

VI. PARTNERSHIP

VI. PARTNERSHIP



PROCUREMENT **TOOLBOX**

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.



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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.



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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		HOURS WORKED		LOCATION WORKED		DESCRIPTION OF WORK PERFORMED	
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.		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:		TIME IN	TIME OUT				
First:							
Last:							
First:							
Last:							
First:							
Last:							
First:							
Last:							
First:							
Last:							
First:							
DAILY TOTAL HOURS							



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 (VDR):** Enter the name of the VDR who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDR.
- **Contact Email:** Enter email address of VDR.
- **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 13.241

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 13.241

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 36-371



VOLUNTEER HOURS WEEKLY SUMMARY FORM

Consolidated by Eligible Work Performed

EVENT (FEMA Disaster Number)	PARISH	PAGE	of									
VOLUNTEER + DONATED RESOURCES COORDINATOR (VDRC)		CONTACT EMAIL										
LOCATION/SITE ADDRESS		PERIOD COVERING to										
VOLUNTEER ORGANIZATION		DESCRIPTION OF ELIGIBLE WORK PERFORMED										
ORGANIZATION CONTACT		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:		HOURS WORKED									\$	\$
Last:		HOURS WORKED									\$	\$
First:		HOURS WORKED									\$	\$
Last:		HOURS WORKED									\$	\$
First:		HOURS WORKED									\$	\$
Last:		HOURS WORKED									\$	\$
First:		HOURS WORKED									\$	\$
Last:		HOURS WORKED									\$	\$
First:		HOURS WORKED									\$	\$
										GRAND TOTAL		\$

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.



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



VOLUNTEER HOURS WEEKLY SUMMARY FORM

Consolidated by Eligible Work Performed



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- **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 (VDR):** Enter the name of the VDR who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDR.
- **Contact Email:** Enter email address of VDR.
- **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]

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- **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 (INDICATE SIZE + CAPACITY + HORSEPOWER + MAKE AND MODEL AS APPROPRIATE)	EQUIPMENT CODE NUMBER*	OPERATOR'S NAME	DATES + HOURS USED EACH DAY							TOTAL HOURS	EQUIPMENT RATE*	TOTAL COSTS	
			DAY	M	T	W	T	F	S				S
			HOURS									\$	\$
			HOURS									\$	\$
			HOURS									\$	\$
			HOURS									\$	\$
			HOURS									\$	\$
			HOURS									\$	\$
			HOURS									\$	\$
			HOURS									\$	\$
TOTAL												\$	

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_Rate_s_508_FINAL.pdf.



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 (VDR):** Enter the name of the VDR who will be receiving this data form from the Organization Contact.
- **Contact Phone #:** Enter phone # of VDR.
- **Contact Email:** Enter email address of VDR.
- **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 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.

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]



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 <small>Please Provide a Specific Description of Materials Donated (Water, Food, Cleaning Supplies, Toiletries, New Clothing, Diapers, etc.)</small>	
			\$				
			\$				
			\$				
			\$				
			\$				
			\$				
			\$				
			\$				
TOTAL				\$			

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 INELIGIBLE DONATIONS

- Unapproved donation warehouse and POD activities.

SOURCES: FEMA Donated Resources Criteria for Public Assistance + 44 CFR 13.241

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

- 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 13.241

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:

- | | |
|--|--|
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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.



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.

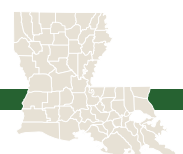
After the tornado in Osceola County, the initial estimate for professional cleanup alone was more than **\$8 MILLION**. The actual cost of cleanup was about **\$1.4 MILLION**, largely due to the significant efforts of **unaffiliated volunteers**.

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?

VALUE OF VOLUNTEERS + DONATED RESOURCES TO THE OFFSET		
 FLORIDA	 Missouri	 LOUISIANA
<p>3,100 unaffiliated volunteers.</p> <p>Osceola County</p> <ul style="list-style-type: none"> ✓ Saved \$6.6 MILLION in tax payer dollars in cleanup costs. ✓ Saved 35 cleanup days. 	<p>City of Joplin</p> <ul style="list-style-type: none"> ✓ 102,000 volunteers. ✓ 610,000 volunteer hours. ✓ 12,000 hours of donated equipment. ✓ \$8.5 MILLION donated goods + services. 	<ul style="list-style-type: none"> ✓ \$4.666 BILLION Category A + B work. ✓ \$1.166 BILLION non-Federal cost share.
<p>Covered almost 80% of the non-Federal cost share.</p>		
<p>Seminole County</p> <ul style="list-style-type: none"> ✓ Saved \$865 THOUSAND in tax payer dollars in cleanup costs. 		
<p>Covered 100% of the non-Federal cost share.</p>	<p>\$17.7 MILLION in offset.</p>	<p>OFFSET: \$5 MILLION so far . . .</p>

