

*Emergency Support Function 15
Volunteers and Donations*

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

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

SUPPORT AGENCIES: Active Community Team Services, Adventist Community Services, Aidmatrix Foundation, Inc., American Red Cross, Associated Industries of Florida, BlueCross BlueShield of Florida, 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, Compassion Alliance, Convoy of Hope, Coordinated Assistance Network, Corporation for National and Community Service, Eagles Wings Foundation, Inc., Episcopal Diocese of Central Gulf Coast, Episcopal Diocese of Florida, Florida Alliance of Information and Referral Services, Florida Association of Food Banks, Florida Association of Volunteer Centers, Florida Baptist Disaster Relief, Florida Conference of the United Methodist Church, Florida Crisis Response Team, Florida Department of Elder Affairs, Florida Goodwill Association, Florida Immediate Response Stress Team, Florida Interfaith Networking in Disaster, Florida Jaycees, Florida Presbyterian Disaster Assistance Network, Florida Voluntary Organizations Active in Disasters, Lions of Florida, National Disaster Relief, Inc., Night Runners Mobile Crisis Service and Disaster Relief, Operation Blessing International, The Florida State Conference National Association for the Advancement of Colored People, The Salvation Army, Thrivent Financial for Lutherans, United Way of Florida, Volunteer Florida Foundation, 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 cash, goods, and services. This Annex provides guidance to personnel coordinating the management of undesignated cash donations, unsolicited goods, and spontaneous volunteers. It will also provide guidance to agencies 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 Donations Portal, and the Multi-agency Donation Warehouse.

Recent updates to this Annex include the implementation of the Federal Emergency Management Agency/Aidmatrix Foundation-sponsored Florida Donations Portal and new concepts on the utilization of voluntary resources developed through the Florida Catastrophic Planning Project. These planning updates are integrated into the Annex to ensure that it reflects planning for all hazards and is scalable to address both localized disasters and widespread catastrophic events. Items prefaced by "Florida Catastrophic

Planning Project” are those added to this Annex as a result of the Florida Catastrophic Planning Project.

II. CONCEPT OF OPERATIONS

A. GENERAL

1. Emergency Support Function 15 uses the National Incident Management System and promotes adoption of the National Incident Management System by Emergency Support Function 15 support agencies. The primary function of Emergency Support Function 15 is to coordinate the provision of donated resources to meet the needs of the impact area. The Volunteer and Donations Coordination Team, consisting of Volunteer Florida staff and representatives of key Emergency Support Function 15 Support Agencies, as needed, is activated in all disasters to ensure that coordination of donated resources and support to affected counties is available if needed. Upon verification that Emergency Support Function 15 support is not needed, the Emergency Support Function may be deactivated.
2. **Spontaneous Volunteer Management Strategy** – The State recognizes the value and challenges of working with spontaneous volunteers. The State’s strategy for the management of this resource consists of the following:
 - a. Pre-disaster - Volunteer Florida provides to local volunteer centers and other experienced volunteer managers a train-the-trainer curriculum and functional exercises on the management of spontaneous disaster volunteers. The resulting new local trainers will then engage and train local stakeholders in county-level planning to utilize spontaneous volunteers.
 - b. Post-disaster - Emergency Support Function 15 will inform the public about appropriate ways to help the relief effort via the Florida Volunteer and Donations Hotline, the Florida Donations Portal, Volunteer Florida’s web site and by coordinating with Emergency Support Function 14 Public Information. Volunteer Florida will assist county emergency management agencies to assess the need for Volunteer Reception Centers near impacted areas to manage spontaneous volunteers. Local Volunteer Centers, United Ways, Retired and Senior Volunteer Programs (RSVP) and county government volunteer programs will participate in the operation of Volunteer Reception Centers, as needed and with the support of the Florida Association of Volunteer Centers (FAVC). In the absence of local capacity to manage spontaneous volunteers, Volunteer Florida will train and assist a local organization, until FAVC can coordinate staffing assistance from member Volunteer Centers in other areas.
 - c. **(Florida Catastrophic Planning Project)** In major or catastrophic events, it may be impractical or impossible during response and short-

term recovery for anyone other than first responders and mass care workers to enter the impacted areas. All available media, via Emergency Support Function 14 – Public Information, and all available voluntary agency networks will be utilized to let prospective volunteers know, before they leave home, whether/where they are needed. Contact information for volunteer organizers in all communities where spontaneous 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 Donations Portal, and formal and informal networks. Some Emergency Support Function 15 Support Agencies will be deployed to host communities overwhelmed by the influx of temporary residents, and could absorb, train and manage spontaneous volunteers to help meet the needs of evacuees.

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 shelterees into larger, congregate shelters. Volunteer Reception Centers will be established near large shelters, from which to recruit and train survivors to assist local authorities and relief organizations. In a catastrophic event where access to the initial impact area is limited, Emergency Support Function 15 Support Agencies deployed into the impact area will be instructed to send only experienced team leaders capable of training and directing the activities of survivor volunteers recruited via Volunteer Reception Centers at the large shelters.

Catastrophic Planning Project participants are being asked to identify roles for survivor volunteers, prepare position descriptions for those roles and to assist in the preparation of just-in-time training to prepare survivors for disaster service.

3. **Florida Donations Portal** - The Florida Donations Portal is a cooperative project of Federal Emergency Management Agency, the Aidmatrix Foundation, and the State, made available as a resource at no cost to State and local non-profit organizations, including Emergency Support Function 15 support agencies that are members of national, State, or local Voluntary/County Organizations Active in Disaster, and long-term recovery organizations. The Florida Donations Portal is publicized by the Aidmatrix Network and the Federal Emergency Management Agency. It is accessible nationally and internationally by corporations and individuals who want to donate goods, cash or services to relief organizations. A registration and vetting process for non-profit recipient agencies assures donors that their goods will be used by legitimate relief organizations. Through the Web-based system, donors make offers to the State; Emergency Support Function 15 Portal administrators allocate the offers to appropriate organizations; organizations then review and accept or decline the offers. **(Florida Catastrophic Planning Project)** In a major or catastrophic event local authorities and relief organizations in host communities serving Florida disaster survivors, within or outside of Florida, would become eligible to request/receive goods offered to the State of Florida. The volunteer component of the Florida Donations Portal

provides links to local volunteer organizers and Disaster Volunteer Reception Centers in both impact and host communities.

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. Emergency Support Function 15 will be responsible for the establishment and operational activities of the Warehouse through a Memorandum of Understanding with Adventist Community Services and the Florida Division of Emergency Management.

Emergency Support Function 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, the Florida Donation Portal, and the Volunteer Florida Web site, as well as by coordinating with Emergency Support Function 14 (Public Information). Any agency approved by the County Emergency Support Function 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 volunteers and provide training to coordinate the flow of incoming goods. The team will supervise local volunteers in receiving, sorting, inventorying, packing, and shipping of donated goods; make available all goods to organizations through coordination with the State Emergency Support Function 15; and identify, with the assistance of State and local Emergency Support Function 15, a local agency to which to transfer the operation of the Multi-agency Donations Warehouse If required.

(Florida Catastrophic Planning Project) 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 impacted by a surge of evacuees and would request additional Warehouse management assistance from Adventist Community Services through National Voluntary Organizations Active in Disaster.

5. **International Donations** are based on the concept that donations are from government to government. If Florida receives offers of donations directly from an international governmental source, Florida may choose to accept the donations directly. Any donation accepted by the State must be correctly vetted including ensuring that any donations of food meet USDA Standards for the United States. Any international donation that the State determines it does not wish to accept, or it needs assistance with, should be directed to the Federal Emergency Management Agency Regional Volunteer and Donations Specialist at the Regional Response Coordination Center. The Volunteers and Donations Specialist may

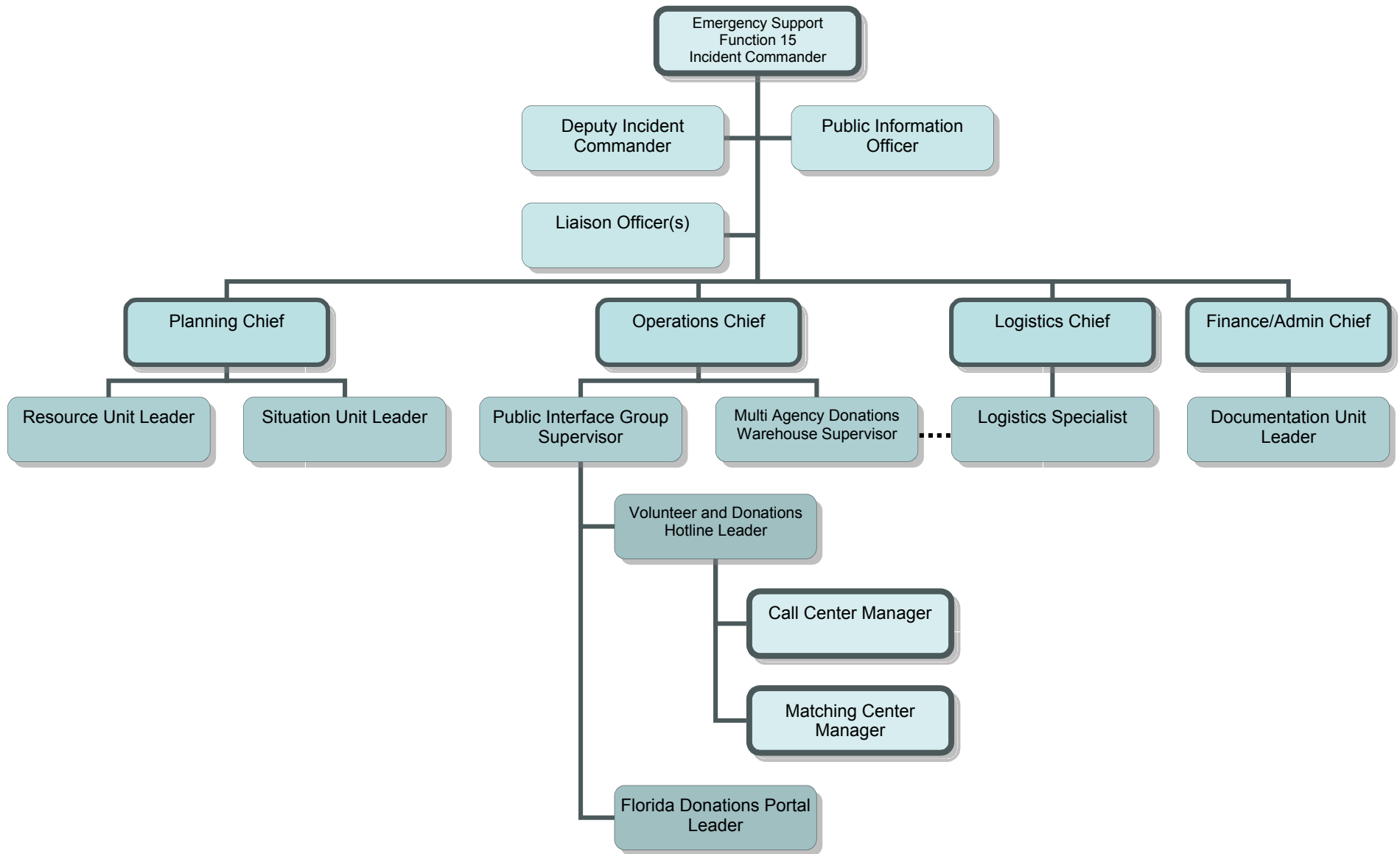
include the Federal Emergency Management Agency International Affairs Office who will contact the U.S. Department of State for assistance.

B. ORGANIZATION

1. State: Volunteer Florida is the Lead Agency for the coordination of all State Emergency Support Function 15 activities. State Emergency Support Function 15 supports County Emergency Support Function 15 with preparedness activities (e.g., training and exercises) to ensure the operational readiness of the County Emergency Support Function 15 and to maximize coordination with the State and county. Support Agencies, volunteer groups, and individuals with local, State, and national affiliation are the primary avenue for securing and distributing services, volunteers, and donated goods. Both the public and private sectors play a major role in supporting Emergency Support Function 15 with volunteers and donations.

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 Emergency Support Function 15 Incident Commander, coordinates all Emergency Support Function 15 operations. Operations may include a Florida Volunteer and Donations Hotline, the Florida 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, as needed.

The State Emergency Support Function 15 will coordinate with the County Emergency Support Function 15 to support the county's response and recovery activities. State Emergency Support Function 15 may also deploy a liaison to impacted counties to provide additional assistance to meet the needs of the disaster survivors and impacted communities.

The State Emergency Support Function 15 will maintain liaison with the Corporation for National and Community Service to access Corporation for National and Community Service resources, including AmeriCorps USA, AmeriCorps Volunteers in Service to America, AmeriCorps National Civilian Community Corps, Learn and Serve America, Foster Grandparents, Senior Companions, and Retired Senior Volunteer Programs. Volunteer Florida will coordinate training for Florida National Service programs that could be called on to assist in impacted areas.

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.

(Florida Catastrophic Planning Project) In a catastrophic event, Florida Emergency Support Function 15 will ensure a continual flow of information regarding the needs for volunteers and donations and provide regular updates on the status of Multi-agency Donations Warehouses, Volunteer Reception Centers and other volunteer and donations entities to FEMA personnel in the State Emergency Operations Center and the FEMA Regional Volunteer and Donations Specialist at the Regional

Response Coordination Center 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, Emergency Support Function 15 will notify all Support Agency Emergency Coordinating Officers by email or telephone.
2. All support agency Emergency Coordinating Officers 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/services within Florida will be notified and asked to remain on standby.
4. **(Florida Catastrophic Planning Project)** Upon notice of a potential or actual catastrophic event, Emergency Support Function 15 will immediately notify the Federal Emergency Management Agency Volunteer and Donations Management Specialist at the Regional Response Coordination Center and begin informally identifying potential state volunteer and donations management specialists for Emergency Management Assistance Compact deployment to Florida or to other states that might be impacted by an influx of evacuees.
5. Emergency Support Function 15 will notify the Points of Light Institute/Hands On Network to:
 - a. Request identification of available trained Volunteer Reception Center strike teams from other states.
 - b. Notify local volunteer centers and Hands On affiliates of the potential for an influx of evacuees and to begin making plans to provide volunteer management support to local relief efforts on behalf of Florida evacuees.
6. Emergency Support Function 15 will immediately notify the Corporation for National and Community Service of the potential need for national service support for the recovery effort.

D. OPERATIONAL OBJECTIVES

1. Preparedness Objectives
 - a. The Lead Agency will maintain and distribute as necessary, a roster of agency contacts and support personnel.
 - b. Lead and Support Agencies will participate in disaster operations training and exercises appropriate to their response/recovery roles. **(Florida Catastrophic Planning Project)** Training will include orientation to the Florida Catastrophic Plan.

- c. Promote formal adoption of the National Incident Management System by Emergency Support Function 15 Support Agencies and provide guidance on Incident Command System training recommended/required for Support Agency personnel.
- d. Update Emergency Support Function 15 Standard Operating Guidelines as needed.
- e. Conduct annual meetings of Emergency Support Function 15 Support Agencies.
- f. Regularly participate in meetings of Florida Voluntary Organizations Active in Disaster.
- g. Assist in the promotion of individual and family disaster planning and preparedness.
- h. Provide technical assistance to counties on Emergency Support Function 15 program improvement planning and implementation.
- i. Assist county emergency management agencies in engaging and integrating non-governmental organizations into their emergency management programs.
- j. **(Florida Catastrophic Planning Project)** Work with other emergency management disciplines to help them identify roles for spontaneous, survivor volunteers in their relief operations, prepare detailed job descriptions and develop just-in-time training to prepare volunteers for disaster service.
- k. Promote the assembly of Volunteer Reception Center Go-kits by Florida Volunteer Centers and Hands On affiliates, to contain all office supplies, forms and instructions needed to set up and operate a self-sustaining Volunteer Reception Center for three days. Copies of all available volunteer position descriptions and just-in-time training will be stored on CDs or flash drives in the Go-kits to expedite the provision of volunteers to the relief effort.
- l. Utilize every opportunity 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 Emergency Management Assistance Compact.

2. Response Objectives

- a. Distribute situation updates to Emergency Support Function 15 Support Agencies and county Emergency Support Function 15 points of contact.
- b. Administer the Florida Donations Portal and 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.

- c. Communicate with other emergency support functions regarding available donated resources and volunteers.
 - d. Monitor all missions in EM Constellation assigned to the Human Services Branch, coordinate Support Agencies' response to missions tasked to Emergency Support Function 15, and monitor/update status of each mission through completion.
 - e. 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.
 - f. Coordinate Emergency Support Function 15 field activities, including operation of the Multi-agency Donations Warehouse, support of Volunteer Reception Centers, and deployment of State Voluntary Agency Liaisons. **(Florida Catastrophic Planning Project)** In a catastrophic event, multiple Donations Warehouses may be needed in impact and host communities. Volunteer Reception Centers may need to be co-located with dozens of large shelters in order to meet the need for volunteers. State Voluntary Agency Liaisons may be required in host as well as impact communities.
 - g. Provide appropriate information and press releases intended for public distribution to Emergency Support Function 14.
 - h. Maintain the Volunteer Florida Disaster Web site to provide current disaster information and guidance for individuals wishing to volunteer or make financial or in-kind contributions.
 - i. Scale the Volunteer and Donations Hotline operations to accommodate callers quickly and efficiently. **(Florida Catastrophic Planning Project)** 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.
 - j. **(Florida Catastrophic Planning Project)** In the event of an actual or impending catastrophic event, Emergency Support Function 15 will request that the Federal Emergency Management Agency Volunteer and Donations Management Specialist at the Regional Response Coordination Center place on standby all qualified out-of-state volunteer and donations management resources to be available for possible deployment.
3. Recovery Objectives
- a. State Emergency Support Function 15 will assist in procuring volunteers for disaster recovery operations. **(Florida Catastrophic Planning Project)** 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. Emergency Support Function 15 will coordinate with Florida Agency for Workforce Innovation to assist survivor volunteers with the transition from volunteer to paid employment. Volunteer Reception Centers and Workforce facilities may co-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 the quantities of unsolicited goods being received no longer warrants 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, other Support Agency representatives, or Voluntary Agency Liaisons will represent Emergency Support Function 15 at initial/formative long-term recovery organization meetings.
 - d. Volunteer Florida will assist in the coordination and utilization of National Emergency Grant funding by long-term recovery organizations to hire caseworkers and other recovery personnel.
 - e. Emergency Support Function 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.
 - f. Volunteer Florida staff and/or other Support Agency representatives will represent Emergency Support Function 15 as the State Voluntary Agency Liaison at the Joint Field Office.
 - g. Emergency Support Function 15 will coordinate representation of active long-term recovery organizations in Essential Services Centers/Disaster Recovery Centers to connect survivors with additional recovery resources.
4. Mitigation 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 Emergency Support Function 15 Support Agencies and County Emergency Support Function 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. Emergency Support Function 15 will

coordinate information and related activities with its Support Agencies and County Emergency Support Function 15 Coordinators.

E. DIRECTION AND CONTROL

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

Emergency Support Function 15 activities will be coordinated from the State Emergency Operations Center during activation. Emergency Support Function 15 will respond to missions as tasked by the Human Services Branch Chief. 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 Chief for reassignment. Volunteer Florida is authorized by Florida Statutes Chapter 14.29 to initiate or conduct direct solicitations for donated goods. Discussion between Emergency Support Function 15 and the originating Emergency Support Function regarding mission tasking/re-routing will occur prior to message rerouting. Message updates will be made to document the progress made in acquiring/deploying donated items or services.

(Florida Catastrophic Planning Project) A coordinated mobilization of Emergency Support Function 15 Support Agencies will ensure that resources are available where the greatest need exists, which, in extreme cases, might not include areas actually impacted by the event, but host communities or in a multi-agency coordination unit instead.

Emergency Support Function 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.

Emergency Support Function 15 Support Agencies, coordinated by the Emergency Support Function 15 Lead, will perform the work described in Section III.B. of this annex. **(Florida Catastrophic Planning Project)** 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.

III. 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 in all four phases of emergency management to county offices of emergency management.

2. Administer the Florida Donations Portal and ensure that all appropriate donations received through other venues are entered into the Portal.
3. Work with the Recovery section, the Joint Field Office and Long-Term Recovery Committees to address the unmet needs of impact communities.
4. Coordinate with all other Emergency Support Functions in regularly compiling a needs list, 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.
5. Ensure that appropriate recognition of individual and agency efforts is accomplished and coordinated through Emergency Support Function 14.
6. Be responsible for monitoring and updating the message log of volunteer/donations lists and other reporting responsibilities.
7. Field Activity
 - a. The Multi-agency Donations Warehouse will coordinate response efforts with Emergency Support Function 15.
 - b. The Florida Volunteer and Donations Hotline will be scaled up, 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 Donations Portal, and the Volunteer Florida Web site.
 - c. Coordinate with County Emergency Support Function 15 points of contact to facilitate the delivery of donated goods and services to areas of need.
 - 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 of fully trained and equipped organizations or operate Volunteer Reception Centers.

B. SUPPORT AGENCIES

Agency	Responsibilities
1. Active Community Team Services	<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, and 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 impact community.
2. Adventist Community Services	<ul style="list-style-type: none"> 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.
3. Aid Matrix Foundation, Inc.	<ul style="list-style-type: none"> a. Provide software and support to assist with the management of donations through the Florida Donations Portal. b. Coordinate with Emergency Support Function 15 to publicize and promote the Florida Donations Portal. c. Allocate resources to assist Emergency Support Function 15 in training and technical assistance to appropriate end users.
4. American Red Cross	<ul style="list-style-type: none"> 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.
5. Associated Industries of Florida	<ul style="list-style-type: none"> 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 impact area.
6. BlueCross and BlueShield of Florida	<ul style="list-style-type: none"> a. Offer the use of the mobile bus for training activities and disaster operations. b. Provide or deploy Florida Blue Tour staff to participate in disaster response, recovery, and mitigation missions when available.

<p>7. Catholic Charities of Florida, Inc.</p>	<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. 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.
<p>8. Christian Contractors Association, Inc.</p>	<ul style="list-style-type: none"> 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/supplies and, in some cases, provide transportation of goods.
<p>9. Christian Disaster Response</p>	<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.
<p>10. Church of Jesus Christ of Latter-Day Saints</p>	<p>Provide staff resources to assist with evaluation and cleanup.</p>
<p>11. Church of Scientology Disaster Relief Team</p>	<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 organization as deemed most efficient
<p>12. Church World Service</p>	<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.
<p>13. Compassion Alliance</p>	<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 Emergency Support Functions 11 and 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. 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.
<p>14. Convoy of Hope</p>	<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 warehouses operations. d. Assist with procurement and transportation of supplies and donations. e. Assist with assessments, consultations, and supplies for long-term recovery operations.

15. Coordinated Assistance Network	<p>When requested, Coordinated Assistance Network can perform the following:</p> <ul style="list-style-type: none"> a. Provide a resource database of agencies and services in disasters. b. Maintain a Web-based site for disaster information. c. Provide client registry for casework. d. Provide technology support. e. Provide Web training.
16. 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.
17. Eagles Wings Foundation, Inc	<ul style="list-style-type: none"> a. Provide credentialed staff (background checked by Florida Department of Law Enforcement) equipped with information technology capabilities to help deliver relief supplies to homebound survivors while searching out and responding to the needs of elderly and disabled. b. Staff an Incident Management Team specializing in a Task Force to support a unified command with military units and local governmental control c. Provide global positioning system capabilities to identify known and newly discovered survivors (elderly and disabled) while mapping and tracking the Task Force responses. d. Assist in managing affiliated and spontaneous volunteers via a bilingual Incident Management Team with homebound missions.
18. 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.
19. 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.
20. 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 Center. 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.
21. Florida Conference of the United Methodist Church	<ul style="list-style-type: none"> 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.

22. Florida Association of Food Banks	<ul style="list-style-type: none"> a. Provide supplemental groceries, if available, in support of Emergency Support Function 11. (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>	
23. Florida Association of Volunteer Centers	<ul style="list-style-type: none"> a. Provide a liaison to the State Emergency Operations Center. b. Provide volunteers as available for the Florida Donations toll-free hotline. c. Coordinate the operation of Volunteer Reception Centers as needed.
24. Florida Baptist Disaster Relief	<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.
25. Florida Crisis Response Team	<ul style="list-style-type: none"> a. Provide crisis responders to offer immediate psychological first aid through individual crisis intervention, group crisis intervention, and companionship to impact communities on a short-term basis. b. Provide three-hour crisis intervention training to local caregivers.
26. 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.
27. 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 being 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 that can be 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.
28. Florida Immediate Response Stress Team	<ul style="list-style-type: none"> a. Deploy massage therapists into the impacted areas to provide chair massages for the survivors, emergency management workers and volunteers.

29. Florida Interfaith Networking in Disaster	<ul style="list-style-type: none"> a. Will facilitate spiritual and long-term practical aid and gather nontraditional partners to a common table to share practical knowledge and build working relationships. b. Through Community Interfaith/Interagency Network develop and capacity-build to prepare communities to respond to, recover from, and mitigate disaster. c. Provide emotional spiritual care for the caregivers, providing resiliency skills and tools necessary to maintain personal, emotional, physical, and spiritual fitness while responding to the needs of others. d. Assist in the identification and provision of materials, money, and human resources for disaster recovery and mitigation efforts. e. Provide written resources and training to various faith communities to develop State, district, and local congregational disaster plans for readiness, response, recovery, and mitigation.
30. Florida Jaycees	<ul style="list-style-type: none"> a. Will have a liaison with the State Emergency Operations Center and coordinate with local chapters. b. Assist with gathering and transporting goods that have been identified as a need. c. Provide volunteers supporting relief activities including volunteers to assist with distribution at Points of Distribution.
31. Florida Presbyterian Disaster Assistance Network	<ul style="list-style-type: none"> a. Provide volunteers to assist with response and long-term recovery activities in impact counties following a disaster. b. Communicate needs for technical assistance from Presbyterian Disaster Assistance at the national level in the event of a disaster (e.g., volunteer support).
32. 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.
33. Lions of Florida	<ul style="list-style-type: none"> a. Provide financial assistance to disaster survivors to assist with immediate needs and support an expeditious recovery.
34. National Disaster Relief, Inc.	<ul style="list-style-type: none"> a. Assist with warehouse and donated goods management. b. Provide volunteers to assist with clean up and debris removal. c. Provide volunteers for rebuilding efforts. d. Provide disaster case management. e. Assist with transportation missions. f. Assist with points of distribution.
35. Night Runners Mobile Crisis Service and Disaster Relief	<ul style="list-style-type: none"> a. Provide relief assistance to county disaster operations and disaster survivors. b. Maintain operations of distribution sites. c. Solicit and manage volunteers in the distribution of relief supplies and services.
36. Operation Blessing International	<ul style="list-style-type: none"> a. Provide "Strike Teams" that are made up 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.

37. 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.
38. 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 and Donations Hotline as needed for current disaster services information.d. Coordinate with local offices to identify unmet needs.
39. Thrivent Financial for Lutherans	<ul style="list-style-type: none">a. Provide financial assistance and volunteers to survivors and other organizations in support of the long-term recovery phase of a disaster.
40. United Way of Florida	<ul style="list-style-type: none">a. Coordinate with the Florida Association of Volunteer Centers and 2-1-1 providers throughout Florida to assure proper utilization of volunteers.b. Provide a liaison for area offices throughout Florida.
41. Volunteer Florida Foundation, Inc.	<ul style="list-style-type: none">a. Will serve as fiscal agent for cash donations received by the State of Florida, under the authority of a Memorandum of Understanding with the Division of Emergency Management.

The Emergency Support Function 15 Capabilities Matrix identifies services and capabilities that each of the support organizations can provide during a disaster.

Emergency Support Function 15 Capabilities Matrix

Capabilities Matrix Emergency Support Function 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donation Management	Food Distribution	Food Preparations	Incident Management Team	Long-Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donation	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance	
Active Community Team Services	X				X	X	X	X	X		X	X	X	X	X	X			X					
Adventist Community Services						X	X	X																X
Aidmatrix Foundation						X													X	X		X	X	
American Red Cross			X			X	X	X	X	X	X				X	X	X							
Associated Industries of Florida																			X					
BlueCross and BlueShield of Florida, Inc																					X			
Catholic Network Florida, Inc.		X	X		X	X	X	X		X	X	X		X					X	X				
Christian Contractors Association, Inc.	X				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									
Church of Scientology Disaster Relief Team			X			X	X							X										
Church World Service																			X					
Compassion Alliance														X						X				
Coordinated Assistance Network***																						X	X	
Corporation for National Service																			X					
Eagles Wings Foundation, Inc	X				X	X	X		X										X					
Episcopal Diocese of Florida					X	X	X																	X

Capabilities Matrix Emergency Support Function 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donation Management	Food Distribution	Food Preparations	Incident Management Team	Long-Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donation	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance	
	Episcopal Diocese of Central Gulf Coast																							
Florida Alliance of Information and Referral Services			X																					
Florida Association of Food Banks						X	X					X								X				
Florida Association of Volunteer Centers																					X			
Florida Baptist Disaster Relief	X	X	X			X	X		X	X	X		X			X			X					
Florida Conference of the United Methodist Church			X		X					X									X			X		X
Florida Crisis Response Team			X																					
Florida Department of Elder Affairs										X											X	X		
Florida Goodwill Association						X																		
Florida Interfaith Networking in Disaster										X														
Florida Jaycees													X						X					
Florida Presbyterian Disaster Assistance Network										X									X					X
Florida Voluntary Organizations Active in Disasters										X														X
Lions of Florida																								
National Disaster Relief, Inc						X																X		
Night Runners Mobile Crisis Service and Disaster Relief	X				X	X	X	X			X		X						X					X
Operation Blessing International	X			X	X	X	X	X		X	X		X	X					X					

Capabilities Matrix Emergency Support Function 15 Support Agencies	Chain Saw Team	Child Care	Disaster Stress Management	Dry Wall	Debris Removal	Donation Management	Food Distribution	Food Preparations	Incident Management Team	Long-Term Recovery	Mass Feeding	Pantry Operations	Pet/Animal Operations	Point of Distribution Team	Roof Repairs (Tarps)	Safety Training	Shelter Management	Strike Teams	Unsolicited Donation	Spontaneous Volunteer Management	Case Management	Web-based Site for Disaster Information	Disaster Financial Assistance
The Florida State Conference National Association for the Advancement of Colored People						X								X									
The Salvation Army	X						X	X			X												
United Way of Florida					X	X				X				X	X				X				
Thrivent Financial for Lutherans***																							X
Volunteer Florida Foundation, Inc.																							X

Support Organizations Resources

Emergency Support Function 15 will coordinate with Support Agencies to identify and maintain a list of resources and capabilities that each of the organizations possess to assist disaster survivors and to support emergency operations. The following table is the Emergency Support Function 15 Resource Matrix to provide a quick reference to resources each organization has available.

Emergency Support Function 15 Resources Matrix

Resources Matrix Emergency Support Function 15 Support Agencies	Building Materials	Clearing 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
Active Community Team Services	X				X	X				X	X	X	X	X	X	X	X			X	X
Adventist Community Services																					
Aidmatrix Foundation				X																	
American Red Cross		X	X	X				X		X	X	X						X	X	X	
Associated Industries of Florida																					X
BlueCross and BlueShield of Florida, Inc				X										X	X						
Catholic Network Florida, Inc.		X	X	X	X			X	X		X					X				X	
Christian Contractors Association, Inc.	X	X				X			X				X			X	X			X	
Christian Disaster Response	X		X		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																					
Compassion Alliance					X						X										
Coordinated Assistance Network***																					
Corporation for National Service																					
Eagles Wings Foundation, Inc				X		X			X				X			X	X				

Resources Matrix Emergency Support Function 15 Support Agencies	Building Materials	Clearing 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
Episcopal Diocese of Florida			X		X			X			X										
Episcopal Diocese of Central Gulf Coast																					
Florida Alliance of Information and Referral Services				X								X									
Florida Association of Food Banks					X	X										X	X		X	X	X
Florida Association of Volunteer Centers																					
Florida Baptist Disaster Relief	X	X	X		X	X	X	X	X	X	X	X		X	X	X			X		X
Florida Conference of the United Methodist Church											X					X					
Florida Crisis Response Team																					
Florida Department of Elder Affairs																					
Florida Goodwill Association			X			X		X								X			X		
Florida Interfaith Networking in Disaster																					
Florida Jaycees																					X
Florida Presbyterian Disaster Assistance Network	X	X																			
Florida Voluntary Organizations Active in Disasters																					
Lions of Florida																					
National Disaster Relief, Inc	X																		X		X
Night Runners Mobile Crisis Service and Disaster Relief									X				X								
Operation Blessing International																					

Resources Matrix Emergency Support Function 15 Support Agencies	Building Materials	Clearing 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
The Florida State Conference National Association for the Advancement of Colored Persons																					
The Salvation Army		X								X						X				X	
United Way	X	X						X			X	X								X	
Thrivent Financial for Lutherans***																					
Volunteer Florida Foundation, Inc.																					

IV. 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 Division's requirements. 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 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 Emergency Support Function 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 will 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 Memorandums 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 non-governmental organizations that have notified State Emergency Support Function 15 of their disaster-related work and reported on their organizations' accomplishments.

V. AUTHORITIES AND REFERENCES

Chapter 252, Florida Statutes.

Part IV, Chapter 110, F.S.