

Appendix XV: Emergency Support

Function 15 – Volunteers and Donations

Primary Agency	Governor’s Commission on Volunteerism and Community Service (Volunteer Florida)
Support Agencies	211 Brevard, Inc., 211 Tampa Bay Cares, Inc., Affordable Homeownership Foundation Inc., Alabama-West Florida Conference of the United Methodist Church, All Hands and Hearts Smart Response, Inc., American National Red Cross, AMIkids Panama City Marine Institute, Bay County Long Term Disaster Recovery Organization (Rebuild Bay County, Inc.), Be Ready Alliance Coordinating for Emergencies (BRACE), Billy Graham Rapid Response Team, Branches, Inc., Brothers to Brothers, Catholic Charities of Florida Inc., Centro Campesino Farmworker Center Inc., Community Emergency Response Teams (CERT), Charlotte Community Foundation, Charlotte County Long Term Recovery Task Force, Christ is Relief Inc, Christian Disaster Response, Church World Service, City of Cape Coral Fire Department, City of Sunrise Fire Rescue, Coalition of Florida Farmworker Organizations, Collier Community Foundation, Community Foundation of the Florida Keys / Monroe County Long Term Recovery Group, Communities of Everglades Disaster Recovery, Collier Disaster Alliance, Corporation for National and Community Services, Crossroads Alliance & Ministries, DeSoto Hope, Disaster Services Corporation Society of St. Vincent De Paul USA, Doorways of NWFL, Federal Alliance for Safe Homes, Inc. – FLASH, Feeding America Tampa Bay, Feeding Florida, Feeding the Gulf Coast, Flagler Volunteer Services, Inc., Florida Association For Volunteer Resource Management, Florida Baptist Disaster Relief, Florida Conference of Seventh-day Adventists, Florida Education Foundation, Inc., Florida Independent Living Council, Florida Presbyterian Disaster Assistance Network, Inc. (FLAPDAN), Florida Regional interfaith/ Interagency Emergency Network in Disaster, Inc. (FRIEND), Florida Search & Rescue, Florida Home Builders Association, Florida Voluntary Organizations Active in Disaster, Food For The Poor, Franklin's Promise Coalition/Conservation Corps of the Forgotten and Emerald Coasts, Fuller Center Disaster Rebuilders, Global Empowerment Mission, Good360, Goodwill Industries Of Southwest Florida Inc., Greater Pine Island Alliance, Gulf Coast Partnership, Inc., Hendry/Glades Long Term Recovery Coalition, Immokalee Unmet Needs Coalition, International Orthodox Christian Charities (IOCC), Information Technology Disaster Resource Center (ITDRC), Inspiritus Disaster Relief, Lake Support and Emergency Recovery (LASER), Lee County Unmet Needs Long Term Recovery Group, Manatee County Search and Rescue, Matrix Community Outreach Center, Inc., Mercy Chefs Inc., Metropolitan Ministries, Inc., Mission on Wheels, Midwest Food Bank-NFP, Monroe County Community Organization Active in Disaster, Inc., Nassau Public-Private Partnership, Night Runners Mobile Crisis Services, Inc., North Florida Inland Long Term Recovery

	<p>Group, Operation BBQ Relief, Orange County Long Term Recovery Group, Inc dba RISE Orange County, Osceola REDI, Inc., Our Daily Bread Food Pantry, Peace River K9 Search and Rescue Association, Presbyterian Social Ministries, Inc., Project Camp, Putnam Disaster Recovery, Rebuilding Together Miami-Dade, Inc., Rebuilding Together Orlando (Rebuilding Together of Central Florida, Inc.), Recover Tampa Bay Initiative, Feeding Northeast Florida, Saint Monica’s Food Pantry, Save the Children, SBP, Inc., Seminole HEART, SendMeMissions, Sleep in Heavenly Peace, Inc., St. Lucie Habitat for Humanity, St. Matthew's House, Star Of The Sea Foundation Inc., Team Rubicon, The Disaster Recovery, a ministry of, the Florida Annual Conference of the United Methodist Church, The Elevated Studio, The Nonprofit Center of Northeast FL for Northeast Florida Long-Term Recovery Organization, The Salvation Army, ToolBank USA, Treasure Coast Food Bank, United Way, VIND (Volusia Interfaiths/Agencies Networking in Disaster), World Central Kitchen, World Renew Disaster Response Services</p>
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Section 1: 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 (NGO) 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, and the Multi-agency Donations Warehouse.

1.1 Assumptions

- 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.

1.2 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 WebEOC to document the progress made in acquiring/deploying donated items or services.

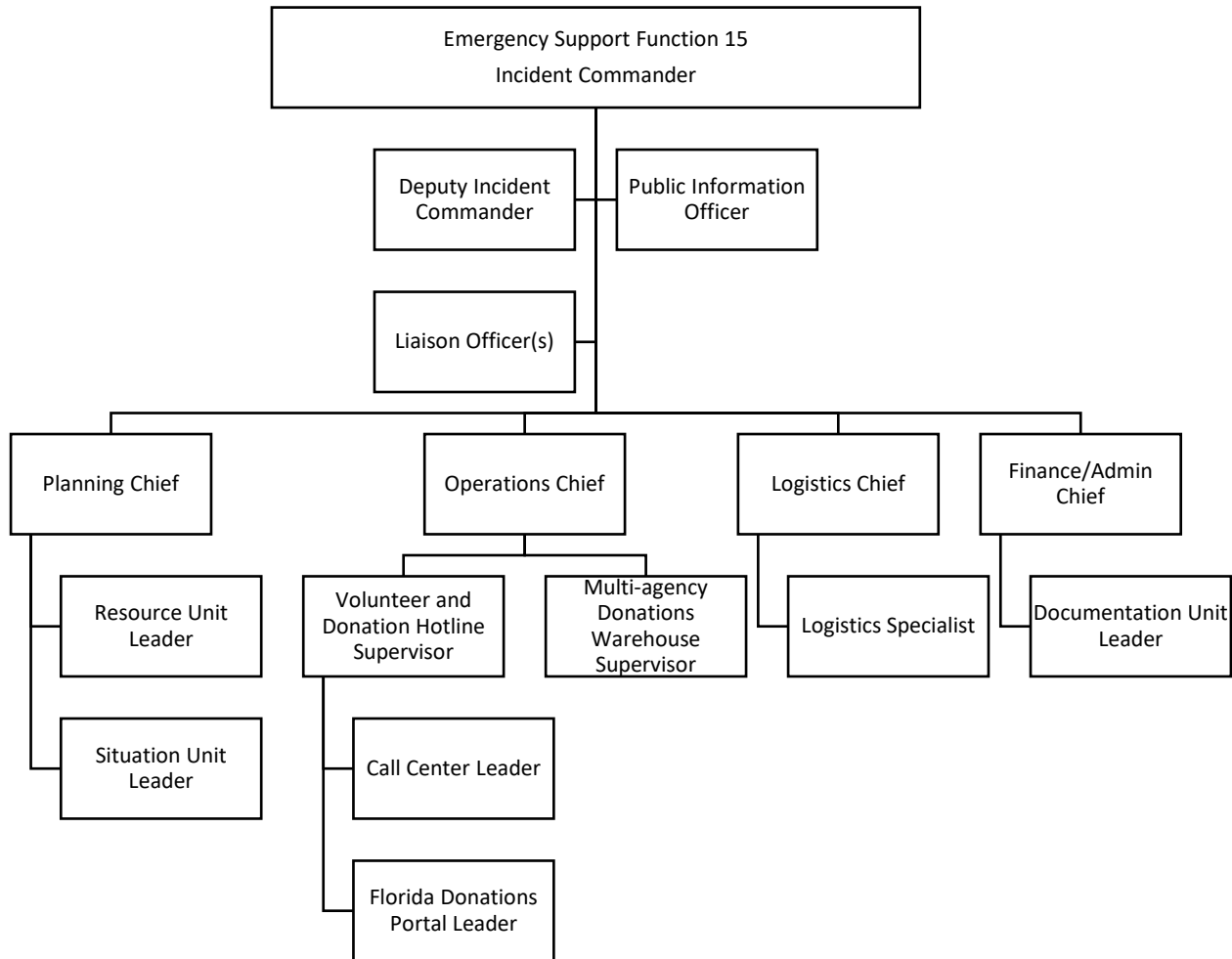
Catastrophic Event Planning - A coordinated mobilization of ESF 15 Support Agencies will ensure that resources are available where the greatest needs exist, which, in extreme cases, might not include areas actually impacted by the event, but host communities or a multi-agency coordination unit instead.

ESF 15 and participating voluntary agencies continue to be operational when the State Emergency Operations Center (EOC) 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.

Section 2: Roles and Responsibilities

2.1 Organization



2.1.1 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 (ICS) 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

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, Volunteer Connect, 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.

The State ESF 15 will maintain liaison with Florida Community Emergency Response Team (CERT) Association and Local CERT Program managers. The State ESF 15 will facilitate deployment of CERT teams from unimpacted areas at the request of the local jurisdiction.

2.1.2 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.

2.1.3 Catastrophic 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.

2.2 Responsibilities

2.2.1 Primary Agency

Governor’s Commission on Volunteerism and Community Service (Volunteer Florida)

- Provide year-round technical assistance regarding the use of volunteers and donations through all emergency management functions to county emergency management agencies.
- Work with the Recovery section, the Joint Field Office (JFO), and Long-Term Recovery Committees to address the unmet needs of impacted communities.
- 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.
- Ensure that appropriate recognition of individual and agency efforts is accomplished and coordinated through Emergency Support Function 14.

Volunteer Florida Field Activities

- Coordinate response efforts with the Multi-agency Donations Warehouse.
- Coordinate with County ESF 15 points of contact to facilitate the delivery of donated goods and services to areas of need.
- 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, and the Volunteer Florida Web site.
- 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.

2.2.2 Support Agencies

Agency	Responsibilities
1. 211 Brevard, Inc	<ul style="list-style-type: none"> • Serves as Brevard County’s communication information & rumor control hotline during disasters.
2. 211 Tampa Bay Cares, Inc.	<ul style="list-style-type: none"> • Serves as Tampa community’s information & hotline during disasters. • Crisis Support: 988 Hotline in Pinellas, Pasco, Hernando, Manatee, Sarasota, DeSoto, Lee, Hendry, and Glades Counties, and serves as 988 back-up support for Hillsborough County. • 211 Information & Referral Services in Pinellas & Hernando Counties. • Provides Financial Assistance in Pinellas County.
3. Affordable Homeownership Foundation Inc	<ul style="list-style-type: none"> • Disaster Case Management-connecting clients with services including working. • with hazard Insurance companies and contractors for clients. • Helping elderly and disabled clients source resources.

	<ul style="list-style-type: none"> • Debris removal. • Volunteer mobilization and deployment. • Working with Mortgage Loan Servicing to help clients with delayed payments. • Help clients with damage understand what is covered under their policies.
<p>4. Alabama-West Florida Conference of the United Methodist Church</p>	<ul style="list-style-type: none"> • Provides direct assistance. • Provides Damage assessment and initial repair. • Provides Case management. • Volunteer management.
<p>5. All Hands and Hearts Smart Response, Inc.</p>	<ul style="list-style-type: none"> • Volunteer mobilization and deployment. • Mucking and gutting, chainsaw work, tarping, mold sanitation, and debris removal. • Resilient home repairs. • School, home and clinic reconstruction. • Mitigation/preparedness activities such as tree planting, wildfire fuels reduction, and rain gardens. • Provide Disaster Risk Reduction trainings.
<p>6. American National Red Cross</p>	<ul style="list-style-type: none"> • Preparedness: <ul style="list-style-type: none"> • Assessing community hazards, priority risks, needs and assets. • Engaging of the community in preparedness (e.g., Home Fire Campaign). • Enabling individuals, families and organizations to take preparedness actions. • Leveraging our national network of volunteers and our ability to engage partners in direct preparedness actions within communities nationwide. • Working with social service organizations and schools to help them, their clients and students survive and recover quickly from a disaster. • Response: <ul style="list-style-type: none"> • Home Fire Response Services. • Sheltering. • Feeding. • Health Services. • Mental Health Services. • Spiritual Care. • Reunification. • Distribution of Relief Supplies. • Information & Referrals. • Recovery: <ul style="list-style-type: none"> • Community Recovery Strategy Development.

	<ul style="list-style-type: none"> ● Casework/Recovery Planning. ● Direct Client Assistance. ● Community Preparedness & Resiliency Building. ●
7. AMIkids Panama City Marine Institute	<ul style="list-style-type: none"> ● Boats, to include inflatables, which can be accessed by emergency services personnel. ● b. Food concession trailer that can be moved to a vehicle accessible site to cook and distribute food. ● c. Debris removal. ●
8. Bay County Long Term Disaster Recovery Organization (Rebuild Bay County, Inc.)	<ul style="list-style-type: none"> ● Home repairs. ● Volunteer Management. ● Donation management. ● Emergency shelter management.
9. Be Ready Alliance Coordinating for Emergencies (BRACE)	<ul style="list-style-type: none"> ● Volunteer Reception Center Coordination. ● Donation Coordination. ● Initial management of donation warehouse. ● Volunteer deployment of PODs. ● Deployment of Escambia CERT team for EOC support as dictated by County EM. ● Support agency for ESF-6 for volunteers in training.
10. Billy Graham Rapid Response Team	<ul style="list-style-type: none"> ● Crisis Management Chaplains. ● Emotional and spiritual care.
11. Branches, Inc	<ul style="list-style-type: none"> ● Distribution of food and baby care packages. ● Financial assistance to help pay for water, electricity, and rent. ● Information sharing and helping qualified clients affected by past or future disasters complete forms to apply for assistance (FEMA, food stamps, Medicaid, etc.). ● Assistance, space and opportunities for program partners to offer/ deliver services. ● Financial education, financial coaching about the services provided by Branches, Inc. and other service providers that address long-term needs, such as small business development, assistance to secure a vehicle to be used primarily to support employment, after school services, youth development, access to post-secondary education/career options, and free VITA Tax Preparation Services.
12. Brothers to Brothers	<ul style="list-style-type: none"> ● Search and rescue teams. ● Food preparation/distribution. ● Rapid Deployment.

	<ul style="list-style-type: none"> • Warehousing and Staging areas across the Southeast Region of the United States.
13. Catholic Charities of Florida Inc	<ul style="list-style-type: none"> • Mass Care. • Distribution of Food, Emergency Supply and Household Essentials. • Disaster Case Management. • Mental Healthcare Services. • Emergency Financial assistance. • Home Repairs. • Transportation Assistance.
14. Centro Campesino Farmworker Center Inc.	<ul style="list-style-type: none"> • emergency distribution site. • Volunteer mobilization. • Comfort Stations.
15. Community Emergency Response Teams (CERT)	<ul style="list-style-type: none"> • Light Search and Rescue. • Firefighter rehab. • First Aid at public events. • Emergency Support Gap Filler.
16. Charlotte Community Foundation	<ul style="list-style-type: none"> • Serve as the COAD lead for Charlotte County and in conjunction with Charlotte County Emergency Management. • Serve as the fiscal agency for disaster relief funding for Charlotte County residents. • Lead the Volunteer Reception Center (VRC) for Charlotte County. • Connect and coordinate mass feeding sites in response to disaster relief needs.
17. Charlotte County Long Term Recovery Task Force	<ul style="list-style-type: none"> • Rapid dissemination of information and coordinating communications. • Identify and apply for resources to assist in recovery. • Identifying unmet needs. • ESF 6 Support for Mass Care, Emergency Assistance, Temporary Housing. • Human Services.
18. Christ is Relief Inc	<ul style="list-style-type: none"> • Capability of responding to natural disaster zones within 48-hours of impact. • Muck-outs and roof tarping. • Debris Removal and home repairs. • Volunteer mobilization and deployment. • Search and rescue. • Food Distribution.

<p>19. Christian Disaster Response - A Program of Network for Better Nutrition, Inc.</p>	<ul style="list-style-type: none"> ● On-Site Assessment of Disaster. ● Home repair or rebuilding. ● Emergency food service - fixed site or mobile service. ● Emergency Recovery Supplies. ● Advocacy for victims with Governmental and charitable agencies.
<p>20. Church World Service</p>	<ul style="list-style-type: none"> ● Early response with kits (hygiene, school, buckets, and blankets). ● Long term recovery group and local agency capacity building. ● Small grants for long-term recovery efforts (per fund availability).
<p>21. City of Cape Coral Fire Department</p>	<ul style="list-style-type: none"> ● Donation Management and Distribution. ● Emergency Information Center Call-Taking. ● General Logistical Support. ● Administrative Support.
<p>22. City of Sunrise Fire Rescue</p>	<ul style="list-style-type: none"> ● Provide a liaison to the State Emergency Operations Center Commodity Point of Distribution (POD) support. ● EOC Operations and Support / Vulnerable Population Registry Welfare Checks. ● Public Health Point of Dispensing (POD) support. ● Food preparation and distribution. ● Family Assistance Center (FAC) Support.
<p>23. Coalition of Florida Farmworker Organizations</p>	<ul style="list-style-type: none"> ● Emergency food vouchers until the family can apply for Supplemental Nutritional Assistance or other programs. ● Emergency shelter assistance, transportation and gasoline gas cards. ● Distribute emergency food once a month. ● Members of COFFO's Migrant Service Providers and Community Action Center serve as volunteers to ensure that there are no gaps of service. ● Provides emergency rental/mortgage assistance to prevent evictions. ● Utility payment to prevent utility shut offs.
<p>24. Collier Community Foundation</p>	<ul style="list-style-type: none"> ● Provide partnership with up to 400 nonprofits from the local community to fit appropriate need in times of disaster. ● Emergency gift cards to Salvation Army, Providence House, Collier County Sheriff's Office, Friends of Foster Children, local houses of worship for distribution throughout devastated areas. ● Provide grants to trusted partners for food preparation and distribution, including Meals of Hope, Our Daily

	<p>Bread, Pan Florida Challenge, Big Brothers and Big Sisters Collier, Midwest Food bank, Grace Place, and First Baptist Naples.</p> <ul style="list-style-type: none"> • Provide and distribute cleaning supplies, bedding, and air mattresses for low income, primarily minority communities that have devastating loss from the storm. • Deploy resources to enable repairs to schools, childcare centers, and shelters. • Provide support for NAMI to assist with increased mental health calls. • Provide funding for temporary housing for seniors, veterans, and workforce to support quick recovery efforts.
<p>25. Community Foundation of the Florida Keys / Monroe County Long Term Recovery Group</p>	<ul style="list-style-type: none"> • Coordination of nonprofit services in Monroe County. • Volunteer mobilization. • Donations Management.
<p>26. Communities of Everglades Disaster Recovery</p>	<ul style="list-style-type: none"> • Long Term Disaster Recovery. • Home Repair, Home Rebuilding. • Home Elevation. • Emergency Rental Assistance.
<p>27. Collier Disaster Alliance</p>	<ul style="list-style-type: none"> • Case Management. • Referrals. • Repair and rebuild assistance. • Unmet Needs Committee, which allocates financial assistance.
<p>28. Corporation for National and Community Service</p>	<ul style="list-style-type: none"> • Provide coordination on the Federal Emergency Management Agency’s (FEMA) mission tasking of National Service programs.
<p>29. Crossroads Alliance & Ministries</p>	<ul style="list-style-type: none"> • Aiding Communities after disasters. • Food distribution. • Mobilizing volunteers. • Deployment of resources. • Logistics chain of procuring donations. • Shelter distribution. • Medical supply distribution.
<p>30. DeSoto Hope</p>	<ul style="list-style-type: none"> • Coordination of disaster recovery efforts. • Referrals. • Volunteer recruitment and management. • Needs assessments.

<p>31. Disaster Services Corporation Society of St. Vincent De Paul USA</p>	<ul style="list-style-type: none"> • Deploys Regional Rapid Response Teams. • Supports Disaster Recovery Centers known as Parish Recovery Assistance Centers (P-RACs). • Represents DSC at local Multi Agency Resource Centers. • Aides with hotel stays and temporary housing costs. • Provides disaster case management to impacted families. • Contracts for state and private Disaster Case Management training. • Assists with long term recovery efforts. • Furnishes homes through the House in the Box® Program. • Established in long term economic recovery programs.
<p>32. Doorways of NWFL</p>	<ul style="list-style-type: none"> • Provide a liaison to the State Emergency Operations Center during activation (as needed). • Coordinate the utilization and distribution of donated goods and services utilizing its statewide branches, college chapters, and youth councils. • Provide volunteers to assist with response and recovery activities during a disaster.
<p>33. Federal Alliance for Safe Homes, Inc. – FLASH</p>	<ul style="list-style-type: none"> • Provides disaster preparedness and recovery information to the public through its website (http://www.flash.org) and social media platforms. • Supports requests from the State and/or FEMA concerning mitigation, recovery, or re-development activities. • Supports long-term rebuilding efforts by securing donated materials and skilled volunteers. • Coordinates with television media to provide on-air disaster preparedness and recovery information.
<p>34. Feeding America Tampa Bay</p>	<ul style="list-style-type: none"> • Provides food, staffing, equipment, etc. • Move and distribute food as available and necessary. • Distribute additionally sourced food, Meals Ready to Eat (MRE)'s and water to areas of impacted during a disaster. • Provides assistance in running missions as needed. • Sits on daily disaster calls with Feeding Florida, Feeding America and local emergency operation calls. • Maintains relationships with local EOC's for Feeding Tampa Bay to have a seat at the EOC during a disaster. • Our Trinity Cafe location is also able to prepare meals to the community during a disaster.

	<ul style="list-style-type: none"> • The ability to call upon our volunteers in preparation or during a disaster to pack disaster boxes to distribute out to the community. • Stages truckloads of MRE's and water in the Feeding Tampa Bay warehouse.
35. Feeding Florida	<ul style="list-style-type: none"> • Food and Water Distribution. • Volunteer mobilization and deployment. • Food Recovery.
36. Feeding the Gulf Coast	<ul style="list-style-type: none"> • Food distribution. • Emergency supplies distribution. • Volunteer mobilization for food distribution.
37. Flagler Volunteer Services, Inc.	<ul style="list-style-type: none"> • Volunteer management and coordination.
38. Florida Association for Volunteer Resource Management	<ul style="list-style-type: none"> • Volunteer management training and certification. • Volunteer reception center facilitation. • Regional disaster response and recovery coordination. • Statewide convening and disaster best practices development and training. • Unmet needs committee support services and facilitation. • Supplemental disaster response and recovery services for ESF 15 agencies.
39. Florida Baptist Disaster Relief	<ul style="list-style-type: none"> • Food preparation/distribution. • Mucking and Gutting. • Tree removal. • Laundry services. • Use of mobile showers. • Counseling.
40. Florida Conference of Seventh-day Adventists	<ul style="list-style-type: none"> • Warehouse management and organization. • Volunteer Management.
41. Florida Education Foundation, Inc.	<ul style="list-style-type: none"> • Provides resources to support schools affected by hurricanes. • Provide financial aid for schools in districts damaged by hurricanes.
42. Florida Independent Living Council	<ul style="list-style-type: none"> • Volunteer Management and Mobilization: The Center places and responds to calls from people with disabilities who need DME, HME, and alike items: wheelchairs, walkers, and canes, etc. • Provides necessities such as fuel, generators, and create power stations for people with disabilities during disasters in the community, in order to power up their CPAP machines and other durable medical equipment.

	<ul style="list-style-type: none"> • The Center coordinates with Special Needs Shelters to assist survivors with FEMA applications, providing medical equipment and other needs as well.
<p>43. Florida Presbyterian Disaster Assistance Network, Inc. (FLAPDAN)</p>	<ul style="list-style-type: none"> • Volunteer teams for long term recovery. • Volunteer housing in churches (if space is available). • Resiliency training for disaster workers, available through our national partner, Presbyterian Disaster Assistance (PDA). • Guidance and support for LTRGs. • Preparedness training.
<p>44. Florida Regional interfaith/ Interagency Emergency Network in Disaster, Inc. (FRIEND)</p>	<ul style="list-style-type: none"> • Disaster Case Management. • Construction and home repairs: this includes home assessment, mold remediation, repairs and replacement. • Emergency Financial Assistance; rent, mortgage assistance, electric and water bill assistance, etc. • Management of Donations (food, clothing, baby supplies, home goods, etc.). • Legal Aid (insurance claims, FEMA applications, etc.). • Mental Health Services, Spiritual Care. • Employment/Underemployment. • Training. • Volunteers.
<p>45. Florida Search & Rescue</p>	<ul style="list-style-type: none"> • Provides onboarding, vetting, training, organizing, and dispatching of civilian responders and other resources, and coordination of same through the appropriate official government Emergency Operations Centers. • Monitors civilian aid channels and forums during disasters, in order to vet and forward authenticated distress calls for appropriate Operational response. • Identifies and targets communities where there is an authentic vetted disaster aid gap, and coordinates efforts to provide disaster aid and recovery resources to those identified areas.
<p>46. Florida Home Builders Association</p>	<ul style="list-style-type: none"> • Volunteer Management and Mobilization: to distribute home repair and triage material after a disaster.
<p>47. Florida Voluntary Organizations Active in Disaster</p>	<ul style="list-style-type: none"> • Create a climate for cooperation, sharing of information and collaboration. • Foster a common understanding, developing procedures, and acting as a liaison with local, state, national and federal disaster relief organizations. • Publish and disseminate information among members and local, state, national and federal entities.

	<ul style="list-style-type: none"> • Increase mutual awareness and understanding of each organization and coordinate training opportunities. • Arrange meetings, conferences and training. • Encourage and advocate for effective disaster relief legislation.
<p>48. Food For the Poor</p>	<ul style="list-style-type: none"> • Serve as a Florida distribution center during high hazard seasons empowering local efforts while coordinating additional aid. • Coordinate prepositioned disaster kits to support with distribution to affected areas. • Capabilities in providing warehousing and be a resource hub for a community impacted by a hazard in the Broward County area.
<p>49. Franklin's Promise Coalition/Conservation Corps of the Forgotten and Emerald Coasts</p>	<ul style="list-style-type: none"> • Managing a trained and experienced disaster corps with crews working in Escambia, Santa Rosa, Bay, Gulf, and Franklin Counties. • Providing expertise and capacity to implement disaster mitigation, preparation, response, and recovery services across North Florida. • Providing emergency food distribution services. • Conducting volunteer training and facilitation. • Specializing in engaging under-resourced communities. • Owning and maintaining an inventory of tools and equipment for disaster response/recovery to include chainsaws with safety gear, hand and power tools, trailers and vehicles, generators and all safety gear. • Conducting flammable materials reduction/clearing fire lines, tree removal, "mucking and gutting", mold mitigation, and construction repairs. • Organizing and manning food/supply distributions (often incorporating and lead sporadic volunteers).
<p>50. Fuller Center Disaster Rebuilders</p>	<ul style="list-style-type: none"> • Volunteer mobilization and deployment. • Debris Removal. • Home Repair and Rebuild.
<p>51. Global Empowerment Mission</p>	<ul style="list-style-type: none"> • Emergency food collection and distribution. • Emergency housing/relocation. • Emergency medical aid collection and distribution. • Emergency supply collection, preparation and distribution.
<p>52. Good360</p>	<ul style="list-style-type: none"> • In-Kind Donation Fulfillment. • Redistribution of Unsolicited and/or Excess In-Kind Donations. • In-Kind Donation Messaging. • Warehouse Capacity Support.

<p>53. Goodwill Industries of Southwest Florida Inc</p>	<ul style="list-style-type: none"> ● Mobile unit with computers and Wi-Fi. ● Donation collection and distribution.
<p>54. Greater Pine Island Alliance</p>	<ul style="list-style-type: none"> ● Long term recovery processes. ● Volunteer group coordination. ● Unmet needs coordination. ● Supply distribution coordination. ● FEMA Appeals processes.
<p>55. Gulf Coast Partnership, Inc.</p>	<ul style="list-style-type: none"> ● Homelessness: As the HUD Lead Agency for Charlotte County's Continuum of Care, provide housing and supportive services for those experiencing homelessness including Veterans, families, individuals, and unaccompanied youth, survivors of domestic violence, human, & sex trafficking. ● Housing: Operational support for Peace River Community Housing Partners (PORCH) the community's land trust, and other initiatives/organizations seeking to develop or expand affordable housing in Charlotte County. ● Disaster Response & Recovery: Facilitation of COAD including operation of the VRC and Evacuation, Disaster, and Non-Congregate Shelter, Coordination of the Charlotte County FEMA - Emergency Food and Shelter (EFSP) Local Board. ● Data & Analysis: Administration of the Community Information System for HUD and the Florida Department of Children & Families, submission of required State & Federal Reports, and data visualization and community dashboards. ● Training & Capacity Building: Provide training and capacity building for local agencies in Case Management, Trauma Informed Care, Motivational Interviewing, Evidence Based Best Practices, and Grant & Contract Compliance.
<p>56. Hendry/Glades Long Term Recovery Coalition</p>	<ul style="list-style-type: none"> ● 211 Storm Hotline. ● Points of Distribution for water/food and other resources. ● Volunteer Management. ● Repair and rebuild assistance.
<p>57. Immokalee Unmet Needs Coalition</p>	<ul style="list-style-type: none"> ● Food Distribution. ● Information sharing and planning. ● Coordination and distribution of donated resources. ● Repair and rebuild assistance.

<p>58. International Orthodox Christian Charities (IOCC)</p>	<ul style="list-style-type: none"> • Emotional & Spiritual Care & Psychological First Aid. • Debris Removal, Chainsaw, Cleanup, and Muck-outs. • Critical Home Repair/Rebuild.
<p>59. Information Technology Disaster Resource Center (ITDRC)</p>	<ul style="list-style-type: none"> • Information and Communications Technologies to include: <ul style="list-style-type: none"> ○ Internet Connectivity (VSAT, Starlink, Cellular, CBRS (Private LTE), Microwave P2P/PMP) ○ Network Infrastructure (Firewalls, Routers, Switches, WIFI Access Points) ○ Computers and Tablets ○ Telephony Equipment (VoIP and cellular handsets) ○ Charging Stations ○ Technical Personnel
<p>60. Inspiritus Disaster Relief</p>	<ul style="list-style-type: none"> • Volunteer Reception Center (VRCs). • Volunteer Management. • Volunteer Mobilization, Deployment, Coordination, Training, Hour/Job Type Tracking. • Debris Removal. • Mucking and Gutting. • Small Roof Tarping. • Chainsaw teams.
<p>61. Lake Support and Emergency Recovery (LASER)</p>	<ul style="list-style-type: none"> • Assists homeowners with the short- and long-term recovery of their homes. • Debris removal. • Provides tarping. • Repair and rebuild of damaged homes.
<p>62. Lee County Unmet Needs Long Term Recovery Group</p>	<ul style="list-style-type: none"> • Case Management. • Unmet Needs.
<p>63. Manatee County Search and Rescue</p>	<ul style="list-style-type: none"> • Search and rescue capabilities via personnel, canines, vehicles, and vessels.
<p>64. Matrix Community Outreach Center, Inc.</p>	<ul style="list-style-type: none"> • Educating and training individuals to respond safely, responsibly, and effectively in emergency situations, but also on how to support their community’s day to day. • During “blue skies” (non-disaster times) we assist Walton County Emergency Management with preparedness activities such as public outreach events and trainings to help prepare the public to protect themselves during a disaster. • Providing staff to run the cold weather shelter and food for shelter residents when the Cold Weather Emergency Shelter Plan is activated to help with population protection measures when the temperatures are below 40 degrees for four hours or more.

	<ul style="list-style-type: none"> • During times of disaster (“grey skies”), the Executive Director of The Matrix serves in the Operations Section of the Walton County Emergency Operations Center as Human Services Branch Director. As the Human Services Branch Director, we have control over, and give direction to four Emergency Support Functions and two units (ESF6 – Mass Care, ESF11 – Food and Water, ESF15 – Volunteers and Donations, ESF18 – Business and Industry, the Unmet Needs Unit, and the Housing Unit). • Providing direct services such as donations management, disaster casework, volunteer management, and emotional and spiritual care.
<p>65. Mercy Chefs Inc</p>	<ul style="list-style-type: none"> • Food and Water preparation and distribution. • Grocery box preparation and distribution. • Volunteer Mobilization and Deployment.
<p>66. Metropolitan Ministries, Inc.</p>	<ul style="list-style-type: none"> • ESF 1 (Transportation Annex) – When activated, we have a small fleet of vehicles to transport residents from the Pasco Campus to the Tampa Campus for duration of an emergency. The Florida Department of Transportation vehicles can transport approximately 35 people per trip. Currently not open to the public. • ESF 6 (Mass Care, Emergency Assistance, Temporary Housing, and Human Services Annex) – When activated, the Outreach Department will operate prior to and after an emergency. If the situation is safe, the Outreach Department will operate during an emergency. The following is a breakdown of the various services that we provide for emergency response. • Mass Care – Feeding; emergency supply distribution (when available). • Emergency Assistance – Connecting volunteers with the Local EOC; Hotel vouchers (when the funding is provided from external source); referral to available resources through local, state, and federal government; referral to local organizations providing service. • Temporary Housing – When funding is provided, hotel vouchers are provided for temporary housing. Note: This is not a guaranteed service. During Hurricane Irma, funding was provided by USAA. Moving forward, funding will have to be provided from an external source. • Human Services – Disaster legal services (Bay Area Legal, when available); referrals to crisis/trauma counseling.

	<ul style="list-style-type: none"> • ESF 12 (Energy Annex) – Metropolitan Ministries operates primarily with local energy through Tampa Electric Company. However, we do have a generator that will supply energy for the majority of the Tampa Campus. If power is lost during an emergency, the generator will provide power within approximately 14 seconds. The system status and fuel usage are monitored offsite through PSI. Each fuel supply will provide 24-48 hours of electricity. When the fuel supply is low, PSI will refuel the generator. If local conditions prevent fuel delivery, energy will be conserved and rationed accordingly. • Metropolitan Ministries will serve as a “recharge” and respite location for the local community. In addition to receiving a meal and water, the community can recharge devices in AC. • ESF 14 (Cross-Sector Business and Infrastructure Annex) – We work with the Hillsborough County Emergency Management and Pasco County Emergency Management.
<p>67. Mission on Wheels</p>	<ul style="list-style-type: none"> • Provide shower trailers & bunk trailers for long-term disaster recovery support.
<p>68. Midwest Food Bank-NFP</p>	<ul style="list-style-type: none"> • Food Distribution. • Disaster Relief. • Volunteer Management.
<p>69. Monroe County Community Organization Active in Disaster, Inc.</p>	<ul style="list-style-type: none"> • Needs assessment through a network of case managers and canvassing volunteers. • Maintains databases of COAD participants and their particular resources, strengths, and volunteer power. • Warehouses and/or coordinates with organizations that provide and warehouse resources in times of immediate need. • Offers for non-tangible resources such as health care, emotional support, and spiritual encouragement through COAD member organizations.
<p>70. Nassau Public-Private Partnership</p>	<ul style="list-style-type: none"> • Pre-disaster community training: CERT classes, long term recovery training, community/civic organizational presentations etc. • Pre-disaster advisory service including the Nassau County EM Advisory Board and the Nassau EM Mitigation Task Force. • Activation with Nassau County Emergency Management, NCEM. Providing assistance as needed in the Operations Center, providing call takers for the Citizens Information Line.

	<ul style="list-style-type: none"> • Post disaster unmet needs coordination including case management, call center operations at NCEM. • Coordination of recovery efforts post disaster.
<p>71. Night Runners Mobile Crisis Services, Inc.</p>	<ul style="list-style-type: none"> • Deployment resources and capabilities (showers/latrines/housing for volunteers and 1st responders, etc.). • Preparation and distribution of hot meals and emergency supplies. • Point of distribution. • Volunteer mobilization and deployment. • Mobile distribution of hot meals and emergency supplies. • Command Unit (office space for operations).
<p>72. North Florida Inland Long-Term Recovery Group</p>	<ul style="list-style-type: none"> • Providing clients with information on resources. • Working with disaster case managers. • Coordinating home repair/replacement projects. • Facilitating volunteer involvement. • Managing donations and resources.
<p>73. Operation BBQ Relief</p>	<ul style="list-style-type: none"> • Operate a fully self-contained culinary operation that is capable of prepping, cooking and distributing up to 50,000 hot meals a day in response to a disaster. • Surge capacity to a million meals a week with an emergency feeding contract through our Operation Restaurant Relief program.
<p>74. Orange County Long Term Recovery Group, Inc dba RISE Orange County</p>	<ul style="list-style-type: none"> • Case Management. • Damage Assessments. • Home Repair. • Project Management. • Volunteer/Contractor Management.
<p>75. Osceola REDI, Inc.</p>	<ul style="list-style-type: none"> • Debris removal. • Property restoration. • Household goods, toiletries, and furniture. • Food Distribution.
<p>76. Our Daily Bread Food Pantry</p>	<ul style="list-style-type: none"> • Food and essential items distribution. • 17 fixed based and mobile pantry services. • Volunteer mobilization.
<p>77. Peace River K9 Search and Rescue Association</p>	<ul style="list-style-type: none"> • Human Search Specialist for Wilderness or Urban Search, Live Find K9 Teams for Urban or Wilderness search, Wilderness K9 area search, Tracking K9 Teams (scent human specific). • Mounted Horse teams/ Scent trained Horses teams. • UAV (Drone) teams. • Ham Radio operators.

	<ul style="list-style-type: none"> • Citizen Emergency Response Team (CERT). •
78. Presbyterian Social Ministries, Inc.	<ul style="list-style-type: none"> • Clothing Supply, Sorting and Distribution.
79. Project Camp	<ul style="list-style-type: none"> • Volunteer Management and Mobilization. • Trauma-informed care for children ages 6-16, impacted by a disaster. • Free Childcare during response and recovery.
80. Putnam Disaster Recovery	<ul style="list-style-type: none"> • Food Preparation and Distribution. • Unmet Needs. • Debris Removal and home repairs. • Volunteer mobilization and deployment.
81. Rebuilding Together Miami-Dade, Inc.	<ul style="list-style-type: none"> • Volunteer mobilization. • Critical home repairs. • Debris removal.
82. Rebuilding Together Orlando (Rebuilding Together of Central Florida, Inc.)	<ul style="list-style-type: none"> • Volunteer mobilization. • Leading volunteers in repair work. • Debris removal. • Yard clearing. • Assistance locating resources for mold remediation, etc..
83. Rebuilding Together Tampa Bay Inc.	<ul style="list-style-type: none"> • Affordable Housing Program. • Builds new affordable single homes for low- and moderate-income (LMI) buyers. • Partners with HUD certified Housing Counseling agencies to make these properties available to qualified and mortgage-ready buyers. • Residential Repairs and Rehabilitation Program. • Building Healthier Neighborhoods.
84. Recover Tampa Bay Initiative	<ul style="list-style-type: none"> • Unmet needs funding. • Collaboration of service organizations. • Regional COAD collective. • Training with ESF 15. • Planning for ESF15 (all three counties). • Response and recovery functions at county EOC. • Donations management/collection.
85. Feeding Northeast Florida	<ul style="list-style-type: none"> • Food and water distribution. • Assist other food banks across Florida if a disaster strikes their area, sending food and water to their location. • Volunteer mobilization.

	<ul style="list-style-type: none"> • Clearinghouse for in-kind donations/resources during emergencies. • County level EOC support / shelters support. • “Blue skies” training/preparation with agencies to assure readiness throughout network.
86. Saint Monica’s Food Pantry	<ul style="list-style-type: none"> • Provide food for the needy and homeless. • Distribute cleaning supplies. • Distribute clothing and blankets.
87. Save the Children	<ul style="list-style-type: none"> • Provide Protection and Psychosocial programs prioritize young children ages pre-birth through 11 years old, and their adult caregivers. • Offering preparedness/resilience building activities. • Provide technical assistance and training focused on increasing resilience in children, adult caregivers, and child-focused programs. • Distributing essential supplies like diapers, wipes, portable cribs, strollers, car safety seats, hygiene kits, child and adult comfort kits, children’s clothing, water, etc. to parents and caregivers. • Distributing school supplies, backpacks and learning materials to. • Setting up Child Friendly Spaces and Mother Baby Areas in evacuation shelters. • Ensure the shelters are safe and supportive to children and families’ unique needs. • Aids in the restoration of access to children’s programs, including childcare, afterschool programs and summer programs. • Replace damaged or destroyed materials, and damaged or destroyed play indoors and outdoors spaces. • Psychosocial support programs to help children understand and cope with the stress, fear, loss, and trauma.
88. SBP, Inc.	<ul style="list-style-type: none"> • Immediate response. • Provide debris removal. • Provide roof tarping, mucking/gutting, mold suppression. • Support Long-term recovery (post-disaster rebuilding). • Volunteer mobilization. • Assists with FEMA appeals.
89. Seminole HEART	<ul style="list-style-type: none"> • Land clearing, tarp, roof repair, and muck outs. • Home Repairs including wheelchair ramp repairs and fence repairs. • Disaster Mental Health Services.

	<ul style="list-style-type: none"> • Points of distribution.
90. SendMeMissions	<ul style="list-style-type: none"> • Serves as ESF-15 for Hardee County. • Volunteer Mobilization and In State & Out of State Deployments. • Debris Removal, Mucking and Gutting, Roof Tarping, and Tree Chainsaw teams. • POD Logistics. • Recovery Efforts & Repairs.
91. Sleep in Heavenly Peace, Inc	<ul style="list-style-type: none"> • Provides beds to children impacted by the event.
92. St Johns Housing Partnership	<ul style="list-style-type: none"> • Clean up, Stabilizing, repair and rebuilding efforts. • Inspections and estimates. • Volunteer Management. • Use of construction spec writing program (Housing Developer Pro).
93. St. Lucie Habitat for Humanity	<ul style="list-style-type: none"> • Provides disaster casework. • Major repair of housing. • Provide volunteer management. • Recovery management and planning.
94. St. Matthew's House	<ul style="list-style-type: none"> • Distribution of food and essential items. • Shelter services. • Daily feeding. • Provide clothing for those in need.
95. Star Of the Sea Foundation Inc	<ul style="list-style-type: none"> • Food Distribution. • Fresh meal preparation and distribution. • Volunteer Management. • Donations storage and management.
96. Team Rubicon	<ul style="list-style-type: none"> • Volunteer Management. • Route clearance. • Debris management (i.e.) tree removal, clean-up, muck out, and chainsaw operations. • Rapid Response Incident Management • Hazard Mitigation. • Disaster Mapping and Work Order Management. • Expedient Home Repair.
97. The Disaster Recovery, a ministry of, the Florida Annual Conference of the United Methodist Church	<ul style="list-style-type: none"> • Damage and Needs assessment. • Volunteer mobilization and deployment. • Mucking and gutting, chainsaw work, tarping, mold sanitation, and debris removal. • Housing Repairs.
98. The Elevated Studio	<ul style="list-style-type: none"> • Client management services. • Advocacy.

	<ul style="list-style-type: none"> • Architectural services to property owners at no expense. • Education.
99. The Nonprofit Center of Northeast FL for Northeast Florida Long-Term Recovery Organization	<ul style="list-style-type: none"> • Volunteer mobilization. • Donations management. • Home repair programs.
100. The Salvation Army	<ul style="list-style-type: none"> • Mobile feeding. • Emergency assistance. • Emotional and spiritual care. • Donations management. • Volunteer Mobilization and Deployment.
101. ToolBank USA	<ul style="list-style-type: none"> • Providing Tools.
102. Treasure Coast Food Bank	<ul style="list-style-type: none"> • Food preparation/distribution. • Emergency water/food. • Volunteer mobilization.
103. United Way	<ul style="list-style-type: none"> • Case Management. • Grand Funding. • Volunteer mobilization. • Administration of Emergency Funds. • Resource Education. • Rental/Mortgage assistance. • FEMA appeals assistance. • Home Rebuilds/Rehabilitation. • Sort Donations. • Match unmet needs. • Serves as fiscal manager. • Referral Services.
104. VIND (Volusia Interfaiths/Agencies Networking in Disaster)	<ul style="list-style-type: none"> • Food Distribution. • Volunteer Housing. • Volunteer Mobilization. • Long-Term Disaster Recovery Group.
105. World Central Kitchen	<ul style="list-style-type: none"> • Food preparation and distribution.
106. World Renew Disaster Response Services	<ul style="list-style-type: none"> • Rapid Response - Trained volunteers are equipped to handle tree removal, clean-up, muck out, and power washing in addition to providing spiritual care to disaster impacted communities. • Organizational Capacity Building -Regional Managers and trained volunteers work with the community-based LTRG to help develop its systems and improve its overall effectiveness.

	<ul style="list-style-type: none"> • Needs Assessment - With the invitation of an LTRG, trained and supervised volunteer teams conduct door-to-door surveys or set up walk-in centers in order to determine long-term recovery needs in a community. The results become the property of the community based LTRG in the form of a computerized data base. • Reconstruction - this service is also dependent on an invitation from the LTRG as well as the availability of funds for a specific disaster. Trained and supervised volunteer teams repair damaged homes or build from the ground up (with the exception of basements, electrical, and plumbing). Team size and skill balance is consistent throughout the duration of the partnership agreement between the LTRG and DRS. • Estimating - Trained volunteers with building expertise are able to determine appropriate materials, skills and time required for home repair and construction. • Emotional and Spiritual Care - In collaboration with Christian Reformed Chaplaincy, for major disasters, trained volunteers are available to be deployed in the various phases of response. • Community Development - DRS may provide consultation in specific situations for LTRG's who have a long-term vision for becoming a community development organization. • Accounting Services - Trained volunteers assist LTRG's with bookkeeping procedures, auditing, and financial systems. • Case Management Support - Trained volunteers provide administrative support to a newly formed or struggling LTRG.
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Section 3: Concept of Operations

3.1 General

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.

3.1.1 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:

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.

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, Volunteer Florida's Volunteer Connect 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. In the absence of local capacity to manage spontaneous volunteers, Volunteer Florida will train and assist a local organization and/or coordinate with partners for staffing assistance from organizations outside the impacted areas.

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, Volunteer connect, 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.

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.

3.1.2 Multi-Agency Donations Warehouse

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 (FDEM).

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).

3.1.3 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.

3.1.4 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.

3.2 Notification

- a. 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 and all MOU partners.
- b. All Support Agency ECOs will be instructed to notify their networks throughout the State to ensure all available resources are on standby.
- c. Other potential sources of donated goods and services will be notified and asked to remain on standby.
- d. 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.
- e. ESF 15 will immediately notify National Voluntary Organizations Active in Disaster (NVOAD), State Voluntary Organizations Active in Disasters (FLVOAD), Memorandum of Understanding (MOU) partners, and the Corporation for National and Community Service of the potential need for VOAD and national service support for the recovery effort.

3.3 Operational Objectives

3.3.1 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.
- b. Coordinate public messaging through ESF 14 and Volunteer Florida Communications Department.

3.3.2 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, 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.

3.3.3 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.

3.3.4 Response Functions 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 Volunteer Connect 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 WebEOC 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 or 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.

Section 4: Finance and Administration

4.1 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 FDEM, reimbursement claims shall be submitted to the FDEM in accordance with its instructions. For all participating organizations and volunteers, Volunteer Florida shall arrange for training (with the assistance of the FDEM 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 FDEM may reimburse Volunteer Florida staff and specifically identified and pre-approved volunteers providing disaster assistance in accordance with FDEM policies and procedures for travel, lodging, and meal expenses approved in advance by the FDEM, upon receipt of appropriate claims and supporting documentation. In addition, the FDEM 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.

4.2 Authorities and References

- Chapter 252, Florida Statutes.
- Part IV, Chapter 110, F.S.
- Chapter 14.29, F.S.

Section 5: ESF 15 Capabilities Matrix

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.

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
	211 Brevard, Inc.										X													X
211 Tampa Bay Cares, Inc.										X													X	X
Affordable Homeownership Foundation, Inc.			X							X											X	X		X
Alabama-West Florida Conference of the United Methodist Church				X	X																X	X		X
All Hands and Hearts Smart Response, Inc.	X			X	X												X						X	
American National Red Cross			X				X	X		X	X	X					X	X			X		X	X
AMKids Panama City Marine Institute					X		X	X																
Bay County Long Term Disaster Recovery Organization (Rebuild Bay County, Inc.)	X			X	X	X					X													
Be Ready Alliance Coordinating for Emergencies (BRACE)															X					X	X	X		
Billy Graham Rapid Response Team			X																					
Branches, Inc.										X													X	X
Brothers to Brothers																								
Catholic Charities of Florida, Inc.			X																			X		X
Catholic Charities of Northwest Florida, Inc.				X	X		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 Financial Assistance
	Catholic Charities of the Archdiocese of Miami, Inc.			X			X																X	
Centro Campesino Farmworker Center, Inc.			X			X									X									
CERT of The Villages										X													X	
Charlotte Community Foundation										X	X												X	
Charlotte County Long Term Recovery Task Force																								
Christ is Relief, Inc.				X	X		X	X								X					X			
Christian Disaster Response				X	X		X	X								X								
Church World Service										X	X													X
City of Cape Coral Fire Department																				X	X			
City of Sunrise Fire Rescue							X	X							X									
Coalition of Florida Farmworker Organizations																								X
Collier Community Foundation			X							X	X													X
Community Foundation of the Florida Keys										X	X									X	X			
Disaster Services Corporation Society of St. Vincent De Paul USA										X	X											X		X
Doorways of NWFL										X														X
Federal Alliance for Safe Homes, Inc. (FLASH)										X	X						X					X		

Feeding America Tampa Bay							X					X				X													
Feeding Florida							X					X																	
Feeding the Gulf Coast							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 Financial Assistance
	Flagler Volunteer Services, Inc.										X											X		
Florida Association for Volunteer Resource Management																	X				X			
Florida Baptist Disaster Relief	X		X		X		X	X																
Florida Conference of Seventh-day Adventists						X														X	X			
Florida Education Foundation, Inc.																								X
FL Independent Living Council										X												X		
Florida Presbyterian Disaster Assistance Network, Inc. (FLAPDAN)			X							X	X						X				X			
Florida Regional interfaith/ Interagency Emergency Network in Disaster, Inc. (FRIEND)				X		X										X				X		X		X
Florida Search & Rescue																			X					
Florida Home Builders Association																					X			

