INTRODUCTION TO VOLUNTEER / GOVERNMENT RELATIONSHIPS

Volunteers and donations have long been a pillar in Louisiana and its ability to recover from severe disaster events. As populations continue to rise, the costs of damages of disasters rise as well, so the value of volunteers and their resources are more important than ever. Across the nation, emergency management is teaming up with volunteer groups to make sure their communities are prepared together for the next big event.

Louisiana knows more than anyone on the importance and value of volunteers and donations. GOHSEP and numerous state agencies have teamed up together to bridge the gap between government and volunteer groups. We believe together we can be more resilient and prepared for the next big disaster.

If your organization is interested in getting more involved please contact GOHSEP or your local parish OHSEP. You can find contact information in the Resources section.

In this section you will find just a few resources regarding the volunteer/Emergency Manager partnership. You can find even more resources in the Volunteer and Donated Resources Toolbox.
USE OF DATA COLLECTION FORMS

In order for state and local governments to utilize the volunteer and donated resources toward the non-federal cost share associated with disasters, there is necessary documentation that must be created. Understanding the need for this information and having a plan with emergency management will be beneficial for the entire community. Dollars saved by volunteers will go directly back into the recovery of the community.

**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.
### Volunteer Hours Daily Collection Form

<table>
<thead>
<tr>
<th>EVENT (FEMA Disaster Number)</th>
<th>PARISH</th>
<th>PAGE</th>
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<tbody>
<tr>
<td>VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)</td>
<td>CONTACT PHONE #</td>
<td>CONTACT EMAIL</td>
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<tr>
<td>LOCATION/SITE ADDRESS</td>
<td>PERIOD COVERING to</td>
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<tr>
<td>VOLUNTEER ORGANIZATION</td>
<td>DESCRIPTION OF ELIGIBLE WORK PERFORMED</td>
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<tr>
<td>ORGANIZATION CONTACT</td>
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<tr>
<td>VOLUNTEER NAME</td>
<td>HOURS WORKED</td>
<td>LOCATION WORKED</td>
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</table>

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.

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<tr>
<th>Last:</th>
<th>First:</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>TOTAL HOURS</th>
<th>Provide Address/Location of Worksite with Zip Code</th>
<th>Please Provide a Specific Description of Work Performed <em>(Debris Cleanup + Removal, Roof Tarping, Sand Bagging, Repair, etc.)</em></th>
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</table>

DAILY TOTAL HOURS

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**Governor’s Office of Homeland Security & Emergency Preparedness**

Volunteer + Donated Resources - Offsetting Non-Federal Share

*Getting it right!*
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 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.
•專業 logistical support for volunteers doing eligible work, such as donations warehousing, volunteers doing eligible work.
• Respondable logistical support for volunteers doing eligible work.

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.
• Professional safety inspections.
• Other.

OTHERS:

• Responsible logistical support for volunteers doing eligible work.

[OURCES: FEMA Donated Resources Criteria + 44 CFR 13.24]

Reasonable logistical support for volunteers doing eligible work, such as donations warehousing, volunteers doing eligible work, MAY – subject to FEMA approval – be eligible for FEMA assistance.


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

This section is for the location/site address.

**Period Covering** to

### Volunteer Organization

This section is for the description of eligible work performed.

### Organization Contact

This section is for the contact phone number and email.

## Volunteer Hours Weekly Summary Table

<table>
<thead>
<tr>
<th>Volunteer Name</th>
<th>Volunteer + Donated Resources</th>
<th>Dates + Hours Worked Each Week</th>
<th>Costs (FEMA/GOHSEP Determines)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last:</td>
<td>First:</td>
<td>Hours Worked</td>
<td>Total Hours</td>
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</table>

**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.

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**Grand Total** | $
How to Complete This Form

- Event: Enter the FEMA Disaster Number.
- Parish: Enter Parish where volunteer work was performed.
- Page #: 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.
- 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.

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 operations when part of search and rescue efforts.
- Professional safety inspections.
- Others.

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 than under.

Reasonable logistical support for volunteers doing eligible work, such as donations warehousing, volunteers doing eligible work, may include: Professional safety inspections, professional search and rescue efforts, warehouse and logistical support, supply distribution. However, professional safety inspections, professional search and rescue efforts, warehouse and logistical support, supply distribution may be performed by eligible volunteers. However, professional safety inspections, professional search and rescue efforts, warehouse and logistical support, supply distribution may be performed by eligible volunteers.

Reasonable logistical support for volunteers doing eligible work, such as donations warehousing, volunteers doing eligible work, may include: Professional safety inspections, professional search and rescue efforts, warehouse and logistical support, supply distribution. However, professional safety inspections, professional search and rescue efforts, warehouse and logistical support, supply distribution may be performed by eligible volunteers. However, professional safety inspections, professional search and rescue efforts, warehouse and logistical support, supply distribution may be performed by eligible volunteers.
# DONATED EQUIPMENT WEEKLY SUMMARY FORM

## Consolidated by Eligible Work Performed

<table>
<thead>
<tr>
<th>EVENT (FEMA Disaster Number)</th>
<th>PARISH</th>
<th>PAGE</th>
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<tbody>
<tr>
<td>VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)</td>
<td>CONTACT PHONE #</td>
<td>CONTACT EMAIL</td>
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<td>LOCATION / SITE ADDRESS</td>
<td>PERIOD COVERING</td>
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<td>ORGANIZATION CONTACT</td>
<td>CONTACT PHONE #</td>
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<tr>
<td>DESCRIPTION OF ELIGIBLE WORK PERFORMED</td>
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### TYPE OF EQUIPMENT

<table>
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<tr>
<th>(INDICATE SIZE + CAPACITY + HORSEPOWER + MAKE AND MODEL AS APPROPRIATE)</th>
<th>EQUIPMENT CODE NUMBER</th>
<th>OPERATOR’S NAME</th>
<th>DATES + HOURS USED EACH DAY</th>
<th>TOTAL HOURS</th>
<th>EQUIPMENT RATE*</th>
<th>TOTAL COSTS</th>
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**NOTE:** * Equipment code numbers and equipment rates can be found at:
Consolidated by Eligible Work Performed

• 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.

EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

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.
• 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.
• Total Costs: Enter total costs by multiplying equipment rate by total hours used.
• 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.

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 (#0 for the disaster in the designated area.

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

document rather than under.

SOURCEs:
FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24
# DONATED SUPPLIES + MATERIALS WEEKLY SUMMARY FORM

<table>
<thead>
<tr>
<th>EVENT (FEMA Disaster Number)</th>
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<th>PAGE</th>
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<tbody>
<tr>
<td>VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)</td>
<td>CONTACT PHONE#</td>
<td>CONTACT EMAIL</td>
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<tr>
<td>VOLUNTEER ORGANIZATION</td>
<td>PERIOD COVERING</td>
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<td>ORGANIZATION CONTACT</td>
<td>CONTACT PHONE#</td>
<td>CONTACT EMAIL</td>
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<tr>
<th>MATERIALS/VENDOR</th>
<th>DATE OF DONATION</th>
<th>QUAN.</th>
<th>UNIT PRICE*</th>
<th>TOTAL PRICE</th>
<th>DATE USED</th>
<th>DESCRIPTION OF DONATED MATERIALS</th>
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<td>Please Provide a Specific Description of Materials Donated (Water, Food, Cleaning Supplies, Toiletries, New Clothing, Diapers, etc.)</td>
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**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].
HOW TO COMPLETE THIS FORM

DONATED SUPPLIES + MATERIALS WEEKLY SUMMARY FORM

1. Event:
Enter the FEMA Disaster Number.

2. Parish:
Enter Parish where volunteer work was performed.

3. Page _ of _:
Enter page number of current page and pages of entire document.

4. Volunteer and Donated Resources Coordinator (VDRC):
Enter the name of the VDRC who will be receiving this data form from the Organization Contact.

5. Contact Phone #:
Enter phone # of VDRC.

6. Contact Email:
Enter email address of VDRC.

7. Volunteer Organization:
Enter the name of the organization volunteers performed work under.

8. Period Covering _ to _:
Enter period of time covered on this data form.

9. Organization Contact:
Enter name of the Volunteer Organization Contact that is collecting the data for this form.

10. Contact Phone #:
Enter phone # of Organization Contact.

11. Contact Email:
Enter email address of Organization Contact.

12. Description of Eligible Work Performed:
Enter a specific description of work performed eligible work performed.

13. Materials/Vendor:
Enter name of materials received/vendor received from.

14. Date of Donation:
Enter date donation was received.

15. Quantity:
Enter how many of designated material were received.

16. Unit Price:
Enter fair market value of designated material.

17. Total Price:
Enter total price by multiplying quantity and unit price.

18. Date Used:
Enter date designated material was used.

19. Description of Donated Materials:
Enter a specific description of materials donated.

20. Total:
Enter total price by adding all total prices together.

EXAMPLES OF INELIGIBLE DONATIONS

- Unapproved donation warehouse and POD activities.
- Warehouse and logistical support.
- Supply distribution.
- Shelter and feeding operations.
- Support.
- Warehouse and logistical activities.

EXAMPLES OF ELIGIBLE ACTIVITIES + DONATIONS

Contact:

- Contact Email: Enter email address of Organization Contact.
- Contact Phone #: Enter phone # of Organization Contact.
- Contact:
- Contact Phone #: Enter phone # of Organization Contact.
- Contact Email: Enter email address of Organization Contact.
- volunteer and Donated Resources Coordinator
- 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.

Sources: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.24
OPPORTUNITIES + BENEFITS

In May 2018, HB 388 was passed into law and codified in 29:735.4. This law allows GOHSEP or Parish OEP to establish a registry of volunteers and then subsequently deploy those volunteers. In order to establish this registry, GOHSEP must enter into Memorandum of Understandings (MOU) to outline the requirements of both parties to comply with the law.

Opportunities

There are numerous ways your organizations can get involved in emergency management:

- Search and Rescue
- Shelter support
- Animal shelter support
- Donations
- Donation Management
- Volunteer tracking
- Muck and Gut homes
- Working Distribution sites
- Sandbag operations

Benefits

In this new partnership the state is working on numerous benefits it may offer to its volunteer partners, including:

- State EOC access
- WebEOC access
- Radios
- CPR course
- Courses in Tracking volunteer hours and donation management
- POD training: set-up and distribution
- Sandbag operations
- Bus driver training
- Shelter Management course
- Special Needs Shelter course
- Shelter transportation training
- Land Search and Rescue course
- Animal Shelter Operations course
- Issue credential ID
- Water Search and Rescue training
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PARTNERSHIP SUCCESS STORIES

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.

Volunteers and donors offer skills and resources that supplement the existing resources of local, State and Tribal authorities.

FLORIDA

Two (2) Florida counties demonstrated that it is not only possible but extremely cost-effective to harness volunteer and donated resources. When a rare F-4 tornado ripped through Osceola, Orange and Seminole Counties in late 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 during the next 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.

After the tornado in Osceola County, the initial estimate for professional cleanup alone was more than $8 MILLION. The actual cost of cleanup was about $1.4 MILLION, largely 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 is 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%.

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 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 EF-5 tornado 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. While this will provide MILLIONS in offsets, a lot of money was left on the table due to a lack of required documentation and coordination among the State, Parishes and volunteer organizations.

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

<table>
<thead>
<tr>
<th>VALUE OF VOLUNTEERS + DONATED RESOURCES TO THE OFFSET</th>
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<tbody>
<tr>
<td><strong>FLORIDA</strong></td>
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<tr>
<td>3,100 unaffiliated volunteers.</td>
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<tr>
<td>Osceola County</td>
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<tr>
<td>✓ Saved $6.6 MILLION in tax payer dollars in cleanup costs.</td>
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<tr>
<td>✓ Saved 35 cleanup days.</td>
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<tr>
<td>Covered almost 80% of the non-Federal cost share.</td>
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<tr>
<td>Seminole County</td>
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<tr>
<td>✓ Saved $865 THOUSAND in tax payer dollars in cleanup costs.</td>
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<tr>
<td>Covered 100% of the non-Federal cost share.</td>
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