LLIS.gov Resource Compilation
For Hurricane Sandy

The LLIS.gov team has compiled various resources to help support the efforts and initiatives in preparedness, response, and recovery during Hurricane Sandy. These resources are topic-specific and have been analyzed and used for deployment purposes to help provide support during the hurricane.

Volunteer and Donation Management

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OPEN SOURCES

- *Open Source:* **Aidmatrix Foundation**

  http://www.aidmatrixnetwork.org/fema/States.aspx?ST=Aidmatrix

The Aidmatrix Foundation, Inc. is a 501 (c) 3 nonprofit headquartered in Irving, Texas, USA, with offices in Germany and India. More than 40,000+ leading business, nonprofit and government partners leverage our solutions to mobilize more than $1.5 billion in aid annually, worldwide. The donated goods, money and services impact the lives of more than 65 million people.

Aidmatrix's programs are a collection of technologies, consulting, training, and support designed to empower your organization to deliver humanitarian relief more efficiently. Each program includes our proven technologies for supply-chain management, volunteer management and fundraising. You select only what you need. Then we help you build the business processes and community structures that connect your organization with others in the chain for humanitarian relief.

The affiliated National Donations Management Network also provides a portal designed to make it as easy as possible to donate financial support, product donations or to volunteer your skills and time to the nonprofit organizations that most need it. Please select below if you would like to offer financial support, product donations or to volunteer your skills and time to these organizations. Please keep in mind that leading relief organizations typically seek sizable, bulk donations only when they meet the service delivery needs of a particular relief operation. Product donation offers that meet the following criteria are most likely to be considered for acceptance for a national relief operation. You certainly may make an offer if your donation does not meet these criteria. If your offer is not suitable for the relief effort, it may be found useful for other relief purposes.

- *Open Source:* **Energ!ze – Especially for Leaders of Volunteers**

  http://www.energizeinc.com

Energize, Inc. is an international training, consulting and publishing firm specializing in volunteerism. Founded in 1977, it has assisted organizations of all types with their volunteer efforts--whether they are health and human service organizations, cultural arts groups, professional associations, or schools.

- *Open Source***: Colorado Volunteer and Donations Management Network**
  https://covoad.communityos.org/cms/node/57

Colorado's Donations Coordination Team and Volunteer Coordination Team (DCT/VCT) were awarded the *'FedEx Innovative Program Award'* at the National VOAD Conference on May 15th, 2012 in Norfolk, VA. This award was issued to the DCT/VCT for work on the Colorado Donations and Volunteer Management Network (CDVMN). CDVMN is a collection of partners, practical tools and initiatives that aim to provide enhanced services to disaster survivors as they relate to donation management, volunteer coordination and information and referral.
CDVMN's core agency partners are:
- Adventist Community Services Disaster Response

- 2-1-1 Colorado
- Colorado Volunteer Center Network

CDVMN's supporting agency partners include:
- American Red Cross
- Colorado Division of Emergency Management
- Colorado Voluntary Organizations Active in Disasters
- The Salvation Army

> ## *Open Source*: **CommunityOS's Volunteer Management**

http://www.visionlink.org/disaster-volunteer-management.html

During a disaster, the need is to have ready access to information about trained and prepared volunteers, and to manage these resources. CommunityOS's Volunteer Management tools help track, report, and manage volunteers and volunteer opportunities during disasters. Those seeking to help are quickly linked to volunteer opportunities within agencies, programs, and services.

> ## *Open Source*: **Point of Light**

http://www.pointsoflight.org/

Points of Light's Action Networks include:
- **HandsOn Network**, the largest network of 250 local volunteer centers across the country and around the world;
- **GenerationOn**, the youth service movement that ignites the power of kids to make their mark on the world;
- **AmeriCorps Alums**, the national service alumni network that activates the next generation of service leaders; and
- **Corporate Institute**, our enterprise that enables companies to engage their employees and customers in volunteer service.

HandsOn Connect is a full lifecycle volunteer management platform that expands volunteer action centers' capability to manage, track, and report on people, programs, trainings, and volunteer opportunities in real time. The tool uses Salesforce.com, the leader in web-based CRM (customer relationship management), to support the broadest model of volunteer management in the marketplace.

Active Affiliates responding to Hurricane Sandy:
Click on the picture below to interact with our HandsOn Network Affiliates activated for Hurricane Sandy:

➢ *Open Source:* **Emergency Network Los Angeles (ENLA)**

http://enla.org/volunteer-management/

The Volunteer Management Committee is focused on exploring best practices as well as technical and legal issues concerning volunteer management in disaster situations.

Volunteer Los Angeles and L.A. Works, two volunteer centers serving the Los Angeles area and responsible for the coordination of spontaneous volunteers in disaster, are currently working on projects that will enable more accurate and timely volunteer support to community agencies in recovery. Efforts include collecting information from ENLA member agencies that will give insight into how these agencies can be supported with volunteers in times of disaster, as well as making introductions with community agencies in Los Angeles and ensuring that up-to-date contact information is on-file. Volunteer Management Committee Chair:

- **Gilbert Gonzales**
  Volunteer Los Angeles
  ggonzales@volunteerlosangeles.org

➢ *Open Source:* **Volunteer Los Angeles**

http://volunteerlosangeles.org/

Volunteer Los Angeles, a service of Assistance League of Southern California, has two disaster programs—Disaster Healthcare Volunteers (DHV) and Emergency Volunteer Center.
The DHV program, through a partnership with the County of Los Angeles, recruits, pre-registers, verity's licensure and place of practice for medical, health, mental health and other volunteers in advance of major disasters or other public health emergencies.

The Emergency Volunteer Center Program (EVC) focuses on coordinating spontaneous volunteers following a disaster. Spontaneous volunteers are the average citizens who are galvanized by a disaster and feel a strong desire to do something to support their community.

➢ *Open Source (Japan):* **A New Approach To Relief Work**

http://www.salt.org.sg/1684/a-new-approach-to-relief-work/

Singaporean Robin Low, who currently teaches in the US, is taking a new approach to relief work. Following the 2011 Japan tsunami, Low and Dominican Republic Carlos Miranda Levy (whom Low met during the 2010 Haiti earthquake) collaborated with the NUS Entrepreneurship Centre to create Relief 2.0, a disaster response model.

Relief 2.0 placed doctors into hospitals in Ishinomaki – those previously rejected from the Sendai hospitals. "These are Japanese doctors living in the US who were well-trained in emergency room operations and felt that working 18-hour shifts wasn't the answer. We found ways to help without disrupting the laws. The doctors created a new procedure called pre-screening which helped to change the workflow and created more efficiency. We really found our purpose for being there."

> ### *Open Source (Haiti and Japan):* **Relief 2.0**

http://www.relief20.com/

"In Relief 2.0 we deploy multidisciplinary and mixed small independent units of locals and foreigners, empowered to assess each situation and make decisions on their own, constantly connected and supported by mobile technologies and a distributed network of contacts which monitors and follows their activities and requests via mobile phones, SMS, twitter feed, blogs and social networks and relays any need they have to others who can in turn relay to others until the needs are fulfilled by someone in a broad network of volunteers, stakeholders and concerned institutions."

"As opposed to top-down, rigid chains of command and action, these units form a distributed open network where each member has connections in multiple directions and is willing to hook up to other networks. When confronted with a problem, each unit solves it with self-initiative without waiting to be told what to do, and when unable to do so, relays the need and enables others to help."

Relief 2.0 Disaster Response Model:

➢ *Open Source*: **VolunteerMatch.org**

http://blogs.volunteermatch.org/engagingvolunteers/2012/10/29/heres-what-you-can-do-to-help-with-hurricane-sandy/

The VolunteerMatch blog is meant for organizations that recruit and partner with volunteers to reach their missions. The blog includes postings such as "Here's What You Can Do to Help with Hurricane Sandy" and "5 Things Organizations Involved in Disaster Response Should Be Doing at VolunteerMatch." It also includes the Disaster Preparedness & Relief Volunteering map.
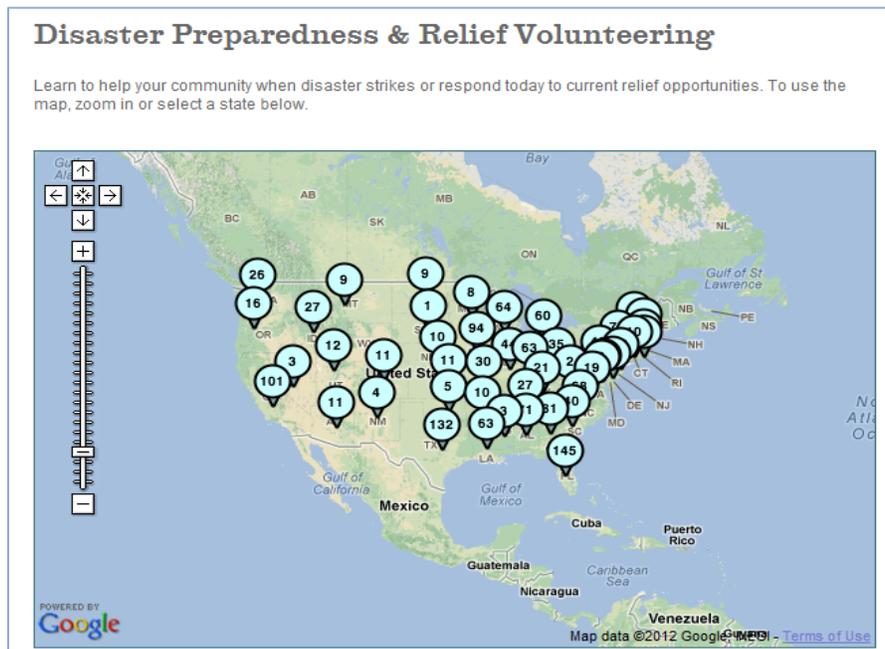
➢ *Open Source:* **Family Assistance Centers – Staffing and Volunteers** (for public health or other governmental and non-governmental organizations)

http://www.apctoolkits.com/family-assistance-center/

This toolkit, created by Seattle and King County advanced practice center, is intended to serve as a resource to help develop a plan for family assistance services that can be applied to all-hazards including hurricanes, tornadoes, earthquakes and others. It contains four sections related to developing a Family Assistance Center (FAC) plan: Prepare to Plan, Components of Plan, Role of Federal Partners, and Training Resources.

➤ *LLIS.gov Lesson Learned:* **Incident Site Security: Developing and Maintaining an Identity Management System. 15 Jul 2011.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=52407

Public safety agencies should consider developing and maintaining an identification management system to control access at incident sites. This system should include common identification badges for all personnel.

During the incident, "EPAPD failed to assign personnel to track the movement of responders and volunteers from the controlled perimeter to the check-in area. … As a result, several unauthorized personnel accessed the controlled perimeter during the response."

➤ *LLIS.gov Lesson Learned:* **Emergency Operations Center Management: Using a Liaison to Share Information with Government Service Call Centers. 17 Jul 2011.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=51830

Emergency operations center (EOC) managers should consider utilizing a liaison to facilitate information sharing between the EOC and government service call centers during incident responses. The liaison's roles and responsibilities can be incorporated into standard operating procedures (SOPs).

After the oil spill, the San Francisco Department of Emergency Management (DEM) utilized the San Francisco 3-1-1 Government Customer Service Center to disseminate information to the public and volunteer organizations.

➤ *LLIS.gov Lesson Learned:* **Volunteer and Donations Management: Developing Standard Operating Procedures for Disseminating Information to Volunteers. 20 Mar 2011.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=51424

Emergency operations center (EOC) managers should develop standard operating procedures (SOPs) for effectively communicating information to volunteers during incident responses. This can help EOC volunteer coordinators manage resources and volunteers effectively during response operations. More than 1,500 San Francisco citizens volunteered to assist with the cleanup efforts. CCSF officials identified a Volunteer Outreach Coordinator 3 days after the oil spill. CCSF also partially activated its EOC on November 13, 6 days after the incident occurred, and integrated the coordinator into the Operations Section Volunteer Unit. This allowed the coordinator to access EOC resources and information. The coordinator disseminated information to volunteer organizations, which then promptly posted this information to their websites. This process ensured that the public was aware of volunteer opportunities and that the volunteers were effectively integrated into response operations.

➤ *LLIS.gov Practice Note:* **Social Media in Emergency Management: The Virtual Operations Support Team Concept. 09 Jul 2012.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=56027

A Los Ranchos de Albuquerque Emergency Management Office, New Mexico, emergency management coordinator established a group of "trusted agents," to assist with the office's social media presence.

On March 14, 2011, the coordinator posted a request on Twitter for volunteers interested in participating on a VOST. More than 20 volunteers responded to his request. On March 16, the

coordinator organized 16 of those volunteers using a modified Incident Command System (ICS) Assignment List (Form 204) and began communicating with VOST members using Skype for orientation and collaboration purposes.

- ➢ *LLIS.gov Practice Note:* **Pet Sheltering: Joplin, Missouri's, Establishment of an Emergency Shelter After the May 22, 2011, Tornado. 02 Mar 2012.**

  https://www.llis.dhs.gov/docdetails/details.do?contentID=55240

  Mutual aid responders and volunteers began arriving in Joplin in much larger numbers approximately 48 hours after the tornado. These individuals found injured, abandoned, or lost pets and brought them to the emergency shelter. This resulted in long lines of people waiting to deliver pets.

  Emergency pet shelter staff relied upon local volunteers and donations for shelter operations. The ASPCA provided nearly 100 volunteer staff members to address immediate shelter needs. As the population at the shelter continued to increase in the days and weeks after the tornado, volunteers from other organizations, such as the American Humane Association, RedRover, and the Humane Society of the United States, arrived to assist with operations. In addition, volunteer veterinarians from the area worked 24-hour shifts to provide care to injured pets.

  Donations were also critical to the success of the emergency shelter. The JHS lacked the necessary supplies to properly care for all of the pets. Companies donated medical supplies, pet food, nursing supplies, biscuits, toys, and blankets for the effort.

- ➢ *LLIS.gov Good Story:* **Community Preparedness: Miami-Dade County, Florida, Office of Emergency Management's Communities Organized to Respond in Emergencies. 09 Dec 2012.**

  https://www.llis.dhs.gov/docdetails/details.do?contentID=54557

  The Miami-Dade County, Florida, Office of Emergency Management's (OEM's) Communities Organized to Respond in Emergencies (C.O.R.E.) engages faith-based and community organizations (FBCOs) in planning for, responding to, and recovering from disasters.
  NOTE: This Good Story was included in the 2012 National Preparedness Report, p. 68.

- ➢ *LLIS.gov Good Story*: **The Eagles Wings Foundation's Pathfinders Task Force Mobile Technology for Conducting Damage and Human Needs Assessments. 30 Oct 2009.**

  https://www.llis.dhs.gov/docdetails/details.do?contentID=39457

  The Eagles Wings Foundation's volunteer Pathfinders Task Force (PTF) uses a mobile, geocoded technology that uses military specification cell phones to conduct rapid damage and human needs assessments in disaster environments.

  The Eagles Wings Foundation is a Florida-based, non-profit, multi-faith organization that utilizes credentialed volunteers to organize unaffiliated, local volunteers to conduct disaster relief work. The foundation began in 1999 with a mission to coordinate volunteers and donations in the Bahamas after Hurricane Floyd. The Eagles Wings Foundation is a member of Florida Volunteer Organizations Active in Disasters and works under the State of Florida's Emergency Support Function (ESF)-15 (volunteers and donations) officer as part of the State Emergency Response Team (SERT) with a focus on mass care operations.

➢ *LLIS.gov Good Story*: **The Safeguard Iowa Partnership. 25 Sep 2009.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=38972

The Safeguard Iowa Partnership (SIP) is a voluntary coalition of Iowa's private and public sector leaders who share a commitment to strengthening the capacity of the state to prevent, prepare for, respond to, and recover from disasters. SIP partners work to reduce the impact of emergencies on their communities by pledging resources and offering support services.

➢ *LLIS.gov Document*: **The Response to the 2011 Joplin, Missouri, Tornado Lessons Learned Study. 20 Dec 2011.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=54802

Preliminary Finding 2.3: The thousands of mutual aid responders and volunteers who self-dispatched to Joplin immediately after the tornado enabled Joplin to conduct response operations, but presented challenges for incident management.

Preliminary Finding 2.7: AmeriCorps provided critical support to Joplin, including managing thousands of self-dispatched volunteers. By August 4, AmeriCorps's volunteer management efforts had registered more than 46,778 people who performed more than 178,000 hours of volunteer work. In addition, its members managed a donations warehouse at MSSU.

Preliminary Finding 2.8: Voluntary organizations established a mass shelter for the hundreds of animals made homeless by the tornado.

➢ *Uploaded on LLIS.gov*: **Ministry of Health, Labor, and Welfare of Japan. The Damage Situation of and Measures Taken for the Great East Japan Earthquake (102nd Announcement). 07 Oct 2011.**

https://www.llis.dhs.gov/docdetails/details.do?contentID=53618

The document includes information on support for volunteer activities, the Social Welfare Councils, status of acceptance of volunteer activities, and establishment of a volunteer leave system.