

APPENDIX XV: EMERGENCY SUPPORT FUNCTION 15 - VOLUNTEERS AND DONATIONS

PRIMARY AGENCY: Governor's Commission on Volunteerism and Community Service (Volunteer Florida)

SUPPORT AGENCIES: ACTS World Relief, Adventist Community Services, American Red Cross, Billy Graham Evangelistic Association, Catholic Charities of Florida, Inc., Christian Contractors Association, Inc., Christian Disaster Response, Church of Jesus Christ of Latter-Day Saints, Church of Scientology Disaster Relief Team, Church World Service, Convoy of Hope, Corporation for National and Community Service, Crossroads Alliance, Episcopal Diocese of Central Gulf Coast, Episcopal Diocese of Florida, Episcopal Diocese of Southeast Florida, Florida Alliance of Information and Referral Services, Florida Association of Food Banks, Florida Association for Volunteer Resource Management, Florida Baptist Convention, Florida Conference United Church of Christ, Florida Conference of the United Methodist Church, Florida Department of Elder Affairs, Florida Goodwill Association, Florida Presbyterian Disaster Assistance Network, Florida Voluntary Organizations Active in Disaster, Knights Hospitallers (OSJ), Lutheran Services Florida, Inc., Mennonite Disaster Services, Operation Blessing International, Samaritan's Purse, The Florida State Conference National Association for the Advancement of Colored People, The Salvation Army, United Way of Florida, World Renew

I. INTRODUCTION

The purpose of this Emergency Support Function (ESF) 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 cash, goods, and services. This Annex provides guidance to personnel coordinating the relief efforts of ESF 15 Support Agencies and the management of undesignated cash donations, unsolicited goods, and spontaneous volunteers. It will also provide guidance to nongovernmental organizations working in support of or in coordination with State Emergency Support Function 15.

Included in the Concept of Operations section of this Annex are brief descriptions of the State's plan for the management of spontaneous volunteers, the Florida Volunteers and Donations Portal, and the Multi-agency Donations Warehouse.

II. ASSUMPTIONS

The following assumptions are applicable to this plan:

- All disasters are local, but may require state assistance.
- A disaster may occur with little or no warning and may escalate more rapidly than the jurisdiction and local response organizations can manage.
- Disasters will result in one or more of the following: loss of life; damage or destruction to public and private property; disruption of utilities (electric, telephone and water) and daily life activities; displacement of individuals and families;

disruption of local services (sanitation, EMS, fire and police) shortages of temporary or permanent housing; damage or destruction to public and private records; impacts on the environment; and social and economic disruption.

- The most readily available resources in disasters are survivors. They are often first on the scene and provide instant assistance to other survivors.
- Achieving and maintaining effective community preparedness reduces the immediate demands on response organizations. This level of preparedness requires regular public awareness and education programs to ensure people will take appropriate advance actions to reduce their vulnerability during the initial 72 hours following a disaster.
- Local government agencies will initiate actions toward saving lives and protecting property.
- Counties may request assistance from other counties through the Statewide Mutual Aid Agreement and will use available resources and mutual aid before requesting state assistance.
- All state resources available through the State Emergency Response Team (SERT) will be mobilized to mitigate the impact of the emergency or disaster.
- When state resources and capabilities are exhausted, additional resources will be requested from FEMA through the Stafford Act and through the Emergency Management Assistance Compact (EMAC).
- In a catastrophic event, resource shortfalls at all levels of government may impact the effectiveness and efficiency of the response. The need for out-of-area resources will be significant.
- Eligible private nonprofits and voluntary organizations may document their disaster-related expenses and seek reimbursement, as available, for expenses incurred during disaster operations.

III. CONCEPT OF OPERATIONS

A. GENERAL

1. Emergency Support Function 15 (ESF 15) uses the National Incident Management System and promotes adoption of the National Incident Management System by ESF 15 Support Agencies. The primary function of ESF 15 is to coordinate the provision of donated resources to meet the needs of disaster impacted communities. The Volunteer and Donations Coordination Team, consisting of Volunteer Florida staff and representatives of ESF 15 Support Agencies, as needed, is activated by the State Emergency Response Team (SERT) Chief in disasters to ensure that coordination of donated resources and support to affected counties is available if needed. Upon verification that ESF 15 support is no longer required, staff and resources will be de-mobilized.
2. **Spontaneous Volunteer Management Strategy** – The State recognizes the value and challenges of managing spontaneous volunteers. The State's strategy for the management of this resource consists of the following:
 - a. Pre-disaster – Volunteer Florida provides planning assistance to local jurisdictions and conducts training and functional exercises for local ESF 15 stakeholders who have or should have roles in the management of

spontaneous disaster volunteers. County governments should plan and work to achieve a “whole community” response by engaging and supporting the large numbers of spontaneous local volunteers who wish to help after disasters.

- b. Post-disaster – ESF 15 will inform the public about appropriate ways to help the relief effort and discourage self-deployment of volunteers via the Florida Volunteer and Donations Hotline, the Florida Volunteer and Donations Portal and Volunteer Florida’s Website, and by coordinating with Emergency Support Function 14 Public Information. Volunteer Florida will assist county emergency management agencies to assess the need for spontaneous volunteer management. Local volunteer connector organizations, several ESF 15 Support Agencies and county government volunteer programs may participate in the operation of Volunteer Reception Centers, as needed and with the support of the Florida Association for Volunteer Resource Management (FAVRM). In the absence of local capacity to manage spontaneous volunteers, Volunteer Florida will train and assist a local organization and/or coordinate with FAVRM for staffing assistance from member organizations outside the impacted areas.
- c. Catastrophic Event – In a catastrophic event all available resources must be utilized, including mobilizing local volunteers and disaster survivors to assist in the response and recovery operations in non-traditional roles. All available media, via ESF 14 Public Information, and all available voluntary agency networks will be utilized to let prospective volunteers know whether/where they are needed and to discourage self-deployment. Contact information for volunteer organizers in all communities where volunteers are needed (whether in impact or host communities) will be provided on an on-going basis via the media, Volunteer Florida’s Website, the Florida Volunteers and Donations Portal, and other formal and informal networks. Some ESF 15 Support Agencies may be deployed to host communities overwhelmed by an influx of evacuees, and could absorb, train and manage spontaneous host community volunteers to help meet the needs of these temporary residents.

It is anticipated that, to support large numbers of survivors remaining in the initial impact areas efficiently for more than a few days, it may be necessary to move some shelter residents into larger, congregate shelters. Volunteer Reception Centers may be established in the vicinity of large shelters, from which to recruit and train survivors to assist local authorities and relief organizations. In a catastrophic event where access to the impact areas is limited, ESF 15 Support Agencies may be instructed to send only experienced team leaders, capable of training and directing the activities of survivor volunteers recruited via volunteer connector organizations or Volunteer Reception Centers.

- 3. In a major or catastrophic event local authorities and relief organizations in host communities serving Florida disaster evacuees, within or outside of Florida, may become eligible to request/receive goods offered to the State of Florida.

4. **The Multi-agency Donations Warehouse** serves as a central location for the management of unsolicited and, in some cases, solicited goods to address the needs of local relief agencies equitably and effectively. ESF 15 is responsible for the establishment and operational activities of the Warehouse through a Memorandum of Understanding with Adventist Community Services and with the Florida Division of Emergency Management.

ESF 15 will provide oversight of the Warehouse operations and will manage the flow of donated goods into Florida by identifying and informing the public of the needs via the Florida Volunteer and Donations Hotline, and the Volunteer Florida Website, as well as by coordinating with ESF 14 Public Information. Any agency approved by the County ESF 15 and Multi-agency Donations Warehouse Supervisor may request donated goods.

Adventist Community Services will provide a Donations Warehouse Management Team. The Donations Warehouse Management Team will identify leadership through its internal staff and will work with local volunteer connector organizations to recruit and train volunteers to support the donations warehouse operation. Guidance on packaging, labeling and shipping goods will be provided to donors to help coordinate the flow of incoming goods. The Donations Warehouse Management Team will supervise local volunteers in receiving, sorting, inventorying, packing, and shipping of donated goods; and make all goods available to organizations through coordination with the State ESF 15. The Donations Warehouse Management Team will identify, with the assistance of State and local ESF 15, a local agency to which to transfer the operation of the Multi-agency Donations Warehouse if required.

In advance of an anticipated **catastrophic event**, Florida will coordinate with other State Volunteer and Donations Management Teams to begin identifying locations for additional Multi-agency Donations Warehouses, to serve both multiple impact areas and host communities affected by a surge of evacuees, and may request additional Warehouse management assistance from Adventist Community Services through National Voluntary Organizations Active in Disaster (NVOAD).

5. **International Donations** – If Florida receives offers of donations directly from foreign governments, the State may choose to accept the donations directly. Any donation accepted by the State must be correctly vetted, including ensuring that donations of food meet USDA Standards. Any international donation with which it needs assistance or which the State does not wish to accept, will be directed to the FEMA Regional Volunteer and Donations Specialist at the Regional Response Coordination Center.
6. **Support Agency Disaster Activity Reports** – ESF 15 assists Support Agencies and County ESF 15 Coordinators to document disaster activities performed and resources provided during response and recovery by nongovernment organizations (NGO) (e.g., voluntary agencies, faith based organizations, businesses, private nonprofits). Documentation of activities and resources provided by nongovernment organizations will help validate the value and critical role voluntary organizations play. Support Agency

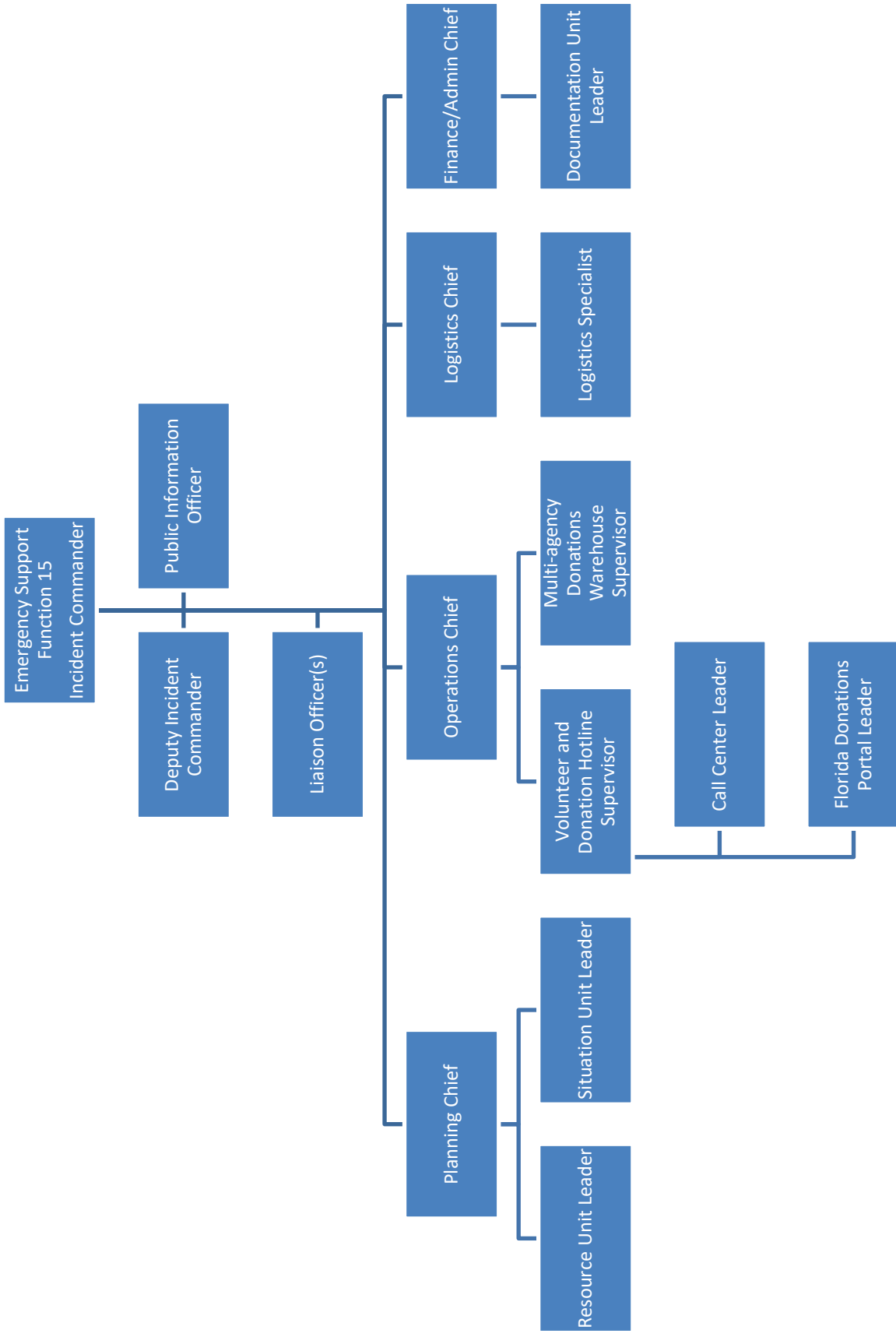
Disaster Activity Reports are designed to help nongovernment organizations provide Public Assistance applicants with accurate information on eligible emergency work done by volunteers following declared disasters. Applicants may be credited for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work (Categories A and B) per Disaster Assistance Policy 9525.2.

B. ORGANIZATION

1. State: Volunteer Florida is the Lead Agency for the coordination of all State Emergency Support Function 15 activities. State ESF15 supports County ESF 15 with preparedness activities (e.g., planning, training and exercises) to ensure the operational readiness of the County ESF 15 and to maximize coordination between the State and county. Support Agencies, corporations, volunteer groups, and individuals with local, state, and national NGO affiliation are the primary avenues for securing and distributing services, volunteers, and donated goods.

The organizational chart below identifies key positions that may be used in Emergency Support Function 15 operations. While all Incident Command System positions will be staffed, this structure is scalable to the scope and magnitude of each event. In some events, one person may manage the responsibilities of two or more positions, and one or more of the operations functions may not be needed. Additional positions may also be added as needed. More detailed information on each position's duties and responsibilities is located in the Emergency Support Function 15 Standard Operating Guidelines.

Emergency Support Function 15 Organization Chart



The Volunteer and Donations Coordination Team, under the direction of the ESF 15 Incident Commander, coordinates all ESF 15 operations. Operations may include a Florida Volunteer and Donations Hotline, the Florida Volunteer and Donations Portal, a coordinated media relations effort, effective liaison with other emergency support functions, and the management of such facilities as Volunteer Reception Center(s) and a Multi-agency Donations Warehouse.

The State ESF 15 will coordinate with the County ESF 15 to support the county's response and recovery activities. State ESF 15 may also deploy a liaison to impacted counties to provide additional assistance with local coordination of volunteers and donations.

The State ESF 15 will maintain liaison with the Corporation for National and Community Service (CNCS) to access Corporation resources, including AmeriCorps State and AmeriCorps National Direct, AmeriCorps Volunteers in Service to America (VISTA), AmeriCorps National Civilian Community Corps (NCCC), Foster Grandparents, Senior Companions, and Retired Senior Volunteer Programs (RSVP). The State ESF 15 will facilitate the engagement of local national service members, as appropriate, in local response; and will coordinate the activities of all national service participants deployed by CNCS from other states.

2. Federal: Under the National Response Framework Volunteer and Donations Management Support Annex, the coordinating agency is the Department of Homeland Security/Emergency Preparedness and Response, Federal Emergency Management Agency. The National Response Framework Volunteer and Donations Management Support Annex describes the coordinating process used to ensure the most efficient and effective utilization of spontaneous volunteers and unsolicited donated goods. The Annex provides guidance that applies to all agencies with direct and indirect volunteer and/or donations responsibilities under the National Response Framework. State, local, and tribal governments, in coordination with Voluntary Organizations Active in Disaster, have primary responsibility for the management of spontaneous volunteer services and unsolicited donated goods. The Federal Emergency Management Agency coordinates with other Federal agencies to ensure that spontaneous volunteers and unsolicited donated goods are effectively used. The Department of Homeland Security regional-level responsibilities include setting up a Volunteer and Donations Coordination Center and establishing a volunteer and donations hotline.
3. **Catastrophic Event Planning:** In a catastrophic event, Florida ESF 15 will ensure a continual flow of information on the needs for volunteers and donations to FEMA personnel in the State Emergency Operations Center and to the FEMA Regional Volunteer and Donations Specialist at the Regional Response Coordination Center. Regular updates on the status of Multi-agency Donations Warehouses, Volunteer Reception Centers and other volunteer and donations management entities will be provided to all local, State and federal partners to ensure consistent, accurate and timely public information.

C. NOTIFICATION

1. Upon notification by the State Watch Office of a potential or actual event requiring response, ESF 15 will notify all Support Agency Emergency Coordinating Officers (ECO) by email or telephone.
2. All Support Agency ECOs will be instructed to notify their networks throughout the State to ensure all available resources are on standby.
3. Other potential sources of donated goods and services will be notified and asked to remain on standby.
4. **Catastrophic Event Planning:** Upon notice of a potential or actual catastrophic event, ESF 15 will immediately notify the FEMA Volunteer and Donations Management Specialist at the Regional Response Coordination Center to begin informally identifying potential state volunteer and donations management specialists for Emergency Management Assistance Compact (EMAC) deployment to Florida.
5. Emergency Support Function 15 will notify the Points of Light Institute/ HandsOn Network to:
 - a. Request identification of available trained Volunteer Reception Center strike teams from other states.
 - b. Notify local volunteer centers and HandsOn affiliates of the potential for an influx of evacuees and to begin making plans to provide volunteer management support to the host community relief efforts on behalf of Florida evacuees.
 - c. Coordinate with other states, including formal communication with contiguous states.
6. ESF 15 will immediately notify National Voluntary Organizations Active in Disaster (NVOAD) and the Corporation for National and Community Service of the potential need for NVOAD and national service support for the recovery effort.

D. OPERATIONAL OBJECTIVES

1. Prevention Function Objectives
 - a. Provide public information on appropriate ways to volunteer and donate for disaster relief efforts, to prevent a secondary disaster of unneeded donated goods and an influx of unneeded volunteers or volunteers for whom the impacted community is unable to provide basic support and management.
2. Preparedness Function Objectives
 - a. The Lead Agency will maintain and distribute as necessary, a roster of agency contacts and support personnel.
 - b. Maintain a list of ESF 15 Support Agencies' capabilities and resources available for use in Florida for response and recovery operations.
 - c. Volunteer Florida will coordinate training for Florida national service programs that could be called on to assist.
 - d. Lead and Support Agencies will participate in disaster operations training and exercises appropriate to their response/recovery roles. **Catastrophic Event** training will include orientation to the Florida Catastrophic Plan.

- e. Promote formal adoption of the National Incident Management System by ESF 15 Support Agencies and provide guidance on Incident Command System training recommended/required for Support Agency personnel.
- f. Update ESF 15 Standard Operating Guidelines as needed.
- g. Conduct annual meetings of ESF 15 Support Agencies.
- h. Regularly participate in meetings of Florida Voluntary Organizations Active in Disaster (FLVOAD).
- i. Assist in the promotion of individual and family disaster planning and preparedness.
- j. Provide technical assistance to counties on ESF 15 program improvement planning and implementation.
- k. Assist county emergency management agencies in engaging and integrating nongovernmental organizations into their emergency management programs.
- l. **Catastrophic Event Planning** – Work with other emergency management disciplines to help them identify roles for spontaneous, survivor volunteers in their relief operations; promote the preparation of detailed job descriptions and development of just-in-time training to prepare volunteers for disaster service.
- m. Promote to Florida Volunteer Centers, HandsOn affiliates and other volunteer connector organizations the assembly of Go-kits to contain all office supplies, forms and instructions needed to set up and operate a self-sustaining Volunteer Reception Center for three days. As volunteer position descriptions and just-in-time training are completed, they will be stored electronically in the Go-kits to expedite the provision of volunteers to the relief effort.
- n. Seek opportunities to provide orientation to other state Volunteer and Donations Coordination Teams on Florida's Catastrophic Plan, to help ensure that qualified mutual assistance will be available to Florida through EMAC.

3. Mitigation Function Objectives

- a. Assist in increasing public awareness of the importance of mitigation, the various types of mitigation, and opportunities to participate in mitigation projects.
- b. Promote citizen involvement in Local Mitigation Strategy Committees.
- c. Disseminate information on mitigation programs to ESF 15 Support Agencies and County ESF 15 Coordinators.
- d. Emergency Support Function 15 may be represented on the State Hazard Mitigation Team. The Hazard Mitigation Team considers possible rule and

ordinance changes and activities that would reduce disaster-related costs through proper mitigation activities. ESF 15 will coordinate information and related activities with its Support Agencies and County ESF 15 Coordinators.

4. Response Function Objectives

- a. Distribute situation updates to ESF 15 Support Agencies and county ESF 15 points of contact.
- b. Monitor ESF 15 staffing levels and request resources through in-state mutual aid and EMAC, in anticipation of needs. Deploy State Voluntary Agency Liaisons (VAL) to impacted counties as needed to support county emergency management and ESF 15. VALs also may be required in host communities.
- c. Scale the Volunteer and Donations Hotline operations to accommodate callers quickly and efficiently. **Catastrophic Event Planning** – If the Hotline call volume exceeds the capacity of the Lead Agency to maintain it, operation of the Volunteer and Donations Hotline may be contracted to a commercial provider.
- d. Administer the Florida Volunteer and Donations Portal and the Volunteer and Donations Hotline to ensure prompt allocation of donated goods, timely referral of prospective volunteers to local volunteer organizers, and direct connection of cash donors to Florida relief organizations.
- e. Communicate with other emergency support functions regarding available donated resources and volunteers.
- f. Monitor all missions in Web EOC assigned to the Human Services Branch, coordinate ESF 15 Support Agencies' response to missions tasked to ESF 15, and monitor and regularly update the status of each mission through completion.
- g. Maintain a daily log of activities and action plans, including the scheduling of staff and submission of information for the Situation Report and State Emergency Operations Center briefings to the Human Services Branch and Emergency Support Function 5 as requested.
- h. Post for download the Support Agency Disaster Activity Report form and submission schedule for Support Agencies and compile the data for briefings, reports and incident action plans.
- i. Assess the need for a Multi-agency Donations Warehouse. If warranted, secure a venue and mobilize Florida Adventist Disaster Response. **Catastrophic Event Planning** – In a catastrophic event, more than one Multi-agency Donations Warehouse may be needed to support impacted and host communities.
- j. Help counties assess the need for Volunteer Reception Centers (VRC) and coordinate in-state mutual aid as needed for VRC operations and training. In a **Catastrophic Event** VRCs may be located in proximity to large

shelters in order to engage available survivors to meet the need for volunteers.

- k. Provide appropriate information and press releases intended for public distribution to Emergency Support Function 14.
- l. Maintain the Volunteer Florida Disaster Website to provide current disaster information and guidance for individuals wishing to volunteer or make financial or in-kind contributions.
- m. **Catastrophic Event Planning** – In the event of an actual or impending catastrophic event, ESF 15 will request that the FEMA Volunteer and Donations Management Specialist at the Regional Response Coordination Center place on standby all qualified out-of-state volunteer and donations management resources available for possible deployment.

5. Recovery Function Objectives

- a. State ESF 15 will assist in procuring volunteers for disaster recovery operations. **Catastrophic Event Planning** – In the short-term recovery phase of a catastrophic event, this may be accomplished by recruiting survivors as volunteers through Volunteer Reception Centers. As Volunteer Reception Centers demobilize, Volunteer Florida will continue to post on the agency's website needs for volunteer teams to assist with recovery and contact information for local volunteer project organizers. ESF 15 will coordinate with Florida Department of Economic Opportunity (DEO) to assist survivor volunteers with the transition from volunteer to paid employment. Volunteer Reception Centers and DEO facilities may both locate near large shelters to facilitate this transition.
- b. The Multi-agency Donations Warehouse(s) will continue to distribute donated goods to relief agencies to meet emergency needs of disaster survivors until such time as the quantities of unsolicited goods being received no longer warrant continued operation. Criteria for mobilizing and demobilizing Multi-agency Donations Warehouses are contained in the Multi-agency Donations Warehouse Standard Operating Guidelines.
- c. Volunteer Florida staff and/or EMAC Voluntary Agency Liaisons will represent ESF 15 at initial/formative long-term recovery organization meetings.
- d. Volunteer Florida is designated the State agency responsible for submission of the application and fiscal management of the Disaster Case Management Program in a federally declared disaster. Volunteer Florida will coordinate with FEMA, impacted counties and Florida VOAD members to conduct an assessment of need for federal case management assistance, and administer the grant according to Florida's Disaster Case Management Plan.
- e. Volunteer Florida will assist in the coordination and utilization of the National Dislocated Worker Grant funding to hire staff to support ESF 15 and recovery operations.

- f. ESF 15 may be represented on the Long-Term Recovery Task Force. This Task Force typically monitors long-term rebuilding activities and assists in the coordination of local rebuilding, relocation, and voluntary agency assistance activities.
- g. Volunteer Florida staff and/or other Support Agency representatives will represent ESF 15 as the State Voluntary Agency Liaison at the Joint Field Office.
- h. ESF 15 will coordinate representation of active long-term recovery organizations in Essential Services Centers/Disaster Recovery Centers to connect survivors with additional recovery resources.

E. DIRECTION AND CONTROL

During an emergency or disaster, the ESF 15 Lead Agency will respond directly to the Human Services Branch Chief who reports to the Operations Section Chief. ESF 15 Support Agencies are coordinated by the Lead Agency and are subject to the guidance and direction of the Human Services Branch Director and Operations Section through the ESF 15 Lead Agency.

ESF 15 activities will be coordinated from the State Emergency Operations Center during activation. ESF 15 will respond to missions as tasked by the Human Services Branch Director. Any requests that cannot be filled by resources already available or through solicitations made to or by participating support agencies will be returned to the Human Services Branch Director for reassignment. Volunteer Florida is authorized by Florida Statutes Chapter 14.29 to initiate or conduct direct solicitations for donated goods. Discussion between ESF 15 and the originating ESF regarding mission tasking / re-routing will occur prior to message rerouting. Updates will be made to missions tasked to ESF 15 in Web EOC to document the progress made in acquiring/deploying donated items or services.

Catastrophic Event Planning - A coordinated mobilization of ESF 15 Support Agencies will ensure that resources are available where the greatest needs exist, which, in extreme cases, might not include areas actually impacted by the event, but host communities or a multi-agency coordination unit instead.

ESF 15 and participating voluntary agencies continue to be operational when the State Emergency Operations Center is no longer activated. Activities may be coordinated from the Joint Field Office and may involve continued operation of the Multi-agency Donation Warehouse(s) and limited coordination of nongovernmental representation in Disaster Recovery Centers.

ESF 15 Support Agencies, coordinated by the ESF 15 Lead, will perform the work described in Section IV.B. of this annex. **Catastrophic Event Planning** - In some cases Support Agencies will be asked to deploy only team leaders, rather than whole teams, who will train and direct the activities of survivor volunteers.

IV. RESPONSIBILITIES

A. PRIMARY AGENCY – GOVERNOR’S COMMISSION ON VOLUNTEERISM AND COMMUNITY SERVICE (VOLUNTEER FLORIDA)

1. Provide year round technical assistance regarding the use of volunteers and donations through all emergency management functions to county emergency management agencies.
2. Work with the Recovery section, the Joint Field Office and Long-Term Recovery Committees to address the unmet needs of impacted communities.
3. Coordinate with all other Emergency Support Functions to maintain a list of disaster-related needs, which will be provided to Emergency Support Function 14 for public release. This information may include drop-off points and any specific field information useful to the public. Information for situation reports will be provided to Emergency Support Functions 5 and 14.
4. Ensure that appropriate recognition of individual and agency efforts is accomplished and coordinated through Emergency Support Function 14.
5. Field Activity
 - a. Coordinate response efforts with the Multi-agency Donations Warehouse.
 - b. Coordinate with County ESF 15 points of contact to facilitate the delivery of donated goods and services to areas of need.
 - c. Operate and scale the Florida Volunteer and Donations Hotline, as needed, at a designated site. Offers of volunteer service will be referred to local volunteer organizers in impact areas via the Hotline, the Florida Volunteers and Donations Portal, and the Volunteer Florida Web site.
 - d. Provide planning/training assistance to counties on the management of spontaneous disaster volunteers. Participate in assessment of the need for Volunteer Reception Centers, and mobilization and support the operation of Volunteer Reception Centers.

B. SUPPORT AGENCIES

AGENCY	RESPONSIBILITIES
1. ACTS World Relief	<ul style="list-style-type: none"> a. Provide emergency mass feeding preparation and distribution of meals. b. Maintain emergency food banks for distribution of food and other supplies to supplement mass feeding. c. Support pet-friendly family shelters. d. Support emergency points of distribution, where food, bottled water, ice are distributed to the public. e. Conduct emergency roof repairs with the installation of tarps and other materials f. Provide building/rebuilding construction management and safety training. g. Conduct emergency yard cleanup, tree removal, and gutting of homes. h. Register and coordinate non-affiliated volunteers using mobile volunteer registration facilities. i. Establish central public address and presentation venues using mobile sound stages and public address systems. j. Support community relief centers providing hot meals, emergency supplies, counseling, public address venues (with portable sound stages), and support facilities for other agencies to reach into the impacted community.
2. Adventist Community Services	<ul style="list-style-type: none"> a. Provide management of a Multi-agency Donations Warehouse if requested by the State. b. Provide distribution of food, clothing, water, and other needed items. c. Maintain close coordination with ESF 15 on utilization of above resources.
3. American Red Cross	<ul style="list-style-type: none"> a. Provide an American Red Cross representative to work with ESF 15 through the American Red Cross State Liaison. ESF 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.
4. Billy Graham Evangelistic Association	<ul style="list-style-type: none"> a. Provide emotional and spiritual care.
5. Catholic Charities of Florida, Inc.	<ul style="list-style-type: none"> a. Provide a State Emergency Operations Center liaison to coordinate statewide diocesan and Catholic Charities participation in disaster response and recovery. b. Promote diocesan-level and parish-level training and education in disaster preparedness, response, and mitigation. c. Establish points of distribution and other operations as needed and as assigned.

	<ul style="list-style-type: none"> d. Assist with the identification of unmet needs in local communities with a particular emphasis on diverse populations. e. Provide coordinated assistance to needy communities and populations. Participate in long-term recovery activities.
6. Christian Contractors Association, Inc.	<ul style="list-style-type: none"> a. Provide staff resources to assist with cleanup, temporary roof repairs, consultations, assessments, and reconstruction. b. Participate in training events, other meetings, and exercises. c. Provide warehouse storage for donated materials/supplies and, in some cases, provide transportation of goods.
7. Christian Disaster Response	<ul style="list-style-type: none"> 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.
8. Church of Jesus Christ of Latter-Day Saints	<ul style="list-style-type: none"> a. Provide staff resources to assist with evaluation and cleanup.
9. Church of Scientology Disaster Relief Team	<ul style="list-style-type: none"> a. Support points of distribution operations. b. Provide assistance and volunteers to support response and recovery operations c. Coordinate assistance and services with other volunteer organizations as deemed most efficient
10. Church World Service	<ul style="list-style-type: none"> 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 local jurisdictions.
11. Convoy of Hope	<ul style="list-style-type: none"> a. Support and/or manage local communities' points of distribution. b. Assist with warehousing and distribution of donated goods. c. Support the multi-agency donation warehouse operations. d. Assist with procurement and transportation of supplies and donations. e. Assist with assessments, consultations, and supplies for long-term recovery operations.
12. Corporation for National and Community Service	<ul style="list-style-type: none"> a. Provide coordination on the Federal Emergency Management Agency's mission tasking of National Service programs.
13. Crossroads Alliance	<ul style="list-style-type: none"> a. Provide ice, water, supplemental groceries, personal care items, and other necessities as they come available to the affected areas. b. Assist ESF 15 by the management of a distribution site or sites and/or coordinating logistical functions relief supplies and outside donations into the impacted county. c. Solicit and manage volunteers to assist in the distribution of goods.

	<ul style="list-style-type: none"> d. Manage, when needed, volunteers and donations, solicited and unsolicited, from organizations and agencies, with emphasis on those that are faith-based. e. Assist as many organizations and agencies as possible involved in disaster response to improve the quality of the response and to ease the burden of the local Emergency Operations Center.
14. Episcopal Diocese of Central Gulf Coast	<ul style="list-style-type: none"> a. Collect and provide monetary assistance to Volunteer Florida, local support agencies, and Long-Term Recovery Committees to assist in disaster response and recovery efforts.
15. Episcopal Diocese of Florida	<ul style="list-style-type: none"> a. Work through the Episcopal State Emergency Support Coordinator to provide monetary assistance to Volunteer Florida, local support agencies and Long-Term Recovery Committees to assist in disaster response and recovery efforts.
16. Episcopal Diocese of Southeast Florida	<ul style="list-style-type: none"> a. Collect and provide monetary assistance to Volunteer Florida, local support agencies, and Long-Term Recovery Committees to assist in disaster response and recovery efforts.
17. Florida Alliance of Information and Referral Services	<ul style="list-style-type: none"> a. Facilitate the collection, aggregation, and dissemination of information about the disaster-related needs of callers to the County and State Emergency Operations Centers. b. Serve as a conduit from the State Emergency Operations Center to individual Information and Referral Services for the dissemination of information about the disaster, services available to survivors, and opportunities to provide assistance.
18. Florida Association of Food Banks	<ul style="list-style-type: none"> a. Provide supplemental groceries, if available, in support of ESF 15. (Transportation may be needed.) b. If the disaster is a Class 4 or 5 disaster, as defined in the Second Harvest Disaster Relief Response Plan, request the assistance of the Second Harvest National Food Bank Network. They will assist in soliciting donated groceries and in the coordination of available transportation of donated groceries into the disaster area. c. Assist with warehousing and distribution of donated groceries to eligible agencies. <p>NOTE: A Class 4 condition exists when tens of thousands of households are affected, multiple food banks are affected, more than 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 affected; international food banks affected; entire communities are affected; multiple food banks are closed; millions of pounds of food are needed; and there is major disruption of all non-food services.</p>
19. Florida Association for Volunteer Resource Management	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Provide volunteers as available for the Florida Volunteer & Donations Hotline. c. Coordinate the operation of Volunteer Reception Centers as needed.
20. Florida Baptist Convention	<ul style="list-style-type: none"> a. Provide feeding services. b. Provide clean-up and debris removal services and may provide these services collaboratively with other voluntary agencies on an event by event basis as determined by Florida Baptist Disaster Relief to be the most efficient method of delivery.

	c. Around the clock care for children of emergency personnel, up to 48 hours pre-disaster and 48 hours post-disaster
21. Florida Conference United Church of Christ	<ul style="list-style-type: none"> a. Raise funds to purchase construction materials for long-term rebuilds following a major disaster. b. Recruit groups of volunteer workers (from within Florida and other states) to assist with rebuilds. c. Provide lodging facilities for volunteer workgroups at several locations throughout Florida. (Holly Hill, Sarasota, Ft. Myers, Pensacola Beach, Hollywood). d. Assemble emergency flood clean-up buckets and hygiene kits and store them at 3 locations in Florida. e. Work with congregations to do preparedness planning and mitigation to church buildings & members' homes. f. Encourage partnerships between congregations that enable them to provide evacuation housing for each other.
22. Florida Conference of the United Methodist Church	<ul style="list-style-type: none"> g. Provide a liaison to the State Emergency Operations Center. h. Provide volunteers to sort, assemble, and warehouse donated goods. i. Assist with procurement and transportation of supplies and donated goods. j. Provide assistance with mobile feeding.
23. Florida Department of Elder Affairs	<ul style="list-style-type: none"> 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.
24. Florida Goodwill Association	<ul style="list-style-type: none"> a. Communicate with participating Goodwill stores about the donations being collected and deployed to disaster survivors. b. Provide public information following a disaster on the types of material donations accepted to help disaster survivors. c. Have Goodwill caseworkers provide vouchers to disaster survivors that will be honored at all participating Goodwill stores. d. Coordinate with other organizations to provide transportation, volunteers, communications, and facilities used to support Goodwill's disaster response operations. e. Coordinate with county emergency management officials to identify materials and the appropriate level of disaster operations/activities needed for disaster survivors.
25. Florida Presbyterian Disaster Assistance Network	<ul style="list-style-type: none"> a. Provide volunteers to assist with response and long-term recovery activities in impacted counties. b. Communicate needs for technical assistance from Presbyterian Disaster Assistance at the national level in the event of a disaster (e.g., volunteer support).
26. Florida Voluntary Organizations Active in Disasters	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Coordinate with member agencies throughout Florida to determine disaster related needs and resources. c. Coordinate post-disaster committee meetings to assess ongoing and unmet needs.
27. Florida Knights Hospitallers of the	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Assist with warehouse and donated goods management c. Assist with cleanup, chainsaw teams and debris removal

Sovereign Order of Saint John (OSJ)	<ul style="list-style-type: none"> d. Provide and assist with emergency communications e. Distribute disaster relief kits. f. Assist with volunteer management.
28. Lutheran Services Florida, Inc.	<ul style="list-style-type: none"> a. Provide financial assistance to disaster survivors to assist with immediate needs and support an expeditious recovery.
29. Mennonite Disaster Services	<ul style="list-style-type: none"> a. Repair and rebuild. b. Debris removal
30. Operation Blessing International	<ul style="list-style-type: none"> a. Provide "Strike Teams" of skilled personnel who will deliver a single resource (e.g., crane operators and food management teams). b. Provide mobile kitchens and a fulltime cook that can also certify others as food managers to ensure quality and food safety. c. Provide tractors and trailers for delivering food and product. d. Provide one 18 ton and one 20 ton crane as available. e. Provide warehouse space and services. f. Provide a mobile command center. g. Provide volunteer housing, national volunteer recruitment, and volunteer coordination.
31. Samaritan's Purse	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Coordinate with local congregations to help identify unmet community needs c. Assist with cleanup and debris removal d. Provide volunteers for rebuild efforts e. Assist with financial assistance for building materials
32. The Florida State Conference National Association for the Advancement of Colored People	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center during activation (as needed). b. Coordinate the utilization and distribution of donated goods and services utilizing its statewide branches, college chapters, and youth councils. c. Provide volunteers to assist with response and recovery activities during a disaster.
33. The Salvation Army	<ul style="list-style-type: none"> 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 as needed for current disaster services information. d. Coordinate with local offices to identify unmet needs.
34. United Way of Florida	<ul style="list-style-type: none"> a. Coordinate with Florida's United Ways, the Florida Association for Volunteer Resource Management and 2-1-1 providers throughout Florida to assure proper utilization of volunteers. b. Provide a liaison for area offices throughout Florida.
35. World Renew	<ul style="list-style-type: none"> a. Unmet needs assessments. b. Minor repairs. c. Board administrative support.

The Emergency Support Function 15 Capabilities Matrix provides a quick reference to the services and capabilities each ESF 15 Support Agency may provide during a disaster.

Emergency Support Function 15 Capabilities Matrix

Capabilities Matrix ESF 15 Support Agencies		Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donations Management	Food Distribution	Food Preparation	Incident Management Team	Information & Referral	Long Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution (POD) Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donations Management	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance
ACTS World Relief	X					X	X	X	X	X			X	X	X	X	X	X	X		X				
Adventist Community Services							X	X	X		X	X						X							X
American Red Cross			X	X				X	X		X	X	X					X		X				X	X
Catholic Charities of Florida, Inc.		X	X	X		X	X	X	X			X	X	X		X					X				
Billy Graham Evangelistic Association			X	X								X													
Christian Contractors Association, Inc.	X					X	X			X							X	X			X				
Christian Disaster Response																					X				
Church of Jesus Christ of Latter-Day Saints	X		X	X		X	X	X	X	X			X			X	X								
Church of Scientology Disaster Relief Team			X	X			X	X								X									
Church World Service																				X					
Convoy of Hope							X	X								X					X				
Corporation for National Service						X	X										X			X	X	X			
Crossroads Alliance																X					X				
Episcopal Diocese of Central Gulf Coast						X		X								X									X
Episcopal Diocese of Florida						X	X	X																	X

Capabilities Matrix ESF 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donations Management	Food Distribution	Food Preparation	Incident Management Team	Information & Referral	Long Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution (POD) Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donations Management	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Assistance Financial
Episcopal Diocese of Southeast Florida																								
Florida Alliance of Information and Referral Services			X							X														
Florida Association of Food Banks						X						X								X				
Florida Association for Volunteer Resource Management																					X			
Florida Baptist Convention	X	X	X		X	X	X		X		X	X		X			X							
Florida Conference United Church of Christ											X													
Florida Conference of the United Methodist Church			X		X						X								X			X		X
Florida Department of Elder Affairs											X										X			
Florida Goodwill Association						X																		
Florida Presbyterian Disaster Assistance Network											X								X					X
Florida Voluntary Organizations Active in Disasters											X													X
Knights Hospitallers (OSJ)	X				X	X	X										X							
Lutheran Services, Florida, Inc.																								

Capabilities Matrix ESF 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donations Management	Food Distribution	Food Preparation	Incident Management Team	Information & Referral	Long Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution (POD) Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donations Management	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance
Mennonite Disaster Services					X			X			X								X					
Operation Blessing International																								
Samaritan's Purse	X			X	X																			X
The Florida State Conference of the NAACP						X									X									
The Salvation Army							X	X				X												
United Way of Florida						X	X			X	X				X	X				X				
World Renew											X													

The Emergency Support Function 15 Resource Matrix provides a quick reference to the resources each ESF 15 Support Agency may offer during a disaster.

Emergency Support Function 15 Resources Matrix

Resources Matrix ESF 15 Support Agencies																
	Building Materials	Cleaning Materials	Clothing	Communication Equipment	Food Stock	Forklifts	Heavy Equipment	Household Goods	Mobile Command Units	Mobile Feeding Units	Personal Comfort Supplies	Phone Hotline Services	Portable Generators	Sound Equipment	Sound Stage (Portable)	Transportations - Cars/ Vans/Trucks
ACTS World Relief		X			X	X				X	X	X	X	X	X	X
Adventist Community Services																
American Red Cross		X		X	X					X	X	X			X	X
Billy Graham Evangelistic Association																
Catholic Charities of Florida, Inc.		X	X	X	X			X	X		X				X	X
Christian Contractors Association, Inc.	X	X				X			X				X		X	X
Christian Disaster Response	X		X		X											
Church of Jesus Christ of Latter-day Saints	X		X	X	X			X			X		X		X	X
Church of Scientology Disaster Relief Team																
Church World Service																
Convoy of Hope		X			X	X					X					
Corporation for National Service																

Resources Matrix ESF 15 Support Agencies	Building Materials	Cleaning Materials	Clothing	Communication Equipment	Food Stock	Forklifts	Heavy Equipment	Household Goods	Mobile Command Units	Mobile Feeding Units	Personal Comfort Supplies	Phone Hotline Services	Portable Generators	Sound Equipment	Sound Stage (Portable)	Transportations – Cars/Vans/Trucks	Transportations (Tractors/Trailers)	Volunteer Housing	Warehouses (in Florida)	Warehouses (outside of Florida)	Refrigeration Trailers
Crossroads Alliance					X						X										
Episcopal Diocese of Central Gulf Coast			X		X			X			X										
Episcopal Diocese of Florida			X		X			X			X										
Episcopal Diocese of Southeast Florida																					
Florida Alliance of Information and Referral Services				X								X									
Florida Association of Food Banks					X	X										X	X			X	X
Florida Association for Volunteer Resource Management																					
Florida Baptist Convention	X	X	X		X	X	X	X	X	X	X	X			X	X				X	X
Florida Conference United Church of Christ	X	X									X							X			
Florida Conference of the United Methodist Church											X					X					
Florida Department of Elder Affairs																					
Florida Goodwill Association			X			X		X								X			X		
Florida Presbyterian Disaster Assistance Network	X	X																X			
Florida Voluntary Organizations Active in Disasters																					

Resources Matrix ESF 15 Support Agencies	Building Materials	Cleaning Materials	Clothing	Communication Equipment	Food Stock	Forklifts	Heavy Equipment	Household Goods	Mobile Command Units	Mobile Feeding Units	Personal Comfort Supplies	Phone Hotline Services	Portable Generators	Sound Equipment	Sound Stage (Portable)	Transportations – Cars/Vans/Trucks	Transportations (Tractors/Trailers)	Volunteer Housing	Warehouses (in Florida)	Warehouses (outside of Florida)	Refrigeration Trailers
		X		X							X										
	Knights Hospitallars (OSJ)																				
	Lutheran Services Florida, Inc.																				
	Mennonite Disaster Services																				
	Operation Blessing International								X	X	X						X	X	X	X	
	Samaritan's Purse																				
	The Florida State Conference of the NAACP																				
	The Salvation Army	X								X						X			X		
	United Way of Florida	X	X					X			X	X							X		
	World Renew																				

V. FINANCIAL MANAGEMENT

Travel and operational expenses incurred by Volunteer Florida and any participating national service organizations shall be the initial responsibility of those organizations unless otherwise agreed to by the parties. In all cases where Volunteer Florida or national service organizations intend to seek reimbursement, they shall maintain appropriate financial records and supporting documents in accordance with the requirements of the Florida Division of Emergency Management. Where reimbursement will be provided by or administered through the Division, reimbursement claims shall be submitted to the Division in accordance with its instructions. For all participating organizations and volunteers, Volunteer Florida shall arrange for training (with the assistance of the Division as needed) on the creation and maintenance of appropriate records to support a request for reimbursement from the Federal government and other sources for costs incurred in performing disaster response and recovery activities.

The Division of Emergency Management will assist Volunteer Florida staff and ESF 15 Support Organizations in obtaining Federal reimbursement of travel, lodging, and meal expenses for staff and volunteers providing disaster assistance, in accordance with applicable policies, regulations, and rules, upon receipt of appropriate claims and supporting documentation. In the event no Federal resources are available, then the Division may reimburse Volunteer Florida staff and specifically identified and pre-approved volunteers providing disaster assistance in accordance with Division policies and procedures for travel, lodging, and meal expenses approved in advance by the Division, upon receipt of appropriate claims and supporting documentation. In addition, the Division will provide office space and furniture, telephone service, facsimile equipment, computers, and office materials, to the extent they are available, for Volunteer Florida staff assigned to lead Volunteer Florida disaster assistance efforts at the State Emergency Operations Center and Federal Emergency Management Agency/State Joint Field Office and for Volunteer Florida staff and volunteers assigned to work at various disaster assistance offices.

Voluntary agencies should maintain logs and journals documenting all expenses incurred in any disaster relief activities. They should also maintain all documentation of their Memoranda of Understanding with State or local government to provide disaster services; event-specific requests for their services; mission numbers; and copies of all subsequent updates to missions tasked to their organizations.

Emergency Support Function 15 and State Public Assistance staff will provide timely and complete information on the public assistance reimbursement process to nongovernmental organizations that have notified State Emergency Support Function 15 of their disaster-related work and reported on their organizations' accomplishments.

VI. AUTHORITIES AND REFERENCES

Chapter 252, Florida Statutes.

Part IV, Chapter 110, F.S.

Chapter 14.29, F.S.