

O. APPENDIX XV: EMERGENCY SUPPORT FUNCTION 15 - VOLUNTEERS AND DONATIONS

PRIMARY AGENCY: Commission on Community Service

SUPPORT AGENCIES: Adventist Community Services, American Red Cross, Associated Industries of Florida, Christian Contractors Association, Inc., Christian Disaster Response, Church World Service, Corporation for National Service, Florida Association of Food Banks, Florida Association of Volunteer Centers, Department of Elder Affairs, Florida Immediate Response Stress Team, Florida Interfaith Networking in Disaster, Florida Jaycees, Florida Voluntary Organization Active in Disasters, The Salvation Army, The United Methodist Committee on Relief, The United Way, Volunteer Florida, Inc.

I. INTRODUCTION

The purpose of this Emergency Support Function is to provide a central point for the coordination of information and activities of voluntary agencies responding in times of disaster and the effective utilization of donated goods.

II. CONCEPT OF OPERATIONS

A. GENERAL

1. The primary function of Emergency Support Function 15 is to coordinate the provision of donated resources to meet the needs of the impacted area. A State coordination group comprised of voluntary organizations and State agencies will be activated to facilitate the provision of volunteers and donations based on assessed needs. Emergency Support Function 15 will not be activated in all disasters, but only in response to a verifiable need within the impacted area.
2. During an emergency or disaster, the primary and support agencies of Emergency Support Function 15 will respond directly to the Human Services Branch Chief who reports to the Operations Section Chief (see Section IV. A. 2. Figure 2 of the Basic Plan).

B. ORGANIZATION

1. State: The Florida Commission on Community service will liaison with Emergency Support Function 15 agencies, local coordinators and the federal Volunteer/Donations Coordinator. Emergency Support Function 15 will coordinate with other Emergency Support Functions and counties, in keeping with their scope of work agreements, to

serve as a source of information regarding the availability and coordination of voluntary and donated resources.

2. Federal: There is no federal counterpart to Emergency Support Function 15; however, the Federal Emergency Management Agency has a National Volunteer/Donations Coordinator and Voluntary Agency Liaison available as a resource for assistance to the Emergency Support Function. The Federal Emergency Management Agency may establish a toll-free number for nation-wide offers of donations at the request of the State. The list of available items is provided to Emergency Support Function 15 for utilization in impacted areas.

C. NOTIFICATION

Emergency Support Function 15 will not be activated in every disaster, however, when activated by the State Emergency Operations Center operations officer, the following actions will occur:

1. Level 3: During this phase the Florida Commission on Community Service, as lead agency, will check the contact list to ensure its accuracy and to make courtesy calls to support agencies to provide current status information for the event.
2. Level 2: During this phase the Florida Commission on Community Service is responsible for notifying essential voluntary agencies, requesting that they report to the State Emergency Operations Center. These support agencies then notify their local, regional and national offices per their plans.
3. Level 1: This level includes a full activation of the State Emergency Response Team. All participating Emergency Support Function 15 agencies will be notified. Some voluntary agencies will not come to the State Emergency Operations Center, but will have a vital part of the overall State response. These agencies are included because of their field support activities.

D. ACTIONS

1. Preparedness
 - a. Maintain and distribute as necessary, a roster of agency contacts and support personnel.
 - b. Primary and support agencies will participate in disaster operations training.

- c. Update Emergency Support Function 15 Standard Operating Procedures.
 - d. Conduct quarterly meeting of Emergency Support Function 15 agencies.
- 2. Response
 - a. Inventory, update, and maintain a database of offers of services, goods, and monetary donations.
 - b. Liaison with other Emergency Support Functions regarding available donated resources.
 - c. Maintain a daily log of activities and action plans, including scheduling staff and submitting Situation Report information to Emergency Support Function 5.
 - d. Assist in the coordination of field activities related to donated goods including the Donations Hot Line, Data Base, Regional Relief Center, Staging Area and volunteer/donations liaisons.
 - e. Ensure appropriate information intended for public distribution is made to Emergency Support Function 14.
 - f. Serve the State Emergency Response Team in various areas of Field Operations (i.e., the Forward State Emergency Response Team, Impact Assessment Teams: Rapid Response Team, Preliminary Damage Assessment Team, Disaster Field Office operations, Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).
- 3. Recovery
 - a. Initial
 - 1) Emergency Support Function 15 will assist in obtaining volunteers for State outreach teams.
 - 2) State Regional Relief Center(s) will continue to disburse donated goods in an expeditious and organized manner to relief agencies in the impacted area.
 - 3) The Florida Commission on Community Service staff or other support agency representatives will represent Emergency Support Function 15 at initial unmet needs meetings in the impacted area.

- 4) Emergency Support Function 15 will support voluntary agency operations in providing recovery activities.

4. Mitigation

Emergency Support Function 15 may be represented on the Community Redevelopment Task Force. These Task Forces typically monitor long term rebuilding activities and assists in the coordination of local rebuilding, relocation, and voluntary agency assistance activities. The Task Force considers possible rule and ordinance changes that would reduce disaster-related costs through proper mitigation activities.

E. DIRECTION AND CONTROL

Emergency Support Function 15 activities will be coordinated from the State Emergency Operations Center during activation. Emergency Support Function 15 will respond to message form requests approved by the State Emergency Operations Center Operations Officer. Any requests that cannot be filled by items already available in the database or through solicitations made to or by participating support, agencies will be returned to the Operations Support Branch Chief for reassignment. State employees will not initiate or conduct direct solicitations for donated goods. Discussion between Emergency Support Function 15 and the originating Emergency Support Function will occur prior to message rerouting. Message updates will be made regarding the progress in acquiring donated items or services. Voluntary agencies continue to be operational when the State Emergency Operations Center is no longer activated. Activities may be coordinated from the Disaster Field Office and may involve limited participation of Recovery Centers, ongoing voluntary relief agency donations warehouses or Regional Relief Center coordination.

III. RESPONSIBILITIES

A. PRIMARY AGENCY – THE FLORIDA COMMISSION ON COMMUNITY SERVICE

1. Will provide year round technical assistance regarding the use of volunteers and donations in all four phases of emergency management to county offices of emergency management.
2. Will enter all information which is received on volunteer/donations forms from the Florida Information Emergency Line or Emergency Support Function 15 agencies or other State agencies; enter situation report information; and ensure that a print out of these documents are distributed throughout the State Emergency Operations Center daily.
3. Will work with the Recovery section and the Disaster Field Office to address the unmet needs of the impacted community.

4. Will coordinate with all other Emergency Support Functions in compiling a daily needs list, which will be provided to Emergency Support Function 14 for public release. This information may include pick-up points and any specific field information useful to the public. Information for situation reports will be provided to Emergency Support Function 5 and Emergency Support Function 14.
5. Will ensure appropriate recognition of individual and agency efforts is accomplished and coordinated through Emergency Support Function 14.
6. Will be responsible for monitoring and updating the message log of volunteer/donations lists; and other reporting responsibilities.

Field Activity

- a. The Regional Relief Center, Donations Warehouse, and the State Staging Area will coordinate response efforts with Emergency Support Function 15, but are not subordinate to Emergency Support Function 15.
- b. The toll-free State Donations Hotline will be activated as needed at a designated site. Offers of volunteers and donations will be logged on a data base until the Regional Relief Center is operational.
- c. The Florida Commission on Community Service will assist in directing ad hoc volunteers to agencies involved in disaster response and recovery activities.

B. SUPPORT AGENCIES

1. Adventist Community Services
 - a. Provide management for a Donations Warehouse if requested by the State.
 - b. Provide distribution of food, clothing, water and other needed items.
 - c. Maintain close coordination with Emergency Support Function 15 on utilization of above resources.
2. American Red Cross
 - a. Provide an American Red Cross representative to work with Emergency Support Function 15 through the American Red Cross State Liaison. Emergency Support Function 15

personnel will interact with the American Red Cross liaison assigned to Emergency Support Function 6.

- b. Provide the American Red Cross toll free telephone numbers to the Public Information Officer.
- c. Coordinate with Chapter offices and the disaster relief operation to identify unmet needs.
- d. Produce a resource directory of services available specifically to the current disaster that will be distributed to agencies through the disaster relief operation.

3. Associated Industries of Florida

- a. Coordinate with affiliated members during a disaster in obtaining needed donated items.
- b. Assist with the procurement and transportation of supplies and essential items to the impacted area.

4. Christian Contractors Association, Inc.

- a. Provide staff resources to assist with cleanup, evaluations, consultations, assessments, and reconstruction.
- b. Participate in training events, other meetings, and exercises.
- c. Provide warehouse storage for donated materials and supplies, and in some cases provide transportation of goods.

5. Christian Disaster Response

This support group will respond on a denominational basis with the following programs:

- a. Provide on-site Disaster Needs Assessment by trained Christian Disaster Response volunteers for interfaith groups, and make this information available as requested to other qualified agencies.
- b. Use Christian Disaster Response Regional Centers nationally to stockpile food, clothing, building materials, medical supplies, etc.
- c. Provide transportation of relief supplies to assist other agencies.

6. Church World Service
 - a. Provide a point of contact for liaison between responders from the religious community, among themselves and government and other voluntary agencies.
 - b. Facilitate cooperative, coordinated response in relief and recovery by the religious community in affected areas through counsel and assistance to representatives of national denominations and communions, local judicatories and State and local ecumenical and interfaith organizations who seek to work together within the context of an interfaith recovery program.
7. Corporation for National Service

Provide coordination on the Federal Emergency Management Agency's mission tasking of AmeriCorps programs.
8. Florida Association of Food Banks
 - a. Provide supplemental groceries, if available, in support of Emergency Support Function 11; transportation may be needed.
 - b. In a Class 4 or 5 disaster, as defined in the America's Second Harvest Disaster Relief Response Plan, the assistance of America's Second Harvest Corporate Office will be requested.
 - c. They will assist in soliciting donated groceries and in coordinating available transportation of donated groceries into the disaster area.
 - d. Assist with warehousing and distribution of donated provisions to eligible agencies.

NOTE: A Class 4 condition exists when tens of thousands of households are impacted, multiple food banks affected, over 250,000 pounds of food is needed, and there is a temporary impact on the food bank (temporarily incapacitated). Class 5 is when hundreds of thousands of households are impacted; international food banks impacted; entire communities are impacted; multiple food banks are closed; millions of pounds of food is needed; and major disruption of all non-food services.

9. Florida Association of Volunteer Centers
 - a. Provide a liaison to the State Emergency Operations Center.

- b. Ensure that volunteers are available for the toll-free Florida Donations Hotline.
- 10. Department of Elder Affairs
 - a. Provide a liaison to the State Emergency Operations Center.
 - b. Assist with coordination of volunteer agencies to identify unmet needs at the local level.
 - c. Provide assistance with locating volunteers to conduct outreach and case management.
 - d. Provide information on needs of elders.
- 11. Florida Immediate Response Stress Team

Team will deploy massage therapists into the impacted areas to provide chair massages for victims, emergency workers, and volunteers.
- 12. Florida Interfaith Networking in Disaster
 - a. Promote county/area interfaith coalitions and training (pre-disaster) that bring faith communities together with Emergency Management leadership and other disaster response organizations.
 - b. Provide written resources and training which encourage the various faith communities to develop State, district and local congregational disaster plans for readiness, response, recovery, and mitigation.
 - c. Place Florida Interfaith Networking in Disaster volunteers in the State Emergency Operations Center (Emergency Support Function 15) as needed during disasters in order to:
 - i) Provide up to date and accurate information to the faith communities.
 - ii) Assist in the identification and provision of materials, money, and human resources for disaster response and recovery efforts.
 - d. Encourage the faith communities to be involved in long range mitigation efforts of promoting safe and secure housing, healthy communities, and organized disaster emergency training.

13. Florida Jaycees
 - a. Provide a liaison to the State Emergency Operations Center.
 - b. Coordinate with local chapters.
 - c. Assist with gathering and transporting goods which have been identified as a need.
14. Florida Voluntary Organization Active in Disasters
 - a. Provide a liaison to the State Emergency Operations Center.
 - b. Coordinate with member agencies throughout Florida to determine disaster related needs/resources.
 - c. Coordinate Post-Disaster Committee meetings to assess ongoing and unmet needs
15. The Salvation Army
 - a. Provide a liaison to the State Emergency Operations Center.
 - b. Assist with warehousing and distribution of donated goods.
 - c. Provide a Salvation Army designated Volunteer/Donations Hotline as needed for current disaster service information.
 - d. Coordinate with local offices to identify unmet needs.
16. The Florida Conference of the United Methodist Committee on Relief
 - a. Provide a liaison to the State Emergency Operations Center.
 - b. Provide volunteers to sort, assemble, and warehouse donated goods.
 - c. Assist with procurement and transportation of supplies and donated goods.
 - d. Provide assistance with mobile feeding
17. United Way
 - a. Coordinate with the Florida Association of Volunteer Centers throughout Florida to assure proper utilization of volunteers.
 - b. Provide liaison for area offices throughout Florida.

17. Volunteer Florida, Inc.
 - a. Provide a liaison for the State Emergency Operations Center.
 - b. Provide volunteers to assist with the disaster.

IV. FINANCIAL MANAGEMENT

Voluntary agencies should maintain logs and journals documenting all expenses incurred in any disaster relief activities.

V. AUTHORITIES AND REFERENCES

Chapter 252, Florida Statutes.

Part IV, Chapter 110, F.S.