteer and donated resources.
- **Applying the value of eligible** volunteer and donated resources to the non-Federal cost share.



EXAMPLES OF VOLUNTEER AND DONATED RESOURCES.



## EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

- Removing eligible debris from public property.
- Filling and placing sandbags.
- Muck, gut and mold work.
- Warehouse and logistical support.
- Supply distribution.
- Shelter and feeding operations.
- Donating equipment to raise or reinforce a levee.
- Donating equipment to clear Parish or City road right-of-way debris.
- Donating chainsaws to cut fallen trees blocking a public hospital drive.
- Donating materials such as dirt, rock, sand and materials associated with flood-fighting activities.
- Search and rescue when part of an organized search and rescue operation.
- Professional safety inspections.
- Donated equipment may also be Subrecipient (Applicant)-owned equipment – called Force Account Equipment or FAE.
  - » It may include permanently mounted generators and is based on hourly equipment rates or may be based on mileage for vehicles if the mileage is documented and is less costly than hourly rates.

## EXAMPLES OF INELIGIBLE ACTIVITIES + DONATIONS

- Debris removal on private property EXCEPT if *Private Property Debris Removal* (PPDR) policy is approved by the Federal Coordinating Office (FCO) for the disaster in the designated area.
- Feeding volunteers doing ineligible work.
- Volunteer firefighters working within their own districts.
- Emergency repairs to private property.
- Unapproved donation warehouse and Points of Distribution (POD) activities.

[SOURCE: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

If in doubt about eligible activities and/or donations, **document anyway**. It is better to over document rather than under.

## More to Know About the Offset

- FEMA considers **unpaid individuals** who volunteer their labor to a Subrecipient (Applicant) to be a **third party** IF they are officially members or employees of the Subrecipient (Applicant) organization.
- Resources donated by an organization that normally provides the same resources under its mission are eligible as an offset provided the **organization is NOT Federally funded**.
- Resources donated by a **Federal agency** funded through a Federal award, or from another Federally funded source are **NOT eligible** as an offset.
- Donated resources may **NOT** be used to offset the non-Federal cost share if the resources were used for **ineligible Emergency Work OR Permanent Work**.
- FEMA prepares the donated resources *Project Worksheet* (PW) separate from Emergency Work projects and **obligates** the donated resource project AFTER it obligates ALL of the Subrecipient's (Applicant's) Emergency Work projects.
- FEMA applies the cost share to the total value of donated resources.

[SOURCE: 2 CFR 200.434(d) + 2 CFR § 200.306(b)(5) + FEMA PAPPG]

## Documentation Requirements

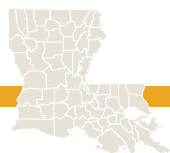
Volunteer and donated resources must be properly **documented** so the **value** of volunteer hours and donated goods, services, materials and equipment can be considered by FEMA for cost-share offset.

[SOURCE: FEMA Donated Resources Criteria for Public Assistance.]

All volunteer hours, materials, supplies, goods and services, and equipment must be documented by a **local public official** or person designated by a local public official.

**Documenting** eligible volunteer time and donations needs to generally:

- **Capture** time, activity and donations received.
- **Quantify** time, activity and donations received (how much of what).
- **Document** (who, what, when, where).
- Determine **value** (worth of the donation).
- Be submitted to FEMA.



**GENERALLY, DOCUMENTATION MUST INCLUDE . . .**

- **Volunteer Labor**
  - » Volunteer’s full name, date, hours worked, specific work site location and a detailed description of work performed (e.g., removed debris, served food at a shelter, distributed water or ice, etc.).
- **Donated Equipment**
  - » Type of equipment and description (to include size, capacity, horsepower and make and model as applicable).
  - » Operator’s name, date, hours and miles (if applicable).
  - » Equipment time must match to an operator, location of work performed and time worked.
- **Donated Goods + Materials**
  - » Vendor, description of material, usage of material, quantity, price and date received.
- **Logistical Support**
  - » Expenses Incurred in identifying, documenting and submitting volunteer and donated resources that are eligible to offset the non-Federal cost share.

FEMA has identified what it **needs to know** to assign, value and apply volunteer and donated resources to the offset. However, there are NO unique forms that address those needs.

To facilitate the **specific documentation requirements** for each of the **three (3) types** of donations made –

- **Volunteer hours** (including those for logistical support);
- Donated **goods and materials** (including services and supplies);
- Donated **equipment**,

we have taken the forms currently used in the FEMA PA reimbursement process and adapted them for use in this effort.

**SAMPLE Documentation Forms for each can be found in APPENDIX 1 of this publication.**

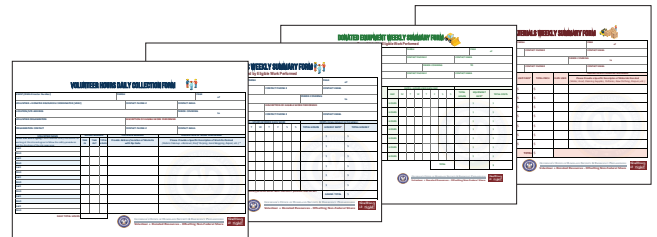
**Role of Nonprofits + NGOs in Documentation Efforts**

Documentation requirements for nonprofit and non-governmental organizations (NGOs) are the **same** as those for unaffiliated volunteers and unsolicited donations identified and discussed above. Most organizations and agencies have different database systems. However, the information needed is typically already gathered by the organization on a regular basis.

- Just like the documentation discussed in **Steps 1 – 6** in Section IV – JOB AID: SIX (6) STEPS FOR OFFSETTING THE NON-FEDERAL COST SHARE, we suggest nonprofits and NGOs use the **universal forms** included in APPENDIX 1 of this publication. **These forms should be utilized for all future disasters and will meet both FEMA and State documentation requirements.**

This ToolBox provides two (2) universal forms for capturing volunteer hours, one (1) form for capturing donated equipment and one (1) form for capturing donated goods and materials.

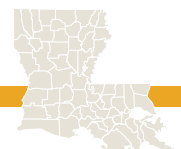
- *Volunteer Hours Daily Collection Form*
- *Volunteer Hours Weekly Summary Form*
- *Weekly Donated Equipment Summary Form*
  - » *FEMA’s Schedule of Equipment Rates*
- *Weekly Donated Supplies + Materials Summary Form*



SAMPLE DATA COLLECTION FORMS

**Collaboration + Communication**

**Collaboration** and **communication** between volunteer organizations and the Parishes is *essential*. The local Parish cannot support the volunteer organization if they do not know who is operating in their jurisdiction, where they are volunteering, or what activities they are performing.



Conversely, volunteers make the largest impact when the Parish government communicates the **needs** of the disaster:

- **What** donated goods are needed;
- **Where** to donate;
- **What** volunteer **activities** are needed;
- **Where** volunteers are needed.

Louisiana has an **immunity statute** for volunteers, but *only* if they collaborate with, and organize their efforts under, the **local government**. [SOURCE: La. R.S. 29:735 Et. Seq.]


GOHSEP is working on legislation that will support reimbursement, resource sharing and provide other **benefits** to volunteer organizations if they **coordinate** with the **Parish** and/or **State**.

## SAMPLE LISTING OF NONPROFITS + NON-GOVERNMENTAL ORGANIZATIONS (NGOs)

### Major

- 211 
- American Red Cross 
- American Society for the Prevention of Cruelty to Animals (ASPCA) 
- AmeriCorps 
- Humane Society 
- National Council of Churches 
- Professional groups + associations 
- Private-sector companies that provide essential support (e.g., big box stores, utility companies, cellular companies, etc.) 
- Salvation Army 
- United Way 
- National Voluntary Organizations Active in Disasters (VOAD) and Louisiana Voluntary Organizations Active in Disasters (LAVOAD) 
- Others

### Smaller

- Citizen Corps 
- Individuals
- Local faith-based organizations
- Local civic organizations
- Others

## Candidates for Managing Volunteer + Donated Resources

There are several “**candidates**” suitable to take on the responsibilities of managing, deploying, documenting and accounting for volunteer and donated resources.

Every community will find that it has at least one (1) organization whose non-disaster mission and position in the community make it a **logical organization** to coordinate the **multi-agency utilization** of unaffiliated volunteers and management of donated resources. It will not necessarily be the same agency or the same kind of agency in every Parish.

While there are a number of groups or organizations, including local and State authorities who are suitable to taking on this role, this publication envisions the management, documentation and quantification of volunteer and donated resources at the **Parish** and **Subrecipient level**.

## Staffing the Roles of the Volunteer + Donated Resources Coordinator (VDRC) + Organization Contact

The **success** of the documentation effort relies heavily on the availability of what we call a **Volunteer + Donated Resources Coordinator (VDRC) and Organization Contact**. (See Roles + Responsibilities Matrix in Appendix 2 - Planning + Communications)

**Both positions** can be staffed **physically** (in-person) or **virtually**.

## Volunteer + Donated Resources Coordinator (VDRC)

The VDRC has a **comprehensive role** *before, during* and *after* an emergency or disaster. The scope of his/her role needs to be **agreed upon** by the relevant authorities managing the emergency or disaster. His/her role is critical to the **documentation** effort to capture and quantify volunteer and donated resources. The VDRC will also work



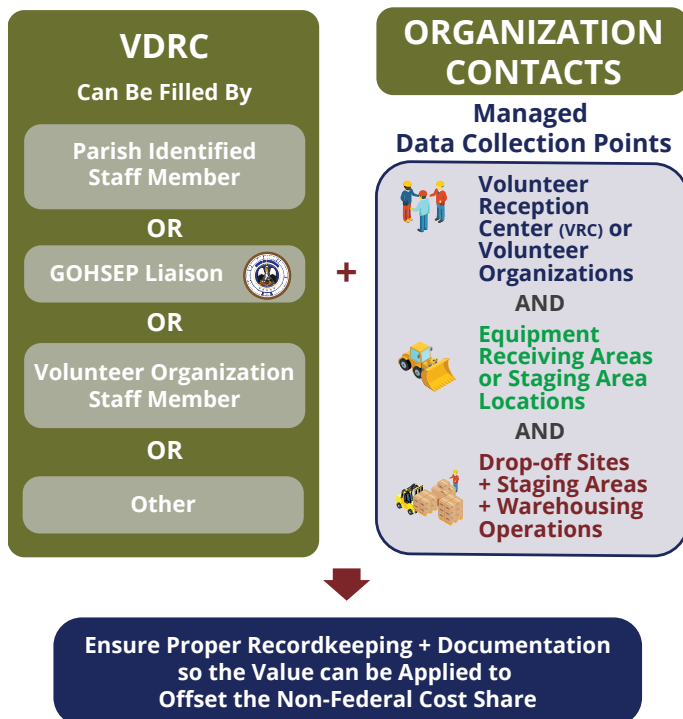
with local volunteer groups to capture volunteer and donated resources data.

Preferably the VDRC has **experience** in managing and documenting volunteers and donations and does **not** have another role within the existing *Emergency Management Plan* (EMP).

There are **three (3) approaches** to filling the VDRC position. The approach taken will depend on the size, location and impact of the emergency or disaster.

1. The **Parish** identifies a **staff member** to fill the role of the VDRC during an emergency or disaster; OR
2. Uses **GOHSEP's** *previously* identified and trained personnel to function as a VDRC during a disaster. This liaison will be deployed to the most impacted Parishes. **AmeriCorps** may also provide Coordinators when needed; OR
3. A **volunteer organization** identifies and provides a person(s) to fill the role of the VDRC and works with the Parish Office of Homeland Security and Emergency Preparedness (OHSEP).

## VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC) + ORGANIZATION CONTACT POSITIONS



The VDRC can be identified at the outset of an incident – or better yet identified and trained *prior* to a disaster.

The VDRC's role is envisioned to:

- **Manage** the overall volunteer and donated resources program.
- Ensure receipt of **Documentation Forms** from the Organization Contact (see below).
- **Document** and **quantify** the value of volunteer and donated resources eligible towards offsetting the non-Federal cost share.

The VDRC – working with designated Organization Contacts – is responsible for ensuring **proper recordkeeping** and **documentation** that ensures *eligible* activities are captured and quantified so the value can be applied to offset the non-Federal cost share.

### Organization Contact

The position of **Organization Contact** is envisioned to ensure Documentation Forms that document volunteers and donated resources are completed by their agency or organization and submitted to the VDRC.

Organization Contacts are responsible for working with the VDRC to ensure **eligible activities** are captured on the Documentation Forms.

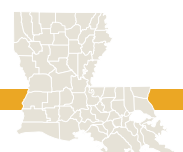
Organization Contacts are designated to **manage** data collection **at the site of activity** for each of the following activities:

- Volunteer hours (including logistical support) and **eligible** work performed.
- Donated equipment and **eligible** use.
- Donated **goods** and **materials**.

### Scalability

Depending on the **size** and **scale** of the emergency or disaster, you may need:

- **One (1)** or more people assigned to the duties of **VDRC**.
- **Three (3)** or more **Organization Contacts**. One (1) for each of the data collection points.



The Organization Contact is the liaison from field activities through the VDRC to recovery management and leadership. Depending upon the **size** of the emergency or disaster, one (1) person may be sufficient to monitor, collect and summarize required data from **several** drop-off points, warehousing areas and/or multiple equipment receiving and deployment areas. **In larger disasters more VDRCs may be needed.**

## Submitting Documentation to FEMA to Write Offset Project Worksheet (PW)

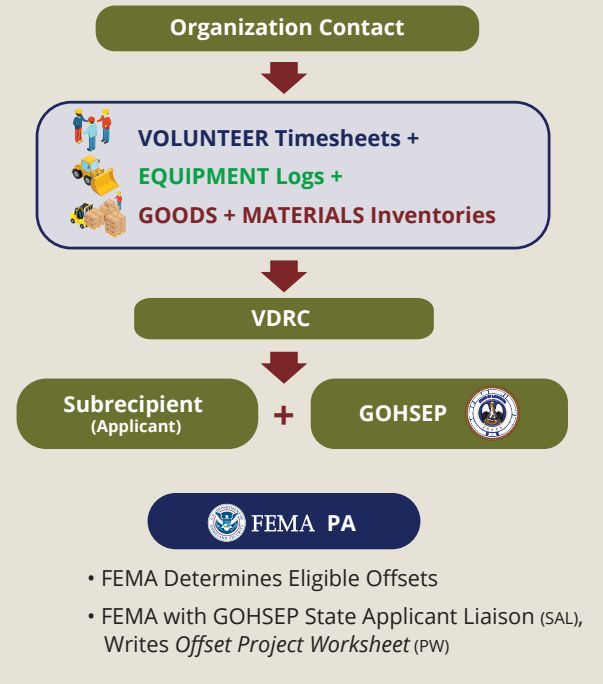
The **Organization Contact** ensures the Documentation Forms are completed from the data collection points and the needed documentation captured. He/she will then submit the data collection forms to the **VDRC**. The **VDRC** takes the information from the forms to produce *Weekly Reports* to keep the Subrecipient and GOHSEP up-to-date with **needed** donated resources.

At the end of an emergency or disaster, the **VDRC** produces a *Summary Disaster Report* that he/she then sends to the Subrecipient and GOHSEP for review.

Once both parties have approved the information, the **GOHSEP STATE APPLICANT LIAISON** (SAL) forwards it alongside a **DRAFT PW** for FEMA.

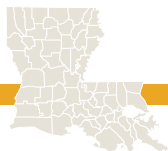
**FEMA**, along with the GOHSEP SAL writes the *Offset Project Worksheet (PW)*. **FEMA PUBLIC ASSISTANCE (PA)** determines **final eligible offsets.**

### DOCUMENTATION SUBMISSION PROCESS FOR OFFSET PROJECT WORKSHEET (PW)



## Role of Technology

All data collection forms are created to be editable and compatible with **Microsoft Excel** and **Adobe PDF**. They can be found on the GOHSEP website ([gohsep.la.gov](http://gohsep.la.gov)) and accessed through desktops, mobile devices and tablets with compatible software. GOHSEP will also ensure accessibility through the GOHSEP app.





# III. GETTING STARTED ...

**VO<sup>L</sup>UNTEER+  
DONATED  
RESOURCES  
TOOLBOX**

**EQUIP**

III. GETTING STARTED ...



### III. GETTING STARTED . . .

The spontaneous nature of individual volunteering and unsolicited donations is inevitable.

#### First You Need a Plan

There is more than documentation at stake. It is beyond the scope of this ToolBox to fully develop a local plan. Instead this section focuses on a **100K-foot view of plan development**, offers **tips** and identifies **tools** to help local authorities develop their own plan to meet the *unique* needs of their community. Redundancy with prior sections of this ToolBox are **intentional** so this section can be used as a stand alone job aid.

**Voluntary** and **charitable organizations** are typically – but not always – the primary recipients, managers and distributors of donated goods, materials, and services.

**Local authorities** however, have the ultimate responsibility for managing disaster response and recovery. Local authorities may receive and distribute donated goods and materials and are **encouraged** to engage in the donations management process.

**GOHSEP encourages** local authorities to develop a comprehensive **local Volunteer + Donated Resources MANAGEMENT Plan and annex it to the Emergency Operations Plan (EOP)**. Emergency Management Professionals (EMPs) – alongside planning – help to ensure the **best use** of volunteer time and donated resources. They offer sound management practices and systems to address registering, organizing, managing and overseeing of “all things” related to volunteer and donated resources, including but *not limited* to **documentation**.

Planning efforts should include the **whole community** concept. It should incorporate non-governmental organizations (NGOs), private-sector individuals and organizations, nonprofits and faith-based organizations and planning jurisdictions. It should consider inclusion of volunteers and donated materials and goods. When the emergency or disaster is Presidentially declared to receive Federal assistance, local and State organizations also rely on Federal partners.

The offset resulting from the capture + quantification + documentation + establishing value of volunteer and donated resources can mean significant savings to local and state governments and other subrecipients of FEMA Public Assistance (PA) grants. Plan ahead to maximize those resources.



WHOLE COMMUNITY PLANNING – PARTNERSHIPS AT EVERY LEVEL ARE SUPPORTED BY STATE AND FEDERAL AUTHORITIES AND ENCOURAGED THROUGH TWO-WAY COMMUNICATION.



Remember, capturing, quantifying and documenting time, goods, materials and equipment donated to the response and recovery effort is important. Those efforts can identify eligible items to offset the non-Federal cost share of FEMA Public Assistance (PA) Grants.

As previously noted, **offsetting** (*reducing*) the non-Federal cost share is a **powerful motivator** for local involvement.

## Know Your Challenges

### Challenges Specific to VOLUNTEERS

People’s motivation to help in the aftermath of an emergency or disaster manifests itself through donating goods and services, equipment, supplies and materials, money, and offering physical help.

What we have learned from our experience and from the experience of others is that volunteer time and donations – if not properly managed – can be **overwhelming**, creating an **administrative burden** to the response or recovery effort. That burden sometimes results in volunteers **not connecting** to needed work; OR goods and materials not getting to those who need them; OR equipment not being used by those who can operate it.

Volunteers, especially those that are non-affiliated and self-deploy, may **lack training** or necessary **affiliations** for disaster response, resulting in **lost productivity** for the **volunteer** AND the **first responders** they are supporting.

**Standardization** of operations may also become compromised.



SEARCH AND RESCUE MARKS A DAMAGED HOUSE AFTER SEARCHING FOR VICTIMS OF HURRICANE KATRINA

### BEST PRACTICES – MAXIMIZING VOLUNTEER TIME

- Training, briefings and debriefings along with “buddying” NEW volunteers with experienced staff or experienced volunteers helps ensure *maximum productivity* of both volunteer time and the responders they support.
- Putting volunteers to work **quickly** and providing **ongoing communications**, updates, assignment reviews, briefs and debriefs are essential to a successful and satisfying engagement for both the volunteer and the public safety personnel they are supporting.

For example, Joplin, Missouri created what they called “**Combination**” Teams that included locals and out-of-area volunteers to ensure local processes were followed and to maximize the contribution of volunteers. Out-of-area fire safety volunteers were assigned to local fire stations, as one example of a Combination Team.



COMBINATION TEAMS MAXIMIZE EFFICIENCY AND PRODUCTIVITY

There are also a lot of questions to keep in mind when planning for volunteers: Where do volunteers come from? Are they paid by a third-party organization? If so, who? Where do they reside on the organizational chart? During an event where will they be assigned? Are they trained? Who provides training? What training is provided? Will they require housing? How will their time be accounted for? Who will be responsible for them? (See sidebar for more issues that need to be considered.)

When considering how to manage volunteer resources, there can literally be **hundreds of considerations** to ensuring their contributions are maximally productive to the response effort and the responders they support. When you consider that there could be **thousands of volunteers**,

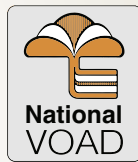


many untrained, self-deployed and possibly unaffiliated, it becomes clear that a **pre-event planning effort is needed**.

### NATIONAL DONATIONS MANAGEMENT NETWORK (NDMN)

**National Donations Management Network (NDMN)** is a web-based system where individuals and the private sector offer their support online to the voluntary organizations that are actively engaged in responding to or recovering from an ongoing disaster.

FEMA works in partnership with the **National Voluntary Organizations Active in Disaster (NVOAD)** and private-sector partners to direct donation offers to voluntary agencies in need as they support the thousands of individuals, families and businesses impacted.



Visit NDMN at [fema.gov/donations](http://fema.gov/donations). Visitors to this site have the option to direct their donation to national level voluntary agencies or directly to the affected States. However, some States manage their own state portals.

For information on the voluntary agencies that play a vital role in disaster response and recovery, visit the NVOAD site at [NVOAD.org](http://NVOAD.org).

### Challenges Specific to DONATED EQUIPMENT

Donated equipment may be delivered to a central equipment yard or staging area and then deployed to other specific locations; OR may be delivered to multiple agencies or organizations.

Donated materials and donated equipment must be **approved** by FEMA.

When equipment is sent directly to law enforcement, Public Works, hospitals, levee sites, etc., rather than a centralized equipment yard, it is **more difficult to track** and **document** activities and equipment usage. For this reason it is **important to use centralized equipment yards**.

### Challenges Specific to DONATED GOODS + MATERIALS

Managing donations of goods and materials is equally challenging and in some cases more so.

Donations will likely come in **one (1) of four (4) ways**:

- **Online**
- **By phone**
- **In person**
- **By mail**

One of the most significant challenges is unsolicited donations given and delivered to a Parish or State **whether or not they are requested or needed**. In large quantities, such donations may significantly challenge the capability and capacities of the jurisdiction to handle and distribute, **wasting valuable resources**.

Because they want to help disaster survivors, well-meaning community members may start a **“drive for donations”** but have no knowledge of what to do when donations are received, where they need to go and how they will be distributed.

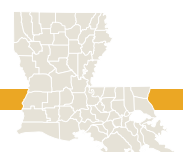
Donations must be **authorized** and **documented** by a local public official or a person designated by the local public official.

### Unsolicited Donations

Many unsolicited donations arrive with minimal packaging and markings. Donations may be packed in boxes, crates, barrels or garbage bags. Some items may be in bins or on pallets. Such goods must be **sorted, repackaged, labeled, temporarily stored** and **then transported** to distribution points to be picked up by disaster survivors.



VOLUNTEERS SORT FOOD AND SUPPLIES AT A DONATIONS CENTER



## WHAT YOUR PLAN NEEDS TO CONSIDER

### UNAFFILIATED VOLUNTEERS

- How many will come?
- When will they arrive?
- Will any have the skills really needed?
- What happens if someone gets hurt?
- Where will they stay?
- Who will feed them and how?
- How will they know where to go?
- How will they know what to do?
- Who will manage them?
- How will the value of their time be determined?
- How will compliant documentation be assured?
- And MORE!

### UNSOLICITED DONATIONS

- What will be donated?
- Will it require special handling? Refrigeration?
- Is it what we need to aid the response and recovery?
- Is it what those impacted by the disaster need – immediately or later?
- Where will donations be collected?
- Where, when and how will donations be warehoused?
- How will value be attached to the various donations that come in?
- How will donations be distributed? When?
- Who will manage the process?
- How will compliant documentation be assured?
- And MORE!

**Disposing** of large quantities of unsolicited goods can be a lengthy and costly process. As a result, local communities may appear to be **ungrateful** because the greater community might not understand why donations went unused.

Donations may arrive in the local area **without warning**, day or night. Drivers will want to know where they should deliver their load and who will unload their vehicles. They typically want their cargo off-loaded quickly to minimize down time.



Donated goods may be offered to local organizations or **simply delivered** to local government, making it difficult and sometimes **impossible** to capture, quantify, document and determine value. Absent those determinations, it is impossible to know whether donations are eligible to offset the non-Federal cost share, representing a significant **lost opportunity** to *reduce* the local share owed.

### Visibility + Transparency + Outreach

The public needs ongoing updates during an emergency or disaster.

Disaster survivors may want and need *immediate* access to donations before they are sorted and ready to be distributed, **OR worse**, believe that donations are not being distributed fairly or at all.

Planning jurisdictions considering **including volunteers** and **donated goods, materials** and **equipment** in *future* emergency response and recovery should consider developing a *Volunteer + Donated Resources MANAGEMENT Plan NOW*, and annexing that Plan to the current *Emergency Operations Plan* (EOP).

## Liability Issues

The use of volunteers may trigger liability issues. Volunteers and program managers tell us that liability is a *significant* concern and a potential **barrier** to volunteer involvement in emergency services.

Liability is defined as **legal responsibility** for one's acts or omissions. It includes diverse concerns:

- Legally imposed **payment of damages** for personal injury or property damage.
- **Penalties** for practicing a profession or trade without the **required license or permit**.
- **Compensation** for lost income and medical **expenses** of an injured volunteer.
- **Damages** for breach of contract.

## Offsetting the Non-Federal Cost Share

Remember, because volunteer and donated resources can be used to **offset** the non-Federal cost share, it



is critical that your plan has a **detailed protocol** for capturing, quantifying, documenting, establishing value and submission of that value to FEMA.

**Volunteer Labor**

Resources, including volunteer labor must be **tracked and documented**. Specifically you must provide:

- Description of the work performed.
- Specific locations where work occurred.
- Hours worked.

The offset for volunteer labor is based on:

- The same straight-time hourly labor rate and fringe benefits, as a **similarly qualified person** in the Subrecipient’s organization who normally performs **similar work**; OR
- A rate consistent with these ordinarily performing the work in the **same labor market** IF the Subrecipient does not have an employee performing similar work.
- Overtime or premium rates do NOT apply.

**Donated Equipment**

Donated equipment rates are determined by FEMA and may be found at [fema.gov/schedule-equipment-rates](http://fema.gov/schedule-equipment-rates) OR in **APPENDIX 1** of this publication.

**Donated Goods + Materials**

The offset for donated goods or materials is based on **current commercial rates** or **fair market values** as established. Rates are **validated** by FEMA based on invoices from *previous* purchases or information available from vendors in the area. [SOURCE: 2 CFR 200.306]

**Volunteer Reception Centers (VRCs)**

In your planning development, consider the value of creating and identifying a Volunteer Reception Center.

As noted in earlier sections of this publication, the **Volunteer Reception Center (VRC)** and unaffiliated volunteers fall under the domain of the **Lt. Governor’s**

**Office – Volunteer Louisiana.** Should a VRC be stood up, **GOHSEP** provides coordination and support.

When VRCs are stood up, VRCs must be staffed. VRCs can be physical or virtual or both.

Activities at VRCs include gathering volunteer information, background checks, needs and skills assessments, volunteer requests, volunteer referrals, training, data collection and more. Because VRCs are typically the heart of the intake system for volunteers, they are a busy place serving **multiple functions**.

**The VOLUNTEER RECEPTION CENTER (VRC) APPENDIX 3 within this publication includes SAMPLE JOB DESCRIPTIONS, a SAMPLE VRC FLOOR PLAN as well as needed forms, documentation and badging, wristbands and signage creative.**

**Staffing + Training + Logistics**

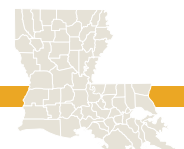
Planning should also call for taining. **Trained VDRCs and Organization Contacts** are needed to **oversee operations** and manage the program, especially data collection needed to document and quantify eligible time worked and eligible work to be applied to the non-Federal cost share.

GOHSEP will conduct **quarterly comprehensive and interactive training** on volunteer and donated resources management and data collection.

**DOCUMENTATION COORDINATORS**

Throughout this publication, we have referred to those positions who are responsible for documentation coordination as the VDRC and Organization Contact.

You may prefer to name these positions differently. It is important to note that the person or persons assigned to **documentation** efforts may or may not be the same as the person or persons assigned to **design, implement** and **oversee** the management of the entire Volunteer + Documented Resources Program. VDRC is not the same job function as the Organization Contact.



## Logistics

**Staging areas, warehousing** and **check-in** procedures are needed for both donated equipment and donated goods and materials.

**Protocols** need to be established to ensure the right volunteer or donation gets to the **right agency**, ensuring *maximum* use of the resources provided and mutual satisfaction of the experience. The right match saves time and potential frustration, AND helps ensure maximum use of eligible resources to offset the non-Federal cost share.

Finding the right match involves **interviewing** the potential volunteer and/or the analyzing of donations. Interviewing the volunteer can provide a clear understanding of skills and motivations.

## Making it Work – Coordination Management + Resources

To successfully develop and implement a *Volunteer + Donated Resources MANAGEMENT Plan* **requires resources** and **coordination**. There are possibilities for help with both.

- Consider **coordinating** and **liaising** with various groups, organizations and government programs to secure buy-in, participation, funds, grants, and other resources.
- In addition to accessing **traditional voluntary organizations**:
  - » **Resources may be found** through the Corporation for National and Community Service, Citizen Corps, U.S. Department of Labor (DOL) *National Emergency Grants* (NEG), Workforce Development and the Hazard Mitigation Grant Program (HMGP).
  - » For example to utilize the resources of nontraditional voluntary organizations a coordinator could **hire volunteer coordination specialists** for response and long-term recovery using DOL emergency grants. Specialists could be responsible for managing the Volunteer + Donated Resources effort and ensuring documentation requirements are met for Federal reimbursement or offsetting the non-Federal cost share.

[SOURCE: *The Synergy of Structure and Good Intentions* (produced by the UPS Foundation) and found at: [fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf](https://www.fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf)]

There is a rich library of tools to assist your planning efforts in Appendix 2 – Planning + Communications.



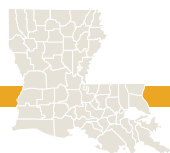
COLLABORATION AT THE LOCAL, STATE AND NATIONAL LEVEL IS CRITICAL TO SUCCESS

## Need Help?

**A SAMPLE *Volunteer + Donated Resources MANAGEMENT Plan* template is included in APPENDIX 2 of this publication. It is a pre-designed, cut-and-paste template. The template is customizable to meet the unique needs of each Parish, planning jurisdiction or Subrecipient (Applicant).**

**A *Volunteer + Donated Resources Planning Matrix* is provided in APPENDIX 2 as a planning job aid.**

FEMA also has a robust *Developing and Managing Volunteers Independent Study Program* training. [SOURCE: <https://training.fema.gov/emiweb/downloads/is244.pdf>]





**DONATED GOODS + MATERIALS**

**DONATED EQUIPMENT**

**VOLUNTEER + DONATED RESOURCES TOOLBOX**

**VOLUNTEER**

**IV. JOB AID: 6 STEPS FOR OFFSETTING THE NON-FEDERAL COST SHARE**



**VOLUNTEERS**

**DONATED GOODS + MATERIALS**

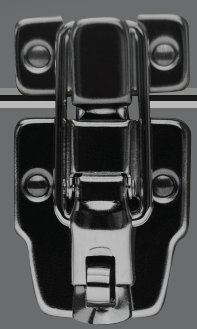
**DONATED EQUIPMENT**

**VOLUNTEER + DONATED JOB AID**  
**6 STEPS FOR OFFSETTING THE NON-FEDERAL COST SHARE**

REVISED: FEBRUARY 2020



Getting it right!



# STEP-BY-STEP PROCESS OVERVIEW

## STEP 1 – Identify Locations Where Data Will Be Collected

- Pre-event, also identify Volunteer Reception Center (VRC) locations.



## STEP 2 – Identify Needed Staff + Assign Responsibilities

- Pre-event, identify a person(s) to be **tasked** with documenting volunteer and donated resources during an emergency or disaster.



## STEP 3 – Instruct Staff + Training

- GOHSEP conducts **quarterly trainings** for State partners, Parishes and volunteer organizations.



## STEP 4 – Capturing the Data

- **Document** eligible volunteer and donated resources for cost-share offset.



## STEP 5 – Determine Value

- Establish the value of eligible volunteer and donated resources completed during the emergency or disaster event.



## STEP 6 – With FEMA, Develop Offset Project Worksheet (PW)

- Working with your GOHSEP State Applicant Liaison (SAL) and FEMA Project Coordinator, use the data collected in the previous steps to write the *Offset Project Worksheet (PW)* for cost-share offset.

## IV. SIX (6) STEPS FOR OFFSETTING THE NON-FEDERAL COST SHARE

We have identified six (6) steps for capturing, quantifying, documenting, and establishing value needed to develop the *Offset Project Worksheet (PW)*.

NOTE: Section IV is a **pull-out job aid** – meant to be used independently of the ToolBox. There is some intentional redundancy between this section and other sections within the ToolBox.

Throughout this process we are *intentionally* providing **significant focus** on **documentation** duties. Additional volunteer and donated resources management needed beyond this section is discussed more clearly in section III. *Tips for Building a Volunteer + Donated Resources Management Plan*. Documentation needs for both declared and non-declared events are **essential to success**.

There are **three (3) areas** that are eligible offset **opportunities** for *reducing* the local non-Federal cost share:

- **Volunteer labor**, including **logistical support**
- Donated **equipment**
- Donated **goods and materials**

Subrecipients that keep **accurate records** of the **hours** and **kinds** of response work done by volunteers – and the donations of goods, materials and equipment they receive – have been successful in counting those contributions toward their non-Federal cost share. While the task of **identifying, documenting** and applying **eligible** offsets can at first *seem* overwhelming, the process is surprisingly **simple**.



### GENERALLY, DOCUMENTATION MUST INCLUDE . . .

- **Volunteer Labor**
  - » Volunteer’s full name, date, hours worked, specific work site location and a detailed description of work performed (e.g., removed debris, served food at a shelter, distributed water or ice, etc.).
- **Donated Equipment**
  - » Type of equipment and description (to include size, capacity, horsepower, and make and model as applicable).
  - » Operator’s name, date, hours, and miles (if applicable).
  - » Equipment time must match to an operator, location of work performed, and time worked.
- **Donated Goods + Materials**
  - » Vendor, description of material, usage of material, quantity, price, and date received.
- **Logistical Support**
  - » Expenses Incurred in identifying, documenting and submitting volunteer and donated resources that are eligible to offset the non-Federal cost share.




Consider it a series of action steps . . .

## 1-6: Step-by-Step Guidance for Offsetting the Non-Federal Cost Share

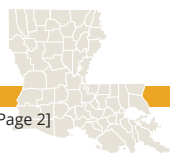
NOTE: All data collection forms referenced are editable and compatible with **Microsoft Excel** and **Adobe PDF**. They can be found on the GOHSEP website ([gohsep.la.gov](http://gohsep.la.gov)) and accessed through desktops, mobile devices and tablets with compatible software – assuming Internet is operational. GOHSEP also ensures accessibility through the GOHSEP app.

To capture the data needed to successfully offset the non-Federal cost share, we suggest your overall process include:

- **STEP 1: Pre-event, identify locations** for data collection; and Volunteer Reception Center (VRC); **who** will collect that data; and **how** it will be collected.
  - » The map graphic on the following page represents a **conceptual framework** for the collection and reporting of volunteer hours, donated equipment and donated goods, services, supplies and materials and the staffing needed to support those efforts.

- **STEP 2: Pre-event, identify and articulate a staffing plan** and assignment of **responsibilities**.
  - » The conceptual framework shown in the map graphic relies on the **specific assignment of responsibilities** for documentation at the **closest point of activity**. It also articulates how that data will **roll up** through an overall Coordinator for managing the submission to FEMA for those activities and materials eligible to apply to the non-Federal cost share offset.
- **STEP 3: Pre-event, train** stakeholders on the use of this job aid and the documentation required to offset the cost share.
- **STEP 4:** In the event of a disaster, **produce daily** documentation of **records** and *Weekly Reports* that capture *eligible* activities.
  - » **Documentation will be critical to success. Daily time sheets, equipment logs and donated goods and materials inventory lists** are needed to keep track of required information for offsetting the non-Federal cost share.
- **STEP 5:** Determine **value** of *eligible* volunteer and donated resources.
- **STEP 6: Submit** records to FEMA for inclusion in the *Offset Project Worksheet (PW)*, and working with State Applicant Liaisons (SALs) and  **FEMA** coordinators.

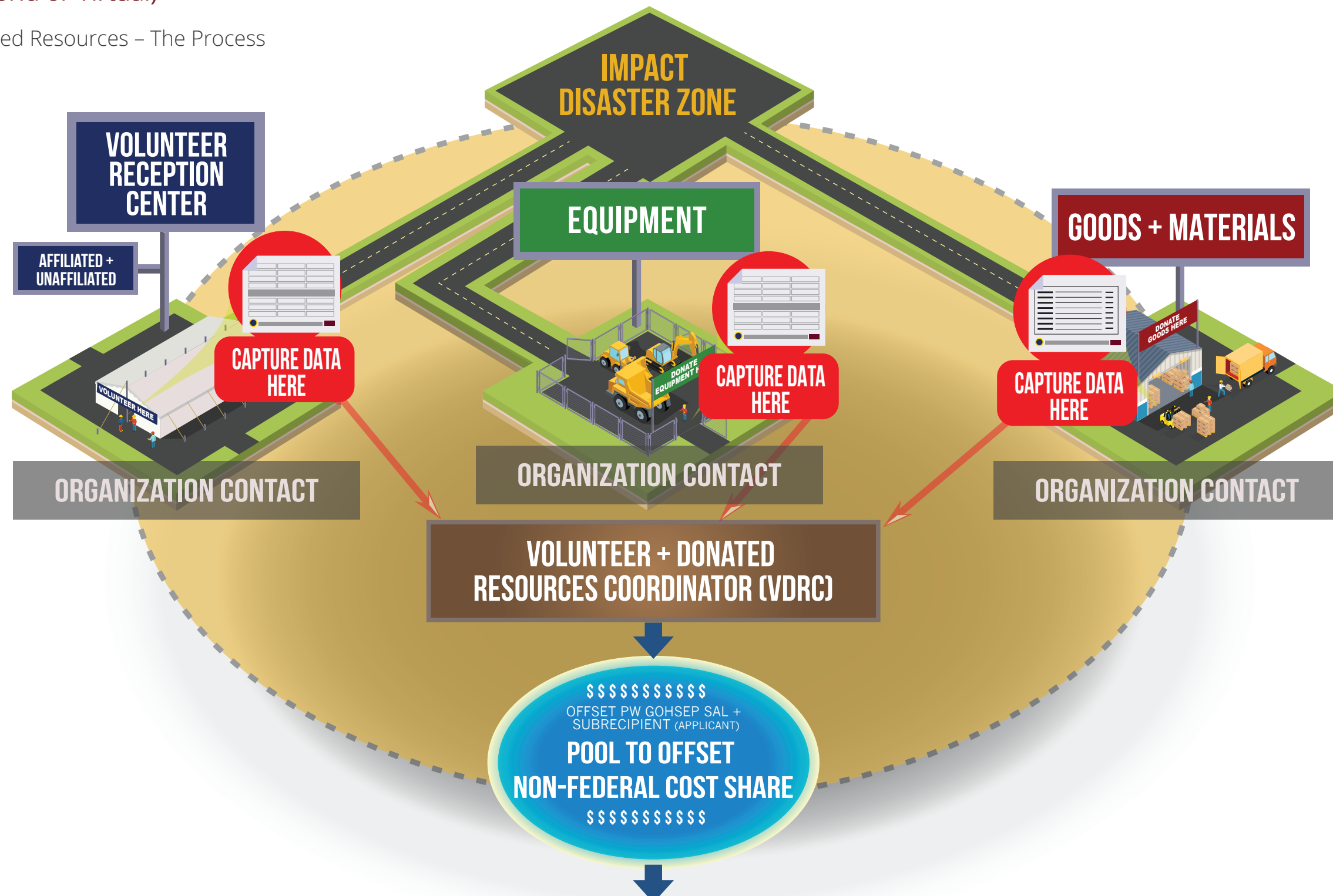
If requested, GOHSEP will guide the Parish in implementing this six (6) step process.



# REPRESENTATIVE DIAGRAM – DATA COLLECTION POINTS

(Can be Real World or Virtual)

Volunteer + Donated Resources – The Process



**LOGISTICAL SUPPORT**  
Reasonable logistical support for volunteers doing Emergency Work **MAY** be applied to the **non-Federal cost share offset**.

**FEDERAL OBLIGATED OFFSET PW**  
AFTER IT OBLIGATES ALL OF THE  
A + B EMERGENCY WORK PWS

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## STEP 1: Identify Locations Where Data Will Be Collected

Determining the location of key data collection points is critical. Data should be collected **closest to the source of activity** as possible.

Data can be collected **physically** (in-person) or **virtually**. We suggest the following data collection points (see diagram on the previous page):

- **VOLUNTEERS** – Volunteer Reception Center(s) (VRCs) OR volunteer organization work sites.
- **EQUIPMENT** – Equipment receiving areas or staging area locations where donated equipment is received and deployed.
- **GOODS + MATERIALS** – Drop-off sites, staging areas, and warehousing operations where donated goods and materials are collected and distributed.

## STEP 2: Identify Needed Staff + Assign Responsibilities

Perhaps the most **significant challenge** to a successful process of using volunteer and donated resources to offset the non-Federal cost share is determining **who** is going to manage the reception and deployment of volunteer and donated resources, and the **documentation** required to qualify for offsetting.

### Candidates for Managing Volunteer + Donated Resources

There are several “candidates” suitable to take on the responsibilities of managing, deploying, documenting, and accounting for volunteer and donated resources.

Every community will find it has at least one (1) organization whose non-disaster mission and position in the community makes it a **logical organization** to coordinate the multi-

agency utilization of volunteers and manage donated resources.

It will not necessarily be the same agency, or even the same kind of agency, in every Parish.

While there are a number of groups or organizations, including local and State authorities, who are suitable to taking on this role, this publication envisions the management, documentation, and quantification of volunteer and donated resources at the **Parish** and **Subrecipient level**.

The person or persons assigned the **responsibility** to document donated resources can be identified by a number of titles or designations. For the purposes of this publication, we are identifying **two (2) functional positions**:

- **Volunteer + Donated Resources Coordinator (VDRC)**
- **Organization Contact**

Both positions can be staffed **physically** (in-person) or **virtually**.

### Volunteer + Donated Resources Coordinator (VDRC)

The VDRC is responsible for **managing** the volunteer and donated resources process. It may include establishment of a volunteer and donation intake process, partnering with warehouse management staff, and the receipt and deployment of materials and goods to those areas that need them.

There are **several approaches** to filling the VDRC position during a disaster. The approach taken will depend on the size, location and impact of the emergency or disaster. Three (3) we suggest include:

1. **Parish** identifying a **staff member** to fill the role of the VDRC during an emergency or disaster; OR
2. **GOHSEP's** *previously* identified and trained selected personnel. This liaison will deploy to the most impacted Parishes. **AmeriCorps** may also provide Coordinators when needed; OR



**3. Volunteer organizations** identify and provide people to fill the role of the VDRC and work with the Parish Office of Homeland Security and Emergency Preparedness (OHSEP).

The VDRC can be identified at the onset of an emergency or disaster, or better yet the VDRC and be identified *prior* to an event.

The VDRC's role is envisioned to also:

- Ensure receipt of **Documentation Forms** from the Organization Contact.
- **Document** and **quantify** the value of eligible volunteer and donated resources to offsetting the non-Federal cost share.

The VDRC – working with designated Organization Contacts – is responsible for ensuring **proper recordkeeping** and **documentation** that ensures *eligible* activities are captured and quantified so the value can be applied to offset the non-Federal cost share.

## Organization Contact

Data needed for documentation of volunteer time and donated resources comes from:

- Volunteer organizations for individual volunteers *affiliated* with the organization;
- Individual volunteers or volunteer groups with an established agency partner;
- Local and out-of-area donors of goods and materials;
- *Mutual Aid Agreement* (MAA) authorities

The position of **Organization Contact** is envisioned to ensure Documentation Forms are completed at each collection point by their agency and/or donors and submitted to the VDRC.

Organization Contacts are responsible for working with the VDRC to ensure **eligible activities** that offset non-Federal cost share are captured on the Documentation Forms.

Organization Contacts are assigned by either the (City/Parish), volunteer agency or the State to **manage** data collection **at the site of activity**.

EVERY COMMUNITY WILL FIND IT HAS AT LEAST ONE (1) SUITABLE ORGANIZATION TO MANAGE AND DOCUMENT VOLUNTEER + DONATED RESOURCES

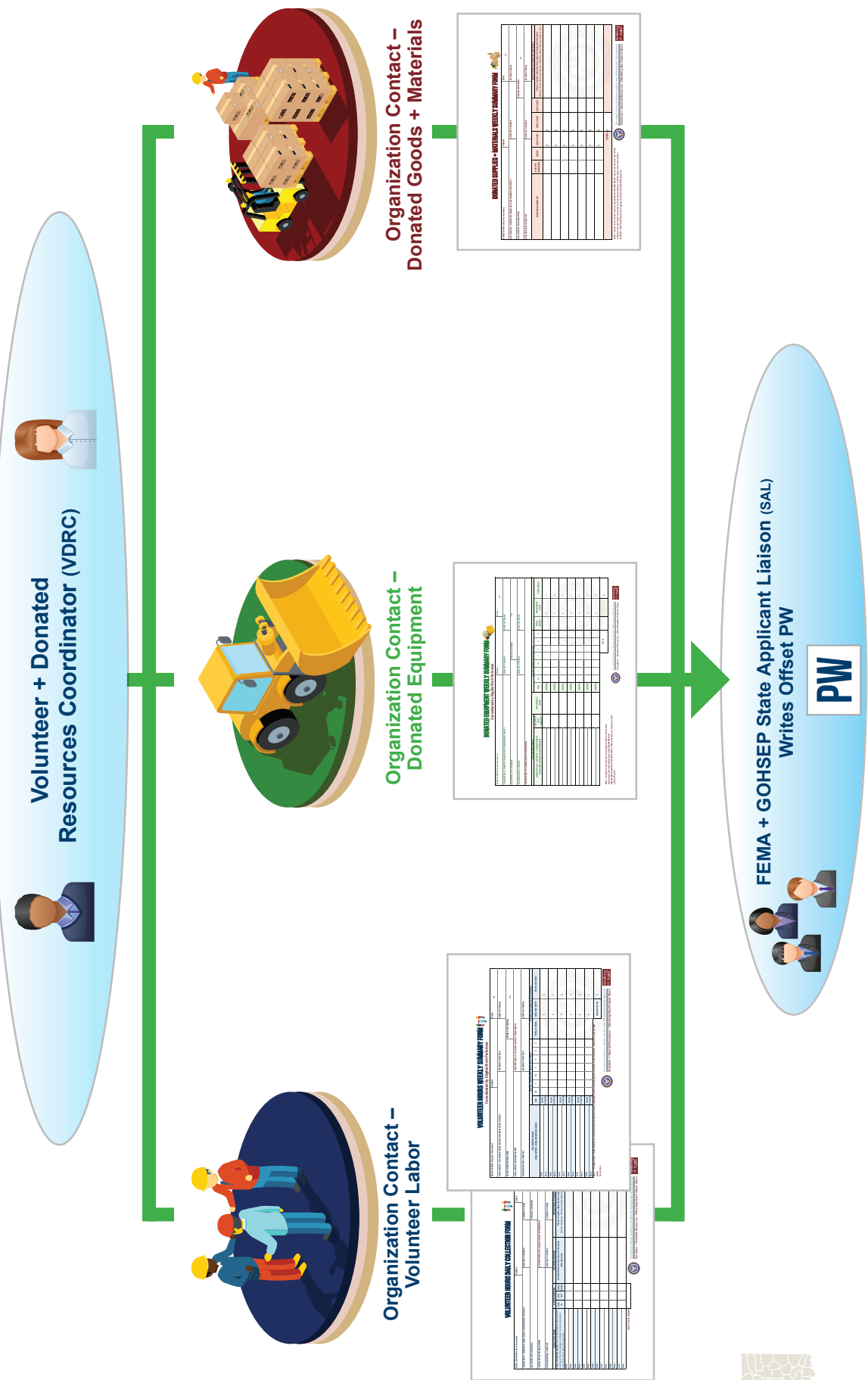




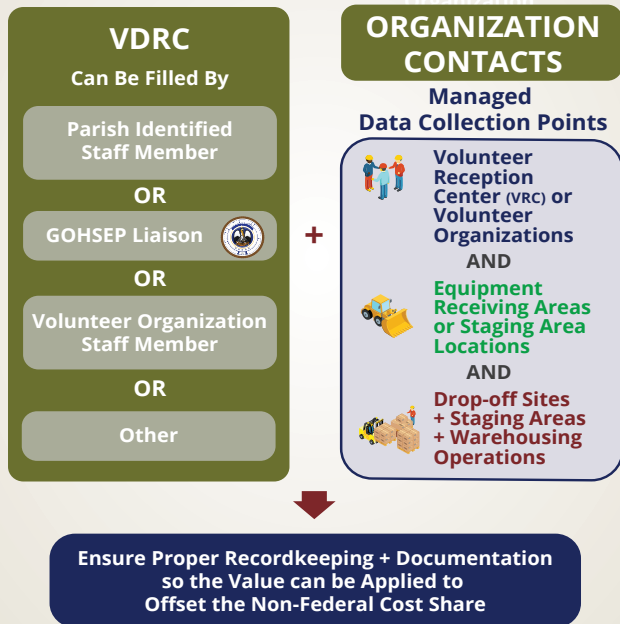


# REPRESENTATIVE DIAGRAM

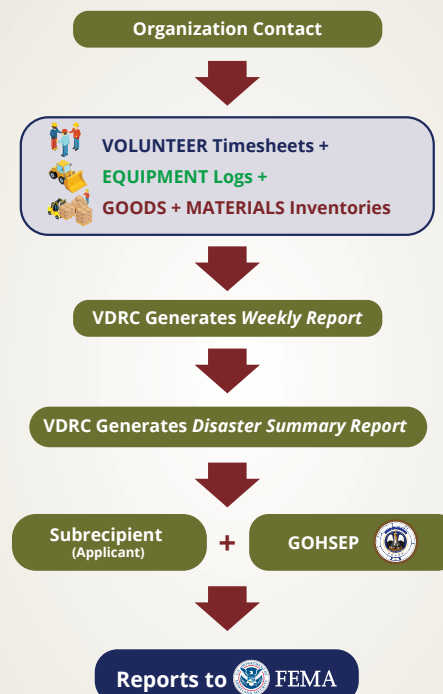
CAPTURE + QUANTIFY + DOCUMENT + VALUE OF VOLUNTEER + DONATED RESOURCES



## VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC) + ORGANIZATION CONTACT POSITIONS



## DATA COLLECTION SEQUENCE



- FEMA Determines Eligible Offsets
- FEMA with GOHSEP State Applicant Liaison (SAL), Writes *Offset Project Worksheet (PW)*

## Data Collection Sequence

Data can be collected **physically** (in-person) or **virtually**.

The sequence of data collection will generally look like this:

- Once data is collected at the data collection points by the **Organization Contacts**, the data is submitted to the VDRC.
- The **VDRC**, with the Organization Contact, generates a *Weekly Report*. Once the disaster period has ended, the VDRC generates a *Disaster Summary Report*.
- The **VDRC** then submits the *Disaster Summary Report* to the **Subrecipient** and **GOHSEP State Applicant Liaison (SAL)** for review.
- Once all materials have been reviewed, documented and approved, they are submitted by the **GOHSEP SAL** to FEMA.
- **FEMA** determines eligibility of the offsets and works with the **GOHSEP SAL** to write the *Offset Project Worksheet (PW)*.

## Scalability

Depending on the **size** and **scale** of the emergency or disaster. One (1) person may be sufficient to monitor, collect and summarize required data from **several** drop-off points, warehousing areas and/or multiple equipment receiving and deployment areas:

- **One (1)** or more people assigned to the duties of **VDRC**.
- **Three (3)** or more **Organization Contacts**. One (1) for each of the data collection points identified in **STEP 1** of the Process.

**OR in larger disasters you may need more.**

## STEP 3: Instruct Staff + Training

Quality documentation is a **team effort**. All personnel who supervise volunteers should be **trained** on the importance of **thoroughly documenting** the **hours** and **type of work** done by volunteers, and goods, materials, and equipment donated. Everyone needs to understand what to collect, save, turn in, log in, etc.

To ensure that collective knowledge is achieved, GOHSEP conducts **quarterly training**. State partners, Parishes and volunteer organizations come together for workshops addressing:

- **What** documentation is required.
- The **process** for **collecting, reporting** and **submitting** required documentation.
- **Roles** and **responsibilities** of those charged with capturing, quantifying, documenting, establishing value, and developing the *Offset Project Worksheet (PW)*.
- **Proper completion** of forms and how to record needed information.
- How to **determine value** of donated time, equipment goods and materials.
- How to determine **eligible** activities and donations for offsetting the non-Federal cost share.
- How to capture **data digitally**.
- What to do with data once **collected**.

## STEP 4: Capturing The Data

The purpose of documentation is to identify work and donations that are *eligible* to offset the non-Federal cost share.

FEMA has identified what it needs to know to determine value and apply volunteer and donated resources to the offset. However, there are NO specific forms that address those needs.

To facilitate the specific documentation requirements for each of the **three (3) types** of donations made – **volunteer hours**, donated **equipment**, and donated **goods and materials** – we have taken the forms currently used in the FEMA Public Assistance (PA) reimbursement process and adapted them for use in this effort.

- *Volunteer Hours Daily Collection Form*
- *Volunteer Hours Weekly Summary Form*
- *Weekly Donated Equipment Summary Form*
  - » *FEMA's Schedule of Equipment Rates*
- *Weekly Donated Supplies + Materials Summary Form*

Instructions for completing each are on the back of the Documentation Forms.

If you need help in determining what to collect and how, contact us at [gohseplegal@la.gov](mailto:gohseplegal@la.gov).

**SAMPLE Data Collection Forms and FEMA Schedule of Equipment Rates for each can be found in APPENDIX 1 of this publication and at the end of this pullout job aid. A copy of this ToolBox, including the forms mentioned above, are also located at [gohsep.la.gov](http://gohsep.la.gov).**



### HOW TO COMPLETE THIS FORM

- **Event:** Enter the FEMA Disaster Number.
- **Parish:** Enter Parish where volunteer work was performed.
- **Page \_ of \_:** Enter page number of current page and pages of entire document.

### INSTRUCTIONS FOR DATA COLLECTION FORMS

You will want to ensure additional copies of **all forms** needed are **onsite** and available at the various **data collection points**.

All donated resources **MUST** have the following information included in the documentation package:

- **Daily** records of materials received and distributed – managed by the Organization Contact.
- *Weekly Summary Reports* – developed by the VDRC – compiled and provided to appropriate management, including **value** of supplies and materials **received** and **supporting vendor documentation**.
- Photographic documentation – GOHSEP recommends the use of **smart phone pictures** as items come in to drop-off sites and warehousing locations.
- Completed Data Collection Forms

In coordination with the **Organization Contact**, all of the above recorded documentation is to be submitted by the VDRC to the GOHSEP SAL for inclusion in the *Offset Project Worksheet (PW)* documentation package.

## Data Collection Notes Specific to VOLUNTEER LABOR

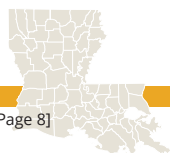
The **Volunteer Reception Center (VRC)** and unaffiliated volunteers fall under the domain of the **Lt. Governor’s Office – Volunteer Louisiana**. Should a VRC be stood up, GOHSEP provides coordination and support.



Capturing, quantifying, documenting, determining value and submitting volunteer hours to apply to the non-Federal cost share can be supported by:

- Identifying and standing up one or more **Volunteer Reception Centers (VRCs)**. A VRC can be a physical location or a virtual site depending on the disaster.
  - » VRC handles **registration** of unaffiliated volunteers, conducts **background checks** and skills assessments, and badging or wrist banding procedures.
  - » Volunteer **requests** and **referrals** (assignments) are coordinated out of the VRC.
  - » VRCs also provide briefings on **documentation protocols** and other critical information, including volunteer **check-in / check-out** procedures and timekeeping protocols which generally include turning in **time sheets** at the **end of each shift**.
- In addition to gathering the required documentation through the VRC, data can also be collected directly from the **volunteer organizations for affiliated volunteers**.
  - » At the Parish’s request, GOHSEP can provide a **liaison** to interact with volunteer organizations and assist with documentation collection.

**SAMPLE Volunteer Information Forms, Requests for Volunteer Forms and Volunteer Referral Cards and other VRC job aids – including suggested floorplan – can be found in APPENDIX of the Toolbox.**





VRC CAN BE A PHYSICAL LOCATION OR A VIRTUAL SITE

Reasonable **logistical support** for volunteers doing eligible work, such as donations warehousing and management related to eligible Emergency Work, may – **subject to FEMA approval** – be eligible for either:

- **Funding** – If the Subrecipient provides the logistical support OR
- As a **donation credit** – If a third party provides the logistical support.

## Data Collection Notes Specific to DONATED EQUIPMENT

Donated equipment may be **eligible** for offsetting the non-Federal cost share. To be **eligible** donated equipment must:

- Come from a **third party** (a private entity or individual that is not a paid employee of the Subrecipient or Federal, State, Tribal or territorial government).
- Be used in the performance of eligible **Emergency Work**.
- Be **tracked** by work performed and including **description**, specific **locations** and **hours** used.

While our conceptual process model shows donated equipment going to a **central location**, that may not always be the case. Donated equipment might be sent directly to **law enforcement**, a **hospital**, **Public Works Department**, **utilities** or elsewhere. Wherever it is sent, the donated equipment and its use *must* be documented and valued so it can be applied to the offset.

## BADGING + WRIST BANDS

Badges and wrist bands or other identification are an essential part of the volunteer management process:

- Badges or wrist bands ensure only those authorized are allowed to enter the emergency or disaster site.
- Badges or wrist bands enable the volunteer to move around the impacted area.
- Color-coded badges or wrist bands can direct traffic away from areas designated as “off limits” allowing only those with certain colored badges or bands to enter.
- You may decide that only those – other than residents – with badges or wrist bands are allowed into food tents or other areas that offer support for volunteers.
- Badges can also enable a technology solution for signing in and signing out pre- and post-shift and collecting other needed information.
- Combined with a kiosk, time keeping and the collection of other needed information can be entered directly into a data base at the kiosk site.
- Badges are important to volunteers. After an emergency or disaster, they become mementos that memorialize the volunteer’s participation in the response effort.



IF YOU BADGE, BADGING COMBINED WITH KIOSK ALLOW VOLUNTEERS TO – WITH A SWIPE OF THEIR BADGE AND DROP-DOWN MENUS FROM THE KIOSK – DIRECTLY KEY IN DOCUMENTATION THAT NEEDS TO BE CAPTURED – E.G., TIME, ACTIVITIES, ETC.

Equipment used through a *Memorandum of Understanding* (MOU) or contract in place *prior* to the emergency or disaster **may** be counted as donated equipment.



EQUIPMENT MAY GO THROUGH A CENTRAL EQUIPMENT YARD OR STAGING AREA OR MAY BE SENT DIRECTLY TO THE ENTITY USING IT

**Data Collection Notes Specific to DONATED GOODS + MATERIALS**

Donation **drop-off locations**, **collection centers**, and **warehousing** and **distribution centers** **must be identified** prior to the emergency or disaster event and can be pre-contracted to secure the location. Staff or volunteer organizations must be pre-identified and tasked to run these locations.



GOODS + MATERIALS MAY GO TO A CENTRAL LOCATION OR MULTIPLE LOCATIONS

**STEP 5: Determine Value**

Assigning **credit** for volunteer contributions and donated supplies, materials and equipment is determined by FEMA.

To apply eligible volunteer and donated resources to the non-Federal cost share, value of the labor provided or donations received must be **calculated**. The value in each category is calculated **differently** but based on sound **fair-market conditions**.

The **total credit** can *only* be applied to the local non-Federal cost share of *eligible* **Emergency Work** projects and **Direct Federal Assistance (DFA)**.

**REMEMBER: Logistical support** is an **eligible** cost. Donations from **other Federal Agencies (OFAs)** are **not eligible**.

**Establishing Value for VOLUNTEER LABOR (INCLUDING LOGISTICAL SUPPORT)**

All work that is eligible for FEMA reimbursement – if done by Parish employees or contractors – is *also* eligible when done by **volunteers**.

The rate applied to **each type** of volunteer work should be the rate at which a Parish or Subrecipient employee *would* be paid, including fringe benefits, for the **same** or **similar** work if they were performing that work, *or* the **customary rate** for that work in the **local labor market**.

**DETERMINING LABOR VALUE**

Total Volunteer Labor Hours  
X Labor Rates (based on Rate of  
Applicant Employee Doing Same or  
Similar Work OR Market Rates for  
Similar Work)



**EXAMPLE WAGE CALCULATION TO DETERMINE RATE WHEN NO EMPLOYEE IS DOING SIMILAR WORK**

**\$25.34 / Hour (Median Hourly Rate) + 11% Workers Compensation + 7.65% FICA / MICA + 15% Retirement Benefits = \$33.86 Overall Value of Labor**

- If there is **no employee** doing similar work, the rate should be consistent with those performing **similar work** in the **same labor market**.
- Premium rates are not used.
- Credit for the non-Federal cost share is determined by **multiplying** the total number of volunteer labor **hours** by the volunteer labor **rates** established above.
- Credit may be given for volunteer labor in **any field reasonably required for Emergency Work**, including the work of **volunteer equipment operators**.

When establishing a **labor rate** it is important to know that the rate is established for the **type of work performed**. For example, if an **engineer** is donating services but those services are **in part** handing out meals, the rate for the time he/she **hands out meals must** be established at something *less* than an engineer. Typically FEMA has set those rates at **\$12.00 per hour**. [SOURCE: 2 CFR 200.306]

**Establishing Value for DONATED EQUIPMENT**

The value of donated equipment is determined by the **number of hours** each piece of donated equipment was used **multiplied** by the applicable Subrecipient's or FEMA *Schedule of Equipment Rate*, **whichever is lower**.

- FEMA's *Schedule of Equipment Rates* is found in Appendix 1 of the Toolbox and can also be downloaded from [gohsep.la.gov](http://gohsep.la.gov).

Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit
8010	Air Compressor	Air Delivery	41 CFM	to 10	Hoses included.	hour
8011	Air Compressor	Air Delivery	103 CFM	to 30	Hoses included.	hour
8012	Air Compressor	Air Delivery	130 CFM	to 50	Hoses included.	hour
8013	Air Compressor	Air Delivery	175 CFM	to 90	Hoses included.	hour
8014	Air Compressor	Air Delivery	400 CFM	to 145	Hoses included.	hour
8015	Air Compressor	Air Delivery	575 CFM	to 230	Hoses included.	hour
8016	Mobile generator		1100 CFM			hour

FEMA'S SCHEDULE OF EQUIPMENT RATES ESTABLISHES VALUE OF DONATED EQUIPMENT.

- Out-of-pocket costs to operate equipment **MAY** be claimed for credit **unless** it is included in a reimbursed equipment rate.

FEMA *only* applies equipment rates to the time the Subrecipient is actually **operating** equipment.

- Costs to **mobilize** equipment are eligible.
- Costs for **standby** (time spent on hold or in reserve) time are **NOT eligible** unless the equipment operator uses the equipment intermittently for more than half of the working hours for a given day.

FEMA's rate schedule includes any item powered by fuel or attached to any item powered by fuel. [SOURCE: 2 CFR 200.306]



## DETERMINING VALUE OF DONATED GOODS + MATERIALS

Supply Item X Previous Purchase for Similar Item

### Establishing Value for DONATED GOODS + MATERIALS

The value of donated goods and materials is the **current commercial rate** in local markets for purchasing the same or similar supplies or materials. The current commercial rate is determined by previous purchases or information from local vendors.

- Supplies and materials donated from **other Federal Agencies** (OFAs) may **not** be included.

**REMEMBER:** Only materials donated by third-party entities are eligible for credit. [SOURCE: 2 CFR 200.306]

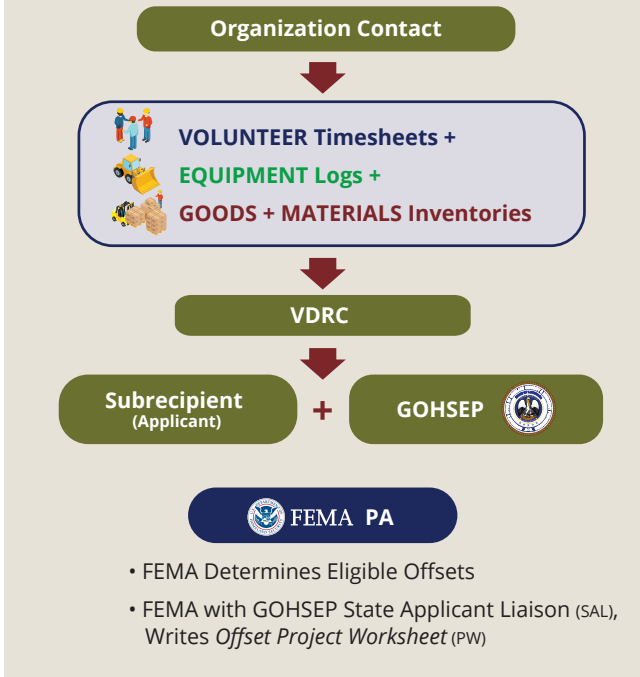
The image shows a sample FEMA Project Worksheet (PW) form. It includes sections for 'PAPERWORK BURDEN DISCLOSURE NOTICE', 'FEDERAL EMERGENCY MANAGEMENT AGENCY PROJECT WORKSHEET', and a 'PROJECT COST' table. The table has columns for ITEM, CODE, NARRATIVE, QUANTITY/UNIT, UNIT PRICE, and COST. The total cost is listed as \$0.00.

SAMPLE FEMA PROJECT WORKSHEET (PW)

### STEP 6: With FEMA, Develop the Offset Project Worksheet (PW)

FEMA, along with the GOHSEP SAL writes the *Offset Project Worksheet* (PW) for non-Federal cost share. **FEMA PA determines final eligible offsets.**

### DOCUMENTATION SUBMISSION PROCESS FOR OFFSET PROJECT WORKSHEET (PW)



**That's it.**  
**Congratulations! You have completed the documentation needed for non-Federal cost share offset.**

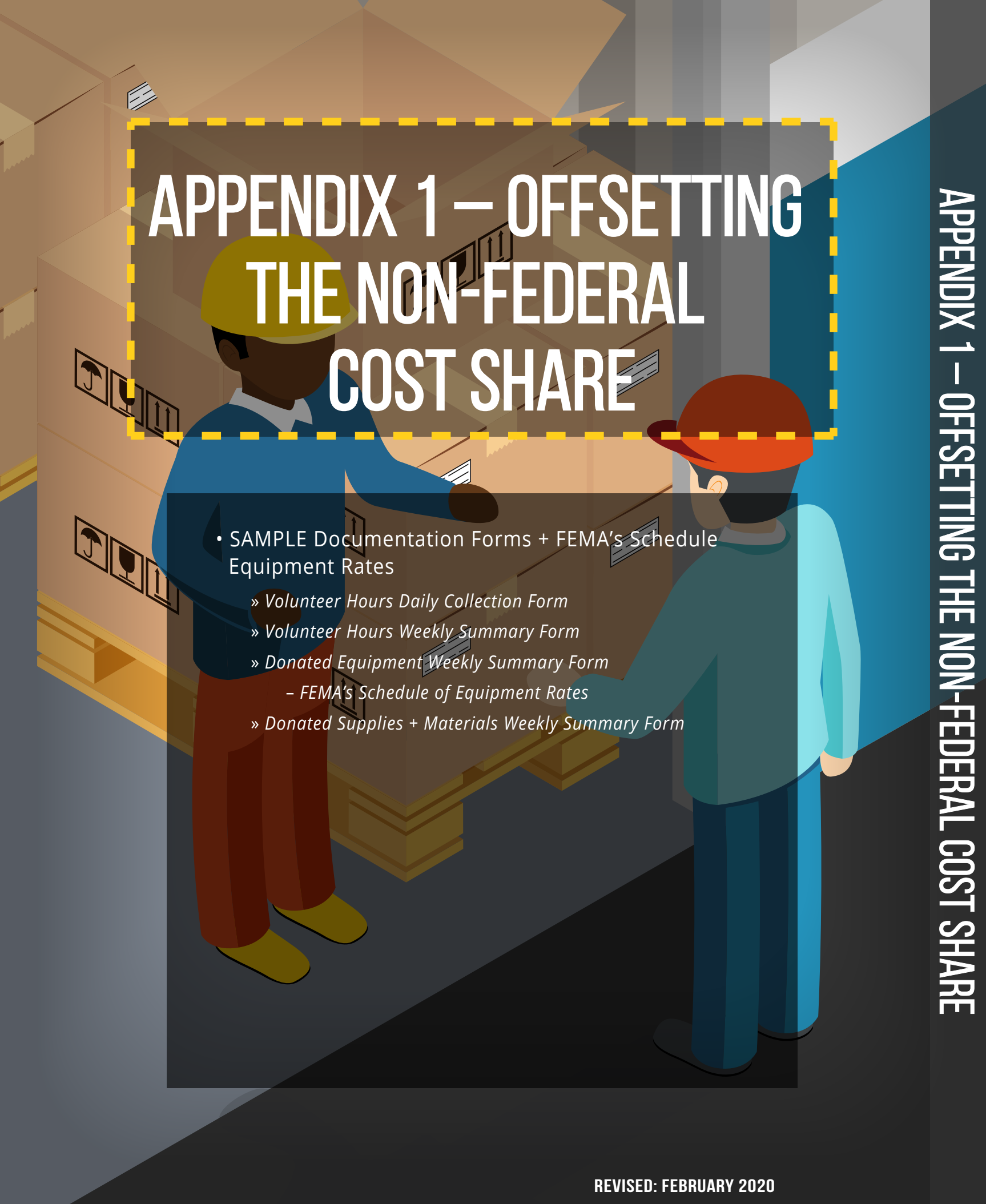








This public document is published by the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), State of Louisiana. **One hundred and fifty (150)** copies of this public document were published in this **1st printing** at a cost of **\$782.50**. The total cost of all printings of this document, including reprints is **\$782.50**. This document was published for the purpose of providing public information and education. This material was printed in accordance with standards for printing by State agencies established pursuant to R.S. 43:31. Printing of this material was purchased in accordance with the provisions of Title 43 of the Louisiana Revised Statutes. This document was prepared under grants from the United States Department of Homeland Security (DHS), Federal Emergency Management Agency's (FEMA) Public Assistance (PA) grant program. Grant Catalogue of Federal Disaster (CFDA) number is PA 97.036. Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of DHS or FEMA.



# APPENDIX 1 – OFFSETTING THE NON-FEDERAL COST SHARE

- SAMPLE Documentation Forms + FEMA's Schedule Equipment Rates
  - » *Volunteer Hours Daily Collection Form*
  - » *Volunteer Hours Weekly Summary Form*
  - » *Donated Equipment Weekly Summary Form*
    - *FEMA's Schedule of Equipment Rates*
  - » *Donated Supplies + Materials Weekly Summary Form*

# VOLUNTEER HOURS DAILY COLLECTION FORM



EVENT (FEMA Disaster Number)	PARISH	PAGE	of
VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)		CONTACT PHONE #	CONTACT EMAIL
LOCATION/SITE ADDRESS		PERIOD COVERING	to
VOLUNTEER ORGANIZATION		DESCRIPTION OF ELIGIBLE WORK PERFORMED	
ORGANIZATION CONTACT		CONTACT PHONE #	CONTACT EMAIL

VOLUNTEER NAME <small>Please read before signing: I have received safety instructions for working at this site and agree to follow the safety procedures and the directions of the site supervisor.</small>	HOURS WORKED			LOCATION WORKED	DESCRIPTION OF WORK PERFORMED
	TIME IN	TIME OUT	TOTAL HOURS	Provide Address/Location of Worksite with Zip Code	Please Provide a Specific Description of Work Performed (Debris Cleanup + Removal, Roof Tarping, Sand Bagging, Repair, etc.) *
Last:					
First:					
Last:					
First:					
Last:					
First:					
Last:					
First:					
Last:					
First:					
Last:					
First:					

DAILY TOTAL HOURS



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS  
**Volunteer + Donated Resources - Offsetting Non-Federal Share**



# VOLUNTEER HOURS DAILY COLLECTION FORM



## HOW TO COMPLETE THIS FORM

- **Event:** Enter the FEMA Disaster Number.
- **Parish:** Enter Parish where volunteer work was performed.
- **Page \_ of \_:** Enter page number of current page and pages of entire document.
- **Volunteer and Donated Resources Coordinator (VDRC):** Enter the name of the VDRC who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDRC.
- **Contact Email:** Enter email address of VDRC.
- **Location/Site Address:** Enter the address where volunteer work was performed.
- **Period Covering \_ to \_:** Enter period of time covered on this data form.
- **Volunteer Organization:** Enter the name of the organization volunteers performed work under.
- **Description of Eligible Work Performed:** Enter a specific description of work performed eligible work performed.
- **Organization Contact:** Enter name of the Volunteer Organization Contact that is collecting the data for this form.
- **Contact Phone #:** Enter phone # of Organization Contact.
- **Contact Email:** Enter email address of Organization Contact.
- **Volunteer Name:** Read provided instructions before signing last and first name of volunteer.
- **Hours Worked:** Enter time in, time out and total hours for each designated volunteer.
- **Location Worked:** Enter the address of the location volunteer work was performed.
- **Description of Work Performed:** Enter a specific description of work performed by designated volunteer.

## EXAMPLES OF INELIGIBLE ACTIVITIES + DONATIONS

- Debris removal on private property **EXCEPT if Private Property Debris Removal (PPDR) policy is approved by the Federal Coordinating Office (FCO) for the disaster in the designated area.**
- **Feeding** volunteers doing **ineligible work.**
- **Volunteer firefighters** working **within** their own districts.
- Emergency repairs to **private property.**
- Unapproved **donation warehouse** and **POD** activities.

[SOURCES: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

**If in doubt about eligible activities and/or donations, document anyway.** It is better to over document rather than under.

## EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

- Removing **eligible debris** from **public property.**
- Filling and placing **sandbags.**
- **Muck** and **gut**, mold work.
- Warehouse and **logistical** support.
- Supply **distribution.**
- **Shelter** and **feeding operations.**
- **Search** and **rescue** when part of an **organized** search and rescue operation.
- Professional **safety inspections.**
- Others.

[SOURCES: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

**Reasonable logistical support for volunteers doing eligible work, such as donations warehousing and management related to eligible Emergency Work, MAY – subject to FEMA approval – be eligible for either:**

- **Funding** – If the Subrecipient (Applicant) provides the logistical support; OR
- As a **donation credit** – If a third party provides the logistical support.

[SOURCE: FEMA Public Assistance Program and Policy Guide (PAPPG) FP 104-009-2 / April 2017, page 36-37]

# VOLUNTEER HOURS WEEKLY SUMMARY FORM

Consolidated by Eligible Work Performed



EVENT (FEMA Disaster Number)				PARISH				PAGE		of		
VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)						CONTACT PHONE #			CONTACT EMAIL			
LOCATION/SITE ADDRESS							PERIOD COVERING					to
VOLUNTEER ORGANIZATION						DESCRIPTION OF ELIGIBLE WORK PERFORMED						
ORGANIZATION CONTACT						CONTACT PHONE #			CONTACT EMAIL			
VOLUNTEER NAME VOLUNTEER + DONATED RESOURCES		DATES + HOURS WORKED EACH WEEK							COSTS (FEMA/GOHSEP DETERMINES)			
		DAY	M	T	W	T	F	S	S	TOTAL HOURS	HOURLY RATE*	TOTAL HOURLY
Last:	HOURS WORKED										\$	\$
First:											\$	\$
Last:	HOURS WORKED										\$	\$
First:											\$	\$
Last:	HOURS WORKED										\$	\$
First:											\$	\$
Last:	HOURS WORKED										\$	\$
First:											\$	\$
Last:	HOURS WORKED										\$	\$
First:											\$	\$
NOTE: * Straight-time + fringe benefits as a similarly qualified person in your organization that normally performs similar work. Overtime + premium rates DO NOT apply. See reverse.										<b>GRAND TOTAL</b>	\$	



# VOLUNTEER HOURS WEEKLY SUMMARY FORM

Consolidated by Eligible Work Performed



## HOW TO COMPLETE THIS FORM

- **Event:** Enter the FEMA Disaster Number.
- **Parish:** Enter Parish where volunteer work was performed.
- **Page \_ of \_:** Enter page number of current page and pages of entire document.
- **Volunteer and Donated Resources Coordinator (VDRC):** Enter the name of the VDRC who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDRC.
- **Contact Email:** Enter email address of VDRC.
- **Location/Site Address:** Enter the address where volunteer work was performed.
- **Period Covering \_ to \_:** Enter period of time covered on this data form.
- **Volunteer Organization:** Enter the name of the organization volunteers performed work under.
- **Description of Eligible Work Performed:** Enter a specific description of work performed eligible work performed.
- **Organization Contact:** Enter name of the Volunteer Organization Contact that is collecting the data for this form.
- **Contact Phone #:** Enter phone # of Organization Contact.
- **Contact Email:** Enter email address of Organization Contact.
- **Volunteer Name:** Enter last and first name of volunteer.
- **Dates + Hours Worked Each Week:** Enter hours the designated volunteer worked on designated day, Monday through Sunday.
- **Total Hours:** Enter total number of hours volunteer work was performed throughout the designated week.
- **Hourly Rate:** Enter hourly rate for eligible volunteer work. The hourly rate is calculated by straight-time + fringe benefits as a similarly qualified person in your organization that normally performs similar work. Overtime and premium rates DO NOT apply.
- **Total Hourly:** Enter total hourly costs by multiplying hourly rate by total hours.
- **Grand Total:** Enter grand total by adding all total hourly rates together.

## EXAMPLES OF INELIGIBLE ACTIVITIES + DONATIONS

- Debris removal on private property **EXCEPT if Private Property Debris Removal (PPDR) policy is approved by the Federal Coordinating Office (FCO) for the disaster in the designated area.**
- **Feeding** volunteers doing **ineligible work.**
- **Volunteer firefighters** working **within** their own districts.
- Emergency repairs to **private property.**
- Unapproved **donation warehouse** and **POD** activities.

[SOURCES: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

**If in doubt about eligible activities and/or donations, document anyway.** It is better to over document rather than under.

## EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

- Removing **eligible debris** from **public property.**
- Filling and placing **sandbags.**
- **Muck** and **gut**, mold work.
- Warehouse and **logistical** support.
- Supply **distribution.**
- **Shelter** and **feeding operations.**
- **Search** and **rescue** when part of an **organized** search and rescue operation.
- Professional **safety inspections.**
- Others.

[SOURCES: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

**Reasonable logistical support for volunteers doing eligible work, such as donations warehousing and management related to eligible Emergency Work, MAY – subject to FEMA approval – be eligible for either:**

- **Funding** – If the Subrecipient (Applicant) provides the logistical support; OR
- As a **donation credit** – If a third party provides the logistical support.

[SOURCE: FEMA Public Assistance Program and Policy Guide (PAPPG) FP 104-009-2 / April 2017, page 36-37]

# DONATED EQUIPMENT WEEKLY SUMMARY FORM



Consolidated by Eligible Work Performed

EVENT (FEMA Disaster Number)				PARISH							PAGE		of			
VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)				CONTACT PHONE #					CONTACT EMAIL							
LOCATION / SITE ADDRESS				PERIOD COVERING							TO					
ORGANIZATION CONTACT				CONTACT PHONE #					CONTACT EMAIL							
DESCRIPTION OF ELIGIBLE WORK PERFORMED																
TYPE OF EQUIPMENT			DATES + HOURS USED EACH DAY											TOTAL HOURS	EQUIPMENT RATE*	TOTAL COSTS
(INDICATE SIZE + CAPACITY + HORSEPOWER + MAKE AND MODEL AS APPROPRIATE)	EQUIPMENT CODE NUMBER*	OPERATOR'S NAME	DAY	M	T	W	T	F	S	S						
			HOURS												\$	\$
			HOURS												\$	\$
			HOURS												\$	\$
			HOURS												\$	\$
			HOURS												\$	\$
			HOURS												\$	\$
			HOURS												\$	\$
<b>TOTAL</b>														\$		

NOTE: \* Equipment code numbers and equipment rates can be found at:  
[https://www.fema.gov/media-library-data/1504646556623-5df6d34cb30e72f6821337472903d310/2017\\_FEMA\\_Schedule\\_of\\_Equipment\\_Rates\\_508\\_FINAL.pdf](https://www.fema.gov/media-library-data/1504646556623-5df6d34cb30e72f6821337472903d310/2017_FEMA_Schedule_of_Equipment_Rates_508_FINAL.pdf).



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS  
 Volunteer + Donated Resources - Offsetting Non-Federal Share





# DONATED EQUIPMENT WEEKLY SUMMARY FORM

Consolidated by Eligible Work Performed



## HOW TO COMPLETE THIS FORM

- **Event:** Enter the FEMA Disaster Number.
- **Parish:** Enter Parish where volunteer work was performed.
- **Page \_ of \_ :** Enter page number of current page and pages of entire document.
- **Volunteer and Donated Resources Coordinator (VDRC):** Enter the name of the VDRC who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDRC.
- **Contact Email:** Enter email address of VDRC.
- **Location/Site Address:** Enter the address where volunteer work was performed.
- **Period Covering \_ to \_ :** Enter period of time covered on this data form.
- **Organization Contact:** Enter name of the Volunteer Organization Contact that is collecting the data for this form.
- **Contact Phone #:** Enter phone # of Organization Contact.
- **Contact Email:** Enter email address of Organization Contact.
- **Description of Eligible Work Performed:** Enter a specific description of work performed eligible work performed.
- **Type of Equipment:** Enter size, capacity, horsepower, make and model of equipment used.
- **Equipment Code Number:** Enter equipment code number.
- **Operator's Name:** Enter name of equipment operator.
- **Dates + Hours Used Each Day:** Enter hours used on designated day, Monday through Sunday.
- **Total Hours:** Enter total number of hours equipment was used throughout the designated week.
- **Equipment Rate:** Enter equipment rate designated by FEMA or the Subrecipient (Applicant) equipment rate, whichever is lower and reflects all costs associated with operating the equipment.
- **Total Costs:** Enter total costs by multiplying equipment rate by total hours used.
- **Total:** Enter total by adding all total costs together.

## EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

- Donating equipment to **raise or reinforce a levee.**
- Donating equipment to clear **Parish or City road right-of-way debris.**
- Donating **chainsaws** to cut fallen trees blocking a **public** hospital drive.
- Donated equipment may also be Subrecipient- (Applicant-) owned equipment – called **Force Account Equipment** or FAE.
- It may include **permanently mounted generators** – based on hourly equipment rates or may be based on mileage for vehicles if the mileage is documented and is *less* costly than hourly rates.

[**SOURCES:** FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24 + FEMA Public Assistance Program and Policy Guide (PAPPG) FP 104-009-2 / April 2017, pages 26-29 and 36-37]

## EXAMPLES OF INELIGIBLE ACTIVITIES + DONATIONS

- Debris removal on private property **EXCEPT if Private Property Debris Removal (PPDR) policy is approved by the Federal Coordinating Office (FCO) for the disaster in the designated area.**

[**SOURCES:** FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

**If in doubt about eligible activities and/or donations, document anyway.** It is better to over document rather than under.

**FEMA's SCHEDULE OF EQUIPMENT RATES**

**DEPARTMENT OF HOMELAND SECURITY  
FEDERAL EMERGENCY MANAGEMENT AGENCY  
RECOVERY DIRECTORATE  
PUBLIC ASSISTANCE DIVISION  
WASHINGTON, DC 20472**

The rates on this Schedule of Equipment Rates are for applicant owned equipment in good mechanical condition, complete with all required attachments. Each rate covers all costs eligible under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. § 5121, et seq., for ownership and operation of equipment, including depreciation, overhead, all maintenance, field repairs, fuel, lubricants, tires, OSHA equipment and other costs incidental to operation. Standby equipment costs are not eligible.

Equipment must be in actual operation performing eligible work in order for reimbursement to be eligible. LABOR COSTS OF OPERATOR ARE NOT INCLUDED in the rates and should be approved separately from equipment costs.

Information regarding the use of the Schedule is contained in 44 CFR § 206.228 Allowable Costs. Rates for equipment not listed will be furnished by FEMA upon request. Any appeals shall be in accordance with 44 CFR § 206.206 Appeals.

THESE RATES ARE APPLICABLE TO MAJOR DISASTERS AND EMERGENCIES  
DECLARED BY THE PRESIDENT ON OR AFTER SEPTMBER 1, 2017.

FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8010	Air Compressor	Air Delivery	41 CFM	to 10	Hoses included.	hour	\$1.51
8011	Air Compressor	Air Delivery	103 CFM	to 30	Hoses included.	hour	\$8.84
8012	Air Compressor	Air Delivery	130 CFM	to 50	Hoses included.	hour	\$11.14
8013	Air Compressor	Air Delivery	175 CFM	to 90	Hoses included.	hour	\$18.39
8014	Air Compressor	Air Delivery	400 CFM	to 145	Hoses included.	hour	\$30.47
8015	Air Compressor	Air Delivery	575 CFM	to 230	Hoses included.	hour	\$48.71
8016	Air Compressor	Air Delivery	1100 CFM	to 355	Hoses included.	hour	\$92.88
8017	Air Compressor	Air Delivery	1600 CFM	to 500	Hoses included.	hour	\$96.96
8040	Ambulance			to 150		hour	\$28.00
8041	Ambulance			to 210		hour	\$40.50
8050	Board, Arrow			to 8	Trailer Mounted.	hour	\$4.43
8051	Board, Message			to 5	Trailer Mounted.	hour	\$11.61
8060	Auger, Portable	Hole Diameter	16 In	to 6		hour	\$2.14
8061	Auger, Portable	Hole Diameter	18 In	to 13		hour	\$4.30
8062	Auger, Tractor Mntd	Max. Auger Diameter	36 In	to 13	Includes digger, boom and mounting hardware.	hour	\$3.16
8063	Auger, Truck Mntd	Max. Auger Size	24 In	to 100	mounting hardware. Add this rate to tractor rate for total	hour	\$34.28
8064	Hydraulic Post Driver					hour	\$35.10
8065	Auger	Horizontal Directional Boring Machine	250 X 100	300	DD-140B YR-2003	hour	\$169.40
8066	Auger	Horizontal Directional Boring Machine	50 X 100			hour	\$31.95
8067	Auger, Directional Boring Machine	Auger, Directional Boring Machine				hour	\$36.97
8070	Automobile			to 130	Transporting people.	mile	<b>\$0.535</b>
8071	Automobile			to 130	Transporting cargo.	hour	\$12.32
8072	Automobile, Police			to 250	Patrolling.	mile	<b>\$0.535</b>
8073	Automobile, Police			to 250	Stationary with engine running.	hour	\$15.69
8075	Motorcycle, Police					mile	<b>\$0.505</b>
<b>8076</b>	Automobile - Chevy Trailblazer	6 or 8 cl		285 to 300		hour	\$22.00
<b>8077</b>	Automobile - Ford Expedition	Fire Command Center				hour	\$19.00
8080	All Terrain Vehicle (ATV)	Engine 110cc, 4-Wheel; 20" tyre		6.5-7.5		hour	\$8.20
8081	All Terrain Vehicle (ATV)	Engine 125cc, 4-Wheel; 21" tyre		7.6-8.6		hour	\$8.50
8082	All Terrain Vehicle (ATV)	Engine 150cc, 4-Wheel; 22" tyre		9.0-10.0		hour	\$8.51
8083	All Terrain Vehicle (ATV)	Engine 200cc, 4-Wheel; 24" tyre		12-14.0		hour	\$9.00
8084	All Terrain Vehicle (ATV)	Engine 250cc, 4-Wheel; 24" tyre		15-17		hour	\$9.40

FEMA Code ID		Equipment Description					Unit	2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes			
8085	All Terrain Vehicle (ATV)	Engine 300cc, 4-Wheel; 24" tyre		18-20		hour	\$10.20	
8086	All Terrain Vehicle (ATV)	Engine 400cc, 4-Wheel; 25" tyre		26-28		hour	\$11.64	
8087	All Terrain Vehicle (ATV)	Engine 450cc, 4-Wheel; 25" tyre		26-28		hour	\$12.40	
8088	All Terrain Vehicle (ATV)	Engine 650cc, 4-Wheel; 25" tyre		38-40		hour	\$13.20	
8089	All Terrain Vehicle (ATV)	Engine 750cc, 4-Wheel; 25" tyre		44-46		hour	\$14.00	
8110	Barge, Deck	Size	50'x35'x7.25'			hour	\$49.10	
8111	Barge, Deck	Size	50'x35'x9'			hour	\$58.70	
8112	Barge, Deck	Size	120'x45'x10'			hour	\$109.50	
8113	Barge, Deck	Size	160'x45'x11"			hour	\$133.75	
8120	Boat, Tow	Size	55'x20'x5'	to 870	Steel.	hour	\$317.54	
8121	Boat, Tow	Size	60'x21'x5'	to 1050	Steel.	hour	\$358.65	
8122	Boat, Tow	Size	70'x30'x7.5'	to 1350	Steel.	hour	\$569.00	
8123	Boat, Tow	Size	120'x34'x8'	to 2000	Steel.	hour	\$1,094.24	
8124	Airboat	815AGIS Airboat w/spray unit	15'x8'	400		hour	\$31.00	
8125	Airboat	815AGIS Airboat w/spray unit	15'x8'	425		hour	\$31.95	
8126	Swamp Buggy	Conquest		360		hour	\$39.25	
8129	Compactor -2-Ton Pavement Roller	2 ton				hour	\$28.25	
8130	Boat, Row				Heavy duty.	hour	\$1.44	
8131	Boat, Runabout	Size	13'x5'	to 50	Outboard.	hour	\$12.00	
8132	Boat, Tender	Size	14'x7'	to 100	Inboard with 360 degree drive.	hour	\$16.50	
8133	Boat, Push	Size	45'x21'x6'	to 435	Flat hull.	hour	\$217.20	
8134	Boat, Push	Size	54'x21'x6'	to 525	Flat hull.	hour	\$267.35	
8135	Boat, Push	Size	58'x24'x7.5'	to 705	Flat hull.	hour	\$325.35	
8136	Boat, Push	Size	64'x25'x8'	to 870	Flat hull.	hour	\$358.50	
8140	Boat, Tug	Length	16 Ft	to 100		hour	\$42.60	
8141	Boat, Tug	Length	18 Ft	to 175		hour	\$62.55	
8142	Boat, Tug	Length	26 Ft	to 250		hour	\$78.95	
8143	Boat, Tug	Length	40 Ft	to 380		hour	\$196.50	
8144	Boat, Tug	Length	51 Ft	to 700		hour	\$271.85	
8147	Boat, Inflatable Rescue Raft	Zodiac				hour	\$1.10	
8148	Boat, Runabout	1544 lbs	11 passenger capacity	190-250		hour	\$62.55	
8149	Boat, removable engine	2000 Johnson Outboard Motor w 15" shaft		15		hour	\$1.50	
8150	Broom, Pavement	Broom Length	72 ln	to 35		hour	\$24.50	
8151	Broom, Pavement	Broom Length	96 ln	to 100		hour	\$27.60	
8153	Broom, Pavement, Mntd	Broom Length	72 ln	to 18	Add Prime Mover cost for total rate	hour	\$6.20	
8154	Broom, Pavement, Pull	Broom Length	84 ln	to 20	Add Prime Mover cost for total rate	hour	\$20.77	
8157	Sweeper, Pavement			to 110		hour	\$76.70	
8158	Sweeper, Pavement			to 230		hour	\$96.80	
8180	Bus			to 150		hour	\$20.95	
8181	Bus			to 210		hour	\$25.45	
8182	Bus			to 300		hour	\$38.35	
8183	Blower	Gasoline powered Toro Pro Force		27		hour	\$15.37	
8184	Back-Pack Blower			to 4.4		hour	\$1.50	
8185	Walk-Behind Blower			13		hour	\$6.50	
8187	Chainsaw	20" Bar, 3.0 cu in				hour	\$1.40	
8188	Chainsaw	20" Bar 5.0 cu in				hour	\$2.45	
8189	Chainsaw	20" Bar 6.0 cu in				hour	\$2.65	
8190	Chain Saw	Bar Length	16 ln			hour	\$1.70	
8191	Chain Saw	Bar Length	25 ln			hour	\$3.45	
8192	Chain Saw, Pole	Bar Size	18 ln			hour	\$1.25	
8193	Skidder	model 748 E		to 173		hour	\$52.70	
8194	Skidder	model 648 G11		to 177		hour	\$104.30	
8195	Cutter, Brush	Cutter Size	8 ft	to 150		hour	\$115.35	
8196	Cutter, Brush	Cutter Size	8 ft	to 190		hour	\$129.35	
8197	Cutter, Brush	Cutter Size	10 ft	to 245		hour	\$136.30	

FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8198	Bruncher Cutter	Cutter, Brush - 247 hp, 1997 Model 511 Feller		to 247		hour	\$187.75
8199	Log Trailer	40 ft				hour	\$9.90
8200	Chipper, Brush	Chipping Capacity	6 ln	to 35	Trailer Mounted.	hour	\$8.60
8201	Chipper, Brush	Chipping Capacity	9 ln	to 65	Trailer Mounted.	hour	\$16.86
8202	Chipper, Brush	Chipping Capacity	12 ln	to 100	Trailer Mounted.	hour	\$24.31
8203	Chipper, Brush	Chipping Capacity	15 ln	to 125	Trailer Mounted.	hour	\$35.00
8204	Chipper, Brush	Chipping Capacity	18 ln	to 200	Trailer Mounted.	hour	\$50.10
8208	Loader - Tractor - Knuckleboom	model Barko 595 ML		to 173		hour	\$161.89
8209	Loader - Wheel	model 210 w/ Buck Saw 50 inch Bar		to 240		hour	\$97.00
8210	Clamshell & Dragline, Crawler		149,999 lbs	to 235	Bucket not included in rate.	hour	\$127.40
8211	Clamshell & Dragline, Crawler		250,000 lbs	to 520	Bucket not included in rate.	hour	\$166.20
8212	Clamshell & Dragline, Truck			to 240	Bucket not included in rate.	hour	\$145.00
8220	Compactor			to 10		hour	\$15.10
8221	Compactor, towed, Vibratory Drum			to 45		hour	\$31.70
8222	Compactor, Vibratory, Drum			to 75		hour	\$22.30
8223	Compactor, pneumatic, wheel			to 100		hour	\$26.00
8225	Compactor, Sanitation			to 300		hour	\$92.75
8226	Compactor, Sanitation			to 400		hour	\$152.30
8227	Compactor, Sanitation			535		hour	\$249.75
8228	Compactor, towed, Pneumatic, Wheel		10000 lbs		Include prime mover rate	hour	\$17.00
8229	Compactor, towed, Drum Static		20000 lbs		Include prime mover rate	hour	\$15.80
8240	Feeder, Grizzly			to 35		hour	\$22.20
8241	Feeder, Grizzly			to 55		hour	\$32.45
8242	Feeder, Grizzly			to 75		hour	\$64.25
8250	Dozer, Crawler			to 75		hour	\$51.30
8251	Dozer, Crawler			to 105		hour	\$38.30
8252	Dozer, Crawler			to 160		hour	\$93.74
8253	Dozer, Crawler			to 250		hour	\$149.75
8254	Dozer, Crawler			to 360		hour	\$201.10
8255	Dozer, Crawler			to 565		hour	\$311.80
8256	Dozer, Crawler			to 850		hour	\$294.10
8260	Dozer, Wheel			to 300		hour	\$61.00
8261	Dozer, Wheel			to 400		hour	\$94.10
8262	Dozer, Wheel			to 500		hour	\$178.65
8263	Dozer, Wheel			to 625		hour	\$239.60
8269	Box Scraper	3 hitch attach for tractor; 2007 Befco				hour	\$3.50
8270	Bucket, Clamshell	Capacity	1.0 CY		Includes teeth. Does not include Clamshell & Dragline	hour	\$4.62
8271	Bucket, Clamshell	Capacity	2.5 CY		Includes teeth. Does not include Clamshell & Dragline	hour	\$8.73
8272	Bucket, Clamshell	Capacity	5.0 CY		Includes teeth. Does not include Clamshell & Dragline	hour	\$13.10
8273	Bucket, Clamshell	Capacity	7.5 CY		Includes teeth. Does not include Clamshell & Dragline	hour	\$22.40
8275	Bucket, Dragline	Capacity	2.0 CY		Does not include Clamshell & Dragline	hour	\$3.96
8276	Bucket, Dragline	Capacity	5.0 CY		Does not include Clamshell & Dragline	hour	\$9.90
8277	Bucket, Dragline	Capacity	10 CY		Does not include Clamshell & Dragline	hour	\$14.10
8278	Bucket, Dragline	Capacity	14 CY		Does not include Clamshell & Dragline	hour	\$18.65
8280	Excavator, Hydraulic	Bucket Capacity	0.5 CY	to 45	Crawler, Truck & Wheel. Includes bucket.	hour	\$18.00
8281	Excavator, Hydraulic	Bucket Capacity	1.0 CY	to 90	Crawler, Truck & Wheel. Includes bucket.	hour	\$34.20
8282	Excavator, Hydraulic	Bucket Capacity	1.5 CY	to 160	Crawler, Truck & Wheel. Includes bucket.	hour	\$52.70
8283	Excavator, Hydraulic	Bucket Capacity	2.5 CY	to 265	Crawler, Truck & Wheel. Includes bucket.	hour	\$153.00

FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8284	Excavator, Hydraulic	Bucket Capacity	4.5 CY	to 420	Crawler, Truck & Wheel. Includes bucket.	hour	\$264.50
8285	Excavator, Hydraulic	Bucket Capacity	7.5 CY	to 650	Crawler, Truck & Wheel. Includes bucket.	hour	\$223.70
8286	Excavator, Hydraulic	Bucket Capacity	12 CY	to 1000	Crawler, Truck & Wheel. Includes bucket.	hour	\$455.00
8287	Excavator	2007 model Gradall XL3100 III		184		hour	\$105.46
8288	Excavator	2003 model Gradall XL4100 III		238		hour	\$113.20
8289	Excavator	2006 model Gradall XL5100		230		hour	\$88.80
8290	Trowel, Concrete	Diameter	48 In	to 12		hour	\$4.80
8300	Fork Lift	Capacity	6000 Lbs	to 60		hour	\$13.00
8301	Fork Lift	Capacity	12000 Lbs	to 90		hour	\$18.50
8302	Fork Lift	Capacity	18000 Lbs	to 140		hour	\$24.00
8303	Fork Lift	Capacity	50000 Lbs	to 215		hour	\$51.40
8306	Fork Lift Material handler	Diesel, CAT TH360B	6600-11500 gvwr lbs	99.9		hour	\$27.90
8307	Fork Lift Material handler	Diesel, CAT TH460B		99.9		hour	\$30.15
8308	Fork Lift Material handler	Diesel, CAT TH560B		99.9		hour	\$35.80
8309	Fork Lift Accessory	2003 ACS Paddle Fork				hour	\$3.46
8310	Generator	Prime Output	5.5 KW	to 10		hour	\$3.35
8311	Generator	Prime Output	16 KW	to 25		hour	\$7.45
8312	Generator	Prime Output	43 KW	to 65		hour	\$15.00
8313	Generator	Prime Output	100 KW	to 125		hour	\$34.95
8314	Generator	Prime Output	150 KW	to 240		hour	\$50.00
8315	Generator	Prime Output	210 KW	to 300		hour	\$62.45
8316	Generator	Prime Output	280 KW	to 400		hour	\$80.40
8317	Generator	Prime Output	350 KW	to 500		hour	\$90.50
8318	Generator	Prime Output	530 KW	to 750		hour	\$153.30
8319	Generator	Prime Output	710 KW	to 1000		hour	\$222.00
8320	Generator	Prime Output	1100 KW	to 1500	Open	hour	\$349.00
8321	Generator	Prime Output	2500 KW	to 3000		hour	\$533.75
8322	Generator	Prime Output	1,000 KW	to 1645	Enclosed	hour	\$403.30
8323	Generator	Prime Output	1,500 KW	to 2500	Enclosed	hour	\$511.22
8324	Generator	Prime Output	1100KW	2500	Enclosed	hour	\$495.80
8325	Generator	Prime Output	40KW	60		hour	\$14.80
8326	Generator	Prime Output	20KW	40		hour	\$13.32
8330	Graders	Moldboard Size	10 Ft	to 110	Includes Rigid and Articulate equipment.	hour	\$43.30
8331	Graders	Moldboard Size	12 Ft	to 150	Includes Rigid and Articulate equipment.	hour	\$46.50
8332	Graders	Moldboard Size	14 Ft	to 225	Includes Rigid and Articulate equipment.	hour	\$67.50
8350	Hose, Discharge	Diameter	3 In		Per 25 foot length. Includes couplings.	hour	\$0.15
8351	Hose, Discharge	Diameter	4 In		Per 25 foot length. Includes couplings.	hour	\$0.24
8352	Hose, Discharge	Diameter	6 In		Per 25 foot length. Includes couplings.	hour	\$0.60
8353	Hose, Discharge	Diameter	8 In		Per 25 foot length. Includes couplings.	hour	\$0.60
8354	Hose, Discharge	Diameter	12 In		Per 25 foot length. Includes couplings.	hour	\$0.90
8355	Hose, Discharge	Diameter	16 In		Per 25 foot length. Includes couplings.	hour	\$1.70
8356	Hose, Suction	Diameter	3 In		Per 25 foot length. Includes couplings.	hour	\$0.30
8357	Hose, Suction	Diameter	4 In		Per 25 foot length. Includes couplings.	hour	\$0.35
8358	Hose, Suction	Diameter	6 In		Per 25 foot length. Includes couplings.	hour	\$1.15
8359	Hose, Suction	Diameter	8 In		Per 25 foot length. Includes couplings.	hour	\$1.10
8360	Hose, Suction	Diameter	12 In		Per 25 foot length. Includes couplings.	hour	\$1.70
8361	Hose, Suction	Diameter	16 In		Per 25 foot length. Includes couplings.	hour	\$3.15
8380	Loader, Crawler	Bucket Capacity	0.5 CY	to 32	Includes bucket.	hour	\$14.66

FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8381	Loader, Crawler	Bucket Capacity	1 CY	to 60	Includes bucket.	hour	\$34.30
8382	Loader, Crawler	Bucket Capacity	2 CY	to 118	Includes bucket.	hour	\$68.10
8383	Loader, Crawler	Bucket Capacity	3 CY	to 178	Includes bucket.	hour	\$101.30
8384	Loader, Crawler	Bucket Capacity	4 CY	to 238	Includes bucket.	hour	\$120.00
8390	Loader, Wheel	Bucket Capacity	0.5 CY	to 38		hour	\$20.10
8391	Loader, Wheel	Bucket Capacity	1 CY	to 60		hour	\$36.90
8392	Loader, Wheel	Bucket Capacity	2 CY	to 105	CAT-926	hour	\$35.50
8393	Loader, Wheel	Bucket Capacity	3 CY	to 152		hour	\$43.85
8394	Loader, Wheel	Bucket Capacity	4 CY	to 200		hour	\$59.30
8395	Loader, Wheel	Bucket Capacity	5 CY	to 250		hour	\$64.00
8396	Loader, Wheel	Bucket Capacity	6 CY	to 305		hour	\$104.00
8397	Loader, Wheel	Bucket Capacity	7 CY	to 360		hour	\$124.50
8398	Loader, Wheel	Bucket Capacity	8 CY	to 530		hour	\$171.40
8401	Loader, Tractor, Wheel	Bucket Capacity	0.87 CY	to 80	Case 580 Super L	hour	\$33.73
8410	Mixer, Concrete Portable	Batching Capacity	10 Cft			hour	\$3.05
8411	Mixer, Concrete Portable	Batching Capacity	12 Cft	11		hour	\$4.00
8412	Mixer, Concrete, Trailer Mntd	Batching Capacity	11 Cft	to 10		hour	\$12.70
8413	Mixer, Concrete, Trailer Mntd	Batching Capacity	16 Cft	to 25		hour	\$19.60
8419	Breaker, Pavement Hand-Held	Weight	25-90 Lbs			hour	\$1.10
8420	Breaker, Pavement			to 70		hour	\$57.45
8423	Spreader, Chip	Spread Hopper Width	12.5 Ft	to 152		hour	\$85.85
8424	Spreader, Chip	Spread Hopper Width	16.5 Ft	to 215		hour	\$116.60
8425	Spreader, Chip, Mntd	Hopper Size	8 Ft	to 8	Trailer & truck mounted.	hour	\$4.60
8430	Paver, Asphalt, Towed				Does not include Prime Mover.	hour	\$12.40
8431	Paver, Asphalt			to 50	Includes wheel and crawler equipment.	hour	\$73.76
8432	Paver, Asphalt			to 125	Includes wheel and crawler equipment.	hour	\$95.10
8433	Paver, Asphalt			to 175	Includes wheel and crawler equipment.	hour	\$126.80
8434	Paver, Asphalt		35,000Lbs & Over	to 250	Includes wheel and crawler equipment.	hour	\$209.65
8436	Pick-up, Asphalt			to 110		hour	\$96.85
8437	Pick-up, Asphalt			to 150		hour	\$135.00
8438	Pick-up, Asphalt			to 200		hour	\$93.50
8439	Pick-up, Asphalt			to 275		hour	\$204.00
8440	Striper	Paint Capacity	40 Gal	to 22		hour	\$16.20
8441	Striper	Paint Capacity	90 Gal	to 60		hour	\$22.90
8442	Striper	Paint Capacity	120 Gal	to 122		hour	\$42.60
8445	Striper, Truck Mntd	Paint Capacity	120 Gal	to 460		hour	\$78.60
8446	Striper, Walk-behind	Paint Capacity	12 Gal			hour	\$4.00
8447	Paver accessory -Belt Extension	2002 Leeboy Conveyor Belt Extension			crawler	hour	\$32.50
8450	Plow, Snow, Grader Mntd	Width	to 10 Ft		Include Grader for total cost	hour	\$28.00
8451	Plow, Snow, Grader Mntd	Width	to 14 Ft		Include Grader for total cost	hour	\$32.90
8452	Plow, Truck Mntd	Width	to 15 Ft		Include truck for total cost	hour	\$24.35
8453	Plow, Truck Mntd	Width	to 15 Ft		With leveling wing. Include truck for total cost	hour	\$40.80
8455	Spreader, Sand	Mounting	Tailgate, Chassis			hour	\$7.35
8456	Spreader, Sand	Mounting	Dump Body			hour	\$10.45
8457	Spreader, Sand	Mounting	Truck (10yd)			hour	\$13.15
8458	Spreader, Chemical	Capacity	5 CY	to 4	Trailer & truck mounted.	hour	\$6.00
8469	Pump - Trash Pump	10 MTC	2" Pump	to 7	10,000 gph	hour	\$7.25
8470	Pump	Centrifugal, 8M pump	2" - 10,000 gal/hr.	to 4.5	Hoses not included.	hour	\$6.10
8471	Pump	Diaphragm pump	2" - 3,000 gal/hr.	to 6	Hoses not included.	hour	\$6.75
8472	Pump	Centrifugal, 18M pump	3" - 18,000 gal/hr. pump	to 10	Hoses not included.	hour	\$7.99
8473	Pump			to 15	Hoses not included.	hour	\$10.30
8474	Pump			to 25	Hoses not included.	hour	\$13.60
8475	Pump			to 40	Hoses not included.	hour	\$16.65
8476	Pump	4" - 40,000 gal/hr.	4" - 40,000 gal/hr.	to 60	Hoses not included.	hour	\$27.10

FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8477	Pump			to 95	Hoses not included.	hour	\$32.00
8478	Pump			to 140	Hoses not included.	hour	\$41.50
8479	Pump			to 200	Hoses not included.	hour	\$49.90
8480	Pump			to 275	Does not include Hoses.	hour	\$66.85
8481	Pump			to 350	Does not include Hoses.	hour	\$82.00
8482	Pump			to 425	Does not include Hoses.	hour	\$96.60
8483	Pump			to 500	Does not include Hoses.	hour	\$114.00
8484	Pump			to 575	Does not include Hoses.	hour	\$133.30
8485	Pump			to 650	Does not include Hoses <sub>p q</sub>	hour	\$154.70
8486	Aerial Lift, Truck Mntd	Max. Platform Height	40 Ft		Add this rate to truck rate for total lift and truck rate <sub>p q</sub>	hour	\$11.38
8487	Aerial Lift, Truck Mntd	Max. Platform Height	61 Ft		Add this rate to truck rate for total lift and truck rate <sub>p q</sub>	hour	\$20.54
8488	Aerial Lift, Truck Mntd	Max. Platform Height	80 Ft		Add this rate to truck rate for total lift and truck rate <sub>p q</sub>	hour	\$39.00
8489	Aerial Lift, Truck Mntd	Max. Platform Load - 600Lbs	81 Ft -100 Ft. Ht.		Add this rate to truck rate for total lift and truck rate	hour	\$39.50
8490	Aerial Lift, Self-Propelled	Max. Platform Height	37 Ft. Ht.	to 15	Articulated, Telescoping, Scissor.	hour	\$8.95
8491	Aerial Lift, Self-Propelled	Max. Platform Height	60 Ft. Ht.	to 30	Articulated, Telescoping, Scissor.	hour	\$16.10
8492	Aerial Lift, Self-Propelled	Max. Platform Height	70 Ft. Ht.	to 50	Articulated, Telescoping, Scissor.	hour	\$29.26
8493	Aerial Lift, Self-Propelled	Max. Platform Height	125 Ft. Ht.	to 85	Articulated and Telescoping.	hour	\$55.65
8494	Aerial Lift, Self-Propelled	Max. Platform Height	150 Ft. Ht.	to 130	Articulated and Telescoping.	hour	\$70.15
8495	I.C. Aerial Lift, Self-Propelled	Max. Platform Load - 500 Lbs	75"x155", 40Ft Ht.	to 80	2000 Lbs Capacity	hour	\$28.95
8496	Crane, Truck Mntd	Max. Lift Capacity	24000 Lbs		Include truck rate for total cost	hour	\$14.90
8497	Crane, Truck Mntd	Max. Lift Capacity	36000 Lbs		Include truck rate for total cost	hour	\$22.40
8498	Crane, Truck Mntd	Max. Lift Capacity	60000 Lbs		Include truck rate for total cost	hour	\$36.50
8499	Pump - Trash-Pump	CPB Rating - 10MTC	10000 gal/Hr	7	Self- Priming Trash Pump	hour	\$7.55
8500	Crane	Max. Lift Capacity	8 MT	to 80		hour	\$38.70
8501	Crane	Max. Lift Capacity	15 MT	to 150		hour	\$66.90
8502	Crane	Max. Lift Capacity	50 MT	to 200		hour	\$90.00
8503	Crane	Max. Lift Capacity	70 MT	to 300		hour	\$178.60
8504	Crane	Max. Lift Capacity	110 MT	to 350		hour	\$243.20
8510	Saw, Concrete	Blade Diameter	14 In	to 14		hour	\$7.20
8511	Saw, Concrete	Blade Diameter	26 In	to 35		hour	\$12.00
8512	Saw, Concrete	Blade Diameter	48 In	to 65		hour	\$25.10
8513	Saw, Rock			to 100		hour	\$33.50
8514	Saw, Rock			to 200		hour	\$63.00
8517	Jackhammer (Dry)	Weight Class	25-45 Lbs			hour	\$1.66
8518	Jackhammer (Wet)	Weight Class	30-55 Lbs			hour	\$1.84
8521	Scraper	Scraper Capacity	16 CY	to 250		hour	\$107.15
8522	Scraper	Scraper Capacity	23 CY	to 365		hour	\$155.50
8523	Scraper	Scraper Capacity	34 CY	to 475		hour	\$270.00
8524	Scraper	Scraper Capacity	44 CY	to 600		hour	\$265.70
8540	Loader, Skid-Steer	Operating Capacity	1000 Lbs	to 35		hour	\$14.15
8541	Loader, Skid-Steer	Operating Capacity	2000 Lbs	to 65		hour	\$37.00
8542	Loader, Skid-Steer	Operating Capacity	3000 Lbs	to 85		hour	\$36.05
8550	Snow Blower, Truck Mntd	Capacity	600 Tph	to 75	Does not include truck	hour	\$34.60
8551	Snow Blower, Truck Mntd	Capacity	1400 Tph	to 200	Does not include truck	hour	\$94.00
8552	Snow Blower, Truck Mntd	Capacity	2000 Tph	to 340	Does not include truck	hour	\$142.50
8553	Snow Blower, Truck Mntd	Capacity	2500 Tph	to 400	Does not include truck	hour	\$154.80
8558	Snow Thrower, Walk Behind	Cutting Width	25 in	to 5		hour	\$2.80
8559	Snow Thrower, Walk Behind	Cutting Width	60 in	to 15		hour	\$14.10
8560	Snow Blower	Capacity	2,000 Tph	to 400		hour	\$234.00
8561	Snow Blower	Capacity	2,500 Tph	to 500		hour	\$255.00
8562	Snow Blower	Capacity	3,500 Tph	to 600		hour	\$284.00

FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8569	Dust Control De-Ice Unit	1300-2000 gal	173"Lx98"Wx51"H	5.5	Hydro Pump w/100' 1/2" hose	hour	\$3.45
8570	Loader-Backhoe, Wheel	Loader Bucket Capacity	0.5 CY	to 40	Loader and Backhoe Buckets included.	hour	\$22.15
8571	Loader-Backhoe, Wheel	Loader Bucket Capacity	1 CY	to 70	Loader and Backhoe Buckets included.	hour	\$29.50
8572	Loader-Backhoe, Wheel	Loader Bucket Capacity	1.5 CY	to 95	Loader and Backhoe Buckets included.	hour	\$38.60
8573	Loader-Backhoe, Wheel	Loader Bucket Capacity	1.75 CY	to 115	Loader and Backhoe Buckets included.	hour	\$47.77
8580	Distributor, Asphalt	Tank Capacity	500 Gal		burners, insulated tank, and circulating spray bar.	hour	\$14.76
8581	Distributor, Asphalt	Tank Capacity	1000 Gal		burners, insulated tank, and circulating spray bar. Include	hour	\$21.30
8582	Distributor, Asphalt	Tank Capacity	4000 Gal		burners, insulated tank, and circulating spray bar. Include	hour	\$30.15
8583	Distributor	ETNYRE Oil Distributor Model - PB348		300		hour	\$41.60
8584	Distributor	ETNYRE Quad Chip Spreader		280		hour	\$83.20
8590	Trailer, Dump	Capacity	20 CY		Does not include Prime Mover.	hour	\$11.36
8591	Trailer, Dump	Capacity	30 CY		Does not include Prime Mover.	hour	\$13.10
8600	Trailer, Equipment	Capacity	30 Tons			hour	\$14.15
8601	Trailer, Equipment	Capacity	40 Tons			hour	\$15.50
8602	Trailer, Equipment	Capacity	60 Tons			hour	\$18.85
8603	Trailer, Equipment	Capacity	120 Tons		g p p	hour	\$28.35
8610	Trailer, Water	Tank Capacity	4000 Gal		with sump and a rear spraybar. g p p	hour	\$13.50
8611	Trailer, Water	Tank Capacity	6000 Gal		with sump and a rear spraybar. g p p	hour	\$16.55
8612	Trailer, Water	Tank Capacity	10000 Gal		with sump and a rear spraybar. g p p	hour	\$19.20
8613	Trailer, Water	Tank Capacity	14000 Gal		with sump and a rear spraybar.	hour	\$23.77
8614	Truck- Water Tanker	1000 gal. tank		175		hour	\$33.35
8620	Tub Grinder			to 440		hour	\$95.35
8621	Tub Grinder			to 630		hour	\$143.65
8622	Tub Grinder			to 760		hour	\$183.60
8623	Tub Grinder			to 1000		hour	\$322.00
8627	Horizontal Grinder	Model HG6000		630		hour	\$57.36
8628	Stump Grinder	1988 Vermeer SC-112		102		hour	\$47.00
8629	Stump Grinder	24" grinding wheel		110		hour	\$45.00
8630	Sprayer, Seed	Working Capacity	750 Gal	to 30	Does not include Prime Mover.	hour	\$14.00
8631	Sprayer, Seed	Working Capacity	1250 Gal	to 50	Trailer & truck mounted. Does not include Prime	hour	\$19.80
8632	Sprayer, Seed	Working Capacity	3500 Gal	to 115	Does not include Prime Mover.	hour	\$29.25
8633	Mulcher, Trailer Mntd	Working Capacity	7 TPH	to 35		hour	\$14.10
8634	Mulcher, Trailer Mntd	Working Capacity	10 TPH	to 55		hour	\$20.80
8635	Mulcher, Trailer Mntd	Working Capacity	20 TPH	to 120		hour	\$29.45
8636	Scraper	Soil Recycler WR 2400	w 317 gal fuel tank	563		hour	\$239.85
8637	Trailer CAT	Double Belly Bottom-dump Trailer	26 CY of soil in one dump	330	13 CY of soil each berry	hour	\$92.33
8638	Rake	Barber Beach Sand Rake 600HDR, towed				hour	\$15.40
8639	Chipper	Wildcat 626 Cougar Trommel Screen chipper w belt		125		hour	\$34.30
8640	Trailer, Office	Trailer Size	8' x 24'		Cargo Size 16ft	hour	\$1.95
8641	Trailer, Office	Trailer Size	8' x 32'		Cargo Size 24ft	hour	\$2.30
8642	Trailer, Office	Trailer Size	10' x 32'		Cargo Size 20ft	hour	\$2.65
8643	Trailer	Haz-Mat Equipment trailer	8'x18'			hour	\$37.75
8644	Trailer, Covered Utility Trailer	(7' X 16')				hour	\$5.65
8645	Trailer, Dodge Ram	8' x 24' shower trailer- 12 showers		101		hour	\$29.45
8646	Trailer, Dodge	32' flatbed water				hour	\$27.90
8650	Trencher			to 40	Wheel Mounted. Chain and Wheel.	hour	\$16.30



FEMA Code ID		Equipment Description					2017 Rate
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	
8651	Trencher			to 85	Wheel Mounted. Chain and Wheel.	hour	\$24.70
8654	Trencher accessories	2008 Griswold Trenchbox				hour	\$1.90
8660	Plow, Cable	Plow Depth	24 in	to 30		hour	\$12.00
8661	Plow, Cable	Plow Depth	36 in	to 65		hour	\$37.45
8662	Plow, Cable	Plow Depth	48 in	to 110		hour	\$41.25
8670	Derrick, Hydraulic Digger	Max. Boom Length	60 Ft		alignment attachment. Include truck rate	hour	\$34.15
8671	Derrick, Hydraulic Digger	Max. Boom Length	90 Ft		alignment attachment. Include truck rate	hour	\$54.66
8680	Truck, Concrete Mixer	Mixer Capacity	13 CY	to 300		hour	\$82.35
8684	Truck, Fire	100 Ft Ladder				hour	\$100.00
8690	Truck, Fire	Pump Capacity	1000 GPM			hour	\$68.00
8691	Truck, Fire	Pump Capacity	1250 GPM			hour	\$72.25
8692	Truck, Fire	Pump Capacity	1500 GPM			hour	\$78.90
8693	Truck, Fire	Pump Capacity	2000 GPM			hour	\$81.40
8694	Truck, Fire Ladder	Ladder length	75 FT			hour	\$117.10
8695	Truck, Fire Ladder	Ladder length	150 FT			hour	\$142.75
8696	Truck, Fire	No Ladder		330	Rescure Equipment	hour	\$93.47
8700	Truck, Flatbed	Maximum Gvw	15000 Lbs	to 200		hour	\$20.60
8701	Truck, Flatbed	Maximum Gvw	25000 Lbs	to 275		hour	\$35.00
8702	Truck, Flatbed	Maximum Gvw	30000 Lbs	to 300		hour	\$27.10
8703	Truck, Flatbed	Maximum Gvw	45000 Lbs	to 380		hour	\$44.70
8708	Trailer, semi	48ft to 53ft, flat-bed, freight, two axle	50,000+ gvwr			hour	\$8.45
8709	Trailer, semi	enclosed 48 ft to 53 ft, two axles	50,000+ gvwr			hour	\$9.50
8710	Trailer, semi	28ft, single axle, freight	25,000 gvwr			hour	\$9.70
8711	Flat bed utility trailer	6 ton				hour	\$3.10
8712	Cleaner, Sewer/Catch Basin	Hopper Capacity	5 CY		Truck Mounted.	hour	\$24.80
8713	Cleaner, Sewer/Catch Basin	Hopper Capacity	14 CY		Truck Mounted.	hour	\$31.30
8714	Vactor	800 Gal Spoils/400 Gal Water	500/800 gal	49		hour	\$82.75
8715	Truck, Hydro Vac	model LP555DT				hour	\$18.00
8716	Leaf Vac	Tow by Truck 22,000 cfm capacity		85	Leaf Vac + Truck Code 8811	hour	\$51.25
8717	Truck, Vacuum	60,000 GVW		400		hour	\$74.20
8719	Litter Picker	model 2007 Barber			towed by tractor	hour	\$9.60
8720	Truck, Dump	Struck Capacity	8 CY	to 220		hour	\$48.90
8721	Truck, Dump	Struck Capacity	10 CY	to 320		hour	\$60.77
8722	Truck, Dump	Struck Capacity	12 CY	to 400		hour	\$67.70
8723	Truck, Dump	Struck Capacity	18 CY	to 400		hour	\$75.50
8724	Truck, Dump, Off Highway	Struck Capacity	28 CY	to 450		hour	\$121.20
8725	Truck, Dump	Struck Capacity	14 CY	to 400		hour	\$77.80
8730	Truck, Garbage	Capacity	25 CY	to 255		hour	\$48.50
8731	Truck, Garbage	Capacity	32 CY	to 325		hour	\$55.90
8733	E-BAM Services	Environmental Beta Attenuation Air Monitor			Powered by Solar System	hour	\$3.00
8734	Attenuator, safety	that can stop a vehicle at 60 mph				hour	\$5.50
8735	Truck, Attenuator	2004 Truck Mounted for 60 mph				hour	\$3.85
8736	Truck, tow	1987 Chevy Kodiak 70		175		hour	\$27.70
8744	Van, Custom	Special Service Canteen Truck		350		hour	\$18.00
8745	Van, step	model MT10FD		300		hour	\$21.25
8746	Van-up to 15 passenger	light duty, class 1		225-300		hour	\$20.00
8747	Van-up to 15 passenger	light duty, class 2		225-300		hour	\$20.15
8748	Van-cargo	light duty, class 1		225 - 300		hour	\$22.25
8749	Van-cargo	light duty, class 2		225-300		hour	\$22.25
8750	Vehicle, Small			to 30		hour	\$6.40
8753	Vehicle, Recreational			to 10		hour	\$2.80
8755	Golf Cart	Capacity	2 person			hour	\$3.75
8761	Vibrator, Concrete			to 4		hour	\$1.60
8770	Welder, Portable			to 16	Includes ground cable and lead cable.	hour	\$3.10

FEMA Code ID		Equipment Description					
Cost Code	Equipment	Specifications	Capacity or Size	HP	Notes	Unit	2017 Rate
8771	Welder, Portable			to 34	Includes ground cable and lead cable.	hour	\$6.80
8772	Welder, Portable			to 50	Includes ground cable and lead cable.	hour	\$10.00
8773	Welder, Portable			to 80	Includes ground cable and lead cable.	hour	\$13.76
8780	Truck, Water	Tank Capacity	2500 Gal	to 175	Include pump and rear spray system.	hour	\$28.70
8781	Truck, Water	Tank Capacity	4000 Gal	to 250	Include pump and rear spray system.	hour	\$50.00
8788	Container & roll off truck	30 yds				hour	\$23.05
8789	Truck, Tractor	1997 Freightliner F120		430		hour	\$54.90
8790	Truck, Tractor	4 x 2	25000 lbs	to 210		hour	\$42.40
8791	Truck, Tractor	4 x 2	35000 lbs	to 330		hour	\$46.00
8792	Truck, Tractor	6 x 2	45000 lbs	to 360		hour	\$52.75
8794	Truck, freight	Enclosed w/lift gate. Medium duty class 5	gvwr 16000-19500 Lbs			hour	\$23.25
8795	Truck, backhoe carrier	Three axle, class 8, heavy duty	over 33000Lbs			hour	\$34.50
8796	Truck, freight	Enclosed w/lift gate. Heavy duty, class	7, 26,001 to 33,000 lbs gvwr			hour	\$31.00
8798	Truck	Tilt and roll-back, two axle, class 7 heavy duty,	to 33,000 gvwr			hour	\$32.00
8799	Truck,	Tilt and roll back, three axle. class 8 heavy duty	over 33,001+ gvwr			hour	\$40.60
8800	Truck, Pickup				When transporting people.	mile	\$0.54
8801	Truck, Pickup	1/2-ton Pickup Truck	4x2-Axle	160		hour	\$12.30
8802	Truck, Pickup	1-ton Pickup Truck	4x2-Axle	234		hour	\$17.65
8803	Truck, Pickup	1 1/4-ton Pickup Truck	4x2-Axle	260		hour	\$19.85
8804	Truck, Pickup	1 1/2-ton Pickup Truck	4x2-Axle	300		hour	\$22.25
8805	Truck, Pickup	1 3/4-ton Pickup Truck	4x2-Axle	300		hour	\$23.10
8806	Truck, Pickup	3/4-ton Pickup Truck	4x2-Axle	165		hour	\$13.40
8807	Truck, Pickup	3/4-ton Pickup Truck	4x4-Axle	285	Crew	hour	\$20.80
8808	Truck, Pickup	1-ton Pickup Truck	4x4-Axle	340	Crew	hour	\$22.85
8809	Truck, Pickup	1 1/4-ton Pickup Truck	4x4-Axle	360	Crew	hour	\$26.40
8810	Truck, Pickup	1 1/2-ton Pickup Truck	4x4-Axle	362	Crew	hour	\$26.75
8811	Truck, Pickup	1 3/4-ton Pickup Truck	4x4-Axle	362	Crew	hour	\$27.50
8820	Skidder accessory	2005 JCB Grapple Claw				hour	\$1.75
8821	Forklift, accessory	2005 ACS Grapple Bucket				hour	\$1.50
8822	Truck, Loader	Debris/Log (Knuckleboom Loader/Truck)		230		hour	\$52.26
8823	Chipper- Wood Recycler	Cat 16 engine		700		hour	\$115.00
8824	Skidder	model Cat 525B		up to 160		hour	\$62.90
8825	Skidder	40K lbs- model Cat 525C		161 and up		hour	\$118.77
8840	Truck, service	fuel and lube	up to 26,000 gvwr	215-225		hour	\$38.65
8841	Truck, fuel	2009 International 1,800 gal. storage tank		200		hour	\$30.50
8842	Mobile Command Trailer	(8' X 28') with 7.5 KW Generator				hour	\$14.66
8843	Mobile Response Trailer	(8' X 31') with 4.5 KW Generator?				hour	\$13.60
8844	Mobile Command Center	(unified) (RV) Ulitmaster MP-35	43 FT Long with Generator	400		hour	\$75.00
8845	Mobile Command Post Vehicle	(RV) (In- Motion)	22-Ft Long	340		hour	\$31.00
8846	Mobile Command Post Vehicle	(RV) (Stationary) w/9.6 KW Generator	22-Ft Long	340		hour	\$19.25
8847	Mobile Command Center (Trailer)	48'x8' Trailer, Fully Equiped Mobile Command Center	48-Ft Long			hour	\$29.45
8848	Mobile Command Center (Trailer)	48'x8' When being Moved w/Truck Tractor		310		hour	\$48.90
8849	Mobile Command Center	43'x8.5' x 13.5'H with self 30kw Generator				hour	\$52.00
8850	Mobile Command Center	2007-Freightliner MT-55, (RV)		260		hour	\$45.50
8851	Mobile Command Van	1990- Ford Econoline- Communication Van		230		hour	\$41.00
8852	Mobile Command Center	47.5' X 8.75 Fully Equip' (In motion) (RV)		410		hour	\$65.30
8853	Mobile Command Center	47.5' X 8.75 Fully Equip' (Stationary)		410		hour	\$45.00



# DONATED SUPPLIES + MATERIALS WEEKLY SUMMARY FORM



EVENT (FEMA Disaster Number)			PARISH			PAGE _____ of _____	
VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)			CONTACT PHONE#			CONTACT EMAIL	
VOLUNTEER ORGANIZATION					PERIOD COVERING _____ to _____		
ORGANIZATION CONTACT			CONTACT PHONE#			CONTACT EMAIL	
MATERIALS/VENDOR	DATE OF DONATION	QUAN.	UNIT PRICE*	TOTAL PRICE	DATE USED	DESCRIPTION OF DONATED MATERIALS	
						Please Provide a Specific Description of Materials Donated (Water, Food, Cleaning Supplies, Toiletries, New Clothing, Diapers, etc.)	
			\$	\$			
			\$	\$			
			\$	\$			
			\$	\$			
			\$	\$			
			\$	\$			
			\$	\$			
<b>TOTAL</b>				\$			

NOTE: \* Based on fair market value as established in 2CFR200.306 OR current commercial rates. FEMA validates unit costs based on invoices from previous purchases or information from area vendors. [SOURCE: FEMA Public Assistance Program and Policy Guide (PAPPG), page 37].



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

**Volunteer + Donated Resources - Offsetting Non-Federal Share**



# DONATED SUPPLIES + MATERIALS WEEKLY SUMMARY FORM



## HOW TO COMPLETE THIS FORM

- **Event:** Enter the FEMA Disaster Number.
- **Parish:** Enter Parish where volunteer work was performed.
- **Page \_ of \_ :** Enter page number of current page and pages of entire document.
- **Volunteer and Donated Resources Coordinator (VDRC):** Enter the name of the VDRC who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDRC.
- **Contact Email:** Enter email address of VDRC.
- **Volunteer Organization:** Enter the name of the organization volunteers performed work under.
- **Period Covering \_ to \_ :** Enter period of time covered on this data form.
- **Organization Contact:** Enter name of the Volunteer Organization Contact that is collecting the data for this form.
- **Contact Phone #:** Enter phone # of Organization Contact.
- **Contact Email:** Enter email address of Organization Contact.
- **Description of Eligible Work Performed:** Enter a specific description of work performed eligible work performed.
- **Materials/Vendor:** Enter name of materials received/ vendor received from.
- **Date of Donation:** Enter date donation was received.
- **Quantity:** Enter how many of designated material were received.
- **Unit Price:** Enter fair market value of designated material.
- **Total Price:** Enter total price by multiplying quantity and unit price.
- **Date Used:** Enter date designated material was used.
- **Description of Donated Materials:** Enter a specific description of materials donated.
- **Total:** Enter total price by adding all total prices together.

## EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

- Warehouse and **logistical** support.
- Supply distribution.
- Shelter and feeding operations.
- Donating **materials** such as **dirt, rock, sand** and materials associated with **flood-fighting activities**.

[**SOURCES:** FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

## EXAMPLES OF INELIGIBLE DONATIONS

- Unapproved **donation warehouse** and **POD** activities.

[**SOURCES:** FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24]

**If in doubt about eligible activities and/or donations, document anyway.** It is better to over document rather than under.

# APPENDIX 2 – PLANNING + COMMUNICATIONS

- *Planning Tips*
- *SAMPLE Volunteer + Donated Resources MANAGEMENT Plan*
- *Key Activities + Roles + Responsibilities for Management of Volunteers + Donated Resources Throughout a Disaster Cycle*
- *SAMPLE Volunteer + Donated Resources Coordinator (VDRC) / Organization Contact – Roles + Responsibilities*
- *SAMPLE Volunteer + Donated Resources Planning Matrix*
- *SAMPLE Communications Plan Summary Matrices*
- *SAMPLE Media Releases*

## PLANNING TIPS

The following are planning tips to assist with developing a comprehensive *Volunteer + Donated Resources MANAGEMENT Plan*.

### Overall Requirements

Be sure YOUR plan addresses:

- Planning requirements **specific** to:
  - » Affiliated and Unaffiliated Volunteers
  - » Donated Goods and Materials
  - » Unsolicited Donations
- Relationships** with other stakeholders and local officials.
- Visibility** and **transparency** to partners, stakeholders and constituents.
- Offsetting** the non-Federal cost share.
- Identify and stand-up **Volunteer Reception Centers (VRC)**.
- Staffing, training, logistics, and coordination **management**.
- Funding**.
- Strategic and coordinating **oversight** at both the local and State / Tribal levels.
- A *Continuity of Operations Plans* (COOP) component.
- Standards for volunteer **induction** and **training**.
- Standards for **receipt** of donations so they are appropriate, acceptable and needed.
- Organizational management processes** or **frameworks** that:
  - » Provide for coordination with local Incident Command System (ICS) response partners and stakeholders – organizations with affiliated volunteers, nonprofits, others who may be involved in the response effort, unaffiliated volunteers, and solicited and non-solicited goods, materials and equipment donations.
  - » Ensure highest and best use of donated time and resources.
  - » Meet documentation and eligibility requirements applicable to the non-Federal cost share offset.
- Staffing** needed to support a robust volunteer and donated resources management and documentation process.
- Access to **funding** and **other resources** needed to implement plan-identified Action Steps should be ensured pre-event as well as those needed for activation.



- A process for documenting success, challenges and how those challenges were met during the activity from stand up to stand down, so that a continuous cycle of **Lessons Learned** are captured and included in plan revisions and *future* activations.
  - Developing a **planning statement** regarding the use of the plan when responding to emergencies. Consider:
    - » At what level of emergency will the plan be activated?
    - » Who will activate the plan?
    - » Who will coordinate volunteer and donated resources activities, including data collection? Under what authority?
    - » How and when will the Volunteer + Donated Resources Coordinator (VDRC) and Organization Contacts activate?
    - » Who will decide if volunteers are to be used or donations accepted?
    - » If there is a call for volunteers, what will happen? If not, what will happen?
    - » Who will deactivate the plan?
    - » How will the plan be reviewed following an emergency?
- 

### Affiliated + Unaffiliated Volunteers

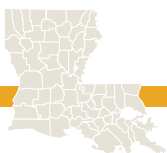
- Public awareness campaigns should be considered to encourage people to **pre-register** their interest in volunteering or donating in an emergency situation.
  - Skills** and needed **goods, materials** and **equipment** should be announced.
  - Background checks** needed for volunteers should be identified.
  - Appropriate **referral information** should be provided for pre-training after screening.
  - Pre-registration could provide a **database** of available volunteer skills with information on whether individuals have current checks, licenses and registrations.
  - Plan development should identify clearly documented pathways for **recruitment, induction, training, retention, deployment** and **management** of affiliated and unaffiliated volunteers.
  - Ensure your plan identifies processes to capture information on skills, qualifications, licenses and background checks. Consider including those in your **registration process**. See *Sample Volunteer Information Form* in the Appendix 3 for list of data to collect.
  - Your plan should include a process for matching identified **volunteer skill-sets** to response need.
- 

### Liability

- To offer guidance on liability issues, FEMA funded the nonprofit **Public Entity Risk Institute** (PERI) to develop *Citizen Corps Volunteer Liability Guide* (CCVLG). CCVLG provides an overview of liability and suggests approaches for addressing those concerns.

Learn more by visiting [fema.gov/media-library/assets/documents/29267](https://fema.gov/media-library/assets/documents/29267).

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## Relationships

- Include **coordination** with local, State and national nonprofits when constructing your plan.
  - Consider naming a nonprofit as the **local** or **State Coordinating Agency** as the VDRC.
- 

## Donated Goods + Materials

- Your plan should identify clearly documented pathways for **receiving, documenting, quantifying, deploying** and **managing** donated goods and materials.
  - Ensure your plan includes **protocols** for handling online, phone donations, those that come in person and by mail.
- 

## Donated Equipment

- Your plan should identify clearly documented pathways for **receiving, documenting, quantifying, deploying** and **managing** donated equipment.
- 

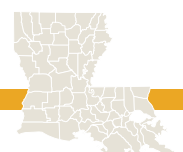
## Donations

- Be sure your plan includes **proper storage** of donations. Some food donations will need to be **refrigerated**. All donations will need to be **secure** and **dry**.
  - When donations other than cash are received, those managing donations may want to use the **National Donations Management Network** (NDMN) to connect donors with organization their need that specific donation.
  - To minimize unsolicited donations, ensure your plan calls for developing and maintaining a current **list if disaster needs**. **Screen donation** offers and public outreach to manage expectations.
- 

## Donations (Outreach)

Ensure that your plan identifies **Communications Strategies** that:

- Aggressively** provide information to the public and potential donors on **current needs** AND those items and services **not required**.
- Encourage donations of **money**.
- Help the public and potential donors know the location of **drop-off sites** for donations.
- Ensure **disaster survivors** know when donations are ready for **distribution** and **locations** where they can be picked up.



- Review the Communications Matrix in the APPENDIX of this publication for more strategies.
- Plan to provide **web-sites** to the public where they can learn more and make online donations.

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## Visibility + Transparency + Outreach

Create a robust *Communications Plan*:

- Use the *Communications Matricies* in the APPENDIX of this publication to guide messaging.
- Ensure to include social media and especially hashtag strategies and monitoring. For example, #2016Flood, #HarveyRescue, etc.
- Be ready to address the fact that disaster survivors may want and need *immediate* access to donations before they are sorted and ready to be distributed, **OR worse**, believe that donations have not or are not being distributed fairly or at all.
- Ensure your plan calls for **proper tracking** of goods and materials donations received and a live database maintained to track distribution.
- How do you express needs when all sites and instruments are down? Community brands? E.g., Cajun Navy, Zello, Facebook, Twitter.

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## Offsetting

- Ensure your plan has a **detailed protocol** for capturing, quantifying, documenting, establishing value and submission to FEMA for those donations and activities that are eligible.

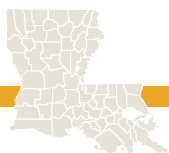
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## Volunteer Reception Centers (VRCs)

Online systems can require volunteers to upload proof of relevant qualifications and licenses directly into a **centralized database**.

VRCs should host volunteer **event-specific training** to include the following:

- Volunteer's role, including **boundaries** and **limitations**.
- Situational updates**.
- Command** and **communications** structures.
- Health** and **safety**.



## Staffing

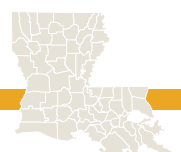
- Ensure your plan includes a **detailed organizational chart**, identifying leadership, key-functions, line positions and documentation coordinators.
  - Develop job descriptions NOW!** SAMPLE job descriptions are included in the APPENDIX of this publication.
- 

## Training

- Your plan should ensure that the Organization Contact and other key leadership agree with stakeholders on the **level of training** volunteers and staffing need.
  - Details on how to **register** volunteers, **match** skills to needs, **manage activities**, while ensuring maximum productivity of the volunteer and the responders he/she supports, **track time** and **donations**.
  - How to identify volunteer **skills** and **roles**, and how to **evaluate donated resources** so they are **appropriately matched** to the **need**.
  - How to **capture, quantify document, value** and **apply eligible** volunteer and donated resources to the non-Federal cost share offset.
  - Offer **specialized training** for expected assignments.
- 

## Logistics

- The **level of screening** required may vary between potential agencies the volunteer or donation might be routed to OR the team of responders that might be receiving the volunteer or the donated resources.
- Refrigeration trucks** should be considered for restaurants and grocery stores or donated to Parish or American Red Cross (ARC) as a food source to feed victims, responders or store in their own refrigerated trucks.



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# SAMPLE VOLUNTEER + DONATED RESOURCES MANAGEMENT PLAN

The following is a *SAMPLE Volunteer + Donated Resources MANAGEMENT Plan*.

Please note that this template contains sample language that can be discarded or used in part or completely at the discretion of the jurisdiction. Items in regular text are the sample language. Bolded text in parentheses is guidance information. All underlined text must be replaced with jurisdiction-specific information.

## I. PURPOSE, SCOPE, SITUATIONS, AND ASSUMPTIONS

### A. Purpose

This (Plan/Annex) provides guidance for the departments and agencies within the (City/Parish), with the purpose of outlining the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and governments to manage spontaneous volunteers in the aftermath of a disaster event.

### B. Scope

This (Plan/Annex) applies to all departments and agencies of the (City/Parish), along with the private sector, volunteer organizations, citizens, and tribal entities. This (Plan/Annex) also governs support agencies that respond within the (City/Parish) to a disaster or emergency and that have responsibilities involving the recruitment, processing, assignment, and/or management of volunteers.

### C. Situations

#### 1. General

- a. The (City/Parish) is subject to the effects of many disasters, varying widely in type and magnitude. The impact of these disasters can be felt across the local community, regionally, and even across the State. (The jurisdiction's hazard analysis in the base plan may be referenced here instead of the following verbiage.) Disaster conditions could be a result of natural phenomena such as hurricanes, floods, severe thunderstorms, drought, severe winter weather, fires (including urban, grass, and forest fires), flu epidemic, severe heat, or high winds. Apart from natural disasters, the (City/Parish) is subject to a myriad of other disaster contingencies, such as derailments, aircraft accidents, transportation accidents involving chemicals and other hazardous materials, plant explosions, chemical oil and other hazardous material spills, leaks, or pollution problems, dumping of hazardous wastes, building or bridge collapses, utility service interruptions, energy shortages, civil disturbance or riots, terrorism, warfare, applicable criminal acts, or a combination of any of these.
- b. Disaster conditions resulting from natural phenomena or from technological threats, or a combination of any of those hazards, could result in the need for volunteers to assist in response and recovery.

#### 2. Volunteers

- a. The (City/Parish) does not wish to operate or change an organization's system to recruit, train, or background check volunteers who are affiliated with a volunteer organization.



- b. The (City/Parish) does, however, reserve the right to coordinate these efforts.
- c. All spontaneous volunteers who are not affiliated with a volunteer organization must acquire a Temporary Emergency Worker Credential to provide volunteer services after a disaster. Emergency Worker Credentials are provided by the (Parish) Office of Homeland Security and Emergency Preparedness (OHSEP).
- d. Additional requirements or assessments of volunteers may be necessary to meet jurisdictional or legal requirements or needs.
- e. Recognized local and national volunteer organizations have been recruiting, training, credentialing, and background checking volunteers for many years. These volunteer organizations are skilled in the volunteer management process, and they should be the first source for processing and managing volunteers after a major emergency or catastrophic disaster.
- f. Volunteers outside the local area should be encouraged to work through recognized community, State, or national volunteer organizations where they live. These organizations are capable of receiving volunteers in areas across the State or nation and then providing assistance for a particular disaster.

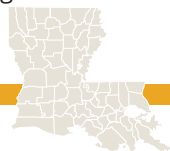
### D. Planning Assumptions

1. An overwhelming number of spontaneous volunteers will arrive in the impacted area in order to assist with the response and recovery efforts.
2. All departments and agencies of the (City/Parish) involved in the management of volunteers may be expected to perform additional duties and responsibilities during disaster and emergency situations.
3. Assistance to the (City/Parish) by other response organizations is expected to supplement efforts, in an efficient, effective, and coordinated response, when the local officials determine their own resources to be insufficient.
4. Effective response to a catastrophic incident will occur when local jurisdictions coordinate efforts at the county level. Parish volunteer liaisons will then coordinate on a regional level.
5. Both Federal and State disaster assistance will supplement, not be a substitute for, the response provided by the (City/Parish). This assistance is provided only when jurisdictional resources are clearly insufficient to cope with the effects of the disaster.
6. During a disaster affecting the (City/Parish), local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable influx of spontaneous volunteers.
7. In a catastrophic event, a Federal declaration will occur.

## II. CONCEPT OF OPERATIONS

### A. General

1. The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used in all emergency and disaster situations.
2. As spontaneous volunteers arrive in the impacted area or surges in volunteers occur and overwhelm the system, resources will be requested to assist with volunteer management. This could include requests to the next level of government or to nongovernmental entities.



- c. Communications
  - i. Radios
  - ii. Phone Bank/Call Center
- d. Personnel
  - i. VRC staff
  - ii. Security for the VRC
  - iii. Receiving agency liaisons at the VRC
- e. Office equipment and supplies
- f. VRC go-kits

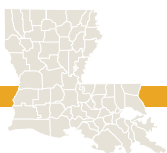
**(The following sections describe the basic flow of response to many emergency and disaster situations. The steps and activities that follow constitute the general response framework. A subset of these tasks may be appropriate for some situations; it is not required that all the activities and steps are performed.)**

### C. Volunteer Management

The scope of volunteer management is to organize and vet spontaneous volunteers and assign them to a supervising agency, organization, or ESF. This ([Plan/Annex](#)) is designed to be scalable and will be used for very large or catastrophic disasters as well as disasters on a smaller scale. The design and operation of the volunteer management system are flexible in order to provide appropriate support to these situations. Activation is dependent on the type and level of assistance needed. In many cases, the level of assistance needed will not necessitate activation of the entire volunteer management system, since some donation and volunteer needs during disasters can be handled by local agencies as part of their normal disaster operations.

Three levels of volunteer management have been identified to permit flexibility in the system so that it meets the unique needs of the disaster. In Level A, the VDRC can be staffed physically (in-person) or virtually. In Levels B and C, the VDRC should be staffed physically (in-person) within the EOC.

1. Volunteer Management–Level A: This level will be used in disasters that are small, limited, or localized in nature. Spontaneous volunteers will generally come from surrounding neighborhoods, and there will be no need to stand up a VRC. The need for volunteer management will typically be identified by the IC and first responders. Voluntary, faith-based, or community organizations responding to the scene will identify and appoint a Volunteer Coordinator who will manage the spontaneous volunteers onsite. This level of volunteer management activity is consistent with a Phase I or II activation of the EOC.
2. Volunteer Management–Level B: This level will be implemented for medium to large disasters. Often significant attention is paid to this size incident by local and regional media outlets, prompting mobilization by both gawkers and those desiring to help. A more coordinated level of volunteer management will be necessary, and a small VRC will need to be set up just outside the impact area. Not all components of this ([Plan/Annex](#)) or the VRC Standard Operating Procedures (SOPs) will need to be activated, and VRC staff will fill multiple roles. This level of volunteer management activity is seen when the EOC is at a large Phase II or Phase III activation.



3. Volunteer Management–Level C: This level of volunteer management will occur in very large or catastrophic disasters and disasters that generate a great amount of spontaneous volunteers. Volunteer activity will overwhelm the local capacity for volunteer management. A Volunteer Management Unit will be established at the EOC and at least one large VRC will be established and a Phone Bank/Call Center set up. The EOC will be activated to a Phase III or IV.

Any time this (Plan/Annex) is activated, in whole or part, close coordination with the Parish EOC is essential to ensure volunteer needs, information on the availability of volunteers, and pertinent information on the volunteer management program are provided to the media for dissemination to the public.

## D. Facility Management

### 1. Parish/local VRC

When the Volunteer Management Unit begins to operate at Levels B and C, the VDRC at the EOC will notify the VRC Director of the need to open the VRC. The liaison also will brief the Director on the status of the situation.

### 2. Phone Bank/Call Center

The VDRC will discuss with the (ESF 6/ESF 7/responsible local organization) Supervisor, (Logistics) Section Chief, and the Public Information Officer the need for opening up the Phone Bank/Call Center, which will be located at the VRC.

## E. Public Information and Outreach

One of the keys to keeping volunteers from impeding the response and recovery processes of a catastrophic incident, and essentially becoming a second disaster; is timely, informative, and accurate information distributed to the public. For example, it is important to make it clear what the needs are in the impacted areas, appropriate ways to help, and what is not needed.

1. Pre-disaster messages
2. Joint Information System/Joint Information Center (JIC)
3. Media

## F. Recovery

1. Volunteers will continue to work for and be managed by their assigned agency until their job is completed and there is no longer need for their services.
2. Volunteers may return to the VRC and be reassigned to another opportunity.

## G. Demobilization

1. Volunteers will need to be provided disaster mental health services once they have completed their work.
2. Volunteers will need to sign out with their assigned agency and that information will need to be provided to the (Parish/Local VRC) so the volunteer hours can be tracked and compiled.

# IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

**(This section establishes the organization that will be relied on to respond to an emergency or disaster. It includes a listing by role of what kinds of tasks are to be performed. When two or more units within a department or agency perform the same kind of task, one should be given primary responsibility, and the other(s) should be given a**





supporting role. This listing may include organizations that are not under direct control of the jurisdiction but that have defined responsibilities for responding to emergencies/disasters.)

## A. General

(This section contains general statements concerning the organization and assignment of responsibilities. The following is sample language.)

The departments and agencies of the (City/Parish) have emergency assignments in addition to their normal, day-to-day duties. The emergency assignments usually parallel or complement normal duties. The assignments of each department and agency are listed in this section. Each department or agency that provides response personnel is responsible for developing and maintaining its own emergency management procedures and training, including details of how to carry out the emergency assignments in this (Plan/Annex).

Departments and agencies maintain SOPs that include:

1. The specific emergency authorities to be assumed by a designated successor
2. When these authorities would become effective
3. When the delegated authorities would be terminated

## B. Organization

(This section should contain details of the organizational structure during an emergency or disaster.)

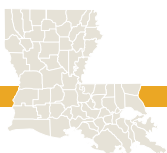
## C. Assignment of Responsibilities

(This section should assign emergency/disaster response responsibilities to each unit recognized in the organizational structure in the previous section.)

**Understanding that every jurisdiction is different, we are providing a list of organizations or roles that must be filled and a list of tasks that must be completed. This section must be customized to reflect the operational approach of the jurisdiction. To do this, look at the roles/organizations and validate whether they are active in your jurisdiction, then match the tasks with the appropriate role/organization. If you find an unmatched role/organization or task, it is likely that the matching role/organization or task was left out of this list. The following is sample language.)**

The following is the assignment of responsibilities to roles/organizations of the (City/Parish) Volunteer Management Structure. The designated emergency assignment applies to all parts of the (Plan/Annex) when a specific part is not designated. The expected support from external organizations and agencies is also included.

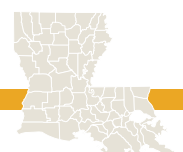
1. Roles/organizations:
  - a. The chief elected official of (City/Parish)
  - b. Local Volunteer Management Leader
  - c. VDRC
  - d. VRC Director
  - e. Phone Bank/Call Center Supervisor



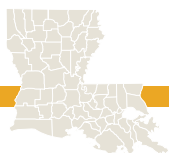
- f. Volunteer, voluntary organizations, and community-based agencies
- g. Volunteer-receiving organizations
- h. Private-sector parties
- i. Media
- j. Law enforcement agencies

## 2. Tasks:

- a. Appoint a VDRC.
- b. Identify and recruit volunteer management partners.
- c. Coordinate the development of a volunteer management program for the (City/Parish) and Standard Operating Guidelines (SOGs) for the volunteer management function.
- d. Schedule and coordinate regular meetings between VDRC, Parish OHSEP, State and volunteer groups to coordinate, update, and collaborate on the volunteer management system and operational process before, during, and after a disaster.
- e. Determine which volunteer management functions should be activated before and after a disaster occurs.
- f. Identify suitable candidates for managing the various volunteer management functions.
- i. Locate volunteers and volunteer agencies to work in the volunteer management functions.
- j. Coordinate with the OHSEP and the Public Information Office to collect information about needed volunteers.
- k. Coordinate with the OHSEP and the Public Information Office to disseminate information to the community about available volunteer opportunities.
- l. Determine when to terminate or consolidate volunteer management functions.
- m. Ensure that a volunteer management program coordinating the efforts of the volunteer groups and local government is planned and ready for activation.
- n. Coordinate with other (City/Parish) organizations and agencies as the situation demands.
- o. Develop and maintain a separately published VRC SOP.
- p. Assist the VDRC in developing a volunteer management program for the (City/Parish) and in preparing SOGs for the spontaneous, unaffiliated volunteer management function.
- q. Meet regularly to coordinate, update, and collaborate on the volunteer management system and operational process before, during, and after a disaster.
- r. Provide advice to the VDRC on suitable candidates for managing the volunteer management functions.
- s. Assist in locating volunteers to work in the VRC.



- t. Assist the VDRC in maintaining records on volunteer recruitment and management activities. Select a site(s) for a VRC and coordinate equipping and staffing the facility.
  - u. Develop operating guidelines for the operation of the VRC.
  - v. Coordinate training of volunteers for operation of the VRC.
  - w. Supervise VRC operations.
  - x. Select a site for a (Phone Bank/Call Center) and coordinate equipping and staffing the facility.
  - y. Develop operating guidelines for operation of the (Phone Bank/Call Center).
  - z. Coordinate training of volunteers for the operations of the (Phone Bank/Call Center).
  - aa. Identify needed volunteers.
  - bb. Manage the (Phone Bank/Call Center).
  - cc. Coordinate field logistics, media releases, emergent organizations, and spontaneous volunteers.
  - dd. Establish the internal volunteer management program.
  - ee. Determine support requirements.
  - ff. Recruit, select, assign, train, and supervise volunteers.
  - gg. Provide knowledge of resources that can be brought to bear in an emergency.
  - hh. Provide own response plans.
  - ii. Provide specialized personnel and equipment resources needed in an emergency.
  - jj. Provide electronic and print media support for program activities and emergency response and recovery operations.
  - kk. Maintain law and order.
  - ll. Establish and secure perimeters.
  - mm. Control and limit access.
3. Support functions
- a. Initial support from local response organizations may be provided without a local disaster declaration. If the situation warrants, the IC or the local OHSEP may request that a local disaster be declared to support and supplement ongoing operations.
  - b. Initial support from State agencies may be provided without a State disaster declaration. If the situation warrants, the State OHSEP will request that a State disaster be declared to support and supplement ongoing operations.



## V. DIRECTION, CONTROL, AND COORDINATION

**(In this section, the emergency response command structure should be established. Once the response to an emergency or disaster begins, there should be no confusion on who reports to whom. The following is sample language.)**

### A. Authority to Initiate Actions

The (Agencies/Organizations) of (City/Parish) have the authority and responsibility to implement this (Plan/Annex), which is the official operations source for (City/Parish) pertaining to all emergencies and disasters managing volunteers when a coordinated response is required.

All volunteer management activities will be coordinated with the Parish EOC. Regular communication will occur between the Parish EOC and local jurisdictions.

Regional conference calls will occur regularly between volunteer liaisons in each county to enhance coordination and collaboration.

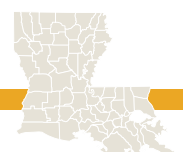
### B. Command Responsibility for Specific Actions

1. The VDRC, Parish OHSEP, State and volunteer groups will provide general guidance for volunteer management operations.
2. The VDRC will supervise key volunteer management personnel, and coordinate the efforts of volunteer groups, local government and State agencies.
3. The work of volunteers and paid government employees at a VRC will be directed by the supervisor of that facility.
4. Volunteers working as an integral part of a recognized volunteer group (e.g., the American Red Cross, Adventist Community Services, and Salvation Army) will respond to direction from those organizations.
5. Each individual supervising a volunteer management function will select an appropriate assistant or designee to run the operation in his or her absence.
6. The VDRC will work out of and communicate from the Volunteer Management Unit, which will be located in the Parish EOC.
7. Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments, liaison with the VRC, and coordinate with the VDRC.

## VI. INFORMATION COLLECTION AND DISSEMINATION

**(This section describes the required critical or essential information common to all operations identified during the planning process. In general terms, it identifies the type of information needed, where it is expected to come from, who uses the information, how the information is shared, the format for providing the information, and any specific times the information is needed. The following is sample language.)**

- A. Identify the type of information needed.
- B. Determine where the information is expected to come from.



- C. Identify who will use the information.
- D. Establish how the information will be shared.
- E. Select the appropriate format for providing the information.
- F. Determine specific times when the information will be needed.
  - 1. Initial reports
  - 2. Periodic unscheduled updates
  - 3. Termination of incident

## VII. COMMUNICATIONS

(This section describes the response organization-to-response organization communication protocols and coordination procedures used during emergencies and disasters. It discusses the framework for delivering communications support and how the jurisdiction's communications integrate into the Regional or National disaster communications network. It does not describe communications hardware or specific procedures found in departmental SOPs. Separate interoperable communications plans should be identified and summarized. This section may be expanded as an annex and is usually supplemented by communications SOPs and field guides.

This section should highlight any communication needs for Volunteer Management beyond the existing concepts for the jurisdiction)

## VIII. ADMINISTRATION, FINANCE, AND LOGISTICS

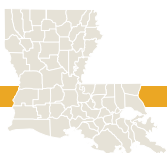
**(This section covers general support requirements and the availability of services and support for all types of emergencies, as well as general policies for managing resources. Mutual aid agreements should be referenced; authorities for and policy on augmenting staff by reassignment of employees should be addressed. This section should provide the general policies on keeping financial records, reporting, tracking resource needs, tracking the source and use of resources, and acquiring ownership of resources. The following is sample language.)**

### A. Agreements and Understandings

Should (City/Parish) resources prove to be inadequate during emergency operations, requests may be made for assistance from local jurisdictions and other agencies in accordance with existing or emergency negotiated mutual aid agreements and understandings. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and understandings. Copies of existing agreements are on file at the EOC.

### B. Policies

1. **(Authorities for and policy on augmenting staff by reassigning public employees and recruiting volunteers, along with relevant liability provisions**
2. **General policies on keeping financial records for volunteer management, reporting, tracking resource needs, tracking the source and use of spontaneous volunteers, acquiring ownership of donated resources, and compensating the owners of private property used by the jurisdiction)**



## C. Reporting

During emergency operations, the VDRC will compile and provide a daily summary of significant volunteer management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports. If the EOC has been deactivated, a periodic summary of activities will be provided to local OHSEP officials and the heads of volunteer organizations participating in the recovery process.

The VRC will provide a daily report of activities to the VDRC. Such reports will include the following information:

1. Phone Bank/Call Center
  - a. Number of calls by type (volunteer inquiries, request for volunteers, referrals to agencies for disaster assistance, requests for information, etc.)
  - b. Major issues or challenges
2. Volunteer Reception Center (VRC)
  - a. Number of volunteers processed
  - b. Number of volunteers assigned to tasks
  - c. General types of jobs to which volunteers have been dispatched
  - d. Number of workers in the facility
  - e. Number of volunteer hours worked
  - f. Number of available volunteers and types of services offered
  - g. Current hours of operation
  - h. Expenses incurred
  - i. Major operational activities
  - j. Support activities (e.g., feeding, lodging)
  - k. Major issues or challenges
  - l. Unmet volunteer needs

## D. Records

1. Each VRC will maintain a log of major activities at that facility, including activation and deactivation, arrivals and departure of staff, receipt of or return of major equipment, and the commitment of people, equipment, or materials to specific tasks.

## E. Post-Incident Review

The VDRC will organize and conduct a review of the emergency operations in the aftermath of a major emergency or disaster. The purpose of this review is to identify needed improvements in this ([Plan/Annex](#)), its procedures, its facilities, and its equipment.



## F. Training

1. The VDRC should attend training in volunteer management. Such training is offered by State OHSEP, FEMA, and several volunteer groups.
2. VRC Supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

## G. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a VRC scenario based on the anticipated hazards that could be faced by this jurisdiction.

## IX. (PLAN/ANNEX) DEVELOPMENT AND MAINTENANCE

**(The overall approach to planning, including the assignment of planning responsibilities, should be discussed in this section. Statements should focus on the planning process, participants in that process, and how development and revisions of different levels of the Plan/Annex will be coordinated. Provisions should also be made for a regular cycle of testing, reviewing, and updating the Plan/Annex).**

- A. The (City/Parish) is responsible for developing and maintaining this (Plan/Annex).
- B. Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this (Plan/Annex) and its appendices are responsible for developing and maintaining appropriate SOPs or SOGs to carry out those responsibilities.
- C. Responsible officials of the (City/Parish) should recommend changes at any time and provide information periodically as to changes of personnel and available resources. The (City/Parish) in collaboration with other response agencies will conduct an annual review and revise as necessary. Revisions will be forwarded to those on the distribution list.
- D. This (Plan/Annex) should be activated at least once a year in the form of a simulated emergency, regardless of actual events, in order to provide practical, controlled operations experience to those who have response responsibilities.
- E. An After-Action Review (AAR) will be conducted as deemed necessary following exercises and actual events. The effectiveness of this (Plan/Annex) and any recommended changes should be part of the AAR process.

## X. AUTHORITIES AND REFERENCES

**(This section should indicate the legal basis for emergency operations and activities. Laws, statutes, ordinances, executive orders, regulations, and formal agreements relevant to emergencies should be listed. Some of the Federal authorities are listed for your reference. State and local authorities should be researched and placed in this Plan/Annex.)**

### A. Legal Authority

1. Federal
  - a. 44 Code of Federal Regulations (CFR) 13.24
  - b. FEMA Public Assistance Program and Policy Guide (PAPPG)
  - c. FEMA Donated Resources Criteria for Public Assistance, FEMA Disaster Assistance Policy (DAP) 9525.2:44



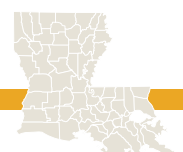
- d. Homeland Security Presidential Directive 5 (HSPD-5)
  - e. Homeland Security Presidential Directive 8 (HSPD-8)
  - f. National Response Framework (NRF)
  - g. NRF, Volunteer and Donations Management Support Annex
  - h. Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93o-288, as amended.
2. State
    - a. Louisiana Homeland Security and Emergency Assistance and Disaster Act (Louisiana Disaster Act)
    - b. Louisiana Good Samaritan Act LSA-R.S. 37:1731
  3. Local
    - a. Act 58-4-01905 American National Red Cross Statement of Understanding
    - b. Parish Emergency Operations Plans
  4. Volunteer, quasi-governmental
    - a. Act 58-4-1905 American National Red Cross Statement of Understanding, Dec. 30, 1985
    - b. Mennonite Disaster Services Agreement with Federal Disaster Assistance Administration (FDAA).
    - c. Salvation Army Charter, May 12, 1974

## B. References

**(Citing reference material, including related plans of other levels of government, can be valuable for indicating what has influenced the writing of the Plan/Annex. References also help by directing the user to the full text of procedures, data analyses, and other pertinent information.)**

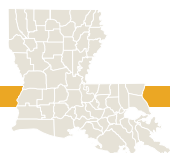
## XI. ACRONYMS AND ABBREVIATIONS

<b>AAR</b>	After-Action Report
<b>EOC</b>	Emergency Operations Center
<b>ESF</b>	Emergency Support Function
<b>FDAA</b>	Federal Disaster Assistance Administration
<b>FEMA</b>	Federal Emergency Management Agency
<b>HSPD</b>	Homeland Security Presidential Directive
<b>IC</b>	Incident Command
<b>ICS</b>	Incident Command System





- JIC** Joint Information Center
- NIMS** National Incident Management System
- NRF** National Response Framework
- OHSEP** Office of Homeland Security and Emergency Preparedness
- SOG** Standard Operating Guideline
- SOP** Standard Operating Procedure
- UC** Unified Command
- VRC** Volunteer Reception Center
- VDRC** Volunteer + Donated Resources Coordinator



# KEY ACTIVITIES + ROLES + RESPONSIBILITIES FOR MANAGEMENT OF VOLUNTEERS + DONATED RESOURCES THROUGHOUT A DISASTER CYCLE

PRE-EVENT	IMMEDIATELY PRE-EVENT	DURING EVENT	IMMEDIATELY POST-EVENT	POST-EVENT
<ul style="list-style-type: none"> <li>• <b>Volunteer + Donated Resources Coordinator (VDRC)</b> role created, defined and staffed – to be activated in an emergency or disaster.</li> <li>• Identify key volunteer partners, including those who self-deploy, from the private sector, nonprofits, NGOs and BEOC.</li> </ul> <ul style="list-style-type: none"> <li>• Job descriptions written for potential roles, including details of tasks and skills required.</li> <li>• Develop <i>Volunteer + Donated Resources MANAGEMENT Plan</i>.</li> <li>• <i>Induction / Training Plan</i> developed, to include procedures for standing down volunteers, etc.</li> <li>• CONNECTIVITY established between Coordinator (and his/her organization) and response and recovery agencies, organizations and activities within the jurisdictions impacted by the emergency or disaster – those who will need and can utilize volunteer and donated resources.</li> <li>• Create staffing chart.</li> <li>• Attend GOHSEP pre-training workshops. <ul style="list-style-type: none"> <li>– Identify and incorporate volunteer and donated resource partners and activities into training opportunities, whole community workshops, drills, tabletops and exercises focusing on volunteer labor, supplies and materials donations and equipment resources.</li> </ul> </li> <li>• Pre-register and pre-screen volunteers NOW – DO background and other checks.</li> <li>• Define volunteer activities and donated supplies, materials and equipment that are eligible for offset.</li> <li>• Dedicated telephone number set up.</li> <li>• Phone scripts developed.</li> <li>• Develop a comprehensive <i>Communications Plan</i>.</li> <li>• Identify potential capacity and/or skills gaps for emergency-related work and develop job descriptions for potential roles (including skills required and tasks to be undertaken).</li> <li>• Ensure existing insurance covers spontaneous volunteers or obtain the relevant insurance.</li> </ul> <ul style="list-style-type: none"> <li>• Staff trained in systems created for the registration of potential nonaffiliated volunteers and acceptance of donations and documentation required.</li> <li>• Participate in GOHSEP quarterly trainings.</li> </ul>	<ul style="list-style-type: none"> <li>• Activate <i>Mutual Aid Agreements (MAAs)/ Memorandums of Understanding (MOUs)/ contracts</i>.</li> <li>• Activate key staff.</li> <li>• Participate in Just-in-Time Training (JITT).</li> <li>• Activate of <i>Volunteer + Donated Resources MANAGEMENT Plan</i>.</li> <li>• Stand up Volunteer Reception Centers (VRCs). <ul style="list-style-type: none"> <li>– Can be physical or virtual or both.</li> </ul> </li> <li>• Identify and announce resource areas. <ul style="list-style-type: none"> <li>– VRC location.</li> <li>– Equipment yards or staging areas for equipment donations (locations may be varied and multiple).</li> <li>– Goods, materials collection drop-off areas, warehouse and distribution sites.</li> </ul> </li> <li>• Identify and announce types of donations needed.</li> <li>• Volunteer event-specific training begins.</li> <li>• Identify types of volunteers, supplies, materials and equipment donations you might need AND those you are likely to get.</li> </ul> <ul style="list-style-type: none"> <li>• Implement + activate of <i>Volunteer + Donated Resources MANAGEMENT Plan</i>.</li> <li>• Coordinate volunteer partners from the private sector, nonprofits and other NGOs.</li> <li>• Distribute job descriptions written for potential roles, including details of tasks and the skills required.</li> <li>• Participate in JITT.</li> <li>• Begin / continue “vetting” of volunteers (Pre-registration + Pre-Screen + Background checks)</li> <li>• <i>Communications Plan</i> implemented.</li> <li>• Insurance and risk management procedures implemented.</li> <li>• Continue outreach to all partners.</li> <li>• Distribute Staffing Chart.</li> <li>• Define role of Lt. Governor’s Office, VOAD and LA Business Emergency Operations Center (BEOC).</li> </ul> <ul style="list-style-type: none"> <li>• Complete onboarding process</li> <li>• Complete JITT. <ul style="list-style-type: none"> <li>– It is important that volunteers have an understanding of the response and recovery mission and the role they will be undertaking.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Continue activation of <i>Volunteer + Donated Resources MANAGEMENT Plan</i> – course correcting as needed.</li> <li>• Volunteers become part of normal rostering, briefings and debriefings system.</li> <li>• Volunteers and first responders begin to receive daily updates and distribution of <i>Incident Action Plan</i>.</li> <li>• Receive daily updates (from Volunteers + First Responders)</li> <li>• Scheduled updates to media, general public, stakeholders regarding volunteers and donations needed begin.</li> </ul> <ul style="list-style-type: none"> <li>• Continue activation of <i>Volunteer + Donated Resources MANAGEMENT Plan</i> – course correcting as needed.</li> <li>• Activate decision-making processes regarding the use of volunteers and acceptance of donations, coordination and data collection efforts.</li> <li>• Activate <i>Communications Plan</i>.</li> <li>• Activate potential volunteer registration and screening activities.</li> <li>• Activate resource infrastructure as appropriate (website, phone lines face-to-face screening sessions, pre-deployment training).</li> <li>• Integrate volunteers into existing volunteer deployment plans, if applicable.</li> <li>• Ensure forms are utilized/completed to track and capture volunteer and donated resources data.</li> </ul> <ul style="list-style-type: none"> <li>• Continue onboarding process as needed.</li> <li>• Sign-in at beginning of shifts.</li> <li>• Track time through timesheets.</li> <li>• Sign-out at end of shifts.</li> <li>• Activate United Manning Roster (UMR) positions, Emergency Operations Center (EOC) seat, WebEOC access.</li> <li>• Submit all documentation to Organization Contact.</li> </ul>	<ul style="list-style-type: none"> <li>• Stand down VRC(s).</li> <li>• Continue media messaging: Announce types of donations still needed and how donations can be made. <ul style="list-style-type: none"> <li>– Onsite; on phone; online, in person.</li> </ul> </li> <li>• Volunteers registration and badging begins. <ul style="list-style-type: none"> <li>– <i>Right-of-Entry</i> forms and other documentation completed.</li> <li>– Assignments made with special emphasis on work eligible to offset non-federal share.</li> </ul> </li> <li>• Implement record keeping protocols for organization contacts. <ul style="list-style-type: none"> <li>– Volunteers</li> <li>– Supplies and materials donations</li> <li>– Equipment donations</li> <li>– Logistics and expenses</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• Ensure documentation forms are utilized/ completed to track and capture volunteer and donated resources data.</li> </ul> <ul style="list-style-type: none"> <li>• Organization Contact submits recordkeeping documentation to VDRC.</li> <li>• Participate in hotwash/<i>After Action Report (AAR)</i>.</li> </ul>	<ul style="list-style-type: none"> <li>• Activate plan review process.</li> <li>• Update plan as appropriate.</li> <li>• Stand down, thank volunteers and donors.</li> <li>• Promote ongoing volunteering opportunities.</li> <li>• Conduct a risk assessment and develop strategies for risk mitigation.</li> <li>• Submit record keeping documentation to Subrecipient and/or Coordinating Agency.</li> </ul> <ul style="list-style-type: none"> <li>• Submit record keeping documentation to GOHSEP SAL to write, with FEMA, <i>Offset Project Worksheet (PW)</i>.</li> </ul> <ul style="list-style-type: none"> <li>• Ongoing GOHSEP training and relationship building opportunities.</li> </ul>

**LEGEND**

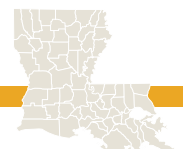
- Subrecipient
- Volunteer and Donated Resources Coordinator(s) (VDRC)
- Volunteer

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3. This (Plan/Annex) defines the actions and roles necessary to provide a coordinated response by departments and agencies of the (City/Parish).
4. When the Local Volunteer Management Plan is activated, it will be activated at the (City/Parish) level. This plan describes actions taken in the identified jurisdiction.
5. Conference calls with activated entities within the Parish will occur at least daily to coordinate volunteer management activities.
6. Regional coordination calls between volunteer liaisons will be held at least daily as well.

## B. (Plan/Annex) Activation

1. Before this (Plan/Annex) is activated, a need or potential need for spontaneous volunteer management must be identified. Indicators that volunteer management is or may be required include but are not limited to the following:
  - a. Survivors who have not previously affiliated with a response organization looking for opportunities to assist with the response and recovery efforts
  - b. The arrival of large numbers of out-of-area volunteers
  - c. Requests for volunteers from any response agency or organization
  - d. Regional entity requesting volunteers and/or volunteer management from the (City/Parish)
2. Once the need for volunteers and volunteer management has been identified, the Unified Command (UC), Incident Command (IC), or Emergency Manager will request (Emergency Support Function [ESF] 6/ ESF 7/responsible local organization) to begin the call out of the Volunteer Management Unit.
  - a. Each department and agency of the (City/Parish) with responsibilities in this (Plan/Annex) will be contacted upon plan activation.
  - b. Each department and agency with responsibilities in this (Plan/Annex) will then communicate the activation to its personnel as needed to ensure an effective response.
3. Once activated, the Volunteer + Donated Resources Coordinator (VDRC) will maintain continuous contact with the Emergency Operations Center (EOC) by providing a liaison to the (ESF 6/ESF 7/responsible local organization) Supervisor.
4. The VDRC at the EOC will work with representatives from the primary and support agencies for volunteer management to assess what resources are required to meet the growing need for volunteer management. Potential requirements include but are not limited to those listed below.
  - a. Facilities to serve as:
    - i. Volunteer Reception Centers (VRCs)
    - ii. Portable volunteer staging area
    - iii. Billeting, care, and feeding space
  - b. Transportation



# SAMPLE VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC) / ORGANIZATION CONTACT – ROLES + RESPONSIBILITIES

Volunteer + Donated Resources Coordinator (VDRC) and Organization Contacts have important roles and responsibilities prior to an emergency or disaster, and during and after an event.

## Prior to an Emergency or Disaster

- Coordinator focuses on **preparation**. This could include working with agencies and local authorities on the **development and ongoing testing** of a unaffiliated *Volunteer + Donated Resource MANAGEMENT Plan*, **management capacity** and **practices**, and a *Communications Plan*.
- Identifying in advance – anticipated **skills, capacity** and **capabilities shortfalls**.
- Developing **job descriptions** for potential roles volunteers might play and identifying **usage requirements** for supplies, materials and equipment donations to address any anticipated short falls.
- Liaising with Subrecipient’s (Applicant’s) Emergency Management Teams to identify **gaps** in skills, capacity and capabilities needed in the event of an emergency or disaster.
- Working with participating agencies and **local, State** and **Federal partners** to create **training opportunities** pre-event for volunteers and those involved in the management and documentation of volunteers and donations.
- Agreeing on information to be collected from volunteers and **badging** protocols, **assignment** processes and **documentation** requirements and processes.

More specifically, in preparing itself for an emergency, the VDRC or Coordinating Agency may consider the issues outlined in the following table.

ISSUE	POTENTIAL ACTIONS
<p><b>PROMOTING VOLUNTEER PRE-REGISTRATION</b></p>	<ul style="list-style-type: none"> <li>• Develop and implement <b>communications strategies</b> for <b>promoting volunteer opportunities</b> and a <b>pre-registration process</b>.</li> </ul>
<p><b>REGISTERING SPONTANEOUS VOLUNTEERS</b></p>	<ul style="list-style-type: none"> <li>• Ensure <b>agreement</b> between the <b>VDRC</b> or <b>Coordinating Agency</b>, relevant government <b>authorities</b> and <b>nonprofits</b> on the <b>most effective approach</b> for <b>registering</b> those interested in <b>volunteering</b> and/or <b>donating supplies, materials</b> and <b>equipment</b> – with instructions on how to donate.</li> <li>• Identify <b>infrastructure</b> needs – e.g., <b>web capacity, phone lines</b>, etc.– and develop back-up <i>Continuity of Operations Plans (COOP)</i> in case infrastructure fails.</li> <li>• Identify what <b>information</b> should be gathered from potential volunteers through the registration process.</li> </ul>



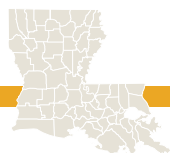
ISSUE	POTENTIAL ACTIONS
<p><b>NOTIFYING THE PUBLIC AND INDIVIDUAL VOLUNTEERS THAT UNAFFILIATED VOLUNTEERS ARE NOT NEEDED AT THIS TIME</b></p>	<ul style="list-style-type: none"> <li>• Develop <b>communications strategy</b> that includes media messages and scripts for staff who are likely to interact with unaffiliated volunteers who want to participate.</li> </ul>
<p><b>ROLES AND RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>• Agreement between <b>local recipients</b> (Subrecipients [Applicants], volunteer agencies, other) of volunteer time and donated resources on <b>who</b> the <b>VDRC</b> or <b>Coordinating Agency</b> will be and on the <b>coordination role</b>.</li> </ul>
<p><b>PROCESS DEVELOPMENT</b></p>	<ul style="list-style-type: none"> <li>• Management process designed and/or reviewed to identify <b>transferable duties</b> and what <b>new processes</b> need to be developed.</li> <li>• Identify <b>required roles</b> for successful coordination and management.</li> <li>• Develop <b>job descriptions</b>, including <b>skills required</b> and <b>tasks</b> to be undertaken, are developed.</li> <li>• Individuals identified to <b>carry out required roles</b> and <b>trained</b> to take on these roles in an emergency.</li> </ul>

## During an Emergency

- Activate** the VDRC as soon as possible.
- VDRC's role is to coordinate, manage and ensure appropriate data is collected to ensure *maximum efficiency* and **productivity** of donated volunteer time and resources, and capture and quantify **volunteer time and donated resources eligible** to **apply to the non-Federal share match**.

## Post-emergency + Annually

- Facilitate and participate in a **plan review process** to ensure Lessons Learned from current activations are captured and inform *future* events.



# SAMPLE VOLUNTEER + DONATED RESOURCES PLANNING MATRIX

Mapping the **unaffiliated volunteer** journey from the time he/she expresses interest to when he/she stands down may help prepare for the effective management of **unaffiliated volunteers**. A possible journey, with suggested processes at each stage, is offered below.

STAGE OF JOURNEY	SUGGESTED PROCESSES
<p><b>BEFORE EMERGENCY</b></p>	<p><b>Local authorities</b> and likely <b>FEMA Public Assistance (PA) Subrecipients</b> (Applicants) in the event of an emergency or disaster, <b>State, Territory</b> and <b>nonprofit community</b>:</p> <ul style="list-style-type: none"> <li>• Develop and agree on <b>operational guidelines</b> and processes for managing volunteers and donations; identify and agree on <b>roles</b> and <b>responsibilities</b>.</li> <li>• Develop and agree on <b>public pre-education/registration messages</b> and appoint spokesperson.</li> <li>• Identify potential <b>capacity</b> and <b>skills gaps</b> and decide in what instances they might use unaffiliated <b>volunteers</b>, and/or need <b>donated equipment, goods and materials</b>.</li> <li>• Develop a <b>plan</b> for those <b>accepting unaffiliated volunteer help</b> and/or <b>donations</b> – what will be <b>needed</b>, what will be <b>accepted, job descriptions</b>, including <b>required skills</b>, how <b>documentation</b> will be handled and who is responsible, <b>tasks</b> to be undertaken.</li> <li>• Develop a comprehensive <i>Communications Plan</i> including <b>managing</b> accepted and unaccepted unaffiliated volunteers and/or donations.</li> </ul>
<p><b>UNAFFILIATED VOLUNTEER REGISTERS</b></p>	<ul style="list-style-type: none"> <li>• Volunteer + Donated Resources Coordinator (VDRC) or Coordinating Agency supplies potential unaffiliated volunteer with information on the <b>skills, background checks, training</b>, etc. that may be <b>required</b> by volunteer agencies and other recipients of assistance provided by the unaffiliated volunteer.</li> <li>• Unaffiliated volunteer undertakes <b>background checks</b> and <b>training</b>.</li> </ul>
<p><b>UNAFFILIATED VOLUNTEER ACTIVATION</b></p>	<ul style="list-style-type: none"> <li>• Decision made to <b>activate</b> unaffiliated volunteer and donation <b>operational guidelines</b>.</li> <li>• Pre-agreed <b>communications strategy initiated</b>, stating whether or not unaffiliated volunteers are being used.</li> <li>• Messages disseminated via the <b>media, government spokesperson, VDRC or Coordinating Agency, municipalities</b> and other appropriate agencies or entities.</li> </ul>
<p><b>IF NEEDED AND REQUESTED AND IF NOT PRE-REGISTERED, UNAFFILIATED VOLUNTEER REGISTERS VIRTUALLY OR IN PERSON</b></p>	<ul style="list-style-type: none"> <li>• Unaffiliated volunteer is <b>thanked</b> for their offer and given a <b>reality check</b> on the likelihood of being used.</li> <li>• Unaffiliated <b>volunteer screening</b> – if appropriate – is conducted.</li> </ul>



STAGE OF JOURNEY	SUGGESTED PROCESSES
<p><b>UNAFFILIATED VOLUNTEER IS WILLING TO TAKE AN ASSIGNMENT</b></p>	<ul style="list-style-type: none"> <li>• If there is a <b>volunteering vacancy</b> that matches the unaffiliated volunteer’s <b>skills and experience</b>, the unaffiliated volunteer’s details are passed on to the relevant entity, <b>giving those who pre-registered preference</b>.</li> <li>• When there is <b>no relevant opportunity</b>, the unaffiliated volunteer is updated on a <b>scheduled basis</b> either through the website or by phone, <b>thanking</b> him/her for their offer and including the number of unaffiliated volunteers registered versus number used and any other relevant information.</li> <li>• After the emergency, if <b>no opportunities</b> were available, the unaffiliated volunteer is thanked again and provided potential <i>future</i> <b>training and volunteer opportunities</b> with response and recovery agencies, nonprofits and other relevant entities.</li> </ul>
<p><b>UNAFFILIATED VOLUNTEER IS REFERRED TO AN AGENCY OR APPROPRIATE ENTITY</b></p>	<ul style="list-style-type: none"> <li>• The unaffiliated volunteer <b>receives a call</b> from <b>receiving entity</b> using unaffiliated volunteers.</li> <li>• The receiving entity provides details of the <b>role the unaffiliated volunteer is intended to fill</b> and any other relevant information.</li> <li>• The receiving entity conducts a <b>telephone interview</b> asking prepared questions.</li> <li>• If both sides are <b>happy to proceed</b>, the receiving entity invites the unaffiliated volunteer to <b>pre-deployment / induction training</b>.</li> </ul>
<p><b>UNAFFILIATED VOLUNTEER ATTENDS PRE-DEPLOYMENT INDUCTION TRAINING</b></p>	<ul style="list-style-type: none"> <li>• Unaffiliated volunteer <b>training</b>, including:             <ul style="list-style-type: none"> <li>» Receiving <b>entity’s role</b> in the current emergency.</li> <li>» Unaffiliated <b>volunteer’s role</b> in the current emergency, including boundaries and limitations.</li> <li>» A <b>situation briefing</b>.</li> <li>» <b>Command</b> and <b>communications</b> structures.</li> <li>» <b>Occupational health</b> and <b>safety</b> requirements.</li> <li>» Affirmation that the unaffiliated volunteer activities will be conducted under the receiving entities <b>existing</b> volunteer management practices.</li> </ul> </li> <li>• If applicable, the unaffiliated volunteer receives an <b>ID badge, uniform</b>, etc.</li> </ul>
<p><b>UNAFFILIATED VOLUNTEER IS DEPLOYED</b></p>	<p><b>Unaffiliated volunteer:</b></p> <ul style="list-style-type: none"> <li>• Receives a briefing <b>before each shift</b>.</li> <li>• Is <b>“buddied”</b> with an <b>experienced volunteer</b> for at least his/her first shift and maybe ongoing if appropriate.</li> <li>• Takes part in a <b>debrief after each shift</b>.</li> </ul>
<p><b>UNAFFILIATED VOLUNTEER STANDS DOWN</b></p>	<p><b>Unaffiliated volunteer:</b></p> <ul style="list-style-type: none"> <li>• Contributes to the <b>post-emergency entity debrief</b>.</li> <li>• Is <b>thanked</b> by the receiving entity and informed of <i>future</i> volunteering opportunities.</li> <li>• Is advised where they can seek help on <b>occupational health</b> and <b>safety</b> following the debrief, should they feel the need for further assistance.</li> </ul>

[SOURCE: Managing spontaneous volunteers in emergencies: *Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs.]





# SAMPLE COMMUNICATIONS PLAN SUMMARY MATRICES

## Communications MATRIX 1

Communications MATRIX 1 provides **broad messages** on how to **reach out** to and **channel** the energy and activities of those **wanting to volunteer or equipment, donate supplies or materials.**

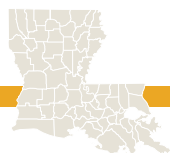
The *Talking Points* identified in the chart below are intended to be used by **local, State and Tribal authorities**, and **revised** as local circumstances require for the use of **Volunteer + Donated Resources Coordinators** or **Coordinating Agencies** or other **leaders** within the community.

All messaging should be coordinated with **local authorities** to ensure *consistency* of messaging and to avoid confusion.

EMERGENCY PHASE	TALKING POINTS	RATIONALE
<b>EMERGING</b>	<ul style="list-style-type: none"> <li>• <b>Our hearts go out to those affected by this emergency.</b> We are assessing the situation and will give more details as soon as possible.</li> <li>• Emergency Services are currently <b>responding to the situation.</b></li> <li>• The <b>danger has not yet passed</b>, so authorities are asking you to assist them by please <b>staying away</b> from the site for the time being.</li> <li>• <b>Community support is appreciated.</b></li> <li>• Please wait for more information.</li> <li>• <b>More information will be available within the next few hours</b> and we will provide those details to the public as <b>quickly</b> as we can.</li> </ul>	<ul style="list-style-type: none"> <li>• A holding message designed to <b>take the heat out</b> of the situation and provide <b>guidance</b> to those who want to volunteer or donate.</li> <li>• If no message is given people <b>will go</b> to the affected site or start contacting agencies, particularly those involved in the response.</li> <li>• The message <b>acknowledges</b> the <b>invaluable support</b> that community members give each other, <b>but is not a call for action.</b></li> </ul>
<b>INITIAL RESPONSE</b>	<ul style="list-style-type: none"> <li>• Emergency has been <b>contained.</b></li> <li>• Damage is <b>extensive.</b></li> <li>• Our <b>priority</b> remains those affected by the disaster and we are continuing to work with <b>affected communities to assess their needs.</b></li> <li>• To ensure a <b>coordinated response to offers of help</b> from the public, a website is being set up. <b>[WEB ADDRESS HERE]</b></li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• Donations of <b>money</b> are the <b>best form of help</b> (goods are not required) at this time.</li> <li>• <b>Specialist volunteers may be needed in the near future.</b></li> <li>• <b>Specific supplies, materials and equipment</b> may also be needed.</li> <li>• <b>Please visit our website</b> for more information on how you can <b>offer</b> your help if you have the <b>skills or supplies, materials or equipment required [WEB ADDRESS HERE].</b></li> <li>• Please offer your assistance through <b>your normal volunteer channels.</b></li> <li>• Listen to your local news for more information.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Updates holding message.</b></li> <li>• Announces a <b>web platform</b> for those who want to follow the response and monitor the <b>need for volunteers and donations.</b></li> <li>• Acknowledges that <b>specific skills, supplies, materials and equipment</b> may be needed even if not currently identified.</li> <li>• Lets people know how they can help <b>now.</b></li> <li>• Many people are already affiliated with a <b>volunteer organization.</b> Encouraging the public to contact these organizations and offer their help <b>diverts</b> them from the agencies involved and busy with the response and recovery.</li> <li>• Provides people an <b>outlet</b> for the publics' desire to help.</li> </ul>

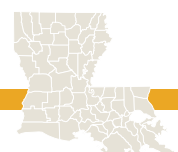


EMERGENCY PHASE	TALKING POINTS	RATIONALE
<p><b>ONGOING RESPONSE</b></p>	<ul style="list-style-type: none"> <li>• <b>Thank you for ongoing your interest, support and offers</b> of help</li> <li>• <b>Thanks</b> to all who have <b>generously donated money</b> or offered to <b>donate</b> time, supplies, materials and equipment.</li> <li>• Our <b>priority</b> remains those <b>affected by the disaster</b>.</li> <li>• Please know that the <b>needs of the community</b> are being addressed.</li> <li>• We <b>continue</b> to work with the communities to aid their <b>recovery</b>.</li> <li>• All those working this emergency appreciate your <b>patience</b> while the <b>needs of the affected community/communities continue to be assessed</b>.</li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• Volunteers with <b>specialist skills</b> are now NEEDED.</li> <li>• Members of the public who are interested in <b>helping</b> and have <b>specialist skills defined</b> are encouraged to <b>register on the website or contact [CONTACT INFORMATION HERE]</b>.</li> <li>• The website <b>identifies</b> the <b>range of skills (and supplies, materials and equipment) needed</b> and provides details on <b>HOW</b> you can offer help.</li> <li>• If you would like to help, but do not have the skills currently required or want to help in other ways, <b>donating or raising money through an approved activity</b> are the best ways to help those affected. See the website for how to do this. <b>[WEB ADDRESS HERE]</b></li> <li>• Please continue to assist the response and recovery effort by continuing to <b>stay away from the impact site unless you have been specifically asked to provide your specialized skills at the site</b>.</li> <li>• Those currently helping affected people at the site need to <b>focus on their work</b>, not be diverted to manage offers of help.</li> <li>• Please <b>visit</b> the <b>[WEB ADDRESS HERE]</b> and please continue to <b>listen to your local news networks</b> for more information as it becomes available.</li> </ul>	<ul style="list-style-type: none"> <li>• Message could be <b>updated daily</b>.</li> <li>• It is important to <b>thank</b> those who want to help.</li> <li>• It <b>reassures</b> the public that the <b>needs</b> of those affected by the emergency are being or have been met.</li> <li>• It is <b>specific</b> about what help is required.</li> <li>• It is a reality check on the <b>likelihood of utilization</b> if individuals do not have these skills.</li> </ul>



EMERGENCY PHASE	TALKING POINTS	RATIONALE
<p><b>STAND DOWN</b></p>	<ul style="list-style-type: none"> <li>• Thank you to all who have generously <b>donated money</b> or have offered to <b>donate</b> their time, supplies, materials and equipment.</li> <li>• <b>Money</b> and <b>services</b> continue to be offered.</li> <li>• <b>Immediate needs of the community have NOW been met</b> and there is <b>no longer a need</b> for volunteers or donations for the response effort.</li> <li>• Additional <b>volunteer resources specific to the immediate response to the emergency are not needed at this time.</b></li> <li>• However, <b>community recovery</b> is complex and takes place over an <i>extended</i> period of time.</li> <li>• Volunteers will be involved in the <b>recovery effort</b> for <b>months</b> to come and other <b>donations</b> may be needed at a future time.</li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION].</b></li> </ul>	<ul style="list-style-type: none"> <li>• It is important to <b>thank</b> those who want to help or have helped.</li> <li>• Message <b>reassures</b> the public that the <b>needs of those affected by the emergency</b> are being or have been met.</li> <li>• <b>Recovery phase continues</b> over an extended period of time.</li> <li>• Message strengthen agencies through <b>new volunteer recruitment.</b></li> </ul>
<p><b>PRE-EVENT / NON-EMERGENCY (PREPAREDNESS)</b></p>	<ul style="list-style-type: none"> <li>• People's <b>hearts open</b> at times of disaster and they want to <b>help</b> by volunteering or making donations.</li> <li>• If you want help <b>next time</b> there is an emergency, you need to attend <b>training now – do not wait for an emergency to volunteer.</b></li> <li>• There are <b>plans</b> in place to respond to any type of emergency.</li> <li>• <b>Trained personnel, including volunteers,</b> implement these plans by responding to the emergency and aiding the recovery of affected communities.</li> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION].</b></li> </ul>	<ul style="list-style-type: none"> <li>• Encourages pre-event volunteer recruitment.</li> </ul>

[SOURCE: Managing spontaneous volunteers in emergencies: *Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs]



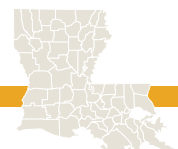
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## Communications MATRIX 2 – Messages FROM Volunteer + Donated Resources Coordinator to Potential Volunteers

Regardless of how clear we are in letting the public who want to help know that *initially* the **greatest need** may be for them to **stay away**, volunteers *will* **self-deploy** and **show up at the disaster site**.

Following are **messages** that might help channel those resources.

EMERGENCY PHASE	TALKING POINTS	RATIONALE
<p><b>INITIAL RESPONSE</b></p>	<ul style="list-style-type: none"> <li>• <b>Thank you</b> for <b>wanting to assist</b> those who have been impacted by this emergency.</li> <li>• The <b>emergency has been contained</b>.</li> <li>• <b>Damage is extensive</b>.</li> <li>• Please understand that the <b>needs of the community</b> are our first priority. Those needs are being <b>assessed now</b>.</li> <li>• <b>The staff and volunteers currently being used have a specialized skills and training</b>.</li> <li>• Further volunteers are <b>not need at this time</b>.</li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• However, if you would like to help, <b>donating money</b> is the <b>best form of help you can give</b> (goods are not required at this time).</li> <li>• Please know that <b>volunteers with special skills</b> – or <b>specific</b> supplies, materials and equipment – may be required in the near future.</li> <li>• Members of the public who are interested in <b>helping</b> and have <b>specialist skills</b> are encouraged to <b>register on the website or contact [CONTACT INFORMATION HERE]</b>.</li> <li>• The website <b>identifies</b> the <b>range of skills</b> (and <b>supplies, materials and equipment</b>) <b>needed</b> and provides details on <b>HOW</b> you can offer help.</li> <li>• If you would like to help, but do not have the skills currently required or want to help in other ways, <b>donating or raising money through an approved activity</b> are the best ways to help those affected. See the website for how to do this.</li> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION]</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• It is important to <i>always</i> <b>thank people who want to help</b>.</li> <li>• This is a holding message that acknowledges <b>specific skills, supplies, materials</b> and <b>equipment</b> <i>may</i> be needed even if they have not currently been identified.</li> <li>• It reminds everyone that those affected by the emergency or disaster are the first <b>priority</b>.</li> <li>• This message provides <b>guidance</b> on what is needed, when and how to participate.</li> <li>• It <b>strengthens</b> volunteer <b>skills-building</b> and <b>training</b>, and volunteer <b>recruitment</b> efforts by other nonprofits.</li> <li>• Encouraging the public to contact organizations they may already be affiliated with or know, and offer their help <b>diverts</b> them from the agencies involved in the <b>current response</b> and <b>recovery</b>.</li> <li>• It also gives people an <b>outlet</b> for their desire to help.</li> </ul>



EMERGENCY PHASE	TALKING POINTS	RATIONALE
<p><b>ONGOING RESPONSE</b></p>	<p><b>MESSAGE THAT COULD BE GIVEN AT TIME OF REGISTRATION</b></p> <ul style="list-style-type: none"> <li>• <b>Thank you</b> for your wanting to <b>help those in need</b> as a result of this emergency.</li> <li>• We are pleased to tell you that we have had an <b>overwhelming response</b> to this emergency.</li> <li>• As a result, your offer of <b>on-site help</b> is <b>not needed</b> at this time.</li> <li>• You will be <b>registered</b> in our data base and will be <b>contacted</b> if we need <i>additional</i> volunteers or donations or volunteers with <b>special skills</b>.</li> <li>• If you are needed, you may be required to go through one or more <b>background checks</b> and provide <b>licenses, registration</b> and or any <b>certifications</b> that you have, if appropriate.</li> <li>• If you are <b>not contacted</b>, this means that we do not require additional help at this time.</li> <li>• Again, <b>thank you for your registration and patience</b>.</li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• If you would like to help, but your skills are not currently required there are other ways you can make a difference. Please consider <b>donating or raising money through an approved activity</b> to help those affected.</li> <li>• You can <b>learn more</b> on how to <b>donate money</b> at the following website <b>[WEB ADDRESS HERE]</b>.</li> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION]</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• We should always <b>thank those who want to help</b>.</li> <li>• Provides a <b>reality check</b> to volunteers on likelihood of their being called to service.</li> <li>• <b>Diverts</b> calls away from agencies involved in response and recovery.</li> <li>• Offers <b>opportunities</b> for the volunteer or donor to <b>channel their interest</b> in assisting.</li> </ul>
<p><b>STAND DOWN</b></p>	<ul style="list-style-type: none"> <li>• <b>Thank you</b> for your offer of help.</li> <li>• The agencies involved do not require additional volunteers <b>at this time to help in this emergency</b>.</li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• If you would like to help, but your skills are not currently required there are other ways you can make a difference. Please consider <b>donating or raising money through an approved activity</b> to help those affected.</li> <li>• You can <b>learn more</b> on how to <b>donate money</b> at the following website <b>[WEB ADDRESS HERE]</b>.</li> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION]</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• It is <b>always important to thank</b> those who are want to help assist those who are in need.</li> <li>• Message <b>strengthens</b> agencies through new volunteer <b>recruitment</b>.</li> <li>• Provides <b>opportunities</b> for those who want to volunteer but are not needed to <b>participate in other ways</b> through donations and/or raising funds, or training for <i>future</i> disasters.</li> </ul>

[SOURCE: Managing spontaneous volunteers in emergencies: *Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs]



## Communications MATRIX 3 – Messages From Agencies/ Entities, Both ACCEPTING + NOT ACCEPTING Volunteers and/ or Donations

The following is a **recorded phone message** that members of the public might hear when they **first reach out** to an agency or authorities and **before** they speak to an operator.

EMERGENCY PHASE	TALKING POINTS	RATIONALE
<b>EMERGENCY + INITIAL RESPONSE + ONGOING RESPONSE</b>	<ul style="list-style-type: none"> <li>• <b>Thank you for your call.</b></li> <li>• If you are in <b>immediate danger</b> please hang up and call <b>911</b>.</li> <li>• If you are calling to <b>volunteer OR donate supplies, materials or equipment</b> for <b>[NAME OF THE EMERGENCY]</b>, please call <b>[APPROPRIATE PHONE NUMBER]</b> or visit <b>[WEB ADDRESS HERE]</b>.</li> <li>• If you are calling about something else, <b>please hold and you will be connected shortly.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Filters calls that <b>distract resources</b> away from the agency's <b>main task</b> in emergency response or recovery.</li> <li>• Promotes a <b>coordinated approach</b> to the registration and management of spontaneous volunteers.</li> </ul>

[SOURCE: Managing spontaneous volunteers in emergencies: *Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs]

## Messages From Agencies ACCEPTING Spontaneous Volunteers

EMERGENCY PHASE	TALKING POINTS	RATIONALE
<b>EMERGENCY + INITIAL RESPONSE + ONGOING RESPONSE</b>	<ul style="list-style-type: none"> <li>• <b>Thank you very much for your offer of help.</b></li> <li>• If you are interested in volunteering or donating supplies, materials or equipment for this emergency, <b>please register</b> at the following website <b>[WEB ADDRESS HERE]</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting a coordinated approach to the registration and management of spontaneous volunteers.</li> <li>• Minimizing agency resources diverted to manage offers of help.</li> </ul>
<b>STAND DOWN</b>	<ul style="list-style-type: none"> <li>• <b>Thank you for your help during this emergency.</b></li> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION]</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• It is important to <b>thank</b> those who have helped.</li> <li>• Message <b>strengthens</b> agencies through new volunteer <b>recruitment</b>.</li> </ul>

[SOURCE: Managing spontaneous volunteers in emergencies: *Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs]



# Messages From Agencies NOT ACCEPTING Spontaneous Volunteers

EMERGENCY PHASE	TALKING POINTS	RATIONALE
<p><b>EMERGENCY + INITIAL RESPONSE + ONGOING RESPONSE</b></p>	<ul style="list-style-type: none"> <li>• <b>Thank you very much for your offer of help.</b></li> <li>• We are fortunate to <b>not need additional</b> help <i>at this time</i>.</li> </ul> <p><b>CALL-TO-ACTION</b></p> <ul style="list-style-type: none"> <li>• However, please <b>register at our website</b> so that should the situation change, we will have your information. Our website is <b>[WEB ADDRESS HERE]</b>.</li> <li>• If you are interested in <b>volunteer training</b> to help you assist in a <i>future</i> emergency or disaster, please <b>visit our website [WEB ADDRESS HERE]</b> or <b>contact [PROVIDE APPROPRIATE INFORMATION]</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Promotes a <b>coordinated approach</b> through <b>web-based registration</b>.</li> <li>• Provides the rationale for <b>declining</b> offer of help.</li> <li>• Promotes ongoing <b>volunteer opportunities</b>.</li> </ul>

[SOURCE: Managing spontaneous volunteers in emergencies: *Draft Communication Strategy* and cited in *Spontaneous Volunteer Management Resource Kit*, produced by the American Red Cross (ARC) under the auspices of the Australian Government, Department of Families, Housing, Community Services and Indigenous Affairs]





# SAMPLE MEDIA RELEASE

**Governor's Office of Homeland Security  
and Emergency Preparedness**  
State of Louisiana

JOHN BEL EDWARDS  
GOVERNOR



JAMES B. WASKOM  
DIRECTOR

**FOR IMMEDIATE RELEASE:**  
September \*\*, 2017

**MEDIA CONTACT:**  
Mike Steele  
[mike.steele@la.gov](mailto:mike.steele@la.gov)

## Louisiana Collecting Specific Donations for Hurricane Ravaged Puerto Rico

**BATON ROUGE (September \*\*, 2017)** – The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) is leading a statewide donation drive for Hurricane Maria survivors in Puerto Rico. Maria's hurricane force winds whipped the island and knocked out most communication, while heavy rains caused severe flooding and put a major dam at risk of failure.

"We must work together during these difficult times to help those in great need," said Gov. John Bel Edwards. "Puerto Rican officials say the island is on the brink of a humanitarian crisis if help does not arrive soon. I am asking everyone in Louisiana to once again support those facing tremendous adversity. We know how difficult the long road to recovery can be. We are looking for basic items to help the people of Puerto Rico begin that process."

The state will begin collecting these items on (Date):

- Diapers
- Non-perishable formula
- Baby wipes
- Bottles and nipples
- Feminine care products

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EQUAL OPPORTUNITY EMPLOYER



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS

**Volunteer + Donated Resources - Offsetting Non-Federal Cost Share**

**Getting  
it right!**

September \*\*, 2017

Collection sites are being established in all 64 parishes. You can find a link for the collection sites at \*\*\*\*\*. It is important to only donate the items on the list. Donation drives, at times, can cause more burden for a disaster area if a planned system is not used from start to finish. Keeping the initial statewide drive limited to specific items will make shipping the donations easier and will speed the delivery of the items to the people of Puerto Rico.

"It is difficult to see our neighbors go through some of the same heartbreak we have felt in the past," said GOHSEP Director Jim Waskom. "The support of others has helped Louisiana recover from previous events. This is a chance for all of us to share our compassion with others."

The Louisiana Army National Guard (LANG) will handle collecting the donated items and transporting them to Puerto Rico. LANG has previously helped with this type of drive after Hurricane Mitch devastated Central America.

### **(GUARD Quote)**

The donation drive may continue in the future with additional items should that support be needed.

*Find more tips on weather and preparedness on GOHSEP's Facebook and Twitter accounts. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. The Get A Game Plan App is another resource available to help you and your family prepare for any type emergency. You download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).*

###



# APPENDIX 3 – VOLUNTEER RECEPTION CENTER (VRC)

- *SAMPLE Volunteer Reception Center (VRC) Job Descriptions*
- *SAMPLE VRC Station Signage*
- *SAMPLE VRC Floor Plan*
- *SAMPLE VRC Creative*
  - » *SAMPLE Directional Signage*
  - » *SAMPLE Banner*
  - » *SAMPLE Badge*
  - » *SAMPLE Wristband*
  - » *SAMPLE Volunteer Lanyard*
- *SAMPLE VRC Supplies + Equipment List*
- *SAMPLE Request for Volunteers Form*
- *SAMPLE Volunteer Instructions Card*
- *SAMPLE Volunteer Information Form*
- *SAMPLE Volunteer Referral Card*
- *SAMPLE Volunteer What to Expect + Safety Tips*

# SAMPLE JOB DESCRIPTIONS

There are various jobs required for a successful Volunteer Reception Center (VRC) and a comprehensive volunteer and donated resources management program. Key jobs are identified below and discussed within the framework of the SAMPLE VRC Floor Plan.

## Volunteer + Donated Resources Coordinator (VDRC)

The VDRC's role is envisioned to:

- **Manage** the overall volunteer and donated resources program.
- Ensure receipt of **Documentation Forms** from the Organization Contact.
- **Document** and **quantify** the **value** of volunteer and donated resources **eligible** to **offsetting** the **non-Federal cost share**.

The **VDRC** – working with **designated Organization Contacts** – is responsible for ensuring proper **recordkeeping** and **documentation** that ensures **eligible activities** are **captured** and **quantified** so the **value** can be applied to **offset the non-Federal cost share**.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband**.
- Documentation Forms.

## Organization Contact

The position of **Organization Contact** is envisioned to ensure Documentation Forms to document volunteers and donated resources are completed by their agency and/or volunteers and submitted to the VDRC.

Organization Contacts are responsible for working with the VDRC to ensure **eligible activities** to offset non-Federal cost share are captured on the Documentation Forms.

Organization Contacts are designated to **manage** data collection **at the site of activity** for each of the following activities:

- Volunteer hours (including logistical support) and **eligible** work performed.
- Donated equipment and **eligible** use.
- Donated **supplies** and **materials**.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband**.
- Documentation Forms.



DATA COLLECTION AT CLOSEST SITE OF ACTIVITY



## Volunteer Reception Center (VRC) Director

The role of the VRC Director may be filled by the same person filling the role of the Organization Contact.

VRC Director oversees the **operation** of the VRC. The VRC Director:

- Clearly designates one (1) **entrance** and one (1) **exit**.
- Sets up the room for **efficient flow** of volunteer and information.
- Briefs and assigns **tasks** to staff and volunteers of the center.
- Monitors the **operation**, making changes when necessary.
- Works with Volunteer + Donated Resources Coordinator (VDRC) on creating policy and procedures to ensure **compliant** documentation for capturing and quantifying **eligible** volunteer time and donated resources to offset non-Federal share.

You should meet and thank all volunteers who help in the VRC and instruct them **to sign in and out** on the *Volunteer Sign-in / Sign-out Record* daily.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband**.
- Tables + chairs. (See *VRC Floor Plan* for details)
- Office supplies + Documentation Forms to stock VRC for the first two (2) to three (3) days.
- Items on the *VRC Supplies + Equipment List*.

## Greeters

Greeters orient volunteers **inside** and **outside** the volunteer entrance. They should greet people with a friendly and firm demeanor, determining the **purpose** of their visit and directing them accordingly.

- If visitors are there to volunteer, Greeters **thank them**, give each a *Volunteer Instructions Card* and ask each to fill out a *Volunteer Information Form*.

- When the form is **completed**, direct each to the next available interviewer. (See *VRC Floor Plan – Station #2 Interviews*)
- If the visitor is **media** personnel, direct him/her to the Public Information Officer (PIO).
- If he/she is a **disaster survivor**, refer him/her to the appropriate organization.
- If the visitor has **food, clothing**, etc., **to donate**, refer him/her to the appropriate agency or donation receiving drop-off or designated warehouse.

If there is a **long wait**, some volunteers may not understand the reason and may become impatient. Please **thank everyone** for volunteering, briefly explain the process and ask everyone to **be patient** or to come back later.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each greeter.
- Sign. (See *VRC Floor Plan – Station #1 Registration / Orientation*)
- **Table + chairs** for volunteers to use while filling out forms.
- Supply of *Volunteer Instructions Cards*.
- Supply of *Volunteer Information Forms*.
- Flag.



GREETING VISITORS TO THE VRC

## Phone Staff

Phone Bank Staff will be handling **two (2) types** of calls:

- Those from agencies **requesting** volunteers, and
- Those from people **wanting to volunteer**.

The information you record from each call must be **complete** and in **sufficient** detail to facilitate **matching** volunteers to response needs.



When a call is received from an agency, Phone Bank Staff fill out a *Request for Volunteers Form* while speaking with the agency caller.

If there is a computer available for entering, staff should enter data.

Runners **raise the flag at your station. Post** the volunteer request on a **dry erase** board in view of the Interviewers (See *VRC Floor Plan – Station #2 Interviews*) and then give the *Request for Volunteers Form* to data entry. (See *VRC Floor Plan – Station #3 Data / Agency Coordination*)

If internet is up, data entry will input data immediately. If not, data will be entered when systems are back online.

When people **call to volunteer**, they should be thanked and follow registration options below:

- If they register online:

Volunteers will be **e-mailed** or **called** to discuss possible assignments and given further instructions.

If the caller represents a **group** that wishes to volunteer together, assure them that you do need their help and ask them to be patient while you **determine** where they can be of *most* help. It might take several days to **match** a volunteer – or donor – with a need, especially if they are coming from **out of town**.

**Post** the caller’s inquiry on the board behind the Phone Bank.

When a **match** is found for the volunteer, volunteer group or donation, **e-mail** or **call** and **schedule** a time for the volunteer or donor to come to the VRC to:

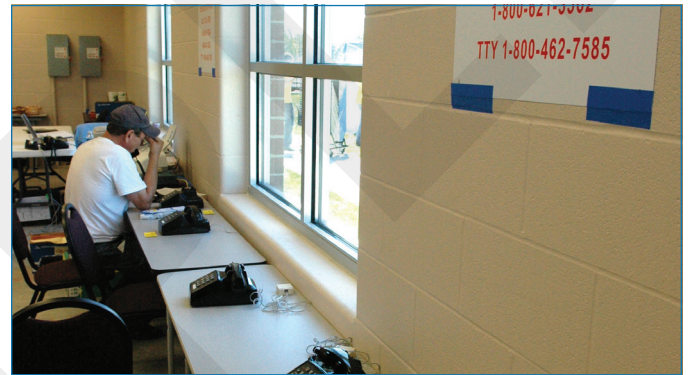
- » **Sign** his/her **on-line information form**;
- » **Pick up** his/her referral form and ID(s) and/or wristband(s); and
- » Attend a safety briefing.

Make sure that the volunteer’s – or donor’s – **on-line information form** is waiting with the Interviewers (See *VRC Floor Plan – Station #2 Interviews*) on their arrival date.

- » If they choose to **register in person** at the VRC, they will be given **instructions when they arrive**.

## ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each phone staffer.
- Sign (Phone Bank).
- Two (2) tables + four (4) chairs.
- Phones.
- Supply of *Request for Volunteers Forms*.
- Pens + push pins + masking tape.
- Flag.



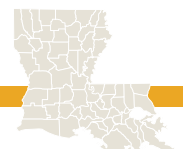
PHONE BANK FOR VOLUNTEER CALLS

## Runners

Runners carry information from station to another within the VRC. When a station needs forms picked up, supplies restocked or volunteers escorted from one (1) place to another, runners are signaled by raising the **flag** at their station. Please watch carefully for this signal and respond **promptly** to keep information and volunteers **moving smoothly** through the registration and referral process.

When asked to **post** a **Volunteer Request** on the board, **write neatly** and **large enough** so that Interviewers can see the requests clearly.

After posting the request on the board, give the *Request for Volunteers Form* to Data Coordination (See *VRC Floor Plan – Station #3*) – Immediately if internet is up, or hand-written for later input once systems are back online.



## ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each Runner.
- Dry erase marker + eraser



VOLUNTEER LOADING ICE TO DISTRIBUTE TO THE COMMUNITY

## Data Entry

Data Entry enters the information from the *Request for Volunteers Forms* and *Volunteer Information Forms* into the database so that the Parish has an accurate record of **who** participated in the recovery effort, what **kinds** of work they performed and **when**.

The computer assigns a **number** to each *Request for Volunteers Form* and *Volunteer Information Form*, which may also be hand-written on the paper forms if internet services are down.

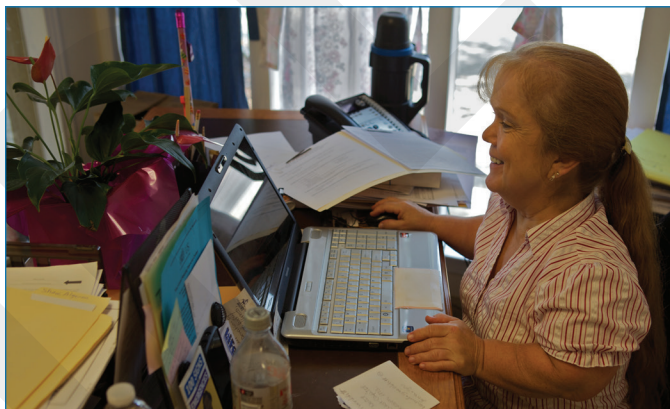
As needed by VRC staff, **print** updated lists of **unfilled Requests** and ask a Runner to distribute copies to Phone Bank staff, Data Coordination, Interviewers, VRC Director and Organization Contacts. Even if you are familiar with the software being used by the VRC, please ask for a brief orientation *before* beginning your first shift.

**Accuracy** is more important than **speed**.

The information entered is used to determine the **amount of money** the Parish will receive from the Federal Government as a result of the disaster.

## ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each data entry staffer.
- One (1) table and two (2) chairs.
- Printer.
- Pens.
- Flag.
- One (1) or more computers – multiple computers should be **networked** to provide all users access to information on the status of *Request for Volunteers Form* and the **availability** of volunteers.

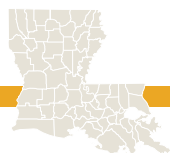


DATA ENTRY ACTIVITIES

## Interviewers

Interviewers do a quick interview of the prospective volunteer and refer him/her to an agency or Emergency Support Function (ESF) appropriate to his/her **abilities** and **interests**.

- Volunteer requests are posted on a **board** (behind the volunteer being interviewed) and **erased** as they are filled.
- The VRC computer system can provide a printed list of current needs.
- Ask for the *Volunteer's Information Form*.
- With the volunteer, verify its **completeness** and **accuracy**, and use it as a guide from which to inquire more about volunteer's **skills**.
- At the conclusion of the interview, keep his/her *Information Form*.
- When the volunteer **accepts an assignment**, fill out a *Volunteer Referral Card*, give it to the volunteer



and instruct him/her to report to Data / Agency Coordination. (See *VRC Floor Plan – Station #3* Data / Agency Coordination)

- Before signaling the **Greeter** that you are ready for another interview, take a minute to jot down in the “Notes” section anything about the volunteer you feel is **important**, that the volunteer did not include on his/her *Information Form* (e.g. a **special skill**, an obvious **physical limitation**, etc.)
- If the VRC decides to use the **blind field** labeled “Office Use Only,” check the appropriate box. Place his/her registration form in the **bin or file**.

*Appropriate use of the “Office Use Only” field should be determined by the VRC Director, possibly with input from the local ESF 15 lead agency. It is intended to provide a customizable “blind” field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his/her general level of ability to work independently, boxes 1-5 could be coded: 1. Learns quickly, able to supervise the activities of others; 2. Works well independently...5. Needs close supervision. A drawback to this kind of field is that interviewers may not be able to judge the appropriate entry from only a short interview. The advantage is that a volunteer with an obvious special ability or limitation can be utilized to his/her full potential or placed in a relatively low-risk, closely supervised environment.*

### Key Points to Remember:

- Disaster registration differs from a “normal” volunteer intake – there is **less time** to try to fit each volunteer into an ideal assignment.
- Refer the volunteer **on the spot** if possible – it may be impossible to contact him/her later.
- If the volunteer has **special training** or **unusual skills** that might be needed soon, he/she should be asked to **wait** in the sitting area and to check the Volunteer Request Board for new requests for their specialized skills.
- It is likely that some volunteers will exhibit the **stress** of the disaster – an extra measure of **patience** and understanding is needed.

- Be sure to watch for volunteers who would be effective working in the VRC.
- You may be called upon **to train** volunteers to assist with the interviewing.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each interviewer.
- Sign. (See *VRC Floor Plan – Station #2* Interviews)
- Two (2) tables and eight (8) chairs that allow four (4) interviewers to sit across from the four (4) new volunteers they are interviewing.
- Supply of *Volunteer Referral Cards*.
- Bin or file in which to keep the *Volunteer Information Forms*.
- Pens.
- Flag.

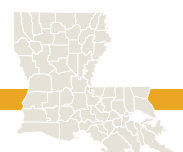


INTERVIEWERS HELP MATCH VOLUNTEER SKILLS AND DONATIONS TO NEEDS

## Data / Agency Coordinator (DC)

Data / Agency Coordinators (DC) match *Volunteer Referral Cards* to the *Request for Volunteers Forms* and **close out** Requests when they have been **filled** or are **no longer needed**.

Calls to an agency contact may be needed to clarify agency requests.





When you speak with an agency contact, the information on the *Request for Volunteers Form* in the section called "Follow-up Contacts with Requesting Agency / Clarification of Need" should be made.

When a volunteer brings his/her *Volunteer Referral Card*, input his/her name and the date of the referral on the *Request for Volunteers Form* to which he/she has been referred. This form should be entered into the database. Place DC initials on the volunteer's *Volunteer Referral Card*.

If a volunteer who has been interviewed but not referred approaches DC station, they should be thanked for coming and asked to please **wait** in the sitting area.

If you have time, call the agency contact to let him/her know **who** and **how many** volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the *Request for Volunteers Form*.

When the request has been **filled, raise flag** to call a runner to **remove** that *Request for Volunteers Form* from the board.

Enter date and reason the *Request for Volunteers Form* was closed (completed, no longer needed, etc.) at the bottom of the *Request for Volunteers Form* and enter into computer. Place **open** *Request for Volunteers Forms* in one (1) bin and **closed** *Request for Volunteers Forms* in another bin in **numerical** order or **alphabetically** by agency/entities.

## ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each data entry coordinator.
- Sign. (See *VRC Floor Plan* – **Station #3** Data / Agency Coordination)
- Two (2) tables and four chairs.
- Two (2) bins – one (1) for open *Request for Volunteers Forms* and one (1) for closed out *Request for Volunteers Forms*.
- Phone.
- Pens.
- Computers networked to the computers at the Phone Bank station.
- Flag.

## Volunteer ID Staff

Ask if the volunteers have been referred to a volunteer **position** yet. If they have not been referred, thank them for coming and ask them to please **wait** in the sitting area.

If a volunteer has been referred, confirm that his/her *Volunteer Referral Card* clearly shows **the name** of the **volunteer**, the **dates to be worked** and the **name of the agency** or **ESF or entity** to which the volunteer is referred, fold the *Volunteer Referral Card* and put in ID Badge on volunteer.

Explain to the volunteer that the ID will be "good" only for the **date(s)** written on the *Volunteer Referral Card* in the badge. Authorities will not permit him/her to **enter any of the disaster recovery** areas on any other day, without a current ID Badge or wristband.

Thank them for coming and direct them to **Station #5 Safety Briefing**.

## ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each volunteer ID staff member.
- Two (2) tables and four (4) chairs.
- Sign. (See *VRC Floor Plan* – **Station #4** Volunteer ID)
- Supply of volunteer ID Badges or wristbands.
- Markers.
- Scissors.
- Flag.



BADGES AND/OR WRISTBANDS INDICATE APPROVED ACCESS TO THE DISASTER AREA



## Safety Trainers

Safety Trainers brief all new volunteers on what to expect at job sites, how to be safe while volunteering and how to take good care of themselves after their experience.

When a small group has gathered, **thank the volunteers** for offering to help.

Pass around a clipboard with an **attendance sheet** and check to be sure that **all participants** have **signed it**.

**Read** the entire *Volunteer What-to-Expect + Safety Tips* sheet slowly, emphasizing the importance of following supervisors' instructions at the work site.

Encourage everyone to attend a **debriefing**, if available, at the end of their shift.

Ask if there are any questions.

If a question arises to which you do not know the answer, **raise your flag** and ask a runner to summon the appropriate VRC staff to answer the question.

Some volunteers will be required to take **additional** training for their particular work. Direct those volunteers to where that training is provided.

When the briefing is concluded, explain how volunteers will get to their worksites.

**File the attendance sheet for each class in a folder and turn in to the VRC Director daily.**

If the content of your safety briefing changes (new material is added or safety instructions change), **staple a copy of the new safety training script to the attendance sheet of the first class** in which the new script was used.

Maintenance of these records is important to help protect local disaster officials and staff from liability, should a volunteer be injured on the job.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each safety trainer.
- Sign. (See *VRC Floor Plan – Station #5* Safety Briefing)

- Clipboard with attendance sheets.
- Pen.
- A supply of *Volunteer What-to-Expect + Safety Tips* handouts.
- Stapler.
- 10 or more chairs, preferably in a semi-circle so participants can see one another.
- List of additional training required by specific worksites, training locations and instructors.
- Flag.



SAFETY TRAINER BRIEFING

## Specialized Job Trainers

Some jobs will require extra orientation or training that will be provided by the **agency** to which you are referred.

Job training specific to each worksite or function can be provided before volunteers depart for their work areas. If possible, training should be given by someone with firsthand knowledge of current operations at the site.

### ITEMS NEEDED

- **ID Badge** and/or **Wristband** for each trainer.
- Sign. (See *VRC Floor Plan – Station #6* Specific Job Training)
- Clipboard with attendance sheets.



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# SAMPLE VOLUNTEER RECEPTION CENTER (VRC) STATION SIGNAGE

Need one (1) each, unless otherwise specified.

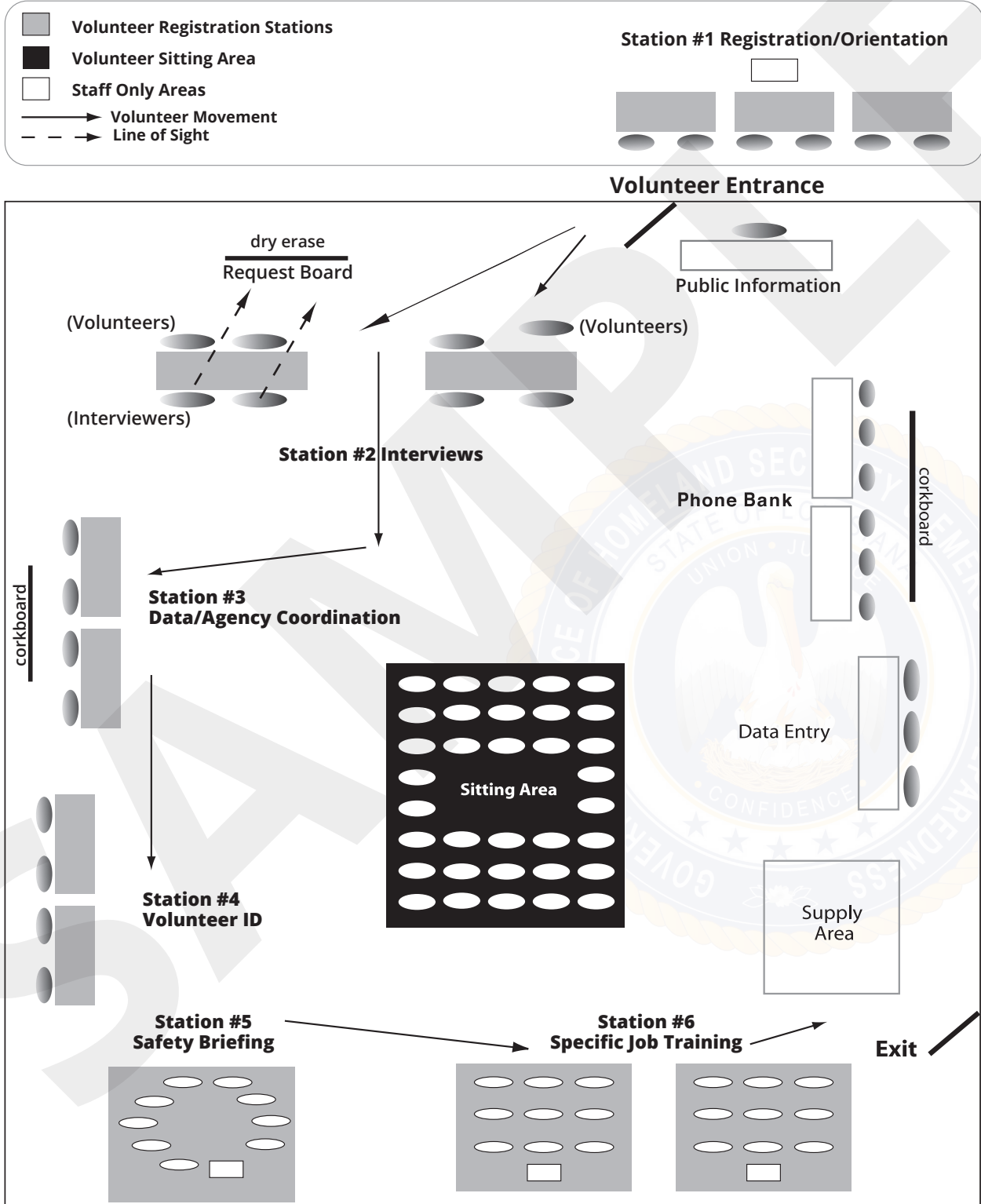
<b>SIGNAGE</b>	<b>WHERE TO POST</b>
• Volunteer Reception Center (VRC) (2+ as needed)	On Street Visible from Either Direction
• Station #1 Registration / Orientation	Registration / Orientation Area
• Enter	Volunteer Entrance to VRC
• Station #2 Interviews	Interview Area Visible from Volunteer Entry
• Station #3 Data / Agency Coordination	Data Coordination Visible from Station #2
• Station #4 Volunteer ID	Volunteer ID Area Visible from Station #3
• Station #5 Safety Briefing	Safety Training Visible from Station #4
• Station #6 Specific Job Training	Job Training Visible from Station #5
• Exit	Exit, Visible from Stations #5, #6 + #7
• Transportation to Worksite (with arrows)	Near Exit + Outside, as Needed
• Staff Only (2+ as needed)	Staff Rest Area, Supply Area, etc.
• Current Needs	Dry Erase Board in Interview Area
• Data Entry	Data Entry Area
• Phone Bank	Phone Bank Area
• Offers of Volunteer Help	Top Left of Bulletin Board in Phone Bank
• Individuals	Beneath "Offers of Volunteer Help" Sign
• Groups	Beneath "Offers of Volunteer Help" Sign
• Other Resources	Top Right of Bulletin Board in Phone Bank
• Public Information Officer	Public Information Officer's Table

**NOTE: All signs should be large enough to be seen from across a large room.**



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# SAMPLE VRC FLOOR PLAN



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## SAMPLE DIRECTIONAL SIGNAGE

(To be Customized by Parish)

24" x 18" Double-sided Coroplast signs with "H" stakes





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# SAMPLE – BANNERS

**(To be Customized by Parish)**

8' Horizontal Triangle Frame - Size: 100.75" x 38", Vinyl Banner with grommets for frame (2 banners per frame) -  
Size: 94" x 33"

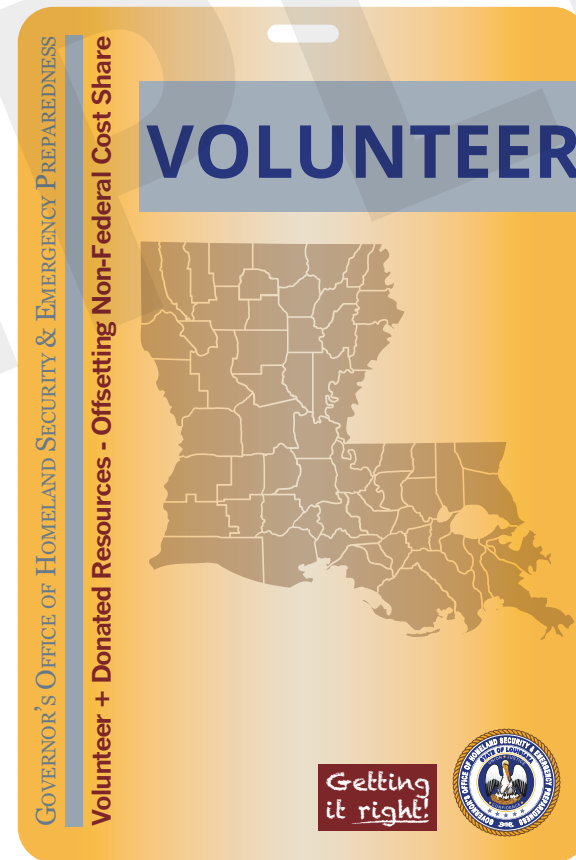


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# SAMPLE BADGE CREATIVE

(Version 1 - Branded to GOHSEP)

4" x 6" Infinity Laminates (Paper Core) 4/4 (double sided) Full Color Pass, Rounded Corners & Slot Punched, Digital Proof  
2 3/4" X 4 1/2" Adhesive Pouch, Attached to the front of the passes before shipping

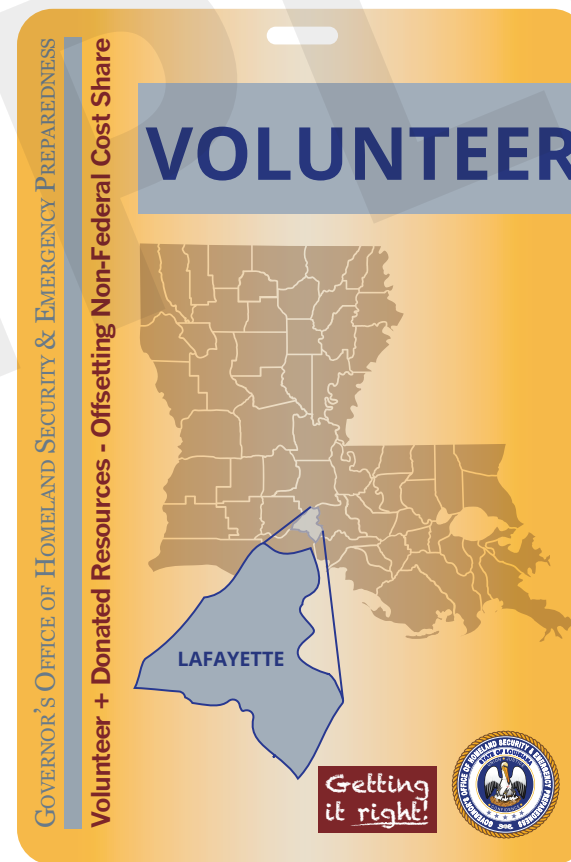


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# SAMPLE BADGE CREATIVE

(Version 2 - Customized by Parish)

4" x 6" Infinity Laminates (Paper Core) 4/4 (double sided) Full Color Pass, Rounded Corners & Slot Punched, Digital Proof  
2 3/4" X 4 1/2" Adhesive Pouch, Attached to the front of the passes before shipping



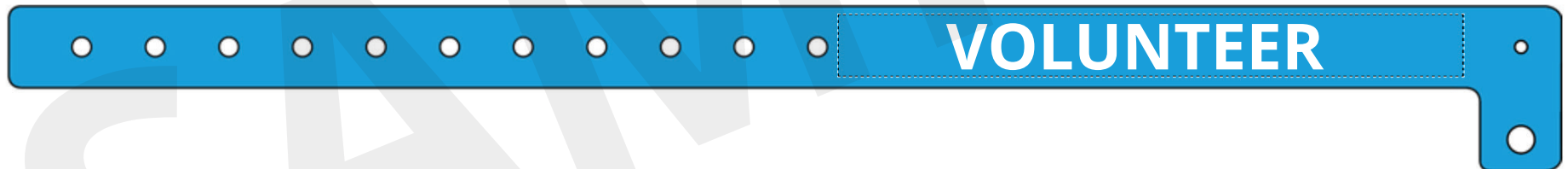
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## SAMPLE WRISTBAND CREATIVE

Custom Regular Vinyl Wristband



Custom Narrow Vinyl Wristband



Custom Wide Vinyl Wristband





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## SAMPLE – VOLUNTEER LANYARD

(To be Customized by Parish)



End Fitting: **Swivel Bulldog Clip**

Finishing Options: **Crimp**

Material: **Microweave**

Material Color: **Rich Red 187C**

Positioning: **Positional**

Printing Method: **Silk Screen - ONE SIDED**

Width: **Three Quarters Inch (3/4")**



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# SAMPLE VOLUNTEER RECEPTION CENTER (VRC) SUPPLIES + EQUIPMENT LIST

Quantities listed are the minimum required to set up and operate the VRC for the first day. Depending on the magnitude of the event. The purchase of additional supplies may be needed. The equipment listed as optional and has been found to be extremely useful.

## OFFICE SUPPLIES

- Dry erase markers (set of 4)
- Dry eraser
- Pens (box of 12)
- 1 Highlighter
- Pencils (box of 12 sharpened)
- 2 Lined pads of paper
- Copy paper, 1 ream
- 2 Flip chart pad
- 3 x 5 Cards (pack of 100) and file box
- 12 File folders and labels
- 3 Hanging file folders and labels
- Push pins (pack of 100)
- 1 Clipboard
- Stapler, staples
- Masking and clear tape
- Staff name tags
- Post-its:
  - 3 packs of 3"x3"
  - 1 Post-it fax pad
  - 12 #10 envelopes
  - 1 Medium size binder clip
- Scissors
- Pencil sharpener
- Paper clips (box of 100)
- 200 Hospital ID bracelets
- ID bracelet tool and markers (if required)

## FORMS

- *Volunteer Instructions Card* – 25 sheets (4 / page)
- *Volunteer Information Form* – 100
- *Request for Volunteers Form* – 50
- *Volunteer Referral Card* – 50 (2 / page)
- *Employee & Volunteer Sign-in / out* – 10 each

## LISTS + MAPS

- VRC floor plan
- City + Parish maps
- Emergency phone list
- VRC job descriptions

## EQUIPMENT

- Battery-operated radio + batteries
- Battery-operated clock (optional)
- Coffee urn + cups + coffee + creamer + sugar
- Large ice chest
- Disposable camera
- Phone system (rollover with 8-10 lines, optional)
- 5 Free-standing sign posts (optional)
- Printed signs



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# SAMPLE REQUEST FOR VOLUNTEERS FORM

Complete one (1) form for each job request.

Request #: \_\_\_\_\_ Today's Date: \_\_\_\_\_ Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Title of Volunteer Position: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Agency Contact: \_\_\_\_\_

Agency Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Duties: \_\_\_\_\_

Volunteers must be physically able to: \_\_\_\_\_

Number Needed: \_\_\_\_\_ Days/Hrs Needed: \_\_\_\_\_

For this position, volunteers must be at least \_\_\_\_\_ years of age.

**SKILLS NEEDED (IF COMPUTERIZED, DIGITAL VERSION INCLUDES DROP DOWN MENU)**

JOB SKILL	DESCRIPTION	JOB SKILL #	DESCRIPTION

**FOLLOW-UP CONTACTS WITH REQUESTING AGENCY / CLARIFICATION OF NEED**

DATE	COMMENTS

**VOLUNTEERS REFERRED**

NAME	DATE	NAME	DATE

Request closed on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Completed \_\_\_\_ No placements possible \_\_\_\_ No longer needed \_\_\_\_



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# SAMPLE VOLUNTEER INSTRUCTIONS CARD

1. Reception Area: Please fill out a *Volunteer Information Form* and proceed as directed to an Interviewer at **Station #2**.
2. Interview Area: Interviewer will take your form, talk with you about your skills and refer you to an agency needing your help. Next take your *Volunteer Referral Card* to the Data / Agency Coordinator (**Station #3**).
3. Data / Agency Coordination Area: Coordinator will record and initial your *Volunteer Referral Card* and, if possible, notify the agency to expect you. Take your *Volunteer Referral Card* to the ID area (**Station #4**).
4. Identification Area: You will receive an ID badge or bracelet that will allow you to enter restricted areas during the day(s) written on ID. Proceed to Safety Briefing area (**Station #5**).
5. Safety Briefing Area: You will be given special instructions about safety, security and transportation. You may be directed to **Station #6** for additional job training.
6. Specific Job Training: Some jobs will require extra orientation or training that will be provided by the agency to which you are referred.

**Thank you** for Volunteering!



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS  
Volunteer + Donated Resources - Offsetting Non-Federal Cost Share



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Volunteer + Donated Resources - Offsetting Non-Federal Cost Share





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# SAMPLE VOLUNTEER INFORMATION FORM

Name of Event: \_\_\_\_\_ Location: \_\_\_\_\_

## CONTACT INFORMATION

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: M or F

Phone/Cell: \_\_\_\_\_ Email: \_\_\_\_\_ Emergency Contact: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Availability (immediate + long-term): \_\_\_\_\_ Travel Capability: Y or N Occupation: \_\_\_\_\_

Previous Emergency Management Experience: \_\_\_\_\_

Details of Checks + Licenses (if needed) + Registration + Certifications: \_\_\_\_\_

## Any Affiliations?

Details of What You are Prepared to Do: \_\_\_\_\_

Details of Any Limitations or Health Issues (describe): \_\_\_\_\_

Volunteer Requirements (accommodation, expenses, etc.): \_\_\_\_\_

Other Resources Volunteer Can Provide (e.g., vehicles, etc.): \_\_\_\_\_

## SKILLS/SERVICES

### MEDICAL

- EMT Specialty: \_\_\_\_\_
- Emergency Medical Certification
- Mental Health Counseling
- Veterinarian or Vet Technician

### COMMUNICATIONS

- CB or Ham Operator
- Hotline Operator
- Own a Cell Phone # \_\_\_\_\_
- Own a Satellite Phone # \_\_\_\_\_
- Public Relations
- Web Page Design
- Public Speaker

### LANGUAGE OTHER THAN ENGLISH:

- French
- Spanish
- Vietnamese
- Other: \_\_\_\_\_

### OFFICE SUPPORT

- Clerical — Filing, Copying, Phones
- Computer Skills + Data Entry
- Software Proficiency: \_\_\_\_\_
- Other: \_\_\_\_\_

### SERVICE

- Food Preparation
- Food Distribution
- Elderly/Disabled Assistant
- Child Care
- Spiritual Counseling
- Social Work
- Search + Rescue
- Auto Repair/Towing
- Traffic Control
- Crime Watch
- Animal Rescue
- Animal Care
- Other: \_\_\_\_\_

### STRUCTURAL

- Damage Assessment
- Metal Construction
- Wood Construction
- Construction Cert. # \_\_\_\_\_
- Plumbing Cert.# \_\_\_\_\_
- Electrical Cert.# \_\_\_\_\_
- Roofing Cert.# \_\_\_\_\_

### TRANSPORTATION

- Car
- Minivan or SUV
- Maximum Capacity \_\_\_\_\_

- ATV
- Own Off-Road / 4WD
- Own Truck (description): \_\_\_\_\_
- Own Boat (capacity): \_\_\_\_\_  
Type: \_\_\_\_\_
- Commercial Driver Class + License #: \_\_\_\_\_
- Camper/RV, Capacity + Type: \_\_\_\_\_

### LABOR

- Loading/Shipping
- Sorting/Packing
- Clean-up
- Operate Equipment
- Types: \_\_\_\_\_
- Experience Supervising Others

### EQUIPMENT OPERATIONS

- Backhoe
- Chainsaw
- Generator
- Other: \_\_\_\_\_



# VOLUNTEER + DONATED RESOURCES TOOLBOX

## GENERAL INFORMATION

Volunteers can look for **updates** on the **[NAME]** website and Facebook page and **[DESCRIBE OTHER WAYS VOLUNTEERS WILL UPDATE]**.

As a volunteer, prepare for **self-sufficiency**. Report to help with sufficient **snacks** and **water**.

**Be patient. Be flexible.** A volunteer's unique talents may not be immediately needed.

Be **committed** to the response effort. **Your help is needed.** Response and recovery work can be **dirty, mundane** and *definitely unglamorous*. Be patient.



## RELEASES / HOLD HARMLESS FOR VOLUNTEERS

### Liability Release

I, for myself and my heirs, executors, administrators and assigns, hereby **release, indemnify and hold harmless [THE COORDINATING AGENCY]** or designated staff and authorities, **local government, State of Louisiana, Federal Government, other organizations, employees and supervisors of all emergency and disaster preparedness, response and recovery activities**, the agency where I volunteer, sponsors and others with whom I may interact will volunteering – including all activities – from **any and all liability and/or any injury** I may suffer (including any injury caused by negligence) in conjunction with the volunteer work and / or activity(ies) I perform, participate in or am in proximity to.

- I likewise hold harmless from liability any person(s) transporting me to and from disaster relief activities.
- I certify that I am in **good health** and **able to participate** in program activities and activities for which I am volunteering.
- I certify that I am **18 years** of age or older and am competent to **contract** in my name insofar as the above is concerned.
- If I am not 18-years of age, I understand a **parent or guardian** must sign below.
- I have **read** the foregoing release, authorization and agreement, before affixing my signature below and warrant that I fully understand the contents there.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Signature of Guardian  
(If volunteer is under 18 years of age)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Guardian Name

\_\_\_\_\_  
Repeat Cell Number Here

## COMMUNICATIONS RELEASE

I hereby **waive any claim** to the rights of **photographic recordings** made of me during my time and activities while volunteering. I hereby **authorize** the editing, duplication, reproduction, copyright, exhibition, broadcast and/or non-profit use and distribution of said recordings for purposes deemed suitable to the State, local authorities, the State, the Federal Government, participating volunteer agencies and other stakeholders.

- I hereby **waive** my right to approve the finished products.
- I hereby **certify** that I am **18 years** of age or older and am **competent** to contract in my own name insofar as the above is concerned.
- I have **read** the foregoing release, authorization and agreement, before affixing my signature below and warrant that I fully understand the contents thereof.

\_\_\_\_\_  
Signature of Volunteer

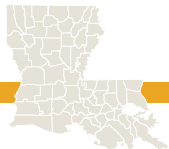
\_\_\_\_\_  
Signature of Guardian  
(If volunteer is under 18 years of age)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Guardian Name

\_\_\_\_\_  
Repeat Cell Number Here



# SAMPLE VOLUNTEER REFERRAL CARD

Name of Volunteer \_\_\_\_\_ Date \_\_\_\_\_  
Referred to (agency/ESF) \_\_\_\_\_ Need# \_\_\_\_\_  
Agency contact name \_\_\_\_\_ Phone \_\_\_\_\_  
Address of Agency/Site \_\_\_\_\_  
Directions to Site \_\_\_\_\_  
Title/description of volunteer assignment \_\_\_\_\_  
Days + hours needed by entity \_\_\_\_\_



GOVERNOR'S OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS  
Volunteer + Donated Resources - Offsetting Non-Federal Cost Share



## VRC Staff Initials:

Interview

Data Coord.

Safety Brief

---

# SAMPLE VOLUNTEER REFERRAL CARD

Name of Volunteer \_\_\_\_\_ Date \_\_\_\_\_  
Referred to (agency/ESF) \_\_\_\_\_ Need# \_\_\_\_\_  
Agency contact name \_\_\_\_\_ Phone \_\_\_\_\_  
Address of Agency/Site \_\_\_\_\_  
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Days + hours needed by entity \_\_\_\_\_



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# SAMPLE VOLUNTEER WHAT-TO-EXPECT + SAFETY TIPS

Edit training for the specific incident.

1. If you will be working outside, **dress for the weather.**
  - **Boots** may be helpful, as debris on the ground can be sharp and dangerous.
2. Bring **work gloves, sunscreen, hat** and any **appropriate tools** you have.
  - **You will be responsible** for your tools.
3. **Water** may be available at your work site, but you are encouraged to bring a **personal water container.**
  - It is important to drink **lots of** water while you work.
4. There is a high possibility of **bacteria** in the area you are working.
  - When you take a break, **wash thoroughly.**
5. When you arrive at your worksite, you will be warned if there is a possibility of **encountering victims.**
  - **Follow the instructions given to you at your job site.**
6. The work you will be doing may cause you **stress, anxiety, fear** or other **strong emotions.**
  - You are providing a **valuable** service by volunteering today.
  - Please understand that, by helping, **we will not be able to undo the effects of this event.**
  - We are each just **one (1) person.**
  - All we can do is help in our own small ways to **assist victims** into the recovery process.
  - If you care for one (1) lost animal, find one (1) child's lost favorite toy, or hold the hand of one (1) wheelchair bound senior in a shelter, **you will have eased a little of the pain.**
  - **Do not feel guilty** because you are not able to fix **everything.**
  - Just work your shift, then go **home** to rest and eat well. Both will help to relieve the stress.
  - **Be sure to attend any debriefing that may be conducted at the end of your shift.**
  - **Seek crisis counseling if necessary.**
7. **Older children** can help with the disaster recovery work in **some** areas, but **parents must sign a Release of Liability Form** for each child under the **age of 18.**
  - It is recommended that children **remain in school**, if it is open.
  - **Older children** can participate with parents on weekends.
8. **Carefully follow any instructions given to you at your job site.**



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# APPENDIX 4 – ROLE OF TECHNOLOGY

- Role of WebEOC



## ROLE OF WEBEOC

WebEOC will be a significant tool for **managing** and **capturing** volunteer and donated resources. The Documentation Forms will be stored in the file library on WebEOC. This will allow the Parishes and volunteer organizations to **download, complete,** and **upload** the forms to WebEOC. They will also be rebuilt into an electronic version, which will allow each Parish to edit and submit the forms directly into WebEOC.

**Information sharing** is another important aspect of WebEOC and volunteer and donations management. Each Parish will have the ability to view the volunteer resources available in other Parishes via WebEOC. Volunteer organizations can also be added to the State Sit Rep List to facilitate better communication.



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# APPENDIX 5 – RESOURCES

- Frequently Asked Questions FAQs
- Authorities + References

APPENDIX 5 – RESOURCES

## FREQUENTLY ASKED QUESTIONS (FAQS)

Below are some frequently asked questions (FAQs) that we have noticed throughout conversations during development of this ToolBox.

### Q – What is the Goal of this Initiative?

- A – This publication is intended to be a **high-level view** of volunteer and donated resources management issues and challenges to inform future planning and **Best Practice** guidance. This ToolBox:
- Articulates a **process** for identifying, capturing, quantifying, documenting and establishing the value of volunteer hours and donated resources, including supplies, materials and equipment.
  - Includes **SAMPLE data collection forms**, instructions on how to complete those forms and submit to FEMA so the value of eligible activities and goods and services can be applied to **offsetting the non-Federal cost share**.
  - Provides **communications tools** to support outreach and stakeholder education initiatives.
  - Contains **SAMPLE job aids**, including badging, wrist bands, banners, directional signage and other creative – along with ordering instructions – along with instructions to volunteers, registration, request and referral forms and **more**.
  - Provides **planning tips** for those who want to consider developing a local *Volunteer + Donated Resources Comprehensive MANAGEMENT Plan*.
  - And MORE!

### Q – Who Coordinates Documentation Needs Applicable to the Offset?

- A – This ToolBox envisions a coordinated position responsible for documentation collection. We call that position Volunteer and Donated Resources Coordinator (VDRC).

GOHSEP is suggesting **three (3) approaches** to filling the VDRC position. The approach taken will depend on the size, location and impact of the emergency or disaster.

1. The **Parish** identifies a **staff member** to fill the role of the VDRC during an emergency or disaster; OR
2. Use **GOHSEP's** *previously* identified and trained selected personnel to function as a VDRC during a disaster. This liaison will be deployed to the most impacted Parishes. **AmeriCorps** may also provide Coordinators when needed; OR
3. A **volunteer organization** identifies and provides a person(s) to fill the role of the VDRC and work with the Parish Office of Homeland Security and Emergency Preparedness (OHSEP).

### Q – Who gets the Offset Credit for Volunteers and Donations that Go to Out-of-Parish Shelters?

- A – The host Parish receives the credit for their eligible volunteer time and donated resources.



### Q – How is Volunteer Time and Donations that Come through Major Nonprofit Organizations (Such as American Red Cross [ARC], Salvation Army, United Way, Council of Churches, Etc.) Captured?

A – With regard to ARC, their staff (paid and affiliated volunteers) and donations do NOT count towards the offset due to their unique relationship with the Federal Government.

However, time (hours) logged by unaffiliated volunteers that are assigned to ARC **DO** count towards the offset.

### Q – What is the Role of ESF 16?

A – All volunteers, donations and goods can be coordinated through ESF 16.

### Q – What is the Role of ESF 7?

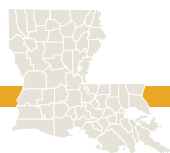
A – All volunteers, donations and goods can be coordinated through ESF 7.

### Q – What is the Role of GOHSEP?

A – GOHSEP will provide training, coordination and support, as well as a State liaison to fill the VDRC role, if requested.

### Q – What is the Role of the Lt. Governor's Office?

A – The Volunteer Reception Center (VRC) and unaffiliated volunteers fall under the domain of the **Lt. Governor's Office – Volunteer Louisiana**. Should a VRC be stood up, GOHSEP provides coordination and support.



# AUTHORITIES + REFERENCES

## Legal Authorities

### Federal

- *2 Code of Federal Regulations (CFR) 200.306 and 200.434*
- *44 CFR 13.24*
- *FEMA Donated Resources Criteria for Public Assistance*
- *FEMA Public Assistance Program and Policy Guide (PAPPG)*
- *Homeland Security Presidential Directive 5 (HSPD-5)*
- *Homeland Security Presidential Directive 8 (HSPD-8)*
- *National Response Framework (NRF)*
- *NRF, Volunteer and Donations Management Support Annex*
- *Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93o-288, as amended.*

### State

- *Louisiana Homeland Security and Emergency Assistance and Disaster Act (Louisiana Disaster Act)*
- *Louisiana Good Samaritan Act LSA-R.S. 37:1731*

### Local

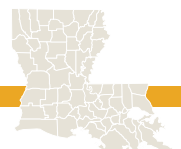
- *Act 58-4-01905 American National Red Cross Statement of Understanding*
- *Parish Emergency Operations Plans*

### Volunteer, quasi-governmental

- *Act 58-4-1905 American National Red Cross Statement of Understanding, Dec. 30, 1985*
- *Mennonite Disaster Services Agreement with Federal Disaster Assistance Administration (FDAA)*
- *Salvation Army Charter, May 12, 1974*

## References

- *Australian Government Spontaneous Volunteer Management Resource Kit*  
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- *Citizen Corps Volunteer Liability Guide: An Overview of Legal Issues and Approaches to Address Liability for Emergency Volunteers*  
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- *Managing Spontaneous Volunteers in Times of Disaster: The Synergy of Structure and Good Intentions*  
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- *Unaffiliated Volunteers in Response and Recovery Plan, Volunteer Florida Governor's Commission on Volunteerism & Service*  
[volunteerflorida.org/wp-content/uploads/2013/03/UVM\\_2004season.pdf](https://volunteerflorida.org/wp-content/uploads/2013/03/UVM_2004season.pdf)



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