
**California Governor's Office of Emergency
Services**

**Emergency Function 17
Volunteer and Donations
Management Annex**

Executive Summary

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California Volunteers

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Executive Summary

Introduction

The **California Volunteer and Donations Management Emergency Function (EF 17)** supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a state response. CaliforniaVolunteers is the Lead Agency for EF 17. In addition to local, state, tribal and federal government stakeholders, EF 17 stakeholders include nonprofits, faith communities, private enterprise, foundations, professional and trade associations, and other non-governmental organizations (NGOs). The coordinated efforts of EF 17 stakeholders contribute to successful emergency management and re-building communities impacted by disaster.

Purpose and Scope

EF 17 stakeholders will provide consultation and coordination assistance with the following in all four phases of emergency management:

- Spontaneous Unaffiliated Volunteers
- Affiliated Volunteers
- Monetary Donations
- In-Kind Donations
- NGO Coordination

The scope of EF 17 is collaboration and coordination for Volunteer and Donations Management at the Cal OES regional and state levels. Operational Areas and local governments are responsible for the management of volunteers and donations within their jurisdictions but when overwhelmed or requiring specialized expertise can request assistance from the Cal OES regional and state levels through SEMS.

Goals

The goals for the EF 17 organization include the following:

- Identify and engage the state's emergency Volunteer Management stakeholders to effectively and efficiently integrate volunteer and NGO resources into the emergency management system.
- Identify, coordinate, and engage the state's emergency Donations Management stakeholders to effectively and efficiently integrate monetary and in-kind donations during times of emergency.
- Integrate and align the state's Volunteer and Donations Management emergency activities within SEMS.
- Implement the state's emergency Volunteer and Donations Management collaboration and coordination capabilities.

Lead Agency and Supporting Stakeholders

The Lead Agency, CaliforniaVolunteers, is responsible for the coordination function of EF 17 and is assigned in the State of California Emergency Plan (SEP) to lead EF 17 based upon its authorities, resources, and capabilities.

During activation of EF 17, CaliforniaVolunteers will designate an EF 17 Coordinator to help ensure resources and capabilities are identified and communicated to Cal OES to support emergency response and recovery. The EF 17 Coordinator will also support emergency management activities by ensuring that all necessary information regarding the incident is communicated to EF 17 Stakeholders and Cal OES.

The table below identifies the responsibilities of the Lead Agency, EF 17 Coordinator, and the supporting state agencies involved in EF 17:

| CALIFORNIA STATE DEPARTMENT/AGENCY ROLES |
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| EMERGENCY FUNCTION 17 COORDINATOR |
| <ul style="list-style-type: none"> • Identify subject matter experts within the EF 17 stakeholder organization. • Coordinate with Agency Representative counterpart(s) and other EF Coordinators at the REOC/SOC/JFO. • Establish communication with EF 17 stakeholders. • Provide technical and subject matter expertise regarding Volunteer and Donations Management and NGO coordination. • Actively coordinate with EF 17 stakeholders regarding response and recovery activities, consistent messaging, and the provision of technical assistance regarding volunteer and donations management. • Act as a conduit of information from the EF 17 stakeholders to the REOC/SOC/JFO regarding EF 17 stakeholders' intelligence and resource capabilities. • Provide EF 17 Situation Reports to the REOC/SOC/JFO Planning and Intelligence Section and EF 17 stakeholders. • Participate in Action Planning, Advance Planning, Section and Branch meetings, providing EF 17 perspectives, issues, and intelligence when assigned to the REOC, SOC or JFO |
| LEAD AGENCY: CALIFORNIAVOLUNTEERS |
| <ul style="list-style-type: none"> • Foster participation and jurisdictional commitment among EF 17 stakeholders; • Provide guidance and direction to the EF 17 Advisory Council, Working Group, and Task Groups; • Review proposals and/or recommendations submitted by the EF 17 Advisory Council and Working Group for consistency with EF 17's purpose; • Provide administrative support to the EF 17 Advisory Council, Working Group, and Task Groups which may include: maintaining rosters of the EF 17 Advisory Council, Working Group, and Task Groups; preparing meeting agendas and minutes; preparing status reports; managing document control; supporting travel arrangements and other administrative and technical needs; • Collaborate with Cal OES regarding the role of the Lead Agency with respect to EF 17; • Assign a CaliforniaVolunteers Agency Representative and/or EF 17 Coordinator to the REOC/SOC/JFO when needed. • Collaborate with other EF Lead Agencies as necessary to support EF 17 success. |

| SUPPORTING STATE AGENCIES* | |
|--|--|
| Agency/Department | Role |
| Department of Housing and Community Development (HCD) | <ul style="list-style-type: none"> HCD provides information lists related to community-based organizations that can provide outreach and safety-net services. |
| Department of Community Services and Development (CSD) | <ul style="list-style-type: none"> CSD provides information lists related to community-based organizations that can provide outreach and safety-net services. |
| Department of Public Health (CDPH) | <ul style="list-style-type: none"> CDPH provides technical advice and assists with coordinating donated pharmaceuticals, vaccines and medical supplies. |
| Department of Social Services (CDSS) | <ul style="list-style-type: none"> CDSS coordinates available state agency resources to support organizations providing mass care and shelter |
| Emergency Medical Services Authority (EMSA) | <ul style="list-style-type: none"> EMSA manages the Disaster Healthcare Volunteer program. This program allows for pre-registration, license verification and deployment and management of volunteer licensed medical and health professionals. |
| California Office of Emergency Services (Cal OES) | <ul style="list-style-type: none"> Manages the donations of goods and services through the Aidmatrix Program (or successor donations management tools). Staffs and carries out the duties of the State Voluntary Agency Liaison. |
| Office of Planning and Research (OPR)/CaliforniaVolunteers | <ul style="list-style-type: none"> Supports family services agencies and works with Cal OES related to VOAD personnel to assist in response activities. |

The table above reflects information contained in the 2009 State of California Emergency Plan

Public and Private Sector Partners

The State of California Emergency Plan promotes the inclusion of private/nonprofit stakeholders in the four phases of emergency management. The following are examples of important EF 17 stakeholders:

- Voluntary Organizations Active in Disaster (state and local)
- National Service Organizations
- Non-Governmental Organizations (direct service providers)
- Private Sector
- Nonprofit Sector
- Independent Living Centers
- Philanthropic Foundations
- Faith Communities
- Voluntary Agencies
- Volunteer Centers

Core Functions

Emergency Function 17 – Volunteer and Donations Management is organized by core functions. A core function is an essential element of service or support that the Emergency Function’s stakeholders perform in order to collaboratively prepare for, respond to, mitigate against, and recover from emergencies. Core functions are not exclusive to any single stakeholder within the Emergency Function; rather, they require the combined efforts of the entire community of EF 17 stakeholders. Core functions give the stakeholders within EF 17 a way of organizing key capabilities that can be understood by other stakeholders and other Emergency Functions. As referenced below “Stakeholders” are defined as the entire community of EF 17 Stakeholders to include the Advisory Council, Working Group and Stakeholder Community.

| EF 17 Volunteer and Donations Management | | |
|---|--|---|
| Core Function | Capability | Activities |
| Spontaneous Unaffiliated Volunteers | <ul style="list-style-type: none"> • Provide information and intelligence • Provide technical assistance on Spontaneous Volunteer Coordination | <ul style="list-style-type: none"> • Stakeholders to provide information and intelligence on spontaneous unaffiliated volunteer activities. • Coordinate with stakeholders to identify EVC locations and trained staff. • Stakeholders convened as a task group to provide technical assistance as needed. • Stakeholders to help develop, distribute, and monitor public information on appropriate ways to volunteer. |
| Affiliated Volunteers | <ul style="list-style-type: none"> • Provide information and intelligence • Provide technical assistance on Affiliated Volunteer Coordination | <ul style="list-style-type: none"> • Stakeholders to provide information and intelligence on affiliated volunteer activities. • Coordinate with stakeholders to identify pools of affiliated volunteers. |

| EF 17 Volunteer and Donations Management | | |
|---|---|--|
| Core Function | Capability | Activities |
| | | <ul style="list-style-type: none"> • Use the Disaster Volunteer Network to identify volunteer organizations with specific capabilities. • Stakeholders convened as a task group to provide technical assistance as needed. |
| Monetary Donations | <ul style="list-style-type: none"> • Provide information and intelligence • Provide technical assistance on monetary donations. | <ul style="list-style-type: none"> • Stakeholders to provide information and intelligence on monetary donations activities. • Monitor Operational Area Situation Reports for monetary donations issues. • Monitor public information and social media for solicitation of monetary donations. • Stakeholders convened as a task group to provide technical assistance as needed. • Stakeholders to help develop, distribute, and monitor public information on appropriate donations actions. |
| In-kind Donations | <ul style="list-style-type: none"> • Provide information and intelligence • Provide technical assistance in-kind donations. | <ul style="list-style-type: none"> • Stakeholders to provide information and intelligence on in-kind donations activities. • Monitor Operational Area Situation Reports for in-kind donations issues. • Stakeholders convened as a task group to provide technical assistance as needed. • Stakeholders to help develop, distribute, and monitor public information on appropriate donations actions. |

| EF 17 Volunteer and Donations Management | | |
|---|--|--|
| Core Function | Capability | Activities |
| Nongovernmental Organization Coordination | <ul style="list-style-type: none"> • Provide information and intelligence • Identify NGOs responding into the disaster area from out of state. | <ul style="list-style-type: none"> • Stakeholders to provide information and intelligence on NGO activities. • Coordinate with NGOs within the state that have a relationship with NGOs responding into the state. • Stakeholders convened as a task group to provide technical assistance as needed. • Stakeholders to help develop, distribute, and monitor public information on appropriate donations actions. |

Emergency Function Coordination Structure

The EF 17 Advisory Council is the executive level organization that represents EF stakeholders. The mission of the Advisory Council is to oversee the development, implementation, and maintenance of EF 17 in coordination with the Lead Agency, CaliforniaVolunteers. The Advisory Council represents stakeholders active in California, including supporting state agencies, federal partners, tribal governments, people with disabilities and other access and functional needs, and representatives from the private sector and NGO/nonprofit sectors including Nor Cal and So Cal VOADs. CaliforniaVolunteers and an Advisory Council member elected by the Advisory Council annually will share the responsibility to co-chair the Advisory Council. New Advisory Council membership categories may be added via nomination by the Advisory Council and approval by the Lead Agency. However, the EF 17 Working Group will serve as the Advisory Group to the Lead Agency until the EF is fully developed.

Advisory Council members will serve a three-year term on a staggered schedule. Half of the members' terms will expire in year two; the remaining members' terms will expire in year three. Members are eligible for reappointment. The EF 17 Working Group conducts activities to enhance collaboration among EF stakeholders. Working Group membership includes representatives from federal and state agencies, local governments, people with disabilities and other access and functional needs, private sector and NGO/nonprofit sectors, volunteer organizations, faith communities, and others that play a critical role in supporting the management of volunteers and donations during an emergency. It also includes subject matter experts from the broad and diverse stakeholder groups that support the discipline of volunteer and donations management.

The Working Group will undertake projects prioritized by the EF 17 Advisory Council and reflected in the Plan of Work. CaliforniaVolunteers will chair the Working Group and membership will include EF 17 stakeholder representatives who can contribute the time and expertise necessary to develop the operational structure and processes in support of EF 17. New members may be added by the Lead Agency or via nomination by the Working Group and approval by the Lead Agency. Members will serve a three-year term on a staggered schedule. Half of the members' terms will expire in year two; the remaining members' terms will expire in year three.

Task Groups will be formed as needed to provide subject matter expertise, develop specific policies and procedures, and/or conduct work relevant to EF 17 priorities. The EF 17 Working Group is responsible for recommending the formation of Task Groups that may be established on either a standing or ad hoc basis, depending on the nature and duration of the assigned project(s). Examples of Task Groups include a *Spontaneous Unaffiliated Volunteer Coordination Task Group*, *Communications Task Group*, and *NGO Coordination Task Group*.