



Disaster Capacity Assessment of Volunteer Centers in the CalEMA Coastal Administrative Region

REPORT OF FINDINGS

May 15, 2012

Funded by



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EXECUTIVE SUMMARY

INTRODUCTION

In January 2012, The Volunteer Center Serving San Francisco and San Mateo Counties (VCSF/SMC) began work under the *Capacity-Building Grant for Regional Lead Disaster Volunteer Centers*. CaliforniaVolunteers sought a lead or leads in each California Emergency Management Agency (CalEMA) Administrative Region “to continue to build the internal capacity to manage spontaneous unaffiliated volunteers in times of disaster . . . to provide training and technical assistance as well as to develop a mutual support network for other volunteer centers in their region.” According to CaliforniaVolunteers, “Volunteer centers, when adequately prepared, play a pivotal role in supporting volunteer activities for emergency response and recovery operations. This grant program is designed to continue to strengthen volunteer centers in this role.”

As the designated lead in the Coastal Region, VCSF/SMC proposed to ascertain the current capacities of volunteer centers individually and collectively as a regional network to respond to disasters by standing-up Emergency Volunteer Centers (EVCs) to deal primarily, though not exclusively, with Spontaneous Unaffiliated Volunteers (SUVs). VCSF/SMC agreed to determine capacity by identifying existing strengths and gaps across the nine volunteer centers (Hubs) that make up the Coastal Region—covering the following counties: Del Norte, Humboldt, Lake, Mendocino, Sonoma, Napa, Marin, San Francisco, Contra Costa, San Mateo, Santa Cruz, and Monterey. Counties without a volunteer center were not included in the initial assessment, even though they include major population and economic zones vulnerable to disaster like Alameda and Santa Clara Counties. Inclusion of these counties is planned for phase two of the project, funded separately.

As Lead, VCSF/SMC set out to first build its own knowledge of capacity across the region and catalogue that information for future reference in order to support other Hubs in their preparedness and readiness to respond moving forward. We offered training opportunities and technical assistance during the assessment phase, but also expected to make recommendations on ongoing training needs at the completion of data gathering. Furthermore, we sought information that would contribute to recommending infrastructure, protocols, and procedures to facilitate coordination of volunteer management resources and information within the region. In particular, we determined the need for and interest in an updated plan for mutual assistance and communications plan among hubs, with the Lead, and with CaliforniaVolunteers—findings that are summarized in this report, but left to develop into full-fledged plans in phase two of the Regional Leads project commencing May 1, 2012.

Presented herein are the data, observations, opinions and recommendations compiled from all Hubs by VCSF/SMC. The report of findings presents a baseline of capacity from which to learn and build a stronger, more effective response system to both local and regional disaster incidents. Information is presented in both summary and detail. We viewed this project as phase one of an ongoing effort to build and/or maintain readiness of Hubs and to prepare VCSF/SMC to assume a coordinating role in the future.

A condition of the grant funding was to fully train VCSF/SMC’s own staff in ICS/SEMS/NIMS/EVC Operations. Certifications are included in the appendix for 100% of VCSF/SMC project staff. In addition half of Hubs in the Coastal Region received ICS training, and nearly 80% participated in a daylong tabletop exercise.

The report of findings contributes to understanding what's working and what's not at Hubs across the region, but what is the most important outcome of the assessment was that it built, revived or solidified relationships between VCSF/SMC and the Hubs relative to disaster response: a critical element to a coordinated system. As a result, VCSF/SMC is equipped to act as a more effective advocate for Hubs at the statewide planning level with CaliforniaVolunteers, CalEMA and others, while also being a more credible partner to Hubs in preparedness and response efforts.

There were challenges, particularly related to the severely shortened project timeframe, from which we have lessons learned. Agreement among Regional Leads and with CaliforniaVolunteers about what could be accomplished in 3-1/2 months focused our efforts on assessment and training activities. In turn, the necessarily collaborative elements of the work plan—reaching agreement on a mutual assistance agreement, communications plan and standardized operations across the regions—were relegated to phase two to see to completion. In truth, while there was regular communication among leads to remain updated on progress in each region, and sharing of resources developed for the assessment itself (e.g. survey tool), the project would have benefited greatly from more face-time among Regional Leads and CaliforniaVolunteers staff to jointly develop plans, tools, and approaches. The bandwidth of CaliforniaVolunteers staff was severely limited by numerous concurrent projects and impacted progress on statewide communications, EF17 as it extends to SUVs, and mutual assistance that is integrated into SEMS and EOPs beyond the operational areas. We would reiterate that leadership from all participating organizations (whether Hubs or Regional Leads) in the project is critical to advance from past planning efforts and we hope to see even greater engagement in phase two.

ASSESSMENT PROJECT METHODOLOGY

In the CalEMA Coastal Administrative Region, we were pleased to achieve 100% participation of Hubs identified in the original grant project proposal. Embedded in our approved work plan were opportunities for Hubs or VCSF/SMC staff to participate in a variety of ways.

Information Gathering: We did not rely on self-assessment in creating our survey tool. We chose a straightforward collection of data to be compiled and compared—not evaluated per se—to catalogue capacities and gaps, and then utilized in-depth discussion to gauge interest in capacity-building through training and information sharing and networking and attitudes toward readiness and the sustainability of it. VCSF/SMC created and conducted an online survey that was completed by all of the nine volunteer center agencies or programs (Hubs) in the CalEMA Coastal Administrative Region. Site visits were conducted with executive leadership and disaster program staff at seven of eight Hubs (other than VCSF/SMC), and included in-depth discussion of current program strengths and limitations, attitudes toward sustainability and collaboration at the regional and state levels. Site tours and a review of key plans, MOUs, and other documents generally began in on-site one-on-one meetings and continued throughout the assessment.

Training: 44% of Hubs participated in ICS 100 & 200 training led by CaliforniaVolunteers' Jerry Coliva and Phyllis Onstad and 100% of VCSF/SMC staff and project members were trained in ICS 100 & 200, IS-00700.a, IS-00800.b, and SEMS/NIMS. 77% of Hubs participated in the day-long table top exercise led by CalEMA official, Elaine Viray.

Statewide Regional Leads Team: A team comprised of regional leads from Volunteer Los Angeles, HandsOn Central California, HandsOn Sacramento and VCSF/SMC utilized one in-person meeting and nine conference calls over the 15-week project period to deliberate on the study approach

and results, offering expert guidance and aiding overall project decision-making along the way. Original plans for more joint meetings, discussion of methodology and standardization of tools/templates/formats would have improved project outcomes, time permitting.

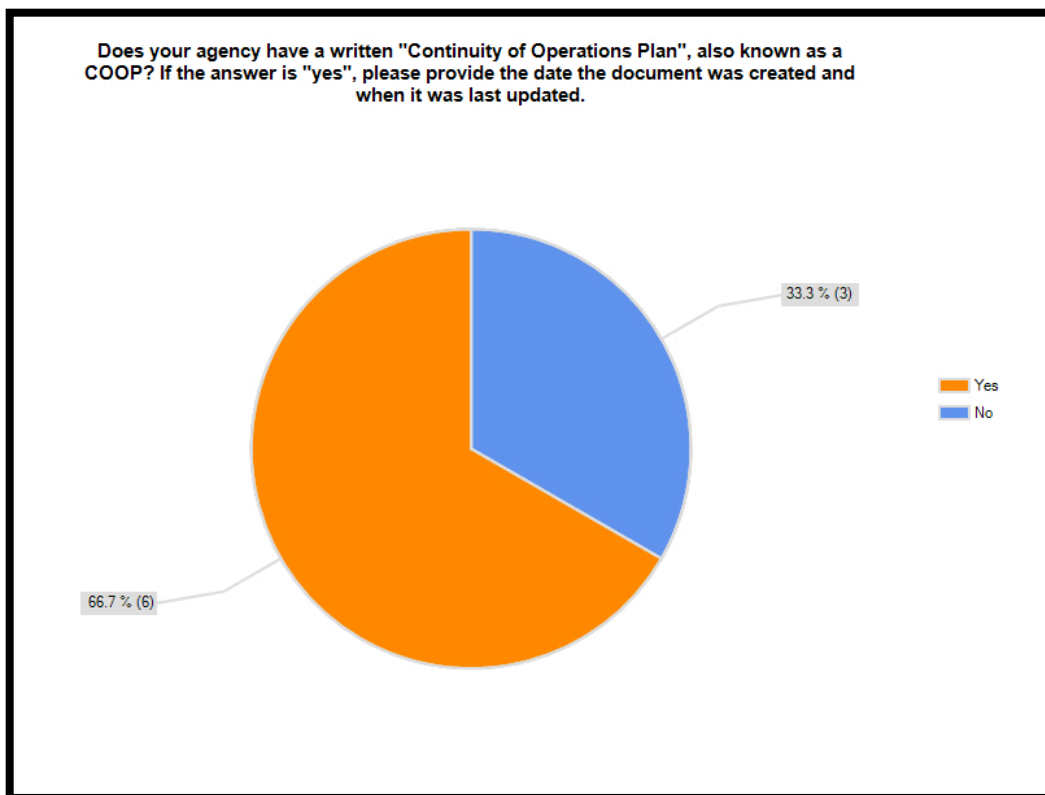
Integration to Statewide/Regional Planning: VCSF/SMC remained active with local/regional/statewide disaster planning efforts during the project period adding VOAD. VCSF/SMC continued its close collaboration with San Francisco Community Agencies Responding to Disaster (SF CARD) to aid in coordinating concurrent CaliforniaVolunteers-funded projects.

Tracking and Reporting: Launching this initiative required development of tools to track activity, compile and store information for future use.

OVERVIEW OF FINDINGS

Overall, Hubs demonstrated consistently that they have a deep knowledge and long history in responding to disasters.

All are prepared to some degree.

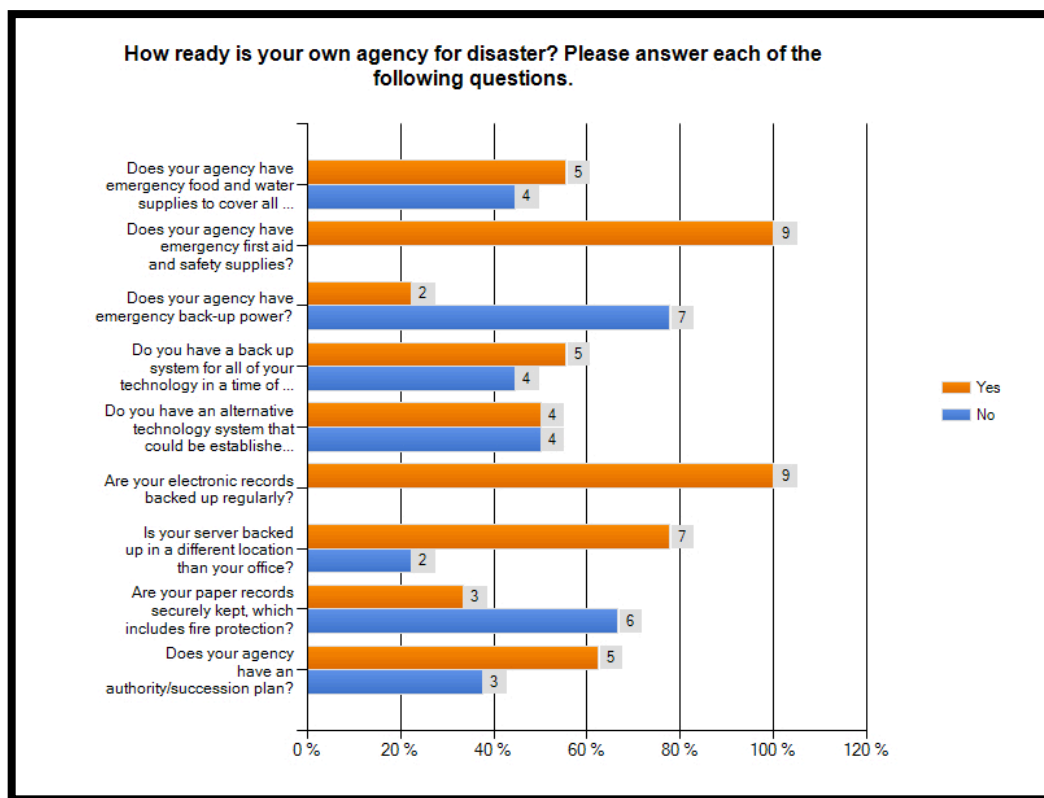


Most have Continuity of Operations Plans (COOPs), however of the six that do, not all of them have been updated within the last two years. One agency has a plan for its volunteer center but has not yet created one for its full organization and one volunteer center is in the process of finishing theirs.

The barrier to creating a COOP for the three agencies without one is funding and staff time. Agencies were asked to provide an annual amount that it would realistically take to keep their COOP current. Although one agency said none and two were not sure, the remaining six stated that it would range between \$750 and \$25,000, but annual maintenance tending toward the \$5,000-\$10,000 range.

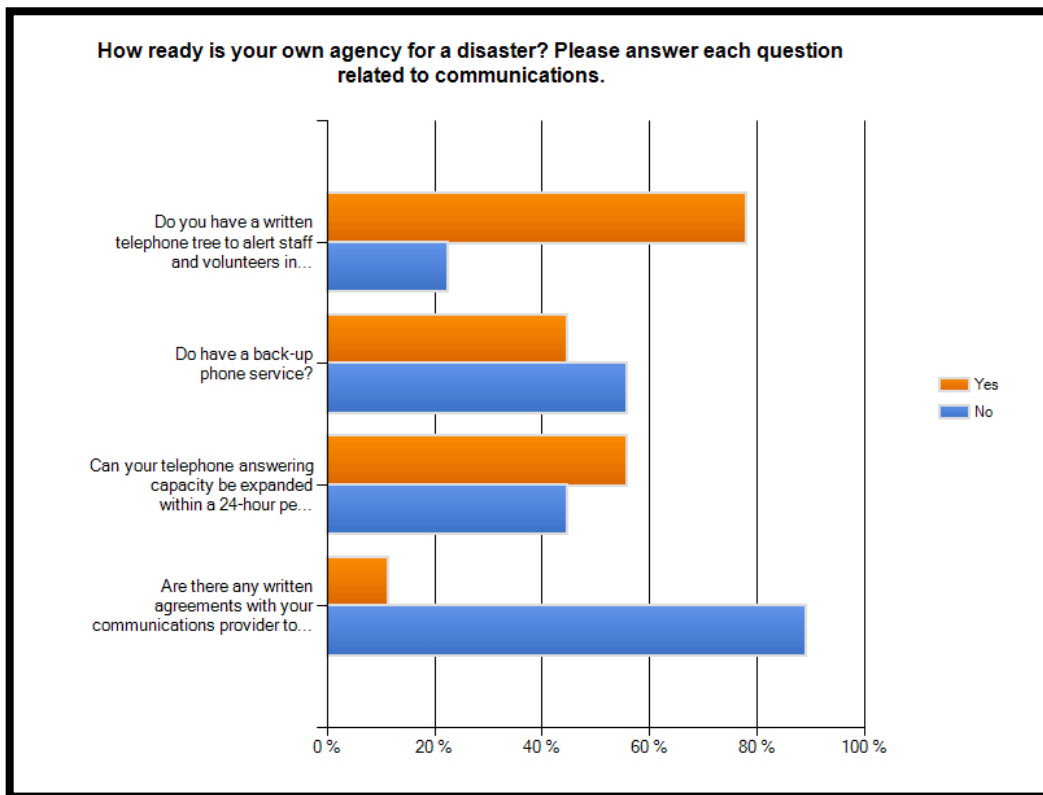
Agencies with COOPs noted that the most important updates needed for their plan was related to communications, ranging from access to communication devices and updated contact lists and plans.

The majority has addressed issues critical to their ability to commence operations in times of disaster with the exception of key infrastructure such as back-up power and communications.

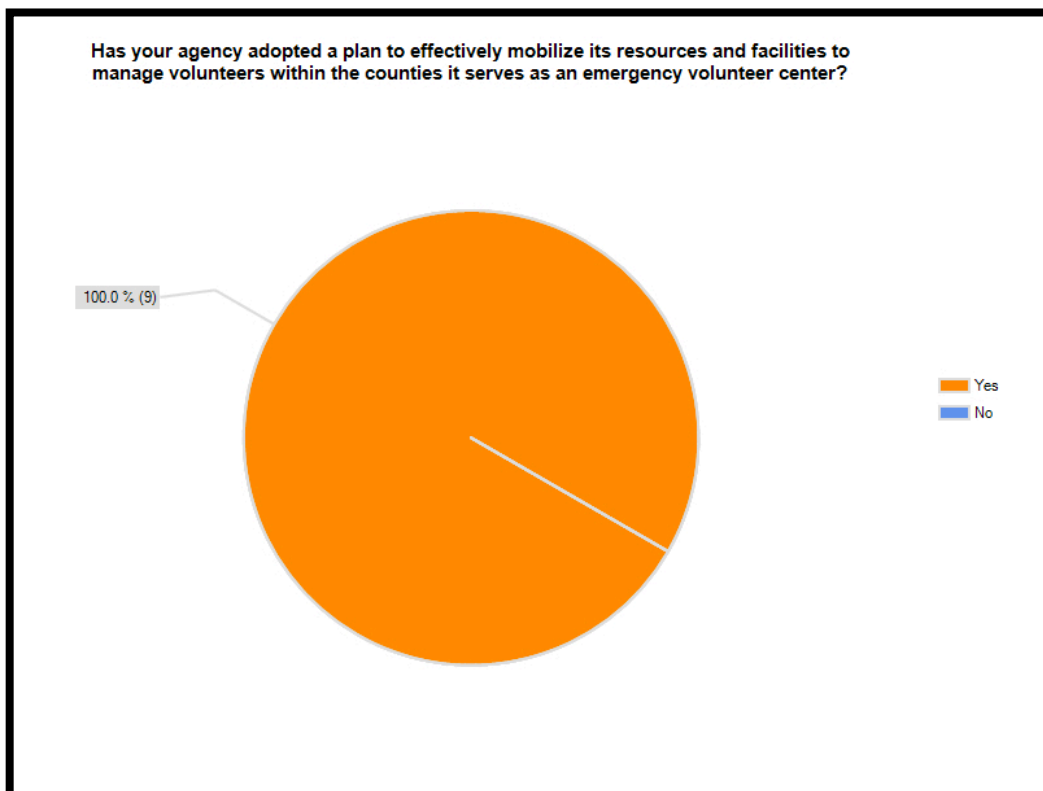


While all agencies back up their records electronically, not all of the servers used for this task are located off site or are Internet-cloud based. The majority does not have the ability to securely keep paper records safe in the event of a fire.

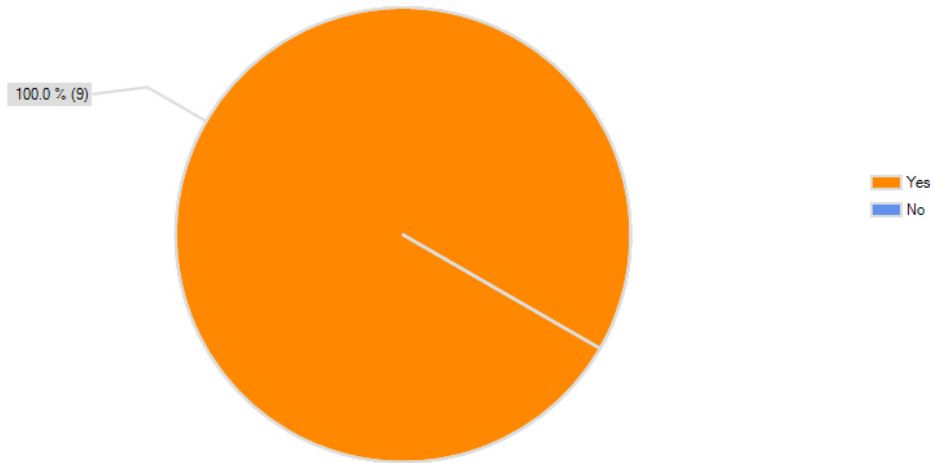
As the following chart illustrates, disaster communication plans vary, as does agencies' access to back-up landline phone service. Only one volunteer center has an agreement in place to provide priority service to the agency in a time of disaster. Six of the nine agencies, however, have communication contingency plans.



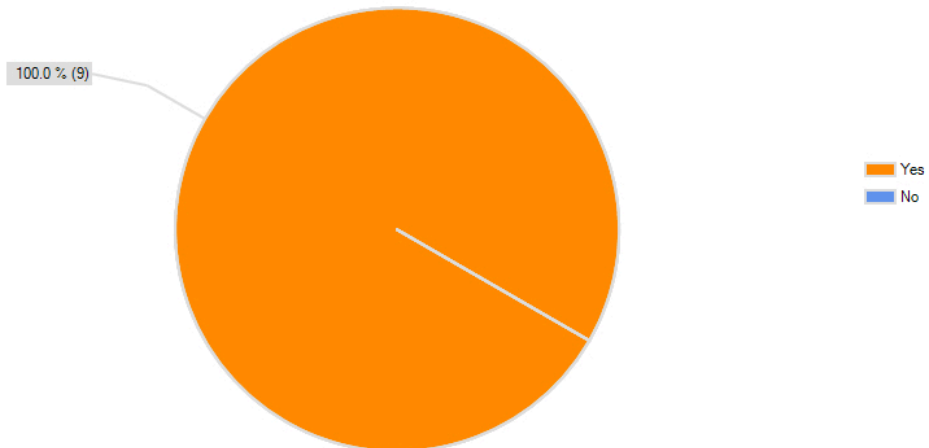
What all Hubs do have is Emergency Operations Plans in place with their primary role being or directing the establishment of an Emergency Volunteer Center.

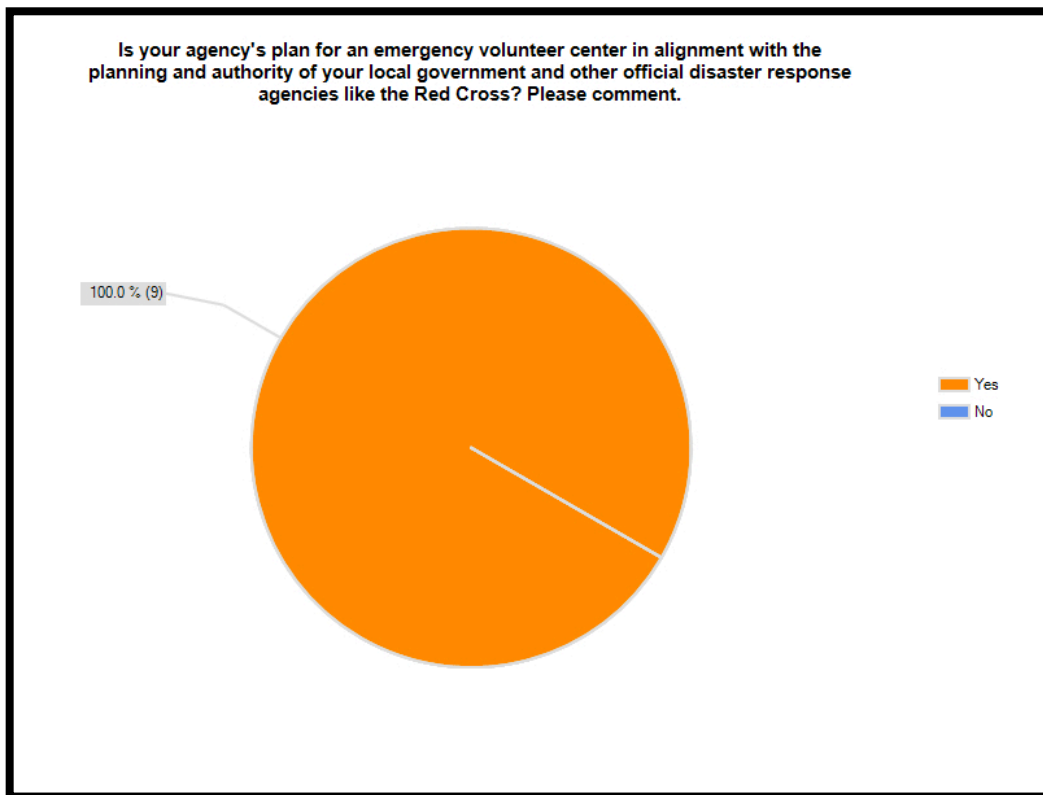


Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

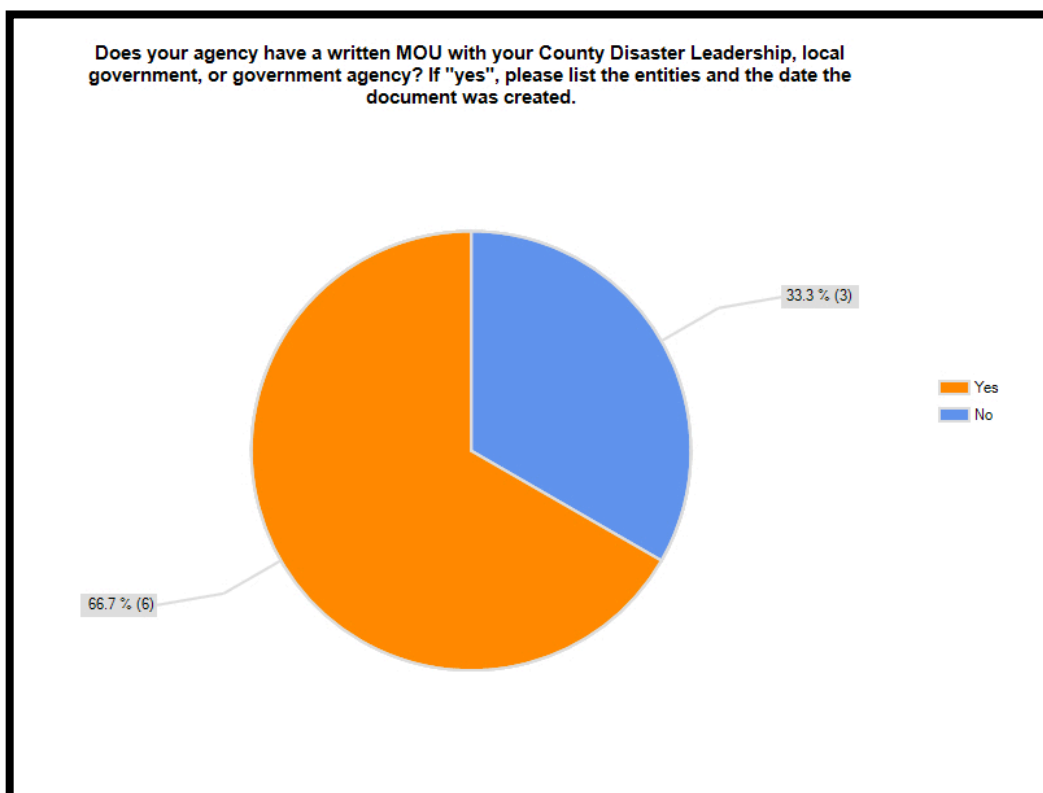


If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

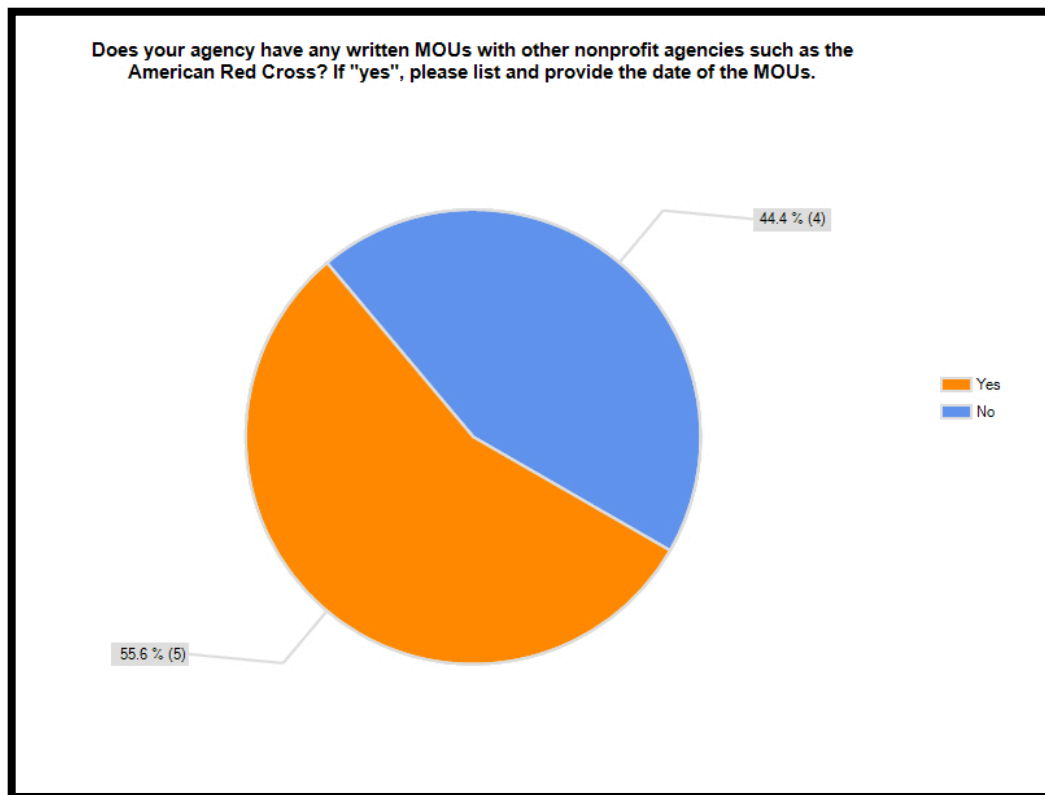




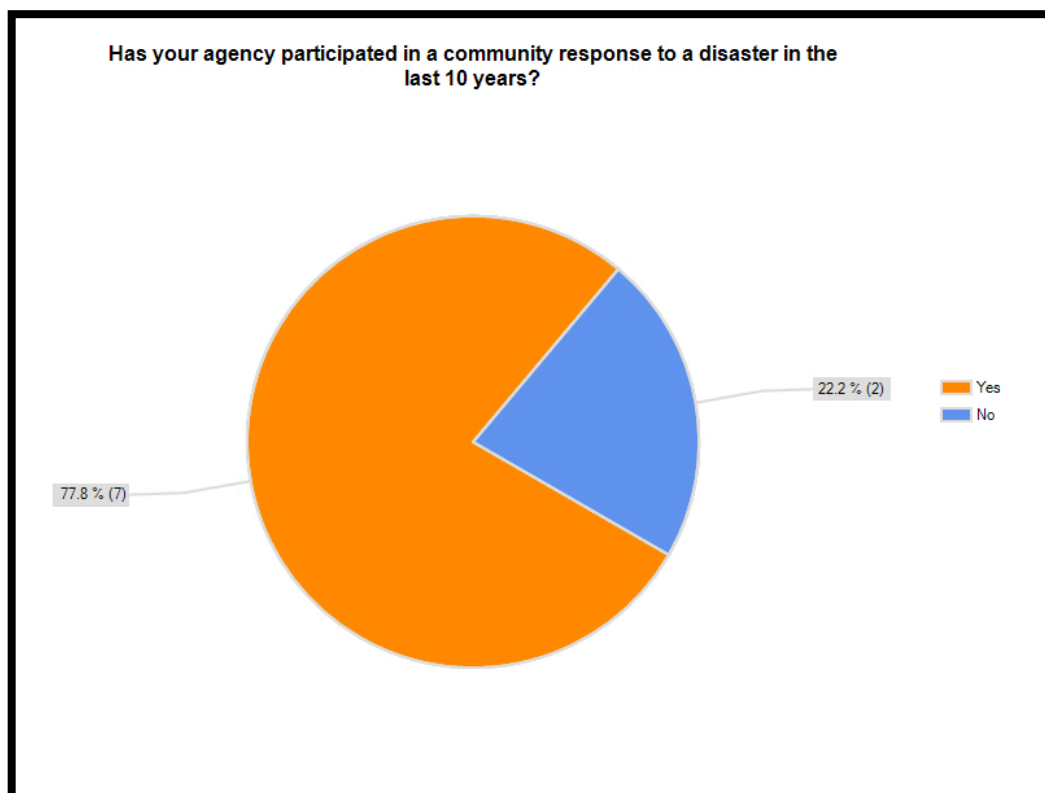
Importantly, most Hubs have MOUs in place with their local operational area, some have been in effect for a decade or more. And most have seen updates in recent years to keep up with the changing landscape and the turnover among local government officials. However, most are also in effect (and activated in some instances) without final “signed” approval by county officials.



MOUs are in place with key partners (see Appendix for partial list of key partners)



And plans have been tested through real-life activations; 78% have activated in last decade—sometimes multiple times



The Big Picture:

Volunteer centers continue to play a valued role in communities across the Coastal Region, with staff who are recognized as volunteer management experts and leaders in the community. However many have experienced declining revenue for volunteer referral and associated services. As a result some centers that remain independent (San Francisco/San Mateo, East Bay) have experienced significant drop in staff count, while others have shrunk in staff and have been absorbed into larger multi-service agencies (Napa). Those centers that have held steadier in staff count are multi-service agencies already (Sonoma, Marin, Santa Cruz). Hubs that have merged with larger agencies are recognizing benefits with being integrated alongside critical services like food programs in-home care and sheltering operations as far as volunteer deployment goes—symbiosis—but must also compete for precious resources, including staff, in disaster response activities.

Despite diminishing financial resources, all Hubs in the region have demonstrated a strong commitment to disaster programming and delivering on their EOP/EVC responsibilities, since they're all self-funding these efforts to some degree, often entirely, and have for years.

And there are plenty of “stars” in the region that have continued to respond to disaster incidents and evolve their planning efforts with their own lessons learned of best (and worst) practices. Most have been smaller local events, not catastrophic. The capacity at issue isn't whether hubs know what to do. They do know.

The issue is scalability: responding to a wide range of events with adequate resources (facilities and people). And the issue is sustainability: how to institutionalize readiness into Hub organizations for the long term.

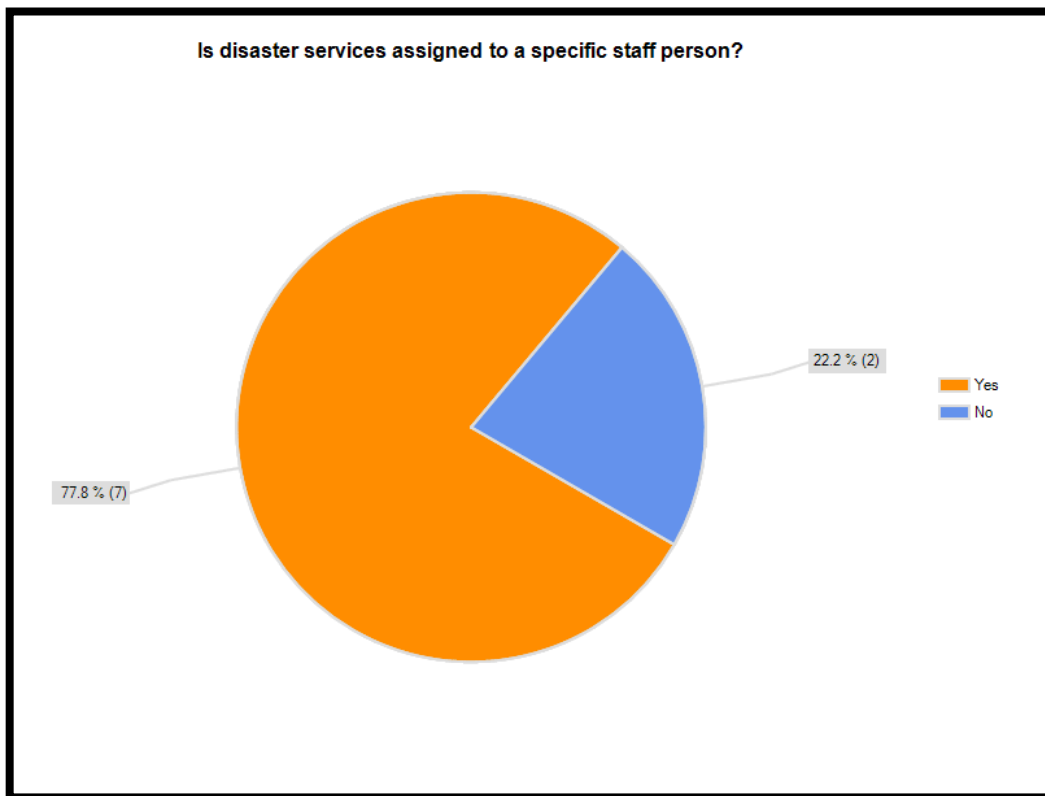
In broad numbers, a profile of the Coastal Hubs looks like this:

Hub	Overall Budget	% Vol Referral	F/T Staff	Disaster Budget	Desig. Lead	Hours/ Month	EVC Staff (inhouse)	Cadre of Vols
Lake/Mend.	\$13 Million	\$650K	150	\$18,500	1	64	1	75
Napa	\$5.3 Million	\$106K	60	\$32,000	1.4	128	3	25
Sonoma	\$3.5 Million	\$350K	45	\$0	1	2	6	-
Santa Cruz	\$2.5 Million	\$500K	52	\$30,000	0	4	6	-
Monterey	\$1.7 Million	\$163K	15	\$0	1	2	3	-
Redwoods	\$1.8 Million	\$90K	8	\$0	1	3	1	-
Marin	\$1.5 Million	\$480K	16	\$12,500	1	53	4	350
East Bay	\$714,000	\$535K	1	\$5,000	0	?	1.6	-
SF/SMCo	\$500,000	\$500K	4	\$0*	1	5hrs	4	-

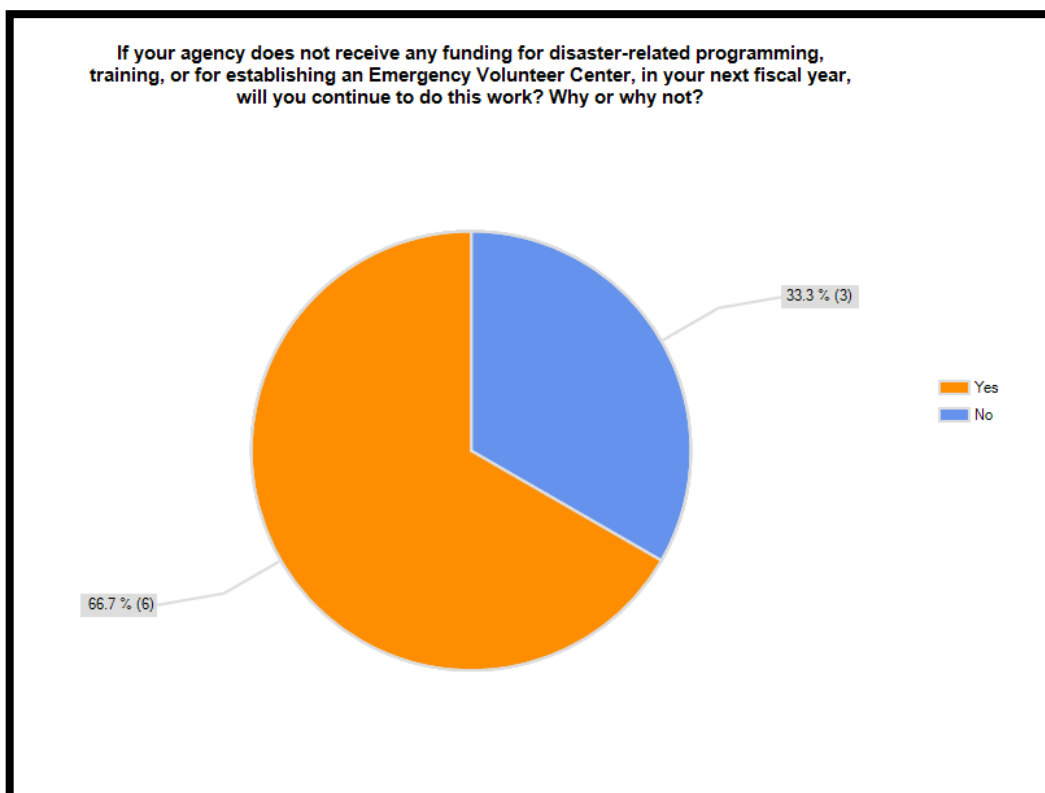
* Does not include funding received for the Regional Leads Assessment Project

Budgets across Hubs vary widely, but not nearly so when you compare volunteer referral activity, whether volunteer centers as independent agencies or isolated programs within larger umbrella organizations.

Very limited staff in most cases is allocated to volunteer referral, even fewer are involved in disaster preparedness and response plans—most have no more than one person involved in maintaining knowledge and relationships that are key to activating effectively and within the otherwise coordinated response system.



While many of these designated staff have longtime experience/expertise there is little redundancy—depends on too few personnel and is lost when personnel turns over. Across the Region knowledge and relationships are held by about a dozen people and at risk to turnover.



There's no correlation between size of agency budget and resources allocated to disaster readiness; there is however acknowledgement of a threshold to be "in the game" and all Hubs are self-funding these efforts to some degree; most struggle with the ability to stay in the game.

The disaster lead spends anywhere from 1%-30% of his/her time on preparedness activities, and the level of staff effort/time is wholly dependent on whether a Hub obtains designated funding outside of general operating self-funding.

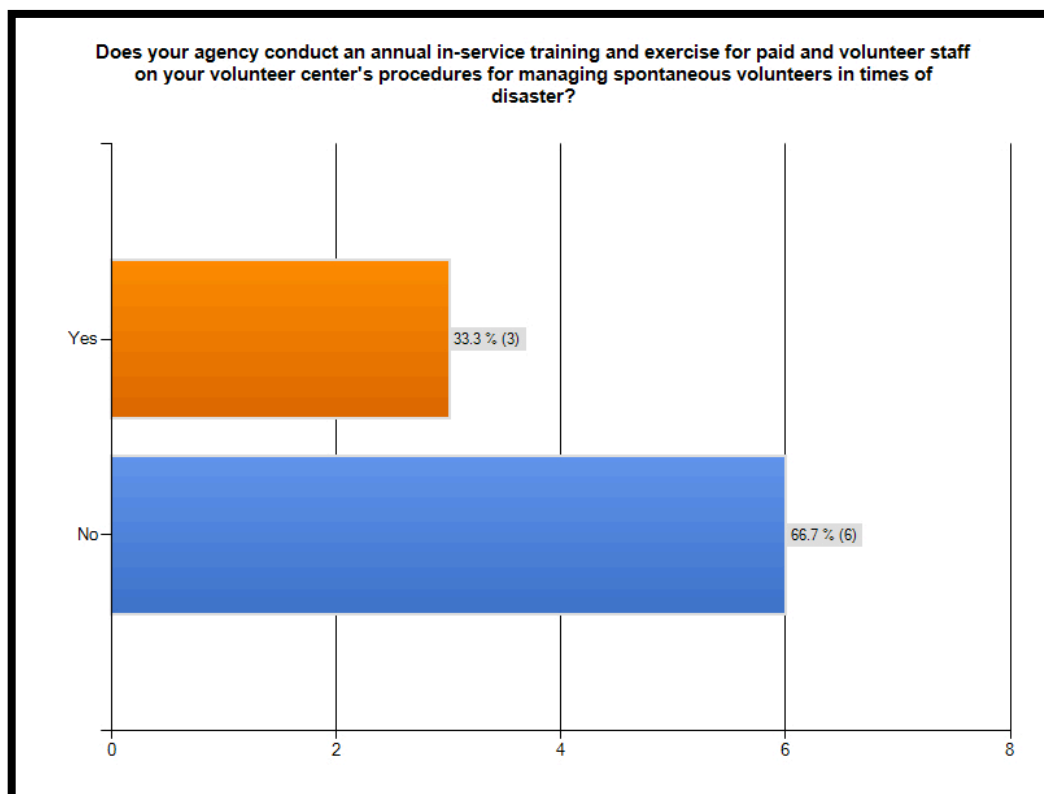
There are very few outside funders; CaliforniaVolunteers is by far the most significant.

Hubs are generally pessimistic about local funds for disaster programs, with good reason—there are few examples to point to: Napa County, Marin County and a handful of cities.

So, programs are dependent on one or at most a few people on staff who've been trained in ICS/SEMS to coordinate seamlessly with local (OA)/Regional/State response systems and players.

In fact, volunteer center employees are not first and foremost disaster response staff—most didn't sign up for it. Literally, many don't have those responsibilities/expectations included in their job descriptions. Many are moms with alternative primary priorities.

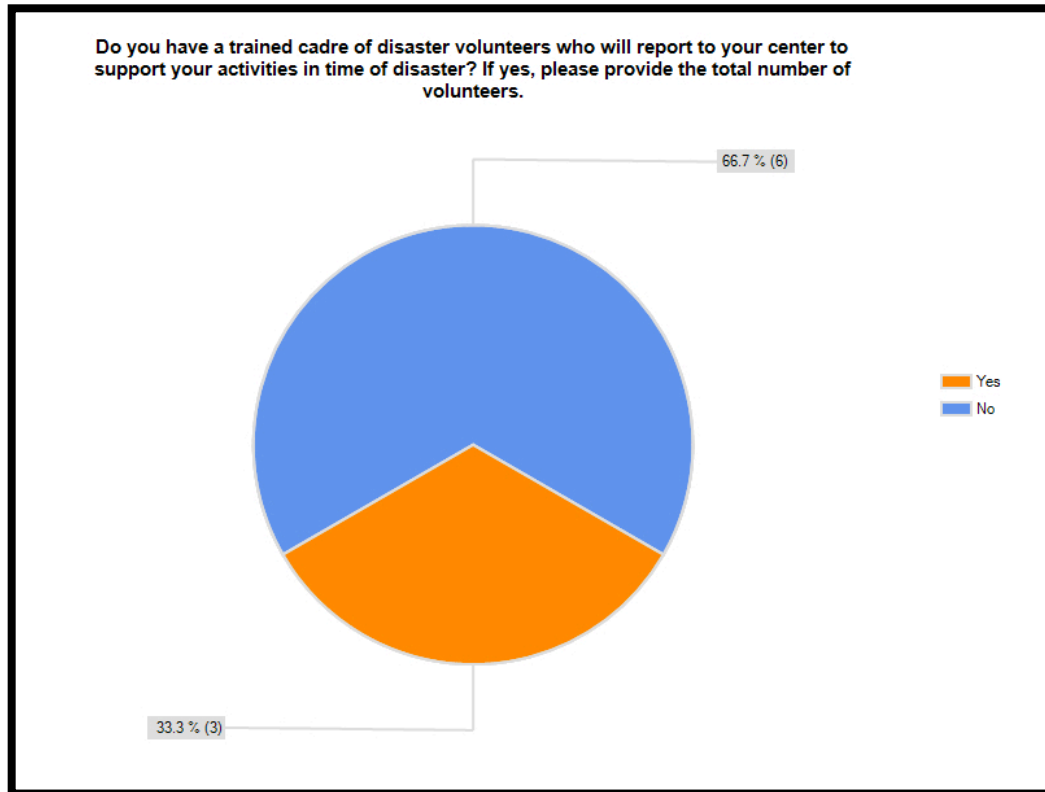
The greatest risk to sustained capacity is that it hinges on so few individuals who are trained to lead these efforts.



At a minimum, day-to-day volunteer center operations may be expected to continue, so the key is to treat EVC operations as an extension of everyday operations. But in isolation and at inadequate scale in case of catastrophic incidents they will not meet the need that we can project.

The critical component is the relationship and integration with local government.

We did not identify pent up demand for training among Hubs, especially ICS/SEMS training, since most don't have large numbers of staff to train to lead EVC operations, but there was a great appetite for information-sharing on alternative strategies to gaining access to more human resources within communities and through the ICS/SEMS structure. Few Hubs rely on a cadre of volunteers: only 1/3.



GENERAL RECOMMENDATIONS

We concur with our colleagues from across the Coastal Region that the following recommendations are indicated. We look forward to working toward implementing them in Phase 2 of the Regional Leads Project.

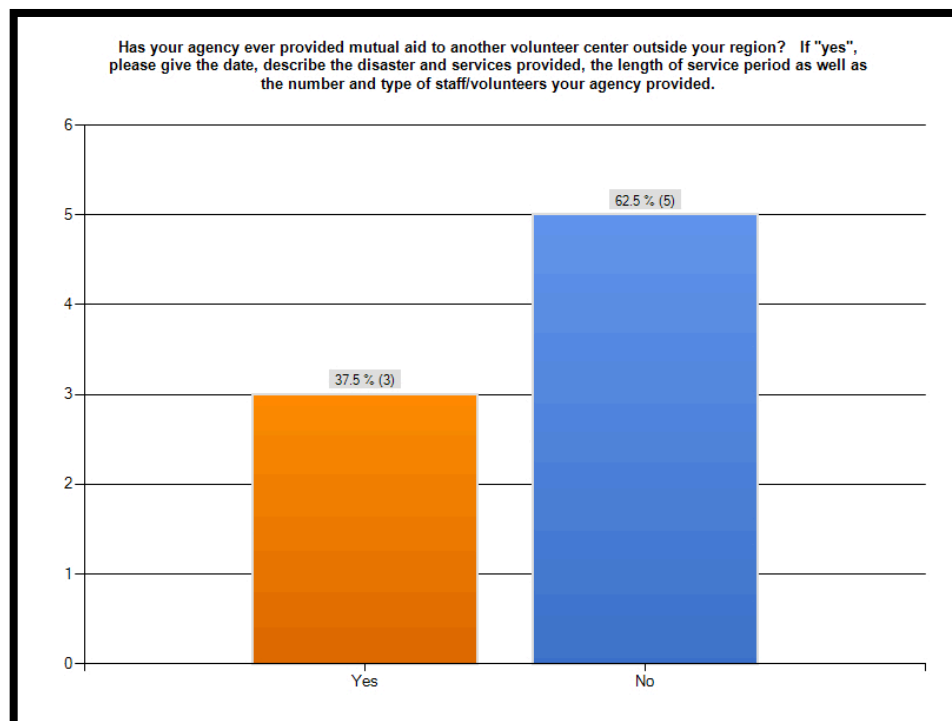
1. There was unanimous call for convening over training and information sharing and relationship-building among Hubs at least annually, if not more often
2. Development and launch of a resources repository, likely an online resource that includes tools, templates, lessons learned from recent disasters that can be duplicated across the region; new tools such as a guide/decision framework to use in real-time during activations
3. A plan to explore the sharing of back-end technology as a way to provide mutual assistance in a manageable way—without travel, lodging and other expense concerns
4. Explore the establishment of a fund to draw immediately upon to offset costs of deploying staff across the region, and across regions

5. Get local governments to sign/approve/value/fund MOUs and pledge facilities and human resources for the local staffing of EVC operations
6. Identify funding for COOP maintenance (minimum \$5,000/year)
7. Identify funding for EOP maintenance (\$5,000+ annually)
8. Identify sources of EVC personnel outside of the Hub network, but located within communities of individual Hubs (or neighboring Hub counties)
9. Expand Hub job descriptions to include clear disaster response duties
10. Hubs need more than one person within their organizations that are the key to their response—a commitment and plan to increase redundancy among staff
11. CaliforniaVolunteers/Regional Lead convene local government leaders and Hub leadership to explore deeper relationships (e.g. Napa County)

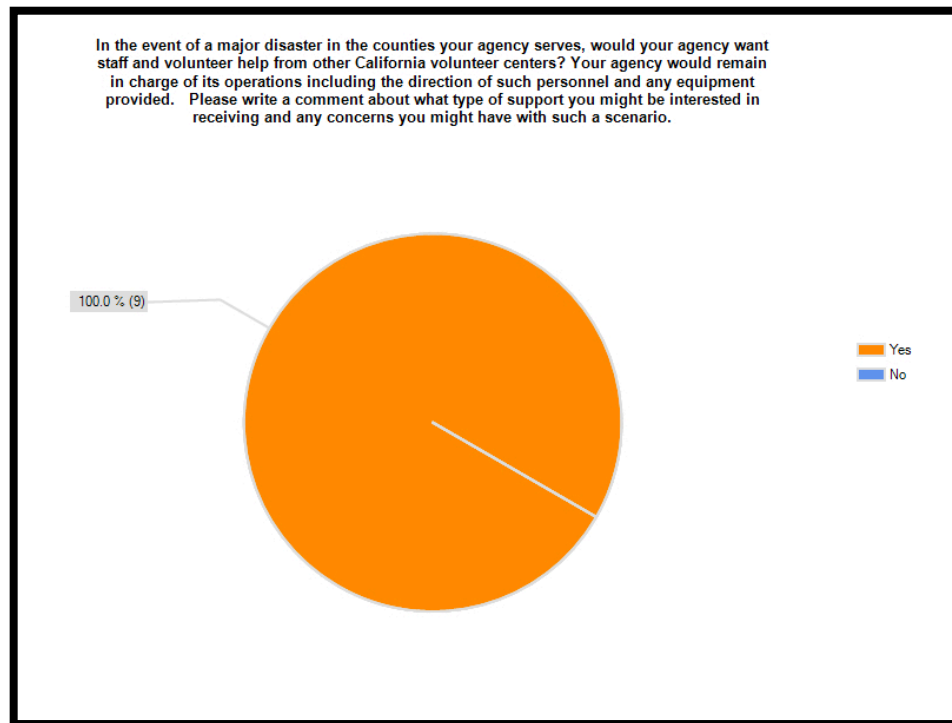
RECOMMENDATIONS: MUTUAL ASSISTANCE

While a Mutual Assistance Agreement was included in the original proposal, the project work plan was amended in order to dedicate adequate time to assessment activities and push agreement development to Phase 2.

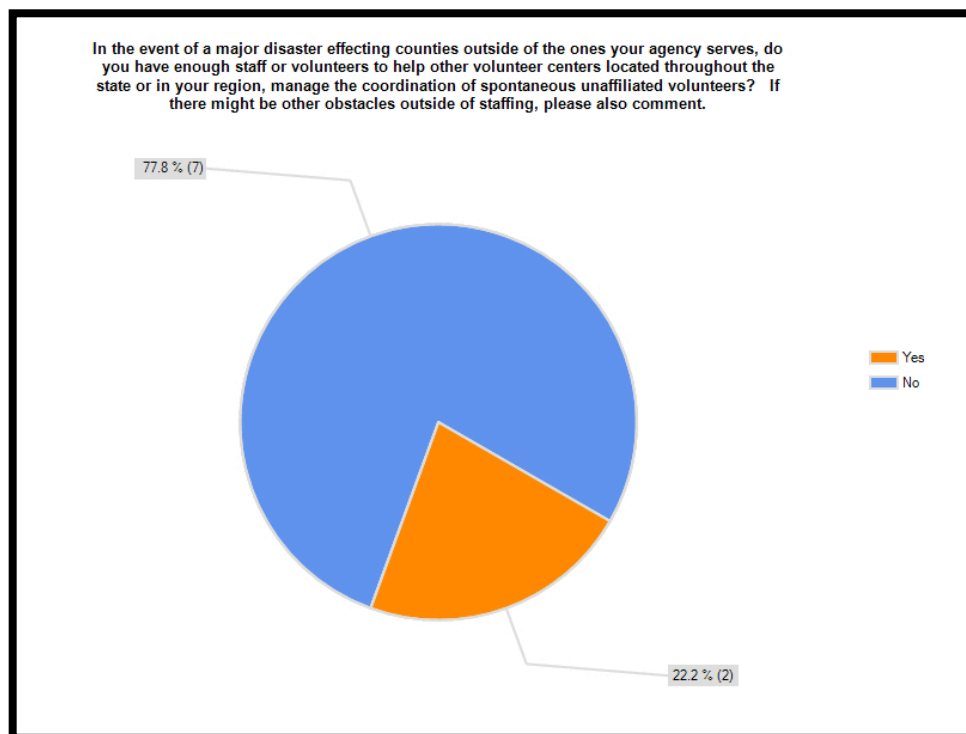
Over a third of Hubs have provided mutual assistance in the past, sending staff or volunteers to Hubs within the Region (Cosco Busan Oil Spill), across Regions (Butte County fires and San Diego fires) or out-of-state (Hurricane Katrina and Florida hurricanes).



The motivations range from an opportunity for on-the-ground training to a sense of obligation and notion of reciprocity.



But only 2 Hubs (22%) say they have enough staff to offer such assistance now.



Hubs indicated that they want mutual assistance as advisors—which we think is a good idea. The level of expertise and practical knowledge runs deep in the current network.

Almost all agreed to help from their locale—we recommend exploring exactly what that could mean, whether back-end database management, on-call advice or other.

Some Hubs want mutual assistance as “extra hands” to staff EVC operations—we think this is an unrealistic idea, and not the most effective use of Hub personnel. We propose any updated mutual assistance agreement is cursory without identifying EVC personnel support outside of Hub staff.

We suggest the following as a process during Phase 2 to develop a full-fledged mutual assistance plan:

- Review the standing (January 2009) Mutual Aid Agreement (completed)
- Demonstrate progress on general recommendations above
- Engage CaliforniaVolunteers in discussions with local governments on potential sources of local aid for EVCs
- Suggest protocol for mutual aid requests to flow through EOPs
- Draft new agreement leaving intact existing relevant content regarding goals, rationale and requirements (plan review/training/etc), figuring in local OES and State roles.

RECOMMENDATIONS: COMMUNICATIONS

It was also agreed that a communications plan among Hubs, between Hubs and the Regional Lead, and between the Lead/Hubs and CaliforniaVolunteers would be fleshed out in Phase 2, based on existing protocols, information needs (current and future), and attitudes.

Phase 1 of the project did allow for the collection of contact information and strengthened ongoing communication between the Regional Lead and Hubs, but more importantly insight into past and current communications breakdowns and successes gleaned during the assessment project will lead that development. CaliforniaVolunteers staff time will be critical in this next aspect of the project.

What is clear, is that the following elements must be included:

- An ongoing listserve or comparable mechanism to communicate as issues/questions present themselves in planning and also in real-time during disasters
- Up-to-date contact information among Hubs, and regular (annual?) opportunities to engage with one another outside of actual disasters to build relationships beyond a list of contacts
- Need to identify the proper channels through ICS/SEMS that will embed communication and messaging within the overall system, so as not to duplicate effort and risk contradictory information
- Determine information needed by CaliforniaVolunteers/Governor’s Office and devise strategies/forms/tools to facilitate that information flow effectively from Hub through Lead
- Draft clear protocols for Hubs to learn, agree to and embed in their local plans and get buy-in with their local government partners
- Address communications infrastructure/equipment gaps at the Hub level
- Explore social media implications to future disasters and include procedures and identify training needs of Hubs in managing the certain, growing impact of self-organizing through social media—we think this is critical.

CALEMA COASTAL ADMINISTRATIVE REGION VOLUNTEER CENTER ASSESSMENTS

AREA 1 AGENCY ON AGING'S VOLUNTEER CENTER OF THE REDWOODS

434 Seventh Street
Eureka, CA 95501

1765 Northcrest Drive
Crescent City, CA 95531

www.a1aa.org/VCOR

Todd Metcalf
Director of Programs
(o) 707.442-3711 ext 215
(c) 707-499-8576
(e) tmetcalf@a1aa.org

DISASTER POINT OF CONTACT

Julie Symons
Volunteer Services Specialist
(o) 707.442-3711 ext 218
(c) 707-832-8580
(e) jsymons@a1aa.org

Counties Served: Del Norte and Humboldt

Total Population Served: 163,233

Most Likely Disasters: Forest fire, flood, tsunami, earthquake and landslide

Volunteer Platform: Volunteer Reporter

PROFILE

Agency Budget: \$1.8 million

Full Time Staff: 8

Part Time Staff: 13

Staff Related to Disaster: one person with the title of Volunteer Services Specialist and she spends two to three hours a month on disaster.

COOP: No

EOP/EVC Plan: Yes

MOUs with Local Governments: No

MOUs with Local Agencies: No

BACKGROUND

- Volunteer Center of the Redwoods is a program of Area 1 Agency on Aging, an organization whose primary focus is providing programs to older adults.
- Five percent of the agency's \$1.8 million budget is dedicated to volunteer referral.
- The agency is in the process of hiring a new Executive Director and the Director of Programs, Todd Metcalf, has been serving as Interim Executive Director.

CURRENT DISASTER CAPACITY

- The agency is active in the VOAD chapters of both counties and attends monthly Office of Emergency Services meetings.
- One FTE and one PTE have completed disaster training related to the management of SUVs.
- Two employees will report to an EVC.
- There is registered cadre of volunteers who can help in a disaster but they are untrained.

DISASTER MOBILIZATIONS

- March 2011: Crescent Beach Cleanup following a tsunami.

AGENCY STRENGTHS

- The agency is prepared for a disaster vis-a-vis having emergency supplies, backing up its records electronically and to a server outside of its office.
- It has a plan to manage SUVs following a disaster.
- If flooding is an issue, the two employees with disaster training each live in a different flood plain so it is expected that at least one staff member will be able to get to the agency and stand up an EVC.

AGENCY LIMITATIONS

- Area 1 Agency on Aging's Volunteer Center of the Redwoods receives no funding for disaster-related programming and training.
- The agency does not have a COOP and was not able to provide an estimate of how much money it would need to create and maintain one.
- No back-up power exists for its office.
- No facilities contingency plan is in place.
- It has no agreements with groups to support its disaster activities.
- It has no MOUs with either county or local nonprofit agencies such as the Red Cross.
- The agency does not have enough staff to help other volunteer centers in a disaster.

[View Summary](#)[Browse Responses](#)[Filter Responses](#)[Crosstab Responses](#)[Download Responses](#)[Share Responses](#)

Default Report

Displaying 8 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Monday, April 30, 2012 12:07:09 PM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
66.76.78.70**Response Modified:**
Monday, April 30, 2012 1:07:52 PM**1. Contact Information**

Volunteer Center: - Volunteer Center of the Redwoods/ Area 1 Agency on Aging

First Name: - Todd

Last Name: - Metcalf

Title: - Director of Programs

Email: - tmetcalf@a1aa.org

Phone: - 707-442-3763

Street Address: - 434 Seventh Street

City, State, and Zip Code: - Eureka, CA 95501

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.Del Norte Humboldt Programs offered: Caregiver Services Senior Information & Assistance Project for Senior Action
Health Insurance Counseling Advocacy Program Volunteer Center of the Redwoods & RSVP**3. What is the population served by your volunteer center?**

Older adults

1. How many full time staff are employed by your agency?

8

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

13

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

4 volunteers = administration 12 volunteers = HICAP

4. How many people serve on your Board of Directors?

12

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

2 hours - VOAD meetings 1 hour - Office of Emergency Services meetings

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Volunteer Services Specialist Part-time = approx 2-3 hours per month disaster-related

1. What percentage of your agency's budget is dedicated to volunteer referral?

5

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

already answered this one earlier

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

N/A

1. What is the annual budget of your organization for your current fiscal year?

\$1.8M

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - -0-

Corporations - -0-

Foundations - -0-

Government - -0-

Individuals - -0-

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

-0-

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

-0-

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

not sure

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

not good

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

Yes

California Dpt of Aging mandates the Area 1 Agency on Aging provide some type of disaster-related assistance after disaster

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

No

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

not enough staff or \$\$\$

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

-0-

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

-0-

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

1 FTE and 1 PTE has completed this training

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

No

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

Crescent City beach cleanup after tsunami March 2011

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

no

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

No

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

forest fire, flood, tsunami, earthquake, landslide

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

No

2. What is the most important updated needed in your COOP?

N/A

3. What are the current gaps in your COOP planning that most concern your agency?

N/A

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

N/A

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?		X
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?	X	
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?	X	
Does your agency have an authority/succession plan?		

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?	X	
Can your telephone answering capacity be expanded within a 24-hour period?		X
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?		X

Comments: this survey is waaaaaay too long

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

No

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

N/A

3. Does your agency have a communications contingency plan? If "yes", please describe.

No

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

N/A

5. Does your agency have a disaster communications plan?

Yes

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

VOAD

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

VOAD

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

No

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

No

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

-0-

1. How many staff members will report to your EVC to support your activities in time of disaster?

2

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

No

they have registered to help in disaster but are untrained

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

No

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

N/A

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

N/A

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

N/A

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

No

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

N/A

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

We need financial support to carry out a disaster mission

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

No

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

Yes

4. Would your agency be willing to participate if costs were reimbursable?

Yes

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

Yes

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

No Response

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CENTER FOR VOLUNTEER AND NONPROFIT LEADERSHIP OF MARIN

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DISASTER POINT OF CONTACT

Atashi Chakravarty
Disaster Preparedness Coordinator, Member Services and Human Race
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Counties Served: Marin

Total Population Served: 252,409

Most Likely Disasters: Flood, earthquake, fire, and bio-hazards

Volunteer Platform: HandsOn Connect

PROFILE

Agency Budget: \$1.5 million

Full Time Staff: 17

Part Time Staff: 0

Staff Related to Disaster: one person with the title of Disaster Coordinator and she spends one third of her time on disaster.

COOP: Yes

EOP/EVC Plan: Yes

MOUs with Local Governments: Marin County, City of San Rafael and City of Novato

MOUs with Local Agencies: Red Cross, St. Vincent de Paul Society of Marin County, Homeward Bound of Marin, Salvation Army West, Marin Services, and West Marin Disaster Council.

BACKGROUND

- Thirty-two percent of the agency's \$1.5 million budget is dedicated to volunteer referral.
- Programs of the agency include consulting services to nonprofits related to executive transitions and searches, board trainings, and fiscal sponsorship
- CVNL has been involved in disaster preparedness since the 1960ies even though there have been gaps in funding to cover 100 percent of staff time for their work.
- In 1980 the agency started offering disaster planning technical assistance to nonprofits and two years later started to work on how the agency could utilize volunteers in the event of a disaster and plan to stand up an EVC.

CURRENT DISASTER CAPACITY

- The MOU with Marin County is signed and was last updated in 2011. The procedure is for it to be updated every two years and CVNL meets quarterly with Marin County.
- The agency has a seat in the EOC.
- Their EVC's capacity is funding-related and staff and board will staff an EVC.
- CVNL is not storing disaster materials such as tents but is willing to do so if they are paid by Marin County.
- The agency has six MOUs with local agencies.
- 350 volunteers are registered and are on call to help in a disaster.
- CVNL's COOP was created in May 2010 and updated in September 2011 and the agency budgets approximately \$8,000 a year to keep it updated, which equals five to 10 hours of staff time per month.
- Seventy five percent of full and part-time has completed disaster training related to the management of SUVs and ten percent of the Board has participated in SEMS and ICS training. In addition CVNL conducts an annual in-service training exercise for managing SUVs.
- CVNL has three alternative sites that could be utilized if its own facility was compromised and it also has a tent that can be set up in any open and safe space to run an EVC, if needed.

DISASTER MOBILIZATIONS

- December 2005 San Anselmo flood: collected supplies by posting information online.
- September 2005: staff traveled to New Orleans to help with Hurricane Katrina-related EVC.
- November 2007: assisted with Cosco Busan oil spill EVC
- CVNL staff has traveled to Southern California to help staff an wildfire-related EVC

AGENCY STRENGTHS

- 265 local nonprofit organizations were trained in emergency management and disaster preparation last year by CVNL and the agency is planning to train an additional 300 this year.
- CVNL's volunteer platform currently does not have a disaster module so the agency has been creating web pages in Salesforce.com and Google Docs that are hidden in its website and can be turned on in a disaster.
- It has MOUs with local governments and nonprofit agencies and its staff is trained and ready to stand up an EVC in four different facilities and one mobile tent.

AGENCY LIMITATIONS

- In the event of a major disaster that affects the entire Bay Area, staff who do not live in Marin County might have difficulty in getting to the agency or the EVC locations.

[View Summary](#)[Browse Responses](#)[Filter Responses](#)[Crosstab Responses](#)[Download Responses](#)[Share Responses](#)

Default Report

Displaying 9 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Wednesday, May 2, 2012 12:17:44 PM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
67.114.19.25**Response Modified:**
Wednesday, May 9, 2012 10:14:13 AM**1. Contact Information**

Volunteer Center: - Center for Volunteer and Nonprofit Leadership of Marin

First Name: - Atashi

Last Name: - Chakravarty

Title: - Disaster Preparedness Coordinator

Email: - achakravarty@cvnf.org

Phone: - 415.448.0335

Street Address: - 555 Northgate Drive, Suite 200

City, State, and Zip Code: - San rafael, CA 94903

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

Marin County - Volunteer Center and Management Services to nonprofits

3. What is the population served by your volunteer center?

All

1. How many full time staff are employed by your agency?

16

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

0

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

12 25% - admin 75% - Operations/Program Delivery

4. How many people serve on your Board of Directors?

14

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

30 Hours total MIDC Meetings - Local VOAD (Atashi is Vice Chair) - 5 hours Collaborative meetings (Red Cross, St. Vincent DePaul, ect.) - 5 hours County Meetings - 5 hours Nonprofit trainings and Technical Assistance - 10 hours Internal Work - 5 Hours

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Disaster Preparedness Coordinator - she spends 33% of her time on that position and she is full time (with two other titles).

1. What percentage of your agency's budget is dedicated to volunteer referral?

32%

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

Consulting Services - we offer nonprofits leaders fee based consulting Executive Transitions and Searches - aid in transition of new leadership Board Trainings Fiscal Sponsorships

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

Technical Assistance to local nonprofits on planning for a disaster - started aprox in 1980 Working on how to utilize volunteers in the event of a disaster (EVC) - 1982

1. What is the annual budget of your organization for your current fiscal year?

1.5 Million

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - \$63,000

Corporations - 0

Foundations - 0

Government - \$48K - Cal Volunteers; \$15K - City of Novato Subcontract

Individuals - 0

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

\$4,500

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

Staff time is allocated at 5-10 hours a month (about \$8,000 per year)

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

\$10,000 - for staff time to continue to keep the information relevant. 1/2 for staff time to meet with partners on an ongoing basis Other 1/2 to spend time updating the documents and contracts

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

There is a full time person working 1/3 time. The position is funding dependent and the outlook for this next fiscal year is not that optimistic but there is a possibility of funding from other local cities to replicate the work Novato is doing with us.

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

No

While it is a part of our core services - it must be sustained with resources to back it up.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

Yes

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

We currently do it

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

10%

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

10%

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

75% (we have four new staff members)

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

Yes

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

We helped out with Katrina response Assisted with the oil spill (Cosco Busan) 2009/10 Worked with HHS to help spread the word about preventing H1N1 Flu Virus

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

We worked with the VCSF during the oil spill - we offered the mutual aid and because volunteers were not effectively utilized the lessons learned were shared

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

No

No

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

Flood earthquake Fire Bio hazards

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

Yes

Created 5/2010 Updated on 9/2011

2. What is the most important updated needed in your COOP?

Communications plan with new partners in the county and updates of contacts for partner agencies.

3. What are the current gaps in your COOP planning that most concern your agency?

The virtual aspect of the EVC - due to new technology we are not familiar with how to use it effectively in the event of an EVC.

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

We would need to train ourselves on the website protocols and then document that process

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?	X	
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?	X	
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?		X
Are your paper records securely kept, which includes fire protection?	X	
Does your agency have an authority/succession plan?	X	

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?		X
Can your telephone answering capacity be expanded within a 24-hour period?	X	
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?		X

Comments: Above

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

Yes

Yes - we have three alternate sites that we could utilize and we have a tent that can be set up to run an EVC if needed in any open and safe space.

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

It is reviewed annually by the Operations Director

3. Does your agency have a communications contingency plan? If "yes", please describe.

Yes

Yes - to some degree. We have a HAM radio and a bicycle; we have an MOU with the local HAM radio volunteer group to help us in the event of a disaster

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

Created in 2009/10 HAs not been updated this year

5. Does your agency have a disaster communications plan?

Yes

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

We have a designated PIO

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

Yes

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

We work with the Red Cross VIC intake centers and the Marin County OES has approved our EVC plan.

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

6. Does your agency have an emergency management structure that is consistent with the

Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

Yes

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

100% both staff and volunteers

1. How many staff members will report to your EVC to support your activities in time of disaster?

10

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

Yes

12 local volunteers that live in our vicinity

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

Yes

Marin County OES - created on 2/2010

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

We will provide one primamry and one alternate EVC in the event of a disaster when directed by OES

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

2/2012 - it is processed annually

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

We meet quarterly with the county

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

Yes

Red Cross - 2010 City of San Rafael - 2010 City of Novato - 2010 All of the below are 2011 St Vincenet De Pauls
Homeward Bound of Marin Salvation Army West Marin Services West Marin Disaster Council

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

To communicate their volunteer needs to us and to accept volunteers if they need them

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

Yes - guidance, and staff time

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

No

Many staff live outside of Marin - they might be able to help others if they can not get here.

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

Yes

Yes

4. Would your agency be willing to participate if costs were reimbursable?

Yes

Yes

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

Yes

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

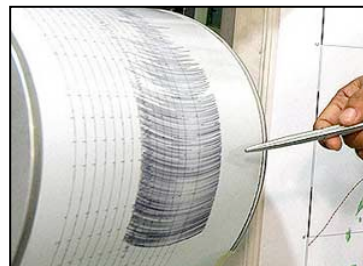
Yes

Module 2: Response to Emergency Event

Center for Volunteer and Nonprofit Leadership of Marin

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregating in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **What is the local need for volunteers? How is that determined? What's being done about surplus or shortage of volunteers? Where are their breakdowns or disconnects? What's working well?**

We would connect with the Red Cross to see if they have a need for SUV's so we can begin to direct people. We will most effectively be able to determine the need for volunteers if our partner agencies communicate with us – so we can foresee a need that our neighboring nonprofits may have (we are close to an assisted living facility) to assist with evacuation of elders, to keep them company as they are out of their comfort zone and to go around and gather a list of what people may need.

A breakdown has occurred with our emails – we are fielding so much information from volunteers, officials and our partners, that we are having to slow down to process the information before we move forward. We have plans and messages in place to inform volunteers that they are on the list and we will call upon them when the need arises, but tell them to not self deploy.

2. **What information are you lacking to perform your duties? What information is relevant to you to monitor your volunteer situation locally? What about from outside your county?**

We need to see what local towns and cities needs are; our nonprofit partners are letting us know what they need – most need assistance with evacuation and transportation of the populations they serve. But the larger towns are in need of volunteer support but we are not aware of what they need. We have a seat at the Operations Center, but the information flying around is mostly focused on safety.

Is the information being requested available? No, we are asking for situation reports to see if there is an area of need for volunteer support and we are not getting any response.

How are you capturing it? We are documenting and sending to OES the number of resources we have and their ability.

Is it relevant to you? If, not, what would be relevant to exercising your responsibilities? What is the best way to communicate that information?

3. How are you managing volunteer sign-up referrals?

We are doing them over the phone and in person with the volunteer intake form and online by asking volunteers to register and await an email to direct them to how they can be of service.

4. If your center loses computer access, does another organization have access to your volunteer matching database? How will you match and track volunteers?

No, we would have to do it manually using a white board, the phone and the volunteer intake forms that we have in triplicate.

5. Are you standing up your EVC? How is that decision made?

If we are asked to activate from OES, we will. If we are fielding a lot of calls and emails and not been asked to activate formally – we would set up a virtual EVC to help get the initial wave of information out to the community.

6. How would your EVC be activated? Would you self-activate? Through the local Office of Emergency Services? A combination of both?

If the Marin County Office of Emergency Services requests us to activate then we will open up an EVC. IF the County does not mandate that we open up an EVC, but we are fielding calls or see a need to set up an EV, Linda Davis, CEO, will make the decision and we will open an EVC of some degree depending on the need.

7. How would you notify your volunteers and staff if your EVC was activated?

We would do a call out to our the heads of our departments and they would call their subordinates; our CEO would call our board and volunteer center staff would call our key volunteers who would help to staff the EVC.

8. Using your current staff, how long could you sustain your EVC operation?

10-14 days at full swing.

9. Do you need help outside your jurisdiction? What help? When and to do what?

10. Are you in a position to offer help outside of your county? What kind and for how long?

11. Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?

12. Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?

- 13. Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a “walk-in” EVC?**

- 14. Do you have EVC supply “Go boxes” that are packed and ready for transport in the event your EVC was activated?**

- 15. What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?**

- 16. How would you ensure the security of your staff and volunteers during EVC operation?**

- 17. Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers? Where are they located in your office?**

- 18. Are there written policies and procedures in place to describe how communications would flow among all the regional leads?**
Not that I am aware of.

- 19. How would you ask for help if you needed to request mutual assistance from another volunteer center? What kinds of assistance would you ask for?**
We would likely have our CEO call the ED/CEO of local centers to ask for support. We would likely ask for technical support – help us call back xyz volunteers; or help us with increasing our online capacity – like being able to register volunteers on all of our sites and then making sure the partner vc can communicate with those volunteers what the needs may be.

- 20. What things would you consider before providing mutual assistance if that was requested of your center by another county or by another volunteer center? Cost? Staff time? Reimbursement?**
Staff time and how we would recapture the cost for that. Our MOU with Marin County allows us to get reimbursed for services we provide with Marin, so anything outside that would be a fiscal consideration. If we had key, trained volunteers who wanted to offer aid we would direct them to those centers that needed the support the most.

COMMUNITY ACTION OF NAPA VALLEY'S THE VOLUNTEER CENTER OF NAPA

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DISASTER POINT OF CONTACT

Katie Meehan-Rubin
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Counties Served: Napa

Total Population Served: 136,484

Most Likely Disasters: Flood, earthquake (especially Roger's Creek fault and wild fires)

Volunteer Platform: Cervis

PROFILE

Agency Budget: \$5.3 million

Full Time Staff: 60

Part Time Staff: 45

Staff Related to Disaster: 1.4 FTE of which the full time Volunteer Center Program Director spends half her time on disaster and the .4 FTE Disaster/Volunteer Support Services position spends 75 percent of her time on disaster.

COOP: Yes for The Volunteer Center of Napa but it was created before its merger with CANV, which does not have an updated document. It will be updated soon pending agreement with a new EVC facility provider.

EOP/EVC Plan: Yes

MOUs with Local Governments: Napa County, City of Napa

MOUs with Local Agencies: No

BACKGROUND

- The Volunteer Center of Napa (VC Napa) was a stand-alone organization with a staff of three before it merged with Community Action Napa Valley (CANV) on July 1, 2011.
- Five years ago, the Volunteer Center had a staff of 25 and now as a program of CANV, has a staff of one full-time program director another staff member who works part time.
- CANV, founded in 1968, has six other programs that include a food bank; housing and shelter services; tobacco education and quit smoking program; affordable childcare; senior nutrition; and culinary training.
- Two percent of CANV's \$5.3 million budget is dedicated to volunteer referral.
- The Napa community is close knit and historically during disasters, the preference for EVC volunteers has been to go to a physical location to sign up for service projects instead of registering online. Although high school students are now signing up for general volunteer projects online, most community volunteers are seniors and they still want the face-to-face interaction when registering for activities.

CURRENT DISASTER CAPACITY

- VC Napa developed a MOU with Napa City in 1988 and the document was expanded to include the County. It was last updated in 2011.
- In the event of a disaster, the Executive Director of CANV has a seat at the EOC.
- Although VC Napa has a COOP, CANV does not have one for the entire agency and none of the other five programs have disaster contingency plans either.
- VC Napa's Program Director has been given the authority to swear in volunteers in a disaster that will be covered by Napa County.
- The cities of St. Helena, Calistoga and Napa will oversee physical EVCs.

DISASTER MOBILIZATIONS

- January 2006: Stood up and EVC to help with the flooding of the Napa River. The EVC was open for 10 days and deployed over 350 volunteers. Twenty-five people staffed the EVC and they were comprised of staff and a cadre of trained volunteers.

AGENCY STRENGTHS

- The agency has conducted several training drills throughout the County. On Jan. 25, 2012 volunteers gathered at the First United Methodist Church for a disaster drill training, simulating setting up and EVC. A second citywide drill is planned for May 2012.
- VC Napa manages the local CERT program and has trained 3,000 volunteers to date.
- Ten people have been trained as EVC managers in addition to staff.
- The agency estimates it spends approximately four hours a week, on average maintaining relationships with local officials and those in the disaster sector.
- VC Napa is part of a nonprofit coalition of 170 organizations that meets monthly in the County.

AGENCY LIMITATIONS

- A recent EVC exercise in January highlighted the need for better data tracking of SUVs and speeding up the process of assigning volunteers and then mobilizing them in the field.
- Although VC Napa maintains a list of CERT-trained individuals and those who are interested in volunteering in a disaster, not all of the contact information is up to date.

[View Summary](#)[Browse Responses](#)[Filter Responses](#)[Crosstab Responses](#)[Download Responses](#)[Share Responses](#)

Default Report

Displaying 5 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Monday, April 2, 2012 10:04:03 AM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
67.121.124.211**Response Modified:**
Monday, April 2, 2012 12:18:44 PM**1. Contact Information**

Volunteer Center: - Community Action of Napa Valley's Volunteer Center

First Name: - Katie

Last Name: - Meehan-Rubin

Title: - Program Director

Email: - katier@can-v.org

Phone: - 707-253-6100 ext 109

Street Address: - 2310 Laurel St., Ste. 1

City, State, and Zip Code: - Napa, CA 94559

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

Napa County We provide volunteer matching services between county residents and approximately 90 county non-profits. We also match interested corporate employees, often in Napa on business, with volunteer opportunities. We work with faith-based groups and schools, giving the participants a sense of what volunteering is and helping them connect with things they can do individually or as a group. We do initial screenings of prospective volunteers; find and/or create opportunities for them, and arrange the matches. We do not arrange for background checks for anyone other than those who might be volunteering for CANV, who will be working with vulnerable populations. We provide training to residents and city government staff throughout the county in disaster response preparedness, aiming to prepare them for managing an EVC for the first three hours or so of the disaster. We also attend trainings ourselves when possible.

3. What is the population served by your volunteer center?

The Volunteer Center serves all Napa County residents or those wishing to volunteer in Napa County. We provide volunteer referral services to all County non-profits or those state or national non-profits that come to the Napa Valley for fundraising purposes.

1. How many full time staff are employed by your agency?

There are 60 full-time staff.

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

Out of the total staff of 105, 45 are part-time or seasonal (winter homeless shelter). At this time we could not access the

total weekly hours.

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

Our understanding of the way current documentation is kept in order to support grants, reflects hours not number of volunteers. The majority of volunteer hours are related to programs. There is a very small percentage of hours devoted to administration. The hours currently reflected by the programs totals 24,000 hours for the past. Due to the confidentiality needed for clients served, it can be difficult to utilize volunteers as administrative support.

4. How many people serve on your Board of Directors?

13 currently; expected to expand to 18

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

Of the devoted 1.4 FTE staff of the Volunteer Center, 40 hours per month of the full-time Program Director are typically spent related to disaster-related activities. The part-time Disaster/Volunteer Support Services staff person typically spends 48 hours per month working on disaster-related activities.

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Katie Meehan-Rubin, Program Director, is full-time and uses 50 percent of the work week towards disaster services, and Eleanor Wood, Disaster/Volunteer Support Services, spends 75 percent of the work week towards disaster services.

1. What percentage of your agency's budget is dedicated to volunteer referral?

2 percent of Community Action of Napa Valley's budget goes toward volunteer referral via the Volunteer Center specifically.

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

In addition to the Volunteer Center, there are six other programs under the roof of Community Action of Napa Valley. Culinary Training Program--A hands-on program that helps homeless and at-risk individuals gain meaningful work skills. Food Bank--It provides food to low-income households, distributing nearly two million pounds of food a year. Housing & Shelter Services--The only emergency shelter for men, women and children in Napa County, serving nearly 550 Napa residents, including 45 families and 89 children. Los Ninos Child Development & Family Program--Provides quality subsidized child care for over 150 children each year. Senior Nutrition Services--Delivers nearly 100,000 meals to seniors and non-senior disabled members of our community, as well as volunteer drivers to assist seniors with transportation needs. Tobacco Education & Quit Smoking Program--Helps hundreds of smokers quit through educational classes. Volunteer Center provides disaster preparedness training and drills, aiming to prepare them for managing an EVC activated in the first three hours following a disaster. There is also training/consultation in developing/managing volunteer programs for non-profits.

3. Please provide a description of any disaster-related programming provided by your agency and

the year each program started.

Following several local floods, and at the request of the City of Napa, in 1988 we entered into an MOU with Napa City (and now County—updated in 2011). Following the New Year's Eve flood of 2006, the Volunteer Center became very active in providing programs that assisted businesses and non-profits develop continuity of service plans as well as disaster preparation for individuals. With a change of Volunteer Center management, and lack of funding, we returned to focusing on the management of CERT and unaffiliated volunteers following a disaster. In fiscal year '11/'12 funding from the city and county of Napa allowed for the development of Emergency Volunteer Center managers training and pre-registration of prospective volunteers interested in disaster preparation and response. To this end, we've been working towards an on-line disaster volunteer matching system.

1. What is the annual budget of your organization for your current fiscal year?

\$5.3 million

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - \$32,000

Government - \$32,000

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

Nothing has been budgeted for, at this time, although since Napa County is very proactive about providing related training, we can attend without incurring out-of-budget costs.

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

Nothing has been budgeted for the CANV-specific COOP, but for the other duties are covered by the city/county funding.

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

\$20,000 based on an interview with CANV's Executive Director. Where the funding would be used to pay for staff to attend CERT and/or Red Cross training, writing COOP plans for each of the seven programs, and disaster-proofing/preparation for each of the physical office or program work spaces.

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

Sustainability is likely, considering the value placed on disaster preparedness, involving the Volunteer Center, by the City and County of Napa. We actually two more year of committed funding for a percentage of the Volunteer Center program.

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

Yes

If we were not to receive any funding then the disaster portion of the program would be diminished and would just become an adjunct to volunteer referral services provided. And so it would also adversely affect our ability to provide trainings and drills and the on-line volunteer matching services, as well as keeping Volunteer Center staff training up to date.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

Yes

The Volunteer Center itself revisits its preparedness all the way through the year as we update participants via trainings and drills. We are working towards preparedness of all of CANV's programs.

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

Our current understanding is that there is certain funder/grant-driven disaster planning specific to the various programs. However, given the daily challenges of meeting day-to-day crises of our clients needing food, shelter, and child care, there are not the resources to currently do advanced planning. To our knowledge, programs are meeting their grant obligations, but time, budget, and staff resources do not allow for meeting standards beyond basic compliance. An update of the existing CANV Administration office disaster plan hasn't taken place in three years. Since the Volunteer Center has joined CANV, the Center program director frequently provides disaster preparedness information at bi-monthly Program Directors meetings.

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

100 percent of the Volunteer Center's 1.4 FTE.

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

Eight percent of the Board members.

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

Four percent

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

No

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

Flood, New Year's Eve 2006: We set up an EVC and processed approximately 275 volunteers in one week. Butte County wildfire, June 2008: Volunteer Center was asked for mutual aid for Butte County. The Executive Director and one other CERT volunteer went up to relieve disaster response staff helping 10,000 evacuees, their pets and livestock. The Executive Director went up another weekend as well. H1N1 County-wide vaccination project, November 2009: It was a partial activation and proactive response to a possible disaster in that the Volunteer Center was asked to use its resources to have medical community volunteers provide help for the vaccination clinics and to have regular volunteers help with getting the word out.

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

Yes, both San Francisco Volunteer Center and Sacramento Volunteer Center provided relief staff for the Napa Volunteer Center during the New Year's Eve flood of 2006.

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

Yes

June 2008--Butte County wildfire; 2 weekends: Volunteer Center was asked for mutual aid for Butte County. The executive director and one other CERT volunteer went up to relieve disaster response staff helping 10,000 evacuees, their pets and livestock. The executive director went up another weekend as well.

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

Flooding, wildfires, earthquakes (Roger's Creek fault is especially at risk in this area).

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

Yes

There is a COOP in place for the Volunteer Center created before the merger with CANV which will be updated given the pending agreement with a new EVC facility provider.

2. What is the most important updated needed in your COOP?

Access to communication devices like cell phones and computers. Also emergency power backup.

3. What are the current gaps in your COOP planning that most concern your agency?

It appears the majority of the entire plan for CANV as a whole needs updating. One concern is that services provided by programs dealing with food and shelter will become more in demand following a disaster and making sure there is funding to meet this demand.

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

It is guesstimated by the CANV Human Resource department that it would take a month of dedicated time by someone working on behalf of the agency to develop/update the COOP plans for all seven programs. Of course there would be Board members investing time in the review, presentation and approval process, but it's unknown how to quantify that time/effort. As for obstacles, a difficulty is that whomever is charged with handling this process might be responsible for

other program/agency tasks and might be prevented from completing the project in a timely manner. It would be important for there to be dedicated time for someone to assist each work site with the physical preparation and disaster-proofing.

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?		X
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?		
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?	X	
Does your agency have an authority/succession plan?	X	

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?		X
Do have a back-up phone service?		X
Can your telephone answering capacity be expanded within a 24-hour period?	X	
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?		X

Comments: We need clarification on the question, "Do you have an alternative technology system that could be established quickly?" The caveat for many of these is that support is in place for the Volunteer Center, not CANV as a whole.

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

Yes

The Volunteer Center has MOUs for its Emergency Volunteer Centers, which includes alternate sites. The CANV program offices would move operations site of its own available, following a disaster. It has sites in most jurisdictions of the county.

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

It has been over three years.

3. Does your agency have a communications contingency plan? If "yes", please describe.

No

However, the Volunteer Center will be provided communication support in the event of a disaster.

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

Individual programs would have plans as required by their funding, but we don't have details.

5. Does your agency have a disaster communications plan?

No

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

The Volunteer Center program director has completed training for that purpose.

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

Yes, particularly from Napa County in terms of cell phones, tech support, and computers. The Volunteer Center has a designated seat in the EOC.

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

We've had an MOU with the city of Napa since 1988, which has been additionally extended to the County in 2011.

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

Yes, the MOU with Napa City and County and working on agreement with Grace Baptist Church for EVC facility use. Also an agreement to deploy CERT volunteers. Napa's VOAD has been inactive for some time, however we have a long history of working well with groups like the Red Cross and Salvation Army, and we'll be moving toward developing more MOUs which would define each party's rolls and responsibilities regarding volunteers referred during a disaster.

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

Yes

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

That would be the 1.4 FTE of the Volunteer Center.

1. How many staff members will report to your EVC to support your activities in time of disaster?

Three persons, possibly four.

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

Yes

25

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

Yes

Date for current MOU with Napa City and County is April 2011.

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

Our only MOUs pertain to Napa County. It provides funding and implied technical/communication support.

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

April 2011. Check-in process is monthly with the County Emergency Services Coordinator.

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

Monthly

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

No

We have a long history of how to work together, but nothing formalized.

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

We do not have specifically set up anything, except for EVC facilities.

1. In the event of a major disaster in the counties your agency serves, would your agency want

staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

The most likely request will be for rotating EVC managers and staff.

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

Yes

The Volunteer Center staff is not completely devoted to disaster preparation efforts, so other areas would suffer in the event staff provided mutual aid to other counties. However we can notify our CERT volunteers of the need as well as asking for volunteers willing to travel to other areas each time a prospective volunteer fills out the Volunteer Center questionnaire.

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

No

We would be, given the willingness of the County to support our doing so.

4. Would your agency be willing to participate if costs were reimbursable?

Yes

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

No

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

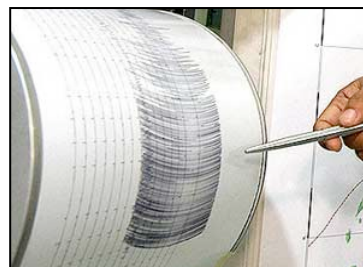
We don't believe we were invited to do so (can't find documentation).

Module 2: Response to Emergency Event

Community Action of Napa Valley's The Volunteer Center of Napa

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregated in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **What is the local need for volunteers? How is that determined? What's being done about surplus or shortage of volunteers? Where are their breakdowns or disconnects? What's working well?**

Requests for volunteers vary from sandbagging to evacuating animals from dangerous areas to traffic monitors (to keep people out of dangerous areas, to name a few). Requests for volunteers are run through the EOC to be prioritized and passed back to the EVC. Surplus volunteers, depending on their resources and abilities, can be put on an on-call basis via cell phone contact or email if available. We've not had a shortage of volunteers yet. Concerns would include if a potential volunteer needs assistance more than being able to provide assistance, not enough information going out to the community re EVC updates.

2. **What information are you lacking to perform your duties? What information is relevant to you to monitor your volunteer situation locally? What about from outside your county?**

We don't have an updated contact list of non-profits and business partners.

More detailed study of how and why ICS forms are used/processed would be great, but we can probably work more with the OES staff on that.

As was mentioned in the first part of the drill, a contact list of all the relevant leaders in the regions would be great.

3. **Is the information being requested available? How are you capturing it? Is it relevant to you? If, not, what would be relevant to exercising your responsibilities? What is the best way to communicate that information?**

Yes, via email and face-to-face meetings. If the information wasn't relevant, we wouldn't be asking for it. 😊

The most likely way we'd make it available for any and all EVCs is to 1. Send information via email to our cadre of EVC staff, and 2. Have the information available on our Cloud service to be accessible to everyone.

4. **How are you managing volunteer sign-up referrals?**

We have pre-registered both CERT and unaffiliated disaster response volunteers, as well the Senior Services disaster volunteers.

We now have new volunteer matching software integrated with our website, so there can be an easier, faster way for prospective volunteers to sign up and be part of the process beforehand.

We have paper copies of the registration forms to handle walk-in unaffiliated volunteers and paper copies of pre-registered registrations to streamline the process of getting people registered at the EVC.

5. **If your center loses computer access, does another organization have access to your volunteer matching database? How will you match and track volunteers?**

Yes. We can work from any organization with any other computer because our information is available with cloud computing. Our Emergency Service Coordinator is arranging with the County to provide each EVC facility with refurbished computers and Internet access. Our database allows for matching and tracking from multiple sites and multiple users.

6. **Are you standing up your EVC? How is that decision made?**

Yes. That decision to activate comes from our County Emergency Service Coordinator or his designee in his absence.

7. **How would your EVC be activated? Would you self-activate? Through the local Office of Emergency Services? A combination of both?**

See above. Although in a large scale disaster that effected Napa County and where communications were not available, we would self activate.

8. **How would you notify your volunteers and staff if your EVC was activated?**

Since the staff is 1.4 FTE, we'd know. Otherwise we'd use phones, email and public service announcements. Being a small community, where the EVC has previously been activated, many community members are familiar with the activation process and we would anticipate they would be seeking us out as soon as they were able.

9. **Using your current staff, how long could you sustain your EVC operation?**

Being 1.4 FTE we are dependent on our current cadre of trained EVC volunteers to sustain even one

operational day. However we're very pleased at the growing number of these volunteers, which now come from all jurisdictions of our county.

10. Do you need help outside your jurisdiction? What help? When and to do what?

Certainly additional trained people to assist with staffing and managing the EVC. Probably given current resources we would need help after the second day particularly if we'd activated more than one EVC.

11. Are you in a position to offer help outside of your county? What kind and for how long?

It would very much depend on the level of localized damage and transportation issues. If we are not able to send people physically we could offer assistance for a community by having people sign up on our website, then letting them know where to deploy elsewhere.

12. Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?

No. But we did deploy during the Butte County fires.

13. Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?

Yes.

14. Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a "walk-in" EVC?

Yes.

15. Do you have EVC supply "Go boxes" that are packed and ready for transport in the event your EVC was activated?

Yes. Each jurisdiction leads, trained as EVC managers, will each have one, as well as the forms on flash drives, and each of our designated sites will soon have a Go box.

16. What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?

Along with our County Emergency Service Coordinator, we have identified at least one site in each of our 5 jurisdictions that can accommodate large numbers of SUVs in terms of parking, food facilities, and the staff to manage them.

17. How would you ensure the security of your staff and volunteers during EVC operation?

We are lucky that in each of the volunteer cadres, we have retired police officers, people with security skills as well as crisis workers. We would be requesting assistance from the city police volunteer group, some of which have cross-trained with CERT and our EVC training.

18. Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers? Where are they located in your office?

Not currently.

19. **Are there written policies and procedures in place to describe how communications would flow among all the regional leads?**

No.

20. **How would you ask for help if you needed to request mutual assistance from another volunteer center? What kinds of assistance would you ask for?**

Our County is in favor of 'single point ordering' so we may need to go through the EOC and receive approval for our request. Probably additional EVC staffing and possible assistance with managing our website.

21. **What things would you consider before providing mutual assistance if that was requested of your center by another county or by another volunteer center? Cost? Staff time?**

Reimbursement?

Staff number limitations, ability to travel, distance, cost, and available reimbursement would certainly have to be figured in for assistance that was for more than one day.

Module 3: return to normal operations

May 27, 2012

Recovery from the earthquake area is well underway. Water and communications have been restored to the most heavily affected areas and people are returning home. Shelters are beginning to close down or consolidate.

Key Issues

- Recovery to the affected areas is well under way.
- Shelters are beginning to close and/or consolidate.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **As we work into recovery from this event what are the challenges your community might be facing?**

Certainly the completion of the necessary forms for reimbursement for damages and possible loss of revenue. Because the Napa economy is mostly tourist and agricultural, getting businesses up and running again would be vital.

2. **How would the role of your volunteer center shift?**

More focus may shift away from helping vulnerable populations and health and safety concerns

toward assisting our local businesses reopen. This could involve volunteers assisting with tasks such as debris removal and painting. More volunteers may be assigned to local assistance centers.

3. **How would the communities volunteer needs change?**

See above.

4. **If you offered help or were offered help and it was accepted, what could have been in place prior to the event to make the process more seamless?**

The MOUs and written policies and procedures for mutual assistance.

5. **in place prior to the event to take advantage of it?**

The way we understand the question, it would have the same answer as #4.

6. **If your volunteer center supplied assistance, what actions would you take now?**

We'd want to take advantage of any best practices we've learned working with another county or region and incorporated them into our disaster planning.

7. **If your volunteer center required assistance, what actions would you take now?**

We'd inform the EOC and request to demobilize assistance from outside our own county.

8. **What help could we have used from other regions in the state?**

Website management is the only thing we can think of.

9. **What information would you need to complete an After Action Report? Who would you want to speak with?**

We would want to speak to each of the EVC managers in each the jurisdictions and speak to the EOC finance contact to confirm what the EVC Finance Coordinators and Finance persons need to provide. Also, we'd speak to leads of any mutual assistance organizations.

NORTH COAST OPPORTUNITIES' HANDSON NETWORK OF LAKE AND MENDOCINO COUNTIES

413 N. State St.
Ukiah, CA 95482
Toll Free: 800.606.5550

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DISASTER POINT OF CONTACT

Tami Bartolomei
Program Director, RSVP & The HandsOn Volunteer Network of Lake and Mendocino Counties
(o) 707.462.1959
(c) 707.462.0191
(f) 707.462.0191
(e) tbartolomei@ncoinc.org

Counties Served: Lake and Mendocino

Total Population Served: 175,000

Most Likely Disasters: Flood and fire

Volunteer Platform: HandsOn Connect

PROFILE

Agency Budget: \$5.3 million

Full Time Staff: 152

Part Time Staff: 51

Staff Related to Disaster: one person whose title is Program Director

COOP: No

EOP/EVC Plan: Yes

MOUs with Local Governments: No but contracts with the County of Mendocino,

MOUs with Local Agencies: Red Cross

BACKGROUND

- NCO is a Community Action Agency that provides an array of programs and services within the following counties: Del Norte, Humboldt, Lake, Mendocino, Napa, Solano, and Sonoma.
- Five percent of the total agency's \$5.3 million budget is dedicated to volunteer referral.
- In addition to full and part-time staff totaling 154, 75 individuals are active volunteers and all of them are CERT trained.

CURRENT DISASTER CAPACITY

- NCO provides a leadership role in writing disaster plans for Mendocino County.
- Agency staff spends approximately 64 hours a month on local disaster initiatives, programs, and creating and updating county plans.
- The volunteer center provides CERT training for individuals, prepares neighborhoods for disasters, recruits medical professionals to respond during disasters, and focuses trainings on special community needs such as small and large animal rescue.
- The agency is currently working with seven local tribes to create MOUs. Three of the tribes have casinos with large restaurants and cooking facilities that could be utilized during a disaster to prepare and serve food for the community.

DISASTER MOBILIZATIONS

- In 2008 the Volunteer Center stood up an EVC for one week, staffed by the Program Director and CERT-trained volunteers. The location of the EVC was their office.
- During the EVC, the volunteer center successfully used an online survey to create a resource list of equipment needed (trailers and other machinery) and volunteers with special skills (truck and auto licenses) to help with livestock and large animal rescue. In the first day of posting the request for aid, the agency had 990 hits on its website.
- Activated volunteers during recent floods to fill sand bags.
- During recent wildfires it activated an EVC, directed CERT to the Command Call Center, and engaged volunteers for help with evacuations and animal rescue efforts.
- In the H1N1 epidemic, the Volunteer Center mobilized volunteers in the medical profession to give vaccines and it also utilized volunteers for intake as well as for traffic and people control.

AGENCY STRENGTHS

- The Program Director is well connected within the community and maintains strong relationships within the counties and local disaster agencies and nonprofits.
- The agency has experience in standing up an EVC and mobilizing volunteers for many different types of disasters.

AGENCY LIMITATIONS

- One person staffs the Volunteer Center and this Program Director was to leave the agency, the sustainability of the disaster program is unknown.
- The agency does not have emergency back-up power, back-up phone systems, and alternative technology systems that could be established quickly during a disaster.
- VOAD has not been active in the two counties for over five years.
- Disaster resources in the two counties are scarce and many nonprofits do not have written disaster plans so in a large scale disaster the agency is going to need help from outside the counties.

[View Summary](#)[Browse Responses](#)[Filter Responses](#)[Crosstab Responses](#)[Download Responses](#)[Share Responses](#)

Default Report

Displaying 6 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Wednesday, April 11, 2012 2:13:51 PM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
70.36.224.146**Response Modified:**
Wednesday, April 11, 2012 3:37:09 PM**1. Contact Information**

Volunteer Center: - HandsOn Volunteer Network of Lake and Mendocino Counties

First Name: - Tami

Last Name: - Bartolomei

Title: - Program Director

Email: - tbartolomei@ncoinc.org

Phone: - 7074621959

Street Address: - 413 N State Street

City, State, and Zip Code: - Ukiah, CA 95482

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

We serve two Counties, Lake and Mendocino

Mendocino: We are the designated Volunteer Center for Spontaneous Volunteers During a disaster. Recruit, train and manage CERT (Community Emergency Response Teams) Recruit, train and manage VOAD teams Provide Community Forums for different focus groups on Disaster Preparedness, including table top drills Disaster Preparedness education to neighborhoods and organizations Disaster Education Event such as Fire Safety Day Writing Disaster Plan for Functional Needs Population and Large Animal Rescue Working on Mutual Aid Agreements for Tribes, Cities and Fire Writing OES operational plan updates Lake County CERT trainings

3. What is the population served by your volunteer center?

Lake County-85,000 Mendocino County 90,000

1. How many full time staff are employed by your agency?

2 NCO 150

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

1 NCO-50

3. How many volunteers work to support your agency, on average, in a month, and how many

hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

75 volunteers active 100 % CERT training and education-monthly hours 2,100 5 volunteers active 100% VOAD meetings and recruiting-monthly hours 25 1 volunteer provide administrative support-monthly 120 hours

4. How many people serve on your Board of Directors?

12

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

Our agency provides a leadership role in writing disaster plans for the County-25 hours per month Leadership role in public forums-25 hours per month Leadership CERT and Voad-10 hours per month OES general operation plans for Mendocino County-4 hours per month

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Program Director

1. What percentage of your agency's budget is dedicated to volunteer referral?

5%

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

North Coast Opportunities provides the following services: Foster Grandparent's-mentoring children RSVP-Volunteers 55+ Senior Companions - independent living for seniors Head Start and Early Head Start - Child Care Rural Community Child Care - Child Care Food Assistance Program, Assistance with Child Care Costs Redwood Caregivers Resource Center - Respet Care Leadership Mendocino - Training community member on leadership Community Action - provides service helping elevate poverty

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

CERT-train and educate the communities, prepare neighborhoods to be prepared for disasters CERT-continue trainings such as ICS 100, animal rescue, Activate CERT during disasters VOAD -Volunteers responding during disasters DHV - Disaster Health Care Volunteers - recruiting medical professionals to respond during disasters

1. What is the annual budget of your organization for your current fiscal year?

13 million

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide

the total and the amount for each category.

Total Funding - \$18,500

Government - \$18,500

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

0

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

0

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

\$50,000 25,000 training 25,000 COOP current

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

Program Director, full time who is responsible, if this person is to leave the organization sustainability unknown

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

No

No-takes funding to make it all work

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

No

Takes time and funding

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

Funding and time

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

1 person has completed SEMS/NIMS/ICS 100, 200, 700 and PIO

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

0

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

1 person

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

No

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

During floods, provided volunteers to fill sand bags During fires, Spontaneous Volunteer Center, Activated CERT to Command Call Center, Evacuation and animal rescue H1N1 mass vaccination clinics provided called out volunteer medical professional to give vac, volunteers for intake, traffic control and people control.

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

No-not needed

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

No Response

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

Flood and Fire

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

No

Never Finished

2. What is the most important updated needed in your COOP?

Finish it

3. What are the current gaps in your COOP planning that most concern your agency?

Not complete

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

Funding to have someone help us finish it

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?		X
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?		X
Do you have a back up system for all of your technology in a time of disaster?		X
Do you have an alternative technology system that could be established quickly?		X
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?		X
Does your agency have an authority/succession plan?		X

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?		X
Can your telephone answering capacity be expanded within a 24-hour period?		X
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?		X

Comments:

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

No

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

3. Does your agency have a communications contingency plan? If "yes", please describe.

No

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

5. Does your agency have a disaster communications plan?

No

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

Only the Program Director for the Volunteer Center

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

Completing agreements

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

Yes

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

One staff, 75 volunteers

1. How many staff members will report to your EVC to support your activities in time of disaster?

2

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

Yes

75

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

No

We have contracts not MOU's DHV 2011

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

No Response

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

No Response

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

No Response

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

Yes

2012-Red Cross uses our office to train for DAT

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

No Response

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

If they can get here to assist in Mendocino County we could use help with the EVC functions

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

No

If I leave there is no one to do my job

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

Yes

If the meetings are productive

4. Would your agency be willing to participate if costs were reimbursable?

Yes

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

Yes

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

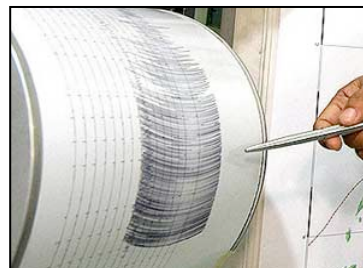
No Response

Module 2: Response to Emergency Event

North Coast Opportunities' HandsOn Network of Lake and Mendocino Counties

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregate in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **What is the local need for volunteers? How is that determined? What's being done about surplus or shortage of volunteers? Where are their breakdowns or disconnects? What's working well?**

We would not self deploy on any issue-OES/EOC would call down our CERT to provide crowd control (yes, they have had training in this) and command posts-CERT would set up a command post using their trailers that have the supplies needed. These command stations are located in three of the four regions in the County. In one area of the coast we would set up command station at the community hall. Under my direction (my direction is given by OES) they could be giving information as to where the shelters are located and where people can go to find transportation to the shelters. CERT would be able to provide first, aid if necessary, trailers are stocked with water-if we need more water we have agreements from local stores to pick up supplies.

2. **What information are you lacking to perform your duties? What information is relevant to you to monitor your volunteer situation locally? What about from outside your county?**

We have direct communication with EOC-we would contact them directly to update the EOC as directed. If the incident is large scale out of area mutual aid with other agencies would be needed to assist with intake. The agencies Representatives would report to our Liaison Officer at the assigned Command Posts.

3. **Is the information being requested available? How are you capturing it? Is it relevant to you? If, not, what would be relevant to exercising your responsibilities? What is the best way to communicate that information?**
The Scribes at each Command Station would collect, maintain and distribute information/situation reports and assure this information is properly routed.
4. **How are you managing volunteer sign-up referrals?**
Volunteer sign-up referrals are completed by phone, walk in at the EVC or online through our database.
5. **If your center loses computer access, does another organization have access to your volunteer matching database? How will you match and track volunteers?**
We have portable laptops, if all wireless becomes un-usable we have a paper form that is completed and tracked.
6. **Are you standing up your EVC? How is that decision made?**
Not sure what you are asking here? There is the check in table in which intake volunteers are sitting at-those volunteers who are scribing more than likely are standing. This really depends on what the assigned duties are and how busy the EVC is at times.
7. **How would your EVC be activated? Would you self-activate? Through the local Office of Emergency Services? A combination of both?**
We are activated by EOC-in the case of an earthquake we would know to get ready for activation-we would start preparing for activation. This would also mean preparing our CERT leaders for activation.
8. **How would you notify your volunteers and staff if your EVC was activated?**
Phone if available, Disaster Health Care Volunteer Data Base, or HAMS
9. **Using your current staff, how long could you sustain your EVC operation?**
Two weeks maybe longer.
10. **Do you need help outside your jurisdiction? What help? When and to do what?**
Yes-if the incident is large-problem will be if anyone will make it into the County with few access roads in and out of the County.

They could help with intake, phones, and logistics.
11. **Are you in a position to offer help outside of your county? What kind and for how long?**
There is one staff person and myself. We currently have 44 trained/active CERT members who would assist if needed. 5 of these CERT members have assisted with our Fire Department.
12. **Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?**
No

13. **Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?**
Yes-Phyllis has trained EVC in our County
14. **Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a “walk-in” EVC?**
Web-based
15. **Do you have EVC supply “Go boxes” that are packed and ready for transport in the event your EVC was activated?**
Yes
16. **What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?**
Provide more intake volunteers if available.
17. **How would you ensure the security of your staff and volunteers during EVC operation?**
We have an assigned Safety Officer who would be identifying hazardous situations, review plans and stop unsafe acts.
18. **Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers? Where are they located in your office?**
NO
19. **Are there written policies and procedures in place to describe how communications would flow among all the regional leads?**
NO
20. **How would you ask for help if you needed to request mutual assistance from another volunteer center? What kinds of assistance would you ask for?**
Not sure
21. **What things would you consider before providing mutual assistance if that was requested of your center by another county or by another volunteer center? Cost? Staff time? Reimbursement?**
Cost of course, would we have staff that could be taken away from their current jobs, CERT volunteers may be able to respond, reimbursement is always nice.

Module 3: return to normal operations

May 27, 2012

Recovery from the earthquake area is well underway. Water and communications have been restored to the most heavily affected areas and people are returning home. Shelters are beginning to close down or consolidate.

Key Issues

- Recovery to the affected areas is well under way.
- Shelters are beginning to close and/or consolidate.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **As we work into recovery from this event what are the challenges your community might be facing?**
Loss of loved ones, smaller communities are very well connected. More than likely many residents in our community will have to go without power and water for weeks. Our local emergency services will be exhausted.
2. **How would the role of your volunteer center shift?**
We would move into recovery-clean up
3. **How would the communities volunteer needs change?**
Clean up-helping people get back into their homes, re connecting with their animals, and loved ones.
4. **been in place prior to the event to make the process more seamless?**
Who to contact and how-what they are available to help with.
5. **If you offered help or were offered help and it was rejected, what could have been in place prior to the event to take advantage of it?**
More than likely it has to do with the lack of funding that Volunteer Centers do not receive to help cover the costs of these activations.
6. **If your volunteer center supplied assistance, what actions would you take now?**
GET MOU's in place with instructions/information who to call/how to call/what they are able to provide (staff/volunteers/supplies).
7. **If your volunteer center required assistance, what actions would you take now?**
Same as #6

8. **What help could we have used from other regions in the state?**

Manpower

9. **What information would you need to complete an After Action Report? Who would you want to speak with?**

EOC debriefing

THE VOLUNTEER CENTER SERVING SAN FRANCISCO AND SAN MATEO COUNTIES

1675 California Street
San Francisco, CA 94109

www.thevolunteercenter.net

Jill Blackburn
Program Director
(o) 415.982.8999 ext 228
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(f) 707.462.0191
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DISASTER POINT OF CONTACT

John Power
Executive Director
(o) 415.982.8999 ext 227
(c) 415.793.4996
(f) 707.462.0191
(e) jpowers@thevolunteercenter.net

Counties Served: San Francisco, San Mateo

Total Population Served: 1,500,000

Most Likely Disasters: Earthquake, tsunami, severe storm, flooding, landslides, urban fire, wildfire, and terrorist attacks.

Volunteer Platform: Volunteer Solutions

PROFILE

Agency Budget: \$500,000

Full Time Staff: 3

Part Time Staff: 1

Staff Related to Disaster: one person whose title is Executive Director and he spends three percent of his time on disaster

COOP: Yes

EOP/EVC Plan: Yes

MOUs with Local Governments: City and County of San Francisco and San Mateo County

MOUs with Local Agencies: Red Cross

BACKGROUND

- VCSF/SMC has operated in San Francisco for 66 years, and San Mateo County for nearly 10 years.
- It's seen a major shift in funding over the past five years, losing all local government and significant United Way funding for a 30% reduction in its budget; today over 60% of funding comes from the corporate sector through grants and fees.
- Heavy focus on organizational capacity to mobilize or utilize volunteers; minimal focus on work with individual volunteers with the exception of prospective board members.

CURRENT DISASTER CAPACITY

- The Volunteer Center Serving San Francisco and San Mateo Counties has engaged in disaster planning for decades; for the past decade that planning has been performed by the current Executive Director.
- It received funding in 2010 and 2011 from CaliforniaVolunteers in order to build its own internal capacity through the update of its COOP and EOPs in both counties.

DISASTER MOBILIZATIONS

- Deployed a staff member to give mutual aid in the early 2000's when we had a dedicated staff person working and funded for disaster response planning. Have not since then deployed for disasters outside our service area.
- Cosco Busan Oil Spill: key advisor to SF Department of Emergency Management on volunteer utilization/mobilization as trained beach-cleaners; trained/deployed 2,500 volunteers.
- San Bruno Explosion & Fire: stood-up EVC (online) to register 1,000+ volunteers. Deployed 34 volunteers as San Bruno City Hall InfoLine operators; advised SMC/San Bruno OES officials on volunteer issues; partnered with CaliforniaVolunteers and Secretary Karen Baker on messaging and response.

AGENCY STRENGTHS

- Relationship with local government partners has had a high level of consistency over the years; we are well known to them
- EOPs rely on the deeper assets of the City & County of San Francisco and cities in San Mateo County to provide personnel and facilities for EVC operations

AGENCY LIMITATIONS:

- Little redundancy among volunteer center staff with knowledge to lead EVC's across two counties; currently 4 full time staff; Executive Director lives across a bridge from Center
- The EOPs that designate County/City resources for EVC activations depend on their decision to activate, not ours (based on need for SUV management)
- County/City staff have not recently been trained on EVC Operations

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Default Report

Displaying 7 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Tuesday, April 24, 2012 12:23:25 PM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
216.27.181.169**Response Modified:**
Tuesday, April 24, 2012 1:31:04 PM**1. Contact Information**

Volunteer Center: - The Volunteer Center Serving San Francisco and San Mateo Counties

First Name: - John

Last Name: - Power

Title: - Executive Director

Email: - jpower@thevolunteercenter.net

Phone: - 415-982-8999

Street Address: - 1675 California Street

City, State, and Zip Code: - San Francisco, CA 94109

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

Full service provided to: City & County of San Francisco San Mateo County Services include: Volunteer referral Volunteer Capacity Training & Consulting Board Matching Corporate Engagement Disaster Response Planning

3. What is the population served by your volunteer center?

1,535,520

1. How many full time staff are employed by your agency?

3

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

1 PT @ 2 hours/week

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

4. How many people serve on your Board of Directors?

10

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

Hours on average per month in 2012 (excluding Regional Leads Assessment Project): 5 Activities in 2012 (excluding Regional Leads Assessment Project): Attend San Francisco Mayor's Disaster Council meetings Meet with Offices of Emergency Services as requested Participate in OA and regional planning/exercises as requested Respond to CaliforniaVolunteers inquiries and advice

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Executive Director Full-time 3%

1. What percentage of your agency's budget is dedicated to volunteer referral?

10%

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

1. training and consultation on volunteer program capacity-building through regular, standardized trainings and custom consulting 2. board matching through The Board Match annual event and trainings for candidates and consulting to businesses 3. convening nonprofit and business volunteer leaders for professional development and collaborate on strengthening cross-sector partnerships 4. volunteer recognition through an annual awards program

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

Beginning in the 90's TVC helped to develop the Emergency Volunteer Center framework for managing volunteers in times of disaster (specifically spontaneous unaffiliated volunteers) and was among the first to establish MOUs with local OES and key responders like American Red Cross. TVC has produced a COOP and updated Emergency Operations Plans with its two counties over the past few years. Official approval from both county boards of supervisors is pending. TVC's executive director is regularly tapped as a subject matter expert for local, regional (UASI) and statewide (CaliforniaVolunteers and Volunteer Advisory Committee of the Emergency Services Commission) planning and education efforts.

1. What is the annual budget of your organization for your current fiscal year?

\$500,000

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide

the total and the amount for each category.

Total Funding - 0

Corporations - 0

Foundations - 0

Government - 0

Individuals - 0

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

0

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

0

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

\$15,000 Programming/planning \$7,500 Training \$2,500 COOP \$5,000

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

Poor

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

No

Well, we would respond as a volunteer center and support the EOPs with local Op Areas to the extent limited staff could do. But otherwise, there is not enough bandwidth from limited staff (nor unrestricted monies to support it) to grow a level of capacity that we can honestly deliver on. So we would do minimal COOP updates annually and at least remain in contact with OA leaders.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

No

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

We try to keep all staff/volunteers trained on ICS/SEMS and our own EOP to be able to step up. Disaster responsibilities (undefined) are included in all job descriptions.

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

Yes

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

100%

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

0%

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

100%

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

No

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

Cosco Busan Oil Spill: key advisor to SF Department of Emergency Management on volunteer utilization/mobilization as trained beach-cleaners; trained/deployed 2,500 volunteers San Bruno Explosion & Fire: stood-up EVC (online) to register 1,000+ volunteers. Deployed 34 volunteers as San Bruno City Hall InfoLine operators; advised SMCo/San Bruno OES officials on volunteer issues; partnered with CaliforniaVolunteers and Secretary Karen Baker on messaging and response strategies having to do with SUVs.

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

No mutual aid need or requested.

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

Yes

we deployed a staff member to give mutual aid in the early 2000's when we had a dedicated staff person working and funded for disaster response planning. Have not since then.

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

Yes

2011

2. What is the most important updated needed in your COOP?

physical storage and access of records/data and critical documents

3. What are the current gaps in your COOP planning that most concern your agency?

see previous

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

staff time and board involvement \$2,500 worth of staff time or about 80 hours

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?		X
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?		X
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?		X
Does your agency have an authority/succession plan?		X

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?	X	
Can your telephone answering capacity be expanded within a 24-hour period?		X
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?		X

Comments:

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

Yes

In conjunction with San Francisco and San Mateo counties separately for EVC operations in each county respectively.
Not for TVC "normal" operation.

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

2011

3. Does your agency have a communications contingency plan? If "yes", please describe.

No

limited, really. other than land line, have cell phone/text/email capacity. have exercised on use of runners in the past.

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

2011

5. Does your agency have a disaster communications plan?

Yes

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

We're actually prepared to work through our local EOC's and ultimately through a JIC if established.

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

it depends on local government personnel and physical facilities for EVC activation beyond and online operation which requires only solid communication between entities. Have periodically explored co-location of EVC with American Red Cross, but they're hot and cold on the idea and it never moves forward.

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red

Cross? Please comment.

Yes

It IS the local government plan.

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

As far as agreements, only local government at this point. informal verbal agreements exist with other key partners.

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

Yes

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

100%

1. How many staff members will report to your EVC to support your activities in time of disaster?

3

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

No

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

Yes

Revised 2011

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

SF: County Human Resources Department provides pre-trained personnel and facilities SMCo: by city, pre-identified facilities and city liaison staff

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

2011. No annual review articulated.

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

Approximately quarterly in each county.

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

Yes

With Red Cross. However, it is outdated, over 10 years old.

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

more spontaneous volunteers. Just what we don't need.

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

Maybe. But only if a disaster of such a scale that we needed sustained help from outside the region or remote management of online data/inquiries.

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

No

However, as a regional lead we would commit to offering advice/guidance.

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

Yes

With limited staff participation.

4. Would your agency be willing to participate if costs were reimbursable?

Yes

With full staff participation.

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

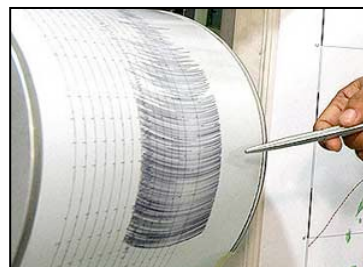
Yes

Module 2: Response to Emergency Event

The Volunteer Center Serving San Francisco and San Mateo Counties

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregate in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **What is the local need for volunteers? How is that determined? What's being done about surplus or shortage of volunteers? Where are their breakdowns or disconnects? What's working well?**

It is undetermined what is needed as First Responders are doing their thing around the City and volunteers are helping or being pressed into service by Police and SFFD. The news is covering the damage and people volunteering to help and those who are being heroic. But the news reporters are starting to understand the impact of the devastation and the need/locations of where help/volunteers are needed.

Can we get ahead with messaging to volunteers? *(Realize we need to create some press templates that we can have ready to issue.)*

We are in touch with OES about what the impact of the quake has been and what the “situation” is around the City. CERT has been activated and is making resource requests. We ask if there is a need for volunteers but we guess the answer at this point is “no.” Red Cross might be activating their own volunteers.

Our responsibility: figure out what the need is and potentially activate an EVC.

If we have Internet, we are probably starting to receive messages from potential volunteers and maybe nonprofits too.

We would create a web page for volunteers to register (like creating a special event page within our site.) We have unlimited ability for volunteers to provide information, email addresses etc. and each registrant will receive an email response informing them we will be back in touch soon with information, updates, or volunteer opportunities.

Volunteers are probably not coming to our office and volunteer opportunities are not coming in as quickly as the number of volunteers who want to help. In addition, there is probably a lot of coverage in the media about volunteering.

2. What information are you lacking to perform your duties? What information is relevant to you to monitor your volunteer situation locally? What about from outside your county?

In the City & County of SF plan – the Head of the City’s HR Dept. is at the EOC – not necessarily John or Jill but the guess is that John will be called up too. Our role is not setting up the EVC in either county (SF or San Mateo). The VC staff needs to know, however, who is going where. As a Regional Lead, it is undetermined at this point what kind of information we will be brokering.

3. Is the information being requested available? How are you capturing it? Is it relevant to you? If, not, what would be relevant to exercising your responsibilities? What is the best way to communicate that information?

Probably not based on the scenario of this exercise.

4. How are you managing volunteer sign-up referrals?

So phone lines are jammed and we know people will not be stopping by the office. We are assuming we have access to the Internet so we will be setting up the website with contact information.

We are figuring out how to post information and we might need runners to go back and forth to OES. It just can’t only be us since we are embedded in two counties.

5. If your center loses computer access, does another organization have access to your volunteer matching database? How will you match and track volunteers?

We plan for a physical EVC under this scenario so intake can happen manually. If we are not in front of a computer, perhaps another VC on Volunteer Solutions can post information for us on their website. The challenge is going to be that the other regional VCs are going to be impacted too.

6. Are you standing up your EVC? How is that decision made?

Yes – even if it only means having a website with information posted on it.

7. How would your EVC be activated? Would you self-activate? Through the local Office of Emergency Services? A combination of both?

We decide but it might be made in partnership with the counties but ultimately it is our decision.

8. How would you notify your volunteers and staff if your EVC was activated?

We are not reaching out to volunteers. We would follow our COOP and come to the office.

9. Using your current staff, how long could you sustain your EVC operation?

It would depend on the resources provided by the counties. We would have split shifts but since we have such a small staff this would be challenging.

10. Do you need help outside your jurisdiction? What help? When and to do what?

No as our plans have trained people in place so the City of SF or cities within San Mateo County will find people. We might, however, need help from other VC colleagues who have been in similar situations. This might take the form of phone calls for advice.

It would be great if other VCs could plug into our protocol and contact information. What if John is not around?

11. Are you in a position to offer help outside of your county? What kind and for how long?

Only at the expertise/advice level but not to offer staff to physically go to another VCs' EVC.

12. Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?

Our procedures are not to deploy staff.

13. Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?

Yes, we can operate an EVC from anywhere.

14. Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a "walk-in" EVC?

Absolutely, however we should have more people training such as our Board members and others.

15. Do you have EVC supply "Go boxes" that are packed and ready for transport in the event your EVC was activated?

For both SF and SM – yes (in the front and back of our office. Note: our internal capacity is very, very limited.

16. What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?

Our plan for the EVC is scalable but it is up to the cities and or counties.

17. How would you ensure the security of your staff and volunteers during EVC operation?

Yes – it is noted in our plans but the security of the EVC is up to the cities where the physical site(s) are located.

We would have specific shifts to make sure no one is over worked...families first.

Personal preparedness is emphasized to both staff and Board.

There is a safety officer function in both plans.

18. Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers? Where are they located in your office?
There are none.
19. **Are there written policies and procedures in place to describe how communications would flow among all the regional leads?**
No – in the works in Phase 2 of this project.
20. **How would you ask for help if you needed to request mutual assistance from another volunteer center? What kinds of assistance would you ask for?**
By whatever type of communication necessary. What does the requests from logistics look like? We are thinking that it needs to be across regions and not just within regions. It really depends on everyone's bandwidth.
21. **What things would you consider before providing mutual assistance if that was requested of your center by another county or by another volunteer center? Cost? Staff time? Reimbursement?**
How will it be funded? We do not have money to send assistance or to pay for assistance.
Recommendation: set up an emergency fund to be able to do this throughout the state that would cover travel, food, and basic necessities.
22. **When we talk about mutual assistance, are we talking about advisors or on site physical back up/shift relief?**
What is the system for both? Is this a regional lead responsibility?

Module 3: return to normal operations

May 27, 2012

Recovery from the earthquake area is well underway. Water and communications have been restored to the most heavily affected areas and people are returning home. Shelters are beginning to close down or consolidate.

Key Issues

- Recovery to the affected areas is well under way.
- Shelters are beginning to close and/or consolidate.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **As we work into recovery from this event what are the challenges your community might be facing?**
We will shift our operations entirely back to our own volunteer center. Both counties will close the EVC.
2. **How would the role of your volunteer center shift?**
We will start getting requests from volunteers for opportunities that are not disaster related.
3. **How would the communities volunteer needs change?**
Normal requests for volunteers for program or special project assistance.
4. **If you offered help or were offered help and it was accepted, what could have been in place prior to the event to make the process more seamless?**
We have no protocol so this is something that needs to be figured out. We need to put a plan in place.

Ideas: identify the type of requests that we would make. Then alert the Regional Leads about those requests to determine who can and can't help.
5. **If you offered help or were offered help and it was rejected, what could have been in place prior to the event to take advantage of it?**
Why rejected? Probably because of lack of staff or money.
6. **If your volunteer center supplied assistance, what actions would you take now?**
Reimbursement reports submitted, invoices created or sent and follow up with the Hubs in our region since we are the Regional Lead..
7. **If your volunteer center required assistance, what actions would you take now?**
Report out on how it went and thank all participants.
8. **What help could we have used from other regions in the state?**
Do not know.
9. **What information would you need to complete an After Action Report? Who would you want to speak with?**
Do not know.

THE VOLUNTEER CENTER OF UNITED WAY OF MONTEREY COUNTY

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www.unitedwaymcca.org

DISASTER POINT OF CONTACT

Yuri Anderson
Community Impact Director
(o) 831. 372.8026 x106
(f) 831.751.9840
(e) yanderson@unitedwaymcca.org

Counties Served: Monterey

Total Population Served: 415,057

Most Likely Disasters: Tsunami, fire, flood and earthquake

Volunteer Platform: HandsOn Connect

PROFILE

Agency Budget: \$709,098

Full Time Staff: 15

Part Time Staff: 5

Staff Related to Disaster: None, however, the Chief Operating Officer, 2-1-1 Director and Manager of Volunteer Programs will spend time on disaster as needed.

COOP: Yes

EOP/EVC Plan: Yes

MOUs with Local Governments: Monterey County (in draft form – not executed.)

MOUs with Local Agencies: No

BACKGROUND

- In 2007 the Volunteer Center of Monterey County became a program of United Way Monterey County.
- United Way Monterey County (UWMC) provides a variety of services that include fundraising and grantmaking for 37 partner organizations, 2-1-1, family- and children-related services, free tax assistance, free prescription drug discount benefit program, and other community-related services.
- CERT and VOAD are not active in Monterey County but the Citizens Corps, which is the main local disaster-related program, meets bi-monthly.
- The Volunteer Center does not do much volunteer referral. Although its website lists local nonprofits that accept volunteers, agencies must be contacted directly for information on service projects.

CURRENT DISASTER CAPACITY

- The 2-1-1 program for the county is overseen by the agency. The call center is located in Ventura County and has a dedicated staff of 1.5 FTE. There are plans to combine 2-1-1 and EMC operations.
- Its COOP, which is called the Emergency Operations Plan, was created in December 2009 and last updated in September 2011.
- The agency has a close relationship with the OES

DISASTER MOBILIZATIONS

- In 1997 flooding caused by El Nino required residents to be housed in a local gym but it is not known if an EVC was required.

AGENCY STRENGTHS

- Although the MOU with the County is still in draft form, it meets with them annually to discuss the plan.
- In an emergency UWMC has two seats within the EOS: for logistics and public information.
- The entire agency participates in one to two disaster drills hosted annually by the County.
- The agency has two office facilities and in the event of a disaster, it expects at least one of the two sites will be operational, with electricity, Internet, and accessible to staff.

AGENCY LIMITATIONS

- During a disaster, half of the staff is in the EOS, leaving few staff to main a physical EVC.
- The Manager of Volunteer Programs staff position is currently vacant.
- Small staff that would welcome support from other trained volunteer centers' staff to help deploy SUVs and with EVC operations during a local disaster.
- A location for a physical EVC has not been identified within the County.
- Local cities often request the agency to participate in disaster drills, with the unspoken expectation that staff will be able to stand up EVCs in their locations but the reality is that they are short staffed in an a large disaster will not be able to stand up EVCs in multiple areas.

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Default Report

Displaying 2 of 9 respondents

Response Type:
Normal Response**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**Custom Value:**
*empty***IP Address:**
173.13.187.166**Response Started:**
Monday, March 19, 2012 8:23:28 AM**Response Modified:**
Monday, March 19, 2012 10:34:47 AM**1. Contact Information**

Volunteer Center: - The Volunteer Center of United Way Monterey County

First Name: - Yuri

Last Name: - Anderson

Title: - Community Impact Director

Email: - yanderson@unitedwaymcca.org

Phone: - (831) 372-8026 x 106

Street Address: - 60 Garden Court, Suite 350/376 Main Street

City, State, and Zip Code: - Monterey, CA, 93940/Salinas, CA, 93901

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

County served: Monterey Nature/Degree of Services: Volunteer referral, volunteer opportunity publicity, Emergency Volunteer Center if activated by County OES

3. What is the population served by your volunteer center?

If by population, you mean number of people, the population of Monterey County is just over 400,000. Annually, over Volunteer Center works with just over 22,000 individuals - duplicated count.

1. How many full time staff are employed by your agency?

15 FT

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

5 PT Total weekly hours = 134

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

Varies 1 -3 volunteers per month 100% in program operations

4. How many people serve on your Board of Directors?

UWMC Board = 22 Volunteer Service Steering Committee = 4

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

2 hours per month - general preparedness for EVC activation and participation in County Citizens Corps

2. Is disaster services assigned to a specific staff person?

No

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Chief Operating Officer, FT, time spent as needed 2-1-1 Director, FT, time spent as needed Manager of Volunteer Programs, FT, time spent as needed (position is currently vacant)

1. What percentage of your agency's budget is dedicated to volunteer referral?

9.6

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

Fundraising and Grantmaking - fund distribution to 37 partner agencies of over \$1M each year 2-1-1 Information and referral service EarnIt!KeepIt!SaveIt! - volunteer income tax assistance program Children's Council coordination - operation of state mandated coordinating council for children service integration in the county FamilyWise - Free perscription drug discount benefift program

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

Emergency Volunteer Center - year unknown

1. What is the annual budget of your organization for your current fiscal year?

1,709,098

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - 0

Corporations - 0

Foundations - 0

Government - 0

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

0

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

0

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

unknown

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

Responsibility is shared, with COO leading disaster services, however, all related positions (2-1-1 and Volunteer Manager) are considered essential to UWMC business model and so will be funded.

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

Yes

Volunteer programming is essential to UWMC business model. Additionally, we have a well established relationship with local OES so EVC is embedded within our work.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

Yes

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

NA

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

unknown

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

unknown

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

unknown

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

Yes

1. Has your agency participated in a community response to a disaster in the last 10 years?

No

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

No Response

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

No Response

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

No

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

Tsunmai Fire Flooding Earthquake

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

Yes

We call it a Emergency Opeartions Plan - created 12/2009. EVC operations last updated 9/2011

2. What is the most important updated needed in your COOP?

unknown

3. What are the current gaps in your COOP planning that most concern your agency?

Having the individuals to staff the plan if needed

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

unknown

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?		X
Do you have a back up system for all of your technology in a time of disaster?		X
Do you have an alternative technology system that could be established quickly?	X	
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?		X
Does your agency have an authority/succession plan?	X	

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?	X	
Can your telephone answering capacity be expanded within a 24-hour period?	X	
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?		X

Comments:

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

No

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

3. Does your agency have a communications contingency plan? If "yes", please describe.

Yes

2-1-1 is integrated into a statewide system Individual cell phones

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

Not sure that it has been formalized to this level.

5. Does your agency have a disaster communications plan?

Yes

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

County Office of Emergency Services

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

Yes

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

25

1. How many staff members will report to your EVC to support your activities in time of disaster?

3

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

No

We've trained volunteers for the cadre, but they have disengaged.

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

No

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

A. Responsibilities of County 1. Upon direction from the County Emergency Operations Center ("EOC"), request activation of an EVC by UWMC. 2. Provide support for the successful implementation of the EVC Plan. 3. Schedule pre-trained County staff to assist in EVC operations, as requested by UWMC. 4. Assist UWMC with eligibility determination of incurred EVC costs. 5. Work with UWMC to identify possible funding sources for reimbursement and assist UWMC to submit reports and invoices for documentation. III. COST RECOVERY In the event of an EVC activation, the County shall assist UWMC in preparing, submitting, and pursuing a claim with CalEMA and/or the Federal Emergency Management Agency (FEMA) and/or private entities for UWMC documented and invoiced costs beyond normal operating expenses, based on state and federal eligibility requirements. In no case shall the County be directly liable for costs incurred by UWMC unless otherwise specifically agreed upon in advance.

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

We're still waiting for the County to execute the MOU. We periodically follow-up with the county on the status of the MOU

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

We meet at least once annually as arranged by the County. We also meet as new members of the Green-Gold-Blue team are added to our EVC staff team. We participate in 1-2 simulations annually.

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

No

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

No Response

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

We have a small staff and could use others skilled in deploying SUV's to help with EVC operations.

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

No

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

Yes

4. Would your agency be willing to participate if costs were reimbursable?

Yes

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

No

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

It appears we signed the Mutual Aid Agreement in 2008, but I can not locate a copy of one signed in January 2009. It is possible that we did. I can not see any reason that we would not have.

VOLUNTEER CENTER OF THE EAST BAY

700 Ygnacio Valley Road, Suite 140
Walnut Creek, CA 94596

www.volunteereastbay.org

Alison Berger
Program Manager
(o) 925.472.5776
(c) 925.818.0609
(e) aberger@volunteereastbay.org

DISASTER POINT OF CONTACT

Karla McCormick
Interim Executive Director
(o) 925.472.5770
(o) 707.422.2232
(c) 925.270.7457
(e) kmccormick@volunteereastbay.org

Counties Served: Alameda, Contra Costa and Solano

Total Population Served: 2,911,856

Most Likely Disasters: Earthquake, flooding and terrorism

Volunteer Platform: Volunteer Solutions

PROFILE

Agency Budget: \$714,000

Full Time Staff: 1

Part Time Staff: 4

Staff Related to Disaster: one person who works part time and spends eight percent of her time on disaster programming.

COOP: Yes

EOP/EVC Plan: Yes

MOUs with Local Governments: Alameda County (signed) and Contra Costa County (in draft form.)

MOUs with Local Agencies: Eden I&R and Contra Costa Crisis Center

BACKGROUND

- Founded in 1955 by the Junior League of Oakland-East Bay as the Volunteer Bureau serving Contra Costa County, the Volunteer Center of the East Bay has expanded over the years to include Alameda County and last year launched a new Volunteer Center in Solano County.
- Seventy-five percent of the Volunteer Center's budget is dedicated to volunteer referral.

CURRENT DISASTER CAPACITY

- The County and local Cities OES operations will determine if a physical EVC is required during a disaster.
- It is not expected that Volunteer Center staff will be at EOS Command Center so staff will post volunteer needs and requirements on its website and in a physical EVC, will do intake on paper.
- Due to limited staff with families, the Volunteer Center will not be operational the first 24 hours after a disaster and staff will not be available to staff an EVC.

DISASTER MOBILIZATIONS

- None

AGENCY STRENGTHS

- The Volunteer Center has MOUs with one of the counties it serves (in draft form) as well as with two local agencies.
- The Volunteer Center is planning to hold EVC training exercises in the West County, San Ramon and Pittsburg or Antioch. Undoubtedly the exercises will help local governments and the organization realize the strengths and limitations of its plans, and it will also help train a cadre of local volunteers.
- All members of staff and the Board have copies of the COOP binder.

AGENCY LIMITATIONS

- Currently the Volunteer Center is short of staff, comprised of a full-time interim Executive Director and four part-time staff members.
- Due to staff turnover, there has not been a dedicated disaster staff member. Combined with a lack in disaster funding, the Volunteer Center does not have the resources to update its COOP or conduct annual reviews of staff and agency responsibilities in time of disaster.
- The Volunteer Center does not have facilities or communications contingency plans.
- The prior staff member who had responsibility for disaster services had longstanding relationships with public officials and she was also able to attend emergency services meetings and run drill for local cities. In her absence, the Volunteer Center has not had the staff, funding or time to attend such meetings and maintain these relationships.

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Default Report

Displaying 4 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Tuesday, March 27, 2012 12:51:39 PM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
66.234.221.133**Response Modified:**
Tuesday, March 27, 2012 2:05:04 PM**1. Contact Information**

Volunteer Center: - Volunteer Center of the East Bay

First Name: - Karla

Last Name: - McCormick

Title: - Interim Executive Director

Email: - kmccormick@volunteereastbay.org

Phone: - 925-472-5770

Street Address: - 700 Ygnacio Valley Road Suite 140

City, State, and Zip Code: - Walnut Creek, CA 94596

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

Alameda - referral service, youth, training Contra Costa - referral service, youth, training, RSVP, disaster

3. What is the population served by your volunteer center?

2,565,000

1. How many full time staff are employed by your agency?

1

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

2-32 1-10 1-30

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

8 volunteers who work 96 hours per month

4. How many people serve on your Board of Directors?

8

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

Due to recent turnover we have not had a dedicated disaster staff member. We have recently trained Program Manager, Alison Berger to assume this role. We assume she will spend 1-2 hours per week on disaster related activities.

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Alison Berger, Program Manager works part-time and will spend 8% of her time on disaster related programming.

1. What percentage of your agency's budget is dedicated to volunteer referral?

75%

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

Training and Technical Assistance: Strengthen nonprofit agency volunteer programs through training, including roundtables, full-day intensive training and web-based tools. Volunteer Infrastructure Project (VIP): In conjunction with AmeriCorps, we provide individualized instruction, consultation and administrative support to six East Bay nonprofits. By strengthening volunteer management infrastructure within nonprofit agencies, we can help these organizations increase their delivery of services to children, youth and families when the number of people needing their assistance is growing substantially. This program is being used to create a model for a sustainable program of the Volunteer Center. Business Volunteer Council: Founded in 2010, the BVC provides an opportunity for many of the East Bay's leading employers to share best practices while learning about trends in employee volunteerism and corporate social responsibility. The BVC meets bi-monthly at rotating member sites. Youth Action Council: This Student Council features high school students taking an active role in their community and giving a youth voice to volunteerism. Students attend monthly meetings and participate in group service projects. The Council members volunteer over 8,500 hours annually. Holiday Volunteer Services: The Volunteer Center is committed to providing support to families during the holidays. We publish a comprehensive guide of holiday volunteer opportunities, food & toy drives, and Adopt-A-Family programs. We also administrate the Bay Area News Group's Share the Spirit campaign, which helps over 30,000 low-income clients during the holidays. Disaster Response: The Volunteer Center participates in a regional collaboration with other Volunteer Centers serving the Bay Area. The Volunteer Centers are committed to providing community support through Emergency Volunteer Centers in the event of catastrophic disaster and are prepared to serve as a resource center for agencies and volunteers that want to help in response to disaster.

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

will return

1. What is the annual budget of your organization for your current fiscal year?

714,000

2. How much funding will your agency receive this fiscal year for disaster-related programming and

training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - 5000.

Corporations - 5000.00

Foundations - 0

Government - 0

Individuals - 0

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

\$5,000.00

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

none

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

Training - 3000.00 Programming - 6000.00 Update - 750.00

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

We received an initial grant for \$5000 from a corporation in January 2012. We don't have any other disaster related grants in the works.

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

Yes

We will provide the bare minimum of services. In the event of a disaster we will host a EVC.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

No

Not in the past year.

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

Lack of staff resources due to reduction of staff. With the exit of our lead disaster staff member we don't have anyone on

staff with the necessary experience to conduct this an annual review.

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

0%

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

0%

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

80% 4 out of 5

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

Yes

1. Has your agency participated in a community response to a disaster in the last 10 years?

No

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

No Response

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

No Response

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

No

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

1. Earthquake 2. Flooding 3. Terrorism

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

Yes

It was created in 2009 and was updated in November 2010.

2. What is the most important updated needed in your COOP?

Contact lists, website update instructions, vendor lists

3. What are the current gaps in your COOP planning that most concern your agency?

That we haven't updated since we moved in June of 2011 and changed our url in September 2011.

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

We would need the resources to pay someone to update the COOP binder. It would take a minimum of 20-40 hours to update the COOP. The major obstacle is funding to pay for the staff time.

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?	X	
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?	X	
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?	X	
Does your agency have an authority/succession plan?	X	

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?	X	
Can your telephone answering capacity be expanded within a 24-hour period?	X	
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?	X	

Comments:

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

No

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

3. Does your agency have a communications contingency plan? If "yes", please describe.

No

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

5. Does your agency have a disaster communications plan?

No

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

No

we have a list of key media contacts but don't have any strategic plan in place.

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

We have forged relationships with key "disaster" groups in Contra Costa County. In the event of a disaster in Alameda will we assist Eden I&R, who is the lead in Alameda County.

5. Does your agency have any agreements with groups who will support your disaster activities?

These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

TBD

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

No

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

0%

1. How many staff members will report to your EVC to support your activities in time of disaster?

4

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

No

Staff was working on this prior to her departure in Oct. 2011.

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

Yes

We have a variety of MOUs signed with supporting agencies. We will need to check with our former disaster director to see which MOUs are active.

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

We have a proposed county MOU for Contra Costa County but unknown if it was signed. We have a MOU signed with Eden I&R. It is below: MEMORANDUM OF UNDERSTANDING CONCERNING THE MANAGEMENT OF SPONTANEOUS UNAFFILIATED VOLUNTEERS DURING DECLARED DISASTERS This Memorandum of Understanding (Agreement) is made and entered into between Volunteer Center of the East Bay (VCEB) and Eden Information & Referral (EDEN I & R). Purpose The purpose of this Agreement is to formalize a working relationship between EDEN I & R and VCEB. It suggests a pattern by which we may coordinate our personnel and service facilities, and provides a broad framework for the cooperation between the organizations in time of emergencies/disasters. The outcome of the cooperation between the two organizations is the expeditious recruitment and assignment of spontaneous, unaffiliated volunteers (SUV's) in our respective service areas. Definition of Disaster A disaster is an occurrence such as a hurricane, tornado, storm, flood, high water, wind-driving water, tidal wave, earthquake, drought, blizzard, pestilence, famine, fire, explosion, building collapse, transportation wreck, terrorist attack, or other situation that causes human suffering or creates human needs that victims cannot alleviate without assistance. Assumptions EDEN I & R is the responsible for the recruitment and referral of spontaneous volunteers in Alameda County following a declared disaster or emergency. Eden I&R has a contract with Alameda County, its cities and public agencies to implement a call center to connect spontaneous volunteers with disaster response-related volunteer opportunities. Eden I&R may work with nonprofit organizations in its disaster response efforts but does not anticipate proactively searching for those opportunities. VCEB is the responsible for the recruitment and referral of spontaneous volunteers in Contra Costa County following a declared disaster or emergency. VCEB is prepared to implement an Emergency Volunteer Center (EVC) in the form of online referral process, call center, walk-in reception center, or some combination of 2 of those methods. VCEB

also has strong relationships with many nonprofit organizations in Alameda County and may help nonprofits connect with spontaneous volunteering during a disaster response effort via its online volunteer referral system. Method of Cooperation On an annual basis, EDEN I & R and VCEB will meet to update each other on organizational developments related to the mission of utilizing SUV's in disasters. Opportunities will be sought to work together during tabletop and large-scale disaster exercises on the basis of this Agreement and subsequent plans. Both organizations will consult with each other regarding how basic volunteer records are kept and shared so that their systems will be compatible, and how records might be shared so and accuracy and confidentiality of information will be maintained. During disasters when one or both organizations are activated by their county's Emergency Operations Center (EOC), EDEN I & R and VCEB will establish communications and liaison within each other's respective headquarters for the purpose of directing SUV's to the appropriate organization, based upon the SUV's geographic location. • If Alameda County's disaster response is activated, o Eden I&R is the lead agency for volunteer referral. o VCEB will be kept closely informed of Eden I&R's response efforts so that SUV's are always referred properly. o VCEB will update Eden I&R if any nonprofits in Alameda County ask for VCEB's assistance in recruiting disaster response volunteers. o Information on needs and volunteer opportunities will be shared on as close to a "real time" basis as each organization can manage given other constraints. • If Contra Costa County is activated, o VCEB is the lead agency for volunteer referral. o Eden I&R will be kept closely informed of VCEB's response efforts. o Information on needs and volunteer opportunities will be shared on as close to a "real time" basis as each organization can manage given other constraints. Recognizing the need for advising the public of the work of both organizations, EDEN I & R and VCEB will make every effort through their respective Public Information Officers during the disaster to keep the public informed of the cooperative effort between the two organizations, government agencies, and other partners.

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

The MOU with Alameda County was signed on 12/20/2010. Again, unclear about the status of Contra Costa County MOU. Will do more fact finding.

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s?) If you have more MOUs with more than one county, please provide an answer for each location.

Unknown.

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

No

We don't know if the MOU in our files was ever signed by both parties. More fact finding required.

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

MOU with Contra Costa Crisis Center - we will partner to refer volunteers to one another in the event of a crisis.

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

We would be willing to take any help that was necessary. With such a small staff, we would need additional volunteer center staff to maintain an EVC for more than 24 hours.

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might

be other obstacles outside of staffing, please also comment.

No

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

No

Due to limited funds we don't have any discretionary resources for staff time, travel or related expenses.

4. Would your agency be willing to participate if costs were reimbursable?

Yes

We would need staff time reimbursement for this to be feasible.

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

No

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

We are not aware of this document being signed. We will consult with the necessary parties to determine if signed this document.

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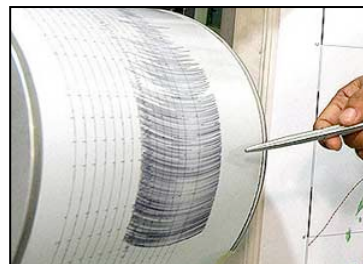
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Module 2: Response to Emergency Event

Volunteer Center of the East Bay

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregate in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

- 1. What is the local need for volunteers? How is that determined? What's being done about surplus or shortage of volunteers? Where are their breakdowns or disconnects? What's working well?**
Need for volunteers will be assessed by OES. Shortage of volunteers – we will post the need for them on our website. Surplus will be handled by intake volunteers.
- 2. What information are you lacking to perform your duties? What information is relevant to you to monitor your volunteer situation locally? What about from outside your county?**
We probably won't have any central command. We need to know where and what types of volunteers are needed.
- 3. Is the information being requested available? How are you capturing it? Is it relevant to you? If, not, what would be relevant to exercising your responsibilities? What is the best way to communicate that information?**
Unclear about this question.
- 4. How are you managing volunteer sign-up referrals?**
Initial sign-ups will be on paper. As we receive calls from agencies expressing their needs we will

match volunteers with volunteer opps. We envision this happening with a grease board until we're able to use computers.

5. **If your center loses computer access, does another organization have access to your volunteer matching database? How will you match and track volunteers?**

Our server is backed up on the east coast. We have remote access to our computer and website. No another agency has access to our software.

6. **Are you standing up your EVC? How is that decision made?**

If the city or county requests an EVC we will activate.

7. **How would your EVC be activated? Would you self-activate? Through the local Office of Emergency Services? A combination of both?**

We would activate by city command or OES.

8. **How would you notify your volunteers and staff if your EVC was activated?**

Using cell phones and available land lines.

9. **Using your current staff, how long could you sustain your EVC operation?**

We could probably keep it open for 24 hours. We have 4-5 staff members all with families.

10. **Do you need help outside your jurisdiction? What help? When and to do what?**

Not sure.

11. **Are you in a position to offer help outside of your county? What kind and for how long?**

Due to staffing limitations we could only offer 1 staff member for 1-2 days to another volunteer center. If we're asked to open an EVC we will have no staff to share.

12. **Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?**

No written plans are in place.

13. **Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?**

No. Due to staff turnover we aren't fully trained in operating an EVC from any location.

14. **Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a "walk-in" EVC?**

Yes. Using our Event management software we could help deploy volunteers to agencies in the area.

15. **Do you have EVC supply "Go boxes" that are packed and ready for transport in the event your EVC was activated?**

Yes.

16. **What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?**
Call staff and volunteers
Access staffing
Find location
Coordinate operations
17. **How would you ensure the security of your staff and volunteers during EVC operation?**
Good question. We don't have methods in place for this.
18. **Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers? Where are they located in your office?**
These policies and procedures were once in place but I don't think they currently exist.
19. **Are there written policies and procedures in place to describe how communications would flow among all the regional leads?**
None that I'm aware of.
20. **How would you ask for help if you needed to request mutual assistance from another volunteer center? What kinds of assistance would you ask for?**
We would most likely ask for staff and training EVC volunteers. We would call the local VC or California Volunteers.
21. **What things would you consider before providing mutual assistance if that was requested of your center by another county or by another volunteer center? Cost? Staff time? Reimbursement?**
We would consider all the above. Additionally, we would access our employee's ability to leave their family for any length of time.

Module 3: return to normal operations

May 27, 2012

Recovery from the earthquake area is well underway. Water and communications have been restored to the most heavily affected areas and people are returning home. Shelters are beginning to close down or consolidate.

Key Issues

- Recovery to the affected areas is well under way.
- Shelters are beginning to close and/or consolidate.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **As we work into recovery from this event what are the challenges your community might be facing?**
Transportation.
2. **How would the role of your volunteer center shift?**
Once we're out of the woods we would go back to business as usual. I don't see us having a lasting role at the EOS site.
3. **How would the communities volunteer needs change?**
I don't know.
4. **If you offered help or were offered help and it was accepted, what could have been in place prior to the event to make the process more seamless?**
Mutual aid funding guidelines. We should have a conversation with our staff about their abilities/limitations to help outside our county.
5. **If you offered help or were offered help and it was rejected, what could have been in place prior to the event to take advantage of it?**
I don't know. Sorry.
6. **If your volunteer center supplied assistance, what actions would you take now?**
Don't know.
7. **If your volunteer center required assistance, what actions would you take now?**
Thank people. Develop systems to improve the process in the future. Try to figure out funding issues.
8. **What help could we have used from other regions in the state?**
I don't know.
9. **What information would you need to complete an After Action Report? Who would you want to speak with?**
Again, I don't know. I'm unaware of this report and what entails.

VOLUNTEER CENTER SERVING SANTA CRUZ

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(o) 831.722.6708

Lois Connell
Associate Director
(o) 831.427.5070
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DISASTER POINT OF CONTACT

Karen Delaney
Executive Director
(o) 831.427.5070
(c) 831.332.1336.
(f) 831-423-6267
(e) kd@scvolunteercenter.org

Counties Served: Monterey, San Benito and Santa Cruz

Total Population Served: 317,651

Most Likely Disasters: Earthquake, flooding and fire

Volunteer Platform: HandsOn Connect

PROFILE

Agency Budget: \$2.5 million

Full Time Staff: 35

Part Time Staff: 17

Staff Related to Disaster: not assigned to a specific staff member, however, the Executive Director is on Santa Cruz County's Emergency Management Council, where she spends approximately two to five hours a month on disaster.

COOP: Yes

EOP/EVC Plan: Yes

MOUs with Local Governments: Santa Cruz County, City of Santa Cruz, and City of Watsonville

MOUs with Local Agencies: Red Cross, Salvation Army and Family Resource Centers

BACKGROUND

- VC Santa Cruz's programs include volunteer mobilization, matching and referral as well as various managed service program such as Helping Hands, literacy, transportation and those meeting other community needs.
- The agency has been managing and mobilizing convergent volunteers in disasters since the 1982.

CURRENT DISASTER CAPACITY

- The agency is willing to send staff to help man and support EVCs outside of the County, region and state as it views such assistance as important and a great training tool for staff so they are better able to stand up a local EVC when it is required.
- VC Santa Cruz's protocol if for a team of six staff to report immediately to an EVC, if required, while the rest of staff waits to be called up.
- The Executive Director is on the County's Emergency Management Council, which meets quarterly.
- The agency has three facilities so staff can rapidly relocate if required.

DISASTER MOBILIZATIONS

- October 1989: after the Loma Prieta earthquake VC Santa Cruz managed recovery volunteers who helped with home rebuilding.
- After local fires and floods the agency activates a special program called Adopt A Family to help uninsured renters who have lost everything. To date it has helped 56 families following four fires and several floods.
- After a recent Tsunami, VC Santa Cruz posted information on its website about the status of the emergency but there was no role for volunteers.
- After a local flood the agency set up a virtual phone EVC to handle approximately 1,000 volunteer requests.

AGENCY STRENGTHS

- VC Santa Cruz takes a team approach to disaster response and has learned from direct experience that the best system is one that does not divert the agency from its core competency as an organization and what it has already built into all volunteer mobilization, management and outreach jobs. It feels this approach is best as it notes that dedicated staffing is not always sustainable. As a result, anything "unrelated to our actual disaster function on the org chart" is avoided.
- The agency has had a great deal of experience in disaster response. It has sent staff to Los Angeles to help man an EVC after the 1994 Northridge earthquake and to Louisiana and George in September 2005 for 10 days after Hurricane Katrina to help with phone dispatch of SUVs who had registered online for volunteer projects.
- The Volunteer Center's Communication Director telecommutes from another state so in the event of a disaster she will be ready to handle all communication issues and be able to update the website if it is not possible to do so locally due to Internet connectivity issues.

AGENCY LIMITATIONS

- None other than funding to maintain its COOP.

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Default Report

Displaying 1 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Thursday, March 15, 2012 4:40:31 PM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
68.233.192.98**Response Modified:**
Thursday, March 15, 2012 5:38:16 PM**1. Contact Information**

Volunteer Center: - VC Santa Cruz County

First Name: - Karen

Last Name: - Delaney

Title: - Executive Director

Email: - kd@scvolunteercenter.org

Phone: - 831 427-5070

Street Address: - 1740 17th Avenue

City, State, and Zip Code: - Santa Cruz, CA 95062

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

Santa Cruz County - comprehensive services to volunteers, agencies and public & private partners. San Benito & Monterey Counties RSVP Program Services; some participation in Human Race. San Benito County we also cover on our Volunteer Connect website.

3. What is the population served by your volunteer center?

SC County 265,000 Don't know about Monterey & San Benito as it is Seniors only

1. How many full time staff are employed by your agency?

52 staff members 45 FTE 35 Full Time

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

17 part time staff; 10 FTE

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

Six month totals YTD Volunteers in our programs (managed & admin) 4283, 143,649 hours Volunteers referred & connected 3,461 ? hours

4. How many people serve on your Board of Directors?

16

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

Executive Director is on the County's Emergency Management Council (6 hours bimonthly) 2-5 hrs/month

2. Is disaster services assigned to a specific staff person?

No

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

No Response

1. What percentage of your agency's budget is dedicated to volunteer referral?

Volunteer Mobilization (Recruitment, Referral & Management across ages & subcategories) 20% Volunteer Match, Volunteer Connect, Project Lead, YouthServe, RSVP, Jr Volunteers, VIP/CityServe, AmeriCorps VIP, Disaster Response

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

Mental Health Volunteer Engagement, Prep & Support 45% (this is very costly and does not reflect volunteer numbers)
Agency Capacity Building (5%) Administration 13% Fundraising 2% Managed Service Programs - Helping Hands, Literacy, Friends Outside, Transportation, Adopt A Family, Graffiti Removal 22%

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

We manage & mobilize convergent volunteers in a disaster and have done so since 1982. After Loma Prieta we managed recovery volunteers who helped with home rebuilding. After Fires & Floods do special Adopt A Families for uninsured renters who lose everything.

1. What is the annual budget of your organization for your current fiscal year?

2.5 Million

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - \$30,000

Government - 30,000

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

8,000

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

Grant from California Volunteers \$20,000

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

We have been doing this long enough to realize that we cannot fundraise for this locally. Our approach is very simple systems that do not stray from our Core Competency, built into all volunteer mobilization, volunteer management and agency outreach jobs. We take advantage of basic disaster grants to update materials, tools & training. We take a Team approach because dedicated staffing is always unsustainable. We avoid disaster mission creep assiduously, as that is also unsustainable. We have successfully deployed more frequently than any other Center in the nation and have learned that a key to our success is to avoid EVERYTHING UNRELATED TO OUR ACTUAL DISASTER FUNCTION ON THE ORG CHART! The rest does not increase our effectiveness and is a black hole for time & \$. Would be nice to have \$5,000 year for training & materials refresh, we can get by with less.

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

Not sustainable, so we don't have it.

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

Yes

No one in our community understands volunteers better than we do and when our community needs us, we need to be there. Stepping up has brought us great relationships with local government, businesses & the media that translates into ongoing support for us in our core business.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

Yes

We have our basic plan down to 3 pages for standing up a disaster response. If someone isn't working with volunteers everyday, they aren't put in the plan. Since they already know how to do the core functions, not a lot of extra review/training is required. We do this at an all-staff meeting.

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

It is funding dependent. We do annually in years when there is funding to do so. When there isn't funding, we don't.

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

Yes

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

I refuse to have most of them do it because if they aren't a response manager, it is irrelevant to completing our box on the chart!!!! We train them to understand the 5 minute version. Here is our job, we do what we're told, we report back. That's it!

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

This idea is ridiculous! Team leaders & our Command Center Liaison only do the sims/nims training. We have 4 Team leaders, non are Board Members.

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

Part of our Cal Volunteer grant is to get this back to 100%

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

No

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

1 Flood; Small localized, sandbagging & clean-up; Adopt A Family for 8 families 4 fires; Virtual/Phone EVC responses only for about 1,000 volunteers, Adopt A Family for 48 families 1 Tsunami web info only, no role for volunteers

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

No, didn't need help

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

Yes

Sent staff to 3 Centers after Katrina Assigned staff to do phone dispatch of volunteers registered on web after Katrina
Sent staff to LA after NorthRidge Quake

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

Yes

Just finishing now

2. What is the most important updated needed in your COOP?

Just did our first, need money to implement some of the new recommendations for data back-up and document storage as well as advanced safety

3. What are the current gaps in your COOP planning that most concern your agency?

No planning gaps, really like what we are finishing; need to get some \$ to keep updated every year

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

Should take about 75 hours of staff time per year to update plan annually

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?	X	
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?	X	
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?	X	
Does your agency have an authority/succession plan?	X	

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?	X	
Can your telephone answering capacity be expanded within a 24-hour period?	X	
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?	X	

Comments: Most of the Nos were identified in the COOP we just completed, but we underestimated costs to implement them, are seeking funding to finish implementation. We do not believe in food & water storage as, as part of the EMC RResponse Team those will be provided to us out of logistics

1. Does your agency have a facilities contingency plan that has been developed for all of its office

locations and for all of the counties it serves? If "yes", please describe.

Yes

Plan is to have requirements outlined so we can rapidly relocated if needed. With 3 facilities, likelihood of all 3 being taken down is low

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

part of COOP

3. Does your agency have a communications contingency plan? If "yes", please describe.

Yes

Our Communications Director telecommutes, so will remotely handle communications from another state.

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

part of our COOP

5. Does your agency have a disaster communications plan?

Yes

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

Through JIC & PIO at EMC

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red

Cross? Please comment.

Yes

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

Red Cross, Salvation Army, Family Resource Centers

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

Yes

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

100% are equipped to perform under SEMS/NIMS/ICS protocol. No freelancing; do only what is assigned to us; report to the Commander, follow the chart!

1. How many staff members will report to your EVC to support your activities in time of disaster?

Our protocol is that a team of 6 reports immediately; the rest waits to be called up.

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

No

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

Yes

County of Santa Cruz, City of Santa Cruz, City of Watsonville

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

Whatever we ask for through logistics, prioritized by what the Incident Commander thinks is the best use of what s/he has to give. Just like everyone else! I HATE THAT WE KEEP ASKING ABOUT NIMS/SIMS TRAINING IN THE VOLUNTEER WORLD, THEN ACT LIKE THERE IS SOME SPECIAL SYSTEM JUST FOR VOLUNTEERS WHEN IT COMES TO MEDIA, PROCUREMENT, REPORTING

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

Being updated now

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s?) If you have more MOUs with more than one county, please provide an answer for each location.

KD on the County's Emergency Management Council, we meet quarterly

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

Yes

Already answered

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

We don't need anything for our EVC because we are the volunteer mobilization people!

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

In a large enough event, this would be greatly needed.

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

Yes

This is actually the best training for us.

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

No

California Volunteers has lots of disaster related money. Hire a few less consultants and convene the Centers once a year!

4. Would your agency be willing to participate if costs were reimbursable?

Yes

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

Yes

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as

possible.

No Response

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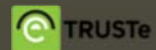
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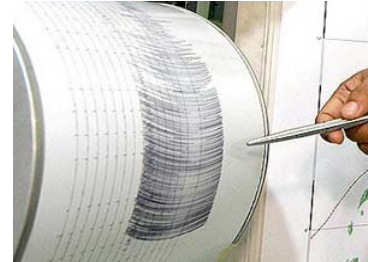


Module 2: Response to Emergency Event

Volunteer Center Serving Santa Cruz

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregating in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **What is the local need for volunteers? Will be for shelter workers, food prep at shelters, animal workers and communication and data workers. How is that determined?**

It was determined by OES, First Responders and agency partners such as Red Cross, Salvation Army and Food Banks and Resource Centers.

What's being done about surplus or shortage of volunteers?

Surplus of Volunteers we will have staff and volunteers to take incoming calls gathering contact information as well as contact and skills information. Surplus Volunteers: ask them to be patient, stay at home and we will contact them as soon as your services are needed. If phones are heavy volunteers can register online sharing their skills and signing up for volunteer positions. We will follow-up with additional instructions once their registration is completed, they must also sign in person, we have setup operations at 1740 17th Avenue, Santa Cruz, CA.

Shortage of Volunteers we will contact our media person and she will post PSA's on the radio stations, and emergency response stating volunteers needed posted on our website. We will also post on our website through Hands On Connect which will post individual opportunities and information on registering.

Where are their breakdowns or disconnects?

Immediately after the disaster breakdown in the communications through the press and word of mouth. Too much misinformation.

What's working well?

The experience and training of our staff to get up and ready within 24 hours and to get the correct information out to the public about volunteering.

2. **What information are you lacking to perform your duties?**

Because our countywide system is setup and in place we have the information and experience to do our duty.

What information is relevant to you to monitor your volunteer situation locally?

The relevant information we need will be relayed to us by our representative at OES. The OES and Partner Agencies are seated at the OES Emergency Center.

What about from outside your county?

Volunteers may be requested from outside the county.

3. **Is the information being requested available? How are you capturing it? Is it relevant to you? If not, what would be relevant to exercising your responsibilities?**

The information requested is available through our staff person at the Office of Emergency Services. It is relevant to us because emergency responders, emergency agencies, partner agencies are also seated at the table.

What is the best way to communicate that information?

Through the website, email and phone system.

4. **How are you managing volunteer sign-up referrals?**

Walk-in, online, and phone.

5. **If your center loses computer access, does another organization have access to your volunteer matching database?**

Yes. We can access through Hands On Connect. Our Communication Liaison is out of the area and will continue posting the volunteer needs.

How will you match and track volunteers?

We will also be matching and tracking through our out of the area Communication Liaison, and through walkin and phones.

6. **Are you standing up your EVC? How is that decision made?**

Yes we are standing up our EVC and the decision is made by OES.

7. **How would your EVC be activated? Would you self-activate?**

No. We will be activated through the Office of Emergency Services. Yes we would through the local Office of Emergency Services? Yes A combination of both?

8. **How would you notify your volunteers and staff if your EVC was activated?**

We have team members that immediately self deploy and a phone tree is activated. All other staff reports within 24 hours.

9. **Using your current staff, how long could you sustain your EVC operation?**
With our current trained staff we would be able to keep the EVC open as long as required.
10. **Do you need help outside your jurisdiction?**
So this scenario we do not need help outside of our jurisdiction. What help? When and to do what?
11. **Are you in a position to offer help outside of your county?**
Yes we are. What kind and for how long? We could refer volunteers from our area to another area and offer staff support. We could provide this service for Volunteers for as long as we are an active EVC.
12. **Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?**
NO
13. **Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?**
Yes we have the capability of operating an EVC from an alternate location.
14. **Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a “walk-in” EVC?**
Yes we do have the capacity and training to operate a virtual and web-based EVC.
15. **Do you have EVC supply “Go boxes” that are packed and ready for transport in the event your EVC was activated?**
Yes we do.
16. **What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?**
We could accommodate many SUV’s because we have the capacity to open EVC’s in three separate locations.
17. **How would you ensure the security of your staff and volunteers during EVC operation?**
We would be in contact with local law enforcement and we would make sure that no staff member or volunteer was ever working alone.
18. **Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers?**
There were MOU’s between all California Volunteer Centers for mutual assistance during a disaster but at this time we do not know if they are still active.
19. **Are there written policies and procedures in place to describe how communications would flow among all the regional leads?**
No, not that we are aware of.

20. **How would you ask for help if you needed to request mutual assistance from another volunteer center?**

We would ask for help through a request from our Executive Director

What kinds of assistance would you ask for?

If our computer systems were down we might ask for help also for phones to be referred to another volunteer center and volunteers referrals.

21. **What things would you consider before providing mutual assistance if that was requested of your center by another county or by another Volunteer Center?**

We would consider Cost, Staff time and reimbursement.

Module 3: return to normal operations

May 27, 2012

Recovery from the earthquake area is well underway. Water and communications have been restored to the most heavily affected areas and people are returning home. Shelters are beginning to close down or consolidate.

Key Issues

- Recovery to the affected areas is well under way.
- Shelters are beginning to close and/or consolidate.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. **As we work into recovery from this event what are the challenges your community might be facing?**
Clean up of debris and referrals for assistance.
2. **How would the role of your volunteer center shift?**
Would no longer be activated but we would provide volunteer assistance to community members who need services such as clean up or referrals to service providers.
3. **How would the communities volunteer needs change?**
More skilled volunteers.

4. **If you offered help or were offered help and it was accepted, what could have been in place prior to the event to make the process more seamless?**
It would be better if we had policies and procedures in place.
5. **If you offered help or were offered help and it was rejected, what could have been in place prior to the event to take advantage of it?**
It would be better if we had policies and procedures in place.
6. **If your volunteer center supplied assistance, what actions would you take now?**
Collect data to see what support was given and analyze what worked and what didn't work.
7. **If your volunteer center required assistance, what actions would you take now?**
Compile data and report on what assistance was provided and analyze what worked and what didn't work.
8. **What help could we have used from other regions in the state?**
In this scenario we required no regional assistance.
9. **What information would you need to complete an After Action Report?**
How many volunteers were deployed, what the cost was for supplies, what worked and what didn't work, lessons learned.

Who would you want to speak with?

Staff running the EVC, Volunteers, and the OES and partners.

VOLUNTEER CENTER OF SONOMA COUNTY

153 Stony Circle, Suite 100
Santa Rosa, CA 95401

www.volunternow.org

Eunice Valentine
Executive Director
(o) 707.573.3399 ext 101
(c) 415.823-4652
(e) evalentine@volunternow.org

DISASTER POINT OF CONTACT

Jim Bray
Community Services Director
(o) 707.573.3399 ext. 1099
(c) 707.483.1571
(e) jbray@volunternow.org

Counties Served: Sonoma

Total Population Served: 483,878

Most Likely Disasters: Earthquake, flooding and wild fire

Volunteer Platform: Volunteer Solutions

PROFILE

Agency Budget: \$2.5 million

Full Time Staff: 45

Part Time Staff: 11

Staff Related to Disaster: one person who is the Community Services Director, who is in the office four days and week and spends one percent of his time on disaster.

COOP: No

EOP/EVC Plan: Yes

MOUs with Local Governments: Sonoma County and the City of Santa Rosa

MOUs with Local Agencies: Red Cross

BACKGROUND

- Founded in 1972 the Volunteer Center of Sonoma County (VC Sonoma) provides an array of services that include volunteer referral (10% of its budget) Court Referral, transportation to those who cannot use public transit, and other programs that help nonprofits with capacity building, fundraising, and recognition of volunteers.

CURRENT DISASTER CAPACITY

- For the last three years VC Sonoma has observed the Great California Shakeout with a building evacuation drill.
- The MOUs with the Red Cross, City of Santa Rosa and Sonoma County have been in place for eight years.
- If the agency needs to stand up and EVC, six staff members will report.

DISASTER MOBILIZATIONS

- None: although flooding in 2005 required emergency shelters to be opened, standing up an EVC was not necessary.

AGENCY STRENGTHS

- The Community Services Director runs the 2-1-1 program for Sonoma and Mendocino Counties, has worked for the Red Cross, been deployed in a disaster, works with CERT and is well connected with local government and agency officials.
- The agency wants to participate in and or hold emergency training drills for the community so that all are as prepared as possible. Two years ago the City of Santa Rosa held a tabletop and all of the participants, including VC Sonoma, learned a great deal about the community's and county's current level of preparedness. The agency would like to repeat the drill again this year, funding permitting.

AGENCY LIMITATIONS

- Due to its current budget limitation the agency is closed the second and fourth Friday of each month.
- If the current Community Services Director leaves VC Sonoma, there may not be funding available to replace his position and maintain the disaster-related programs.

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Default Report

Displaying 3 of 9 respondents

Response Type:
Normal Response**Custom Value:**
*empty***Response Started:**
Monday, March 26, 2012 10:35:26 AM**Collector:**
CalEMA Coastal Admin Region VC Disaster-
Capacity Assessment
(Web Link)**IP Address:**
67.139.224.34**Response Modified:**
Monday, March 26, 2012 11:46:30 AM**1. Contact Information**

Volunteer Center: - Volunteer Center of Sonoma County

First Name: - Jim

Last Name: - Bray

Title: - Community Services Director

Email: - jbray@volunteernow.org

Phone: - 707/573-3399x109

Street Address: - 153 Stony Circle Suite 100

City, State, and Zip Code: - Santa Rosa, CA 95401

2. Please list the counties served by your agency and give brief details about the nature/degree of services provided within each county.

Sonoma County. The VC manages the following programs: Volunteer Referral, RSVP, Volunteer Wheels, 2-1-1, Literacy Connection, Hands On Sonoma County, Youth Volunteer Program, Court Referral, Resource Center for Non-profits, Secret Santa, Human Race, Business Environmental Challenge, Volunteer Recognition Event.

3. What is the population served by your volunteer center?

225,000

1. How many full time staff are employed by your agency?

45

2. How many part-time staff are employed by your agency? Please provide the total number of part-time staff and their total weekly hours.

11, 240 hours

3. How many volunteers work to support your agency, on average, in a month, and how many hours does this total? Please provide the total number of volunteers, their total monthly hours, and break out their support to administration, operations, and programs by percentages.

4. How many people serve on your Board of Directors?

18

1. How many hours a month of your total agency's staff time is devoted to disaster-related activities. This might include programming, training, participating with partner agency collaborations in your community, such as VOAD, and convening disaster-related task forces or committees. Please provide total monthly hours and list related activities. If your agency provides a leadership role, please note it.

Sonoma County Emergency Coordinator's Forum participation: 2 hours four times a year Sonoma County Emergency Council Participation: 2 hours twice a year VOAD meeting: 3 hours 4 times a year, Vice Chairman All Staff participate in Building Evacuation Training once a year: 30 minutes

2. Is disaster services assigned to a specific staff person?

Yes

3. If disaster services is assigned to a specific person, what is his or her title? Is this person full or part-time and what percentage of time does this person spend on disaster services?

Community Services Director 4 Days per Week 1 %

1. What percentage of your agency's budget is dedicated to volunteer referral?

10%

2. What other services does your agency provide other than volunteer referral services? Please provide a list and a brief description of each program.

Volunteer Wheels: contract with County to transport those who cannot use public transit. 2-1-1: connects people with health and human service needs. Court Referral: placement for those fulfilling community service requirements. Resource Center for Non-Profits: capacity building support for area non-profits. Secret Santa: provides opportunity for community to provide gifts to thousands in need. Human Race: fund raising event for non-profits. Volunteer Recognition Event: Recognition of community volunteers.

3. Please provide a description of any disaster-related programming provided by your agency and the year each program started.

For three years we have observed the Great California Shakeout with a building evacuation drill. The Volunteer Center has an MOU with the Red Cross and the County of Sonoma to open a Spontaneous Volunteer Center in the wake of a disaster. The MOU has been in place for 8 years.

1. What is the annual budget of your organization for your current fiscal year?

\$3,500,000

2. How much funding will your agency receive this fiscal year for disaster-related programming and training from foundations, corporations, individuals, and government agencies? Please provide the total and the amount for each category.

Total Funding - 0

Corporations - 0

Foundations - 0

Government - 0

Individuals - 0

3. Please provide the amount your agency budgeted, if any, in this fiscal year for staff-related disaster training?

0

4. Please provide the amount your agency budgeted this fiscal year, if any, for updating your Continuity of Operations Plan (COOP) or to update any other written disaster-related plans such as those for a Emergency Volunteer Center or MOUs with state or local government or nonprofit agencies.

0

5. Realistically, how much money does your agency need annually to fund disaster-related programming and training and to keep your COOP current? Please provide a breakdown by category.

0

6. If your agency has a full- or part-time staff person whose responsibility is disaster services, what is the sustainability outlook for this continuing to fund this position?

0

7. If your agency does not receive any funding for disaster-related programming, training, or for establishing an Emergency Volunteer Center, in your next fiscal year, will you continue to do this work? Why or why not?

Yes

Yes, we will continue to honor the MOU with the County.

1. Does your agency conduct an annual review and discussion of agency readiness in a time of disaster and go over the various roles and responsibilities of paid and volunteer staff with those individuals? Please feel free to add a comment.

No

2. If your agency does not conduct an annual review of agency/staff responsibilities in time of disaster and go over the various role and responsibilities with the appropriate individuals, please tell us why not and what obstacles your agency would need to overcome in order to do so. Examples might be lack of staff resources, budget, time, etc.

No time allocated.

3. Has the executive director of your agency completed SEMS/NIMS/ICS training?

No

4. What percentage of full and part-time staff has participated in SEMS/NIMS/ICS training?

< 1%

5. What percentage of the Board of Directors has participated in SEMS/NIMS/ICS training?

0

6. What percentage of full and part-time staff has completed disaster training related to the management of spontaneous unaffiliated volunteers in a disaster?

50%

7. Does your agency conduct an annual in-service training and exercise for paid and volunteer staff on your volunteer center's procedures for managing spontaneous volunteers in times of disaster?

No

1. Has your agency participated in a community response to a disaster in the last 10 years?

Yes

2. If "yes", please describe the scope of the disaster(s) and the services your agency provided.

No details on the Volunteer Center's response to the flood of 2005.

3. If your agency participated in a community response to a disaster in the last 10 years did your agency request mutual aid from volunteer centers outside your region? If so, what did you request/receive? If not, why not?

No, not necessary.

4. Has your agency ever provided mutual aid to another volunteer center outside your region? If "yes", please give the date, describe the disaster and services provided, the length of service period as well as the number and type of staff/volunteers your agency provided.

No

5. What are the most likely disasters in the counties you serve? Please list. If there are any disasters unique to a particular county, please note.

Flooding Earthquake Wildland Fire

1. Does your agency have a written "Continuity of Operations Plan", also known as a COOP? If the answer is "yes", please provide the date the document was created and when it was last updated.

No

2. What is the most important updated needed in your COOP?

0

3. What are the current gaps in your COOP planning that most concern your agency?

0

4. What do you feel would be required to update your plan? Please be as specific as possible and provide your best guesstimate as to the number of hours required, staff and board investment, and any obstacles that you might foresee.

0

1. How ready is your own agency for disaster? Please answer each of the following questions.

	Yes	No
Does your agency have emergency food and water supplies to cover all staff, volunteers and board members who might be in your office in time of disaster?	X	
Does your agency have emergency first aid and safety supplies?	X	
Does your agency have emergency back-up power?	X	
Do you have a back up system for all of your technology in a time of disaster?	X	
Do you have an alternative technology system that could be established quickly?	X	
Are your electronic records backed up regularly?	X	
Is your server backed up in a different location than your office?	X	
Are your paper records securely kept, which includes fire protection?	X	
Does your agency have an authority/succession plan?	X	

2. How ready is your own agency for a disaster? Please answer each question related to communications.

	Yes	No
Do you have a written telephone tree to alert staff and volunteers in time of emergency?	X	
Do have a back-up phone service?	X	
Can your telephone answering capacity be expanded within a 24-hour period?	X	
Are there any written agreements with your communications provider to provide priority service to your agency in a time of disaster?	X	

Comments:

1. Does your agency have a facilities contingency plan that has been developed for all of its office locations and for all of the counties it serves? If "yes", please describe.

No

2. If your agency has a facilities contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

3. Does your agency have a communications contingency plan? If "yes", please describe.

No

4. If your agency has a communications contingency plan, when was it created and last updated? How often is it reviewed and who is primarily responsible for it?

No Response

5. Does your agency have a disaster communications plan?

No

6. Is your agency's staff prepared to work strategically with the media to provide positive key messages to volunteers, local government agencies, and the community at large? Please provide a comment.

Yes

We will work closely with the County Emergency Services and use their PIA to ensure same message.

1. Has your agency adopted a plan to effectively mobilize its resources and facilities to manage volunteers within the counties it serves as an emergency volunteer center?

Yes

2. Does your agency have established forms and procedures for dealing with the management of spontaneous volunteers following a disaster?

Yes

3. If your agency has plan to establish an emergency volunteer center and/or for the management of spontaneous unaffiliated volunteers, does the plan take into account resources provided by local service providers, government agencies or other entities?

Yes

4. Is your agency's plan for an emergency volunteer center in alignment with the planning and authority of your local government and other official disaster response agencies like the Red Cross? Please comment.

Yes

5. Does your agency have any agreements with groups who will support your disaster activities? These groups might be other nonprofits, government entities, neighborhood associations and or service providers. Please list any groups and the nature of support

Yes

Red Cross Emergency Services

6. Does your agency have an emergency management structure that is consistent with the Standardized Emergency Management System (SEMS) adopted by the State of California; and NIMS, the National Information System containing the Incident Command System (ICS)?

No

7. Please estimate the percentage of your staff that are well equipped to perform under SEMS/NIMS/ICS protocol? If you also have volunteers that support your agency that are equipped to perform under SEMS/NIMS/ICS protocol, please provide this percentage as well.

1%

1. How many staff members will report to your EVC to support your activities in time of disaster?

6

2. Do you have a trained cadre of disaster volunteers who will report to your center to support your activities in time of disaster? If yes, please provide the total number of volunteers.

No

3. Does your agency have a written MOU with your County Disaster Leadership, local government, or government agency? If "yes", please list the entities and the date the document was created.

Yes

MOU with County of Sonoma 2004 MOU with Red Cross 2004 MOU with Santa Rosa 2004

4. If your agency has an MOU with your county leadership, what does it agree to do/provide to your EVC? Please be specific. If your agency operates in more than one county, please provide information on each MOU.

Open and operate an Emergency Volunteer Center.

5. If your agency has an MOU with your county leadership, when was it last updated? Is there an annual review or scheduled check-in process?

No

6. If your agency has an MOU with your county leadership, how often do you meet with your county partner(s)? If you have more MOUs with more than one county, please provide an answer for each location.

Several times per year.

7. Does your agency have any written MOUs with other nonprofit agencies such as the American Red Cross? If "yes", please list and provide the date of the MOUs.

Yes

Red Cross 2004

8. If your agency has written MOUs with other nonprofit agencies, what do they agree to do/provide to your EVC? Please be specific.

No Response

1. In the event of a major disaster in the counties your agency serves, would your agency want staff and volunteer help from other California volunteer centers? Your agency would remain in

charge of its operations including the direction of such personnel and any equipment provided. Please write a comment about what type of support you might be interested in receiving and any concerns you might have with such a scenario.

Yes

Very qualified Yes. It would completely depend upon the nature of the disaster and the resources needed.

2. In the event of a major disaster effecting counties outside of the ones your agency serves, do you have enough staff or volunteers to help other volunteer centers located throughout the state or in your region, manage the coordination of spontaneous unaffiliated volunteers? If there might be other obstacles outside of staffing, please also comment.

No

3. Would your agency be willing to participate in regional or statewide disaster coordination meetings among California volunteer centers if there was no money available for travel, staff time and related expenses?

No

Not if it is only focused on disaster response.

4. Would your agency be willing to participate if costs were reimbursable?

No

Not if only focused on disaster response.

1. Did your agency sign the Volunteer Centers of California Mutual Aid Agreement, last revised in January 2009?

Yes

2. If your agency did not sign the agreement, please tell us why not. Please be as specific as possible.

Not sure if we did.

APPENDIX

LIST OF ORGANIZATIONS THAT COULD PROVIDE VOLUNTEERS IN A DISASTER (PROVIDED BY HUBS)

Alameda

Alameda VOAD
American Red Cross Bay Area Chapter
Eden I&R

Contra Costa

Contra Costa VOAD
American Red Cross Bay Area Chapter

Del Norte

Del Norte County Chapter of the American Red Cross
Del Norte VOAD

Humboldt

American Red Cross Humboldt County Chapter
Humboldt VOAD

Lake

American Red Cross Serving Sonoma, Mendocino and Lake Counties

Marin

American Red Cross of Marin County
Marin Interfaith Council
Marin VOAD

Mendocino

American Red Cross Serving Sonoma, Mendocino and Lake Counties

Monterey

American Red Cross Monterey Bay Area Chapter
Rotary Club
Young Professional Network (YPN) Monterey County Chapter

Napa

The LDS Church
Methodist Church
Napa County Office of Education
Napa County Red Cross
NORORD
Rotary Club of Napa

San Francisco

American Red Cross Bay Area Chapter
San Francisco VOAD
HandsOn Bay Area
Bay Area Corporate Volunteer Council Member Companies

Santa Cruz

American Red Cross Santa Cruz County Chapter

Santa Cruz VOAD

San Mateo

American Red Cross Bay Area Chapter

Northern California VOAD

HandsOn Bay Area

Bay Area Corporate Volunteer Council Member Companies

Solano

American Red Cross Solano County Chapter

Solano VOAD

Sonoma

American Red Cross Serving Sonoma, Mendocino and Lake Counties

Sonoma County VOAD

**LIST OF CRITICAL SERVICE PROVIDERS/PARTNERS
(PROVIDED BY HUBS)**

Alameda

American Red Cross Bay Area Chapter
Eden I&R

Contra Costa

American Red Cross Bay Area Chapter

Del Norte

Del Norte County Chapter of the American Red Cross

Humboldt

American Red Cross Humboldt County Chapter

Lake

American Red Cross Serving Sonoma, Mendocino and Lake Counties
Sheriff Department - OES

Marin

American Red Cross of Marin County

Mendocino

2-1-1
American Red Cross Serving Sonoma, Mendocino and Lake Counties
CERT
Dept. of Public Health
Dept. of EMS
Fire Department
North Coast Opportunities
Sheriff Department - OES

Monterey

American Red Cross Monterey Bay Area Chapter

Napa

Housing and Shelter Services (program of Community Action of Napa Valley)
Meals on Wheels
Napa County Red Cross
Napa Valley Food Bank (program of Community Action of Napa Valley)
Salvation Army

San Francisco

SF CARD
American Red Cross Bay Area Chapter
Meals on Wheels
Project Open Hand
Salvation Army
San Francisco Food Bank
Goodwill Industries of San Francisco, San Mateo & Marin
City & County of San Francisco, Department of Human Resources
City & County of San Francisco, Department of Human Services

Santa Cruz

American Red Cross Santa Cruz County Chapter
Family Resource Centers
Salvation Army

San Mateo

THRIVE
American Red Cross Bay Area Chapter
Meals on Wheels
Second Harvest Food Bank
Goodwill Industries of San Francisco, San Mateo & Marin

Solano

American Red Cross Solano County Chapter

Sonoma

American Red Cross Serving Sonoma, Mendocino and Lake Counties



**"Ready to Respond to Disaster?" training
San Francisco, CA**

April 10, 2012

8:30 a.m. – 4:30 p.m.

**Location: Volunteer Center Serving San Francisco and San Mateo Counties
1675 California Street, San Francisco**

Objectives:

- To provide state and federal emergency management training and insure the attendees are successful in obtaining certification
- To ensure there is a common understanding of the role of CaliforniaVolunteers during a disaster
- To ensure there is a common understanding of the role of volunteer centers in coordinating spontaneous, unaffiliated volunteers in times of disaster
- To provide an introduction to operating an emergency volunteer center
 - Welcome and Introductions
 - ICS 100.b
 - Working Lunch: Role of CaliforniaVolunteers
 - ICS 200

TRAINING ROSTER

Training Session Title:	"Ready to Respond to Disaster?" Training						
Date:	4/10/12						
Time:	8:30 am - 4:30 pm						
Location :	VCSF/SMC, 1675 California Street, San Francisco, CA 94109						
Trainer(s):	Phyllis Onstad, Community Partnership Specialist, CaliforniaVolunteers and Jerry Colivas, Trainer, CaliforniaVolunteers						
Participants							
First Name	Last Name	Title	Organization	Street Address	City	State	Zip Code
Ai Lin Morten	Morten	Administrative Support	San Francisco CARD	1675 California Street	San Francisco	CA	94109
Alison	Berger	Program Manager	Volunteer Center of the East Bay and Volunteer Center of Solano County	700 Ygnacio Valley Road, Suite 140	Walnut Creek	CA	94596
Angelica	Pena	Coordinator of Programs	The Volunteer Center Serving San Francisco and San Mateo Counties	1675 California Street	San Francisco	CA	94109
Atashi	Chakravarty	Disaster Preparedness Coordinator, Member Services, and Human Race	Center for Volunteer Leadership of Marin County	555 Northgate Drive, Suite 200	San Rafael	CA	94903
Jill	Blackburn	Director of Programs	The Volunteer Center Serving San Francisco and San Mateo Counties	1675 California Street	San Francisco	CA	94109
John	Power	Executive Director	The Volunteer Center Serving San Francisco and San Mateo Counties	1675 California Street	San Francisco	CA	94109
Margaret	Southerland	Principal	Strategic Philanthropy Advisors, LLC	1755 Jackson Street, Suite 304	San Francisco	CA	94109



Agenda

8:30 – 9:00 a.m.	Registration
9:00 – 9:15 a.m.	Welcome and Introduction
9:15 – 10:30 a.m.	Discussion on Modules and Flow of the Exercise
10:30 – 11:30 a.m.	Individual Group Work
11:30 – 12:00 p.m.	Working Lunch
12:00 – 2:15 p.m.	Hub Report Outs
2:15 – 3:00 p.m.	Hot Wash/ Debrief
3:00 p.m.	Closing Comments/Adjournment

TABLETOP ROSTER

Training Session Title:	Tabletop						
Date:	4/27/12						
Time:	9:00 am - 2:30 pm						
Location:	VCSF/SMC, 1675 California Street, San Francisco, CA 94109						
Trainer(s):	Elaine Viray, Senior Exercise Planner, California Emergency Management Agency; Jena Works, CalEMA; Phyllis Onstad, Community Partnership Specialist, CaliforniaVolunteers; and Jerry Colivas, Trainer, CaliforniaVolunteers						
Participants							
First Name	Last Name	Title	Organization	Street Address	City	State	Zip Code
Angelica	Pena	Coordinator of Programs	The Volunteer Center Serving San Francisco and San Mateo Counties	1675 California Street	San Francisco	CA	94109
Atashi	Chakravarty	Disaster Preparedness Coordinator, Member Services, and Human Race	Center for Volunteer Leadership of Marin County	555 Northgate Drive, Suite 200	San Rafael	CA	94903
Debbie	Brooks	Director of RSVP	Volunteer Center Serving Santa Cruz	1740 17th Ave., Suite 2	Santa Cruz	CA	95062
Eleanor	Wood	Program Assistant	Volunteer Center of Napa Valley, a program of Community Action of Napa Valley	2310 Laurel Street, Suite 1	Napa	CA	94559
Holly	Bearden	Administrative Assistant	Center for Volunteer Leadership of Marin County	555 Northgate Drive, Suite 200	San Rafael	CA	94903
Jan	Brady	Office Manager	Volunteer Center Serving Santa Cruz	1740 17th Ave., Suite 2	Santa Cruz	CA	95062
Jill	Blackburn	Director of Programs	The Volunteer Center Serving San Francisco and San Mateo Counties	1675 California Street	San Francisco	CA	94109
John	Power	Executive Director	The Volunteer Center Serving San Francisco and San Mateo Counties	1675 California Street	San Francisco	CA	94109
Karla	McCormick	Executive Director	Volunteer Center of the East Bay and Volunteer Center of Solano County	700 Ygnacio Valley Road, Suite 140	Walnut Creek	CA	94596
Katie	Rubin	Program Manager	Volunteer Center of Napa Valley, a program of Community Action of Napa Valley	2310 Laurel Street, Suite 1	Napa	CA	94559
Lois	Connell	Associate Director	Volunteer Center Serving Santa Cruz	1740 17th Ave., Suite 2	Santa Cruz	CA	95062
Margaret	Southerland	Principal	Strategic Philanthropy Advisors, LLC	1755 Jackson Street, Suite 304	San Francisco	CA	94109
Tami	Bartolomei	Program Director	NCO's Volunteer Network of Lake and Mendocino Counties	413 N. State Street	Ukiah	CA	95482
Vera	De Ferrari	Volunteer Services Associate	Center for Volunteer Leadership of Marin County	555 Northgate Drive, Suite 200	San Rafael	CA	94903



CaliforniaVolunteers Volunteer Center
Tabletop Exercise
Situation Manual
April 27, 2012



Preface

The CaliforniaVolunteers Volunteer Center Tabletop Exercise is sponsored by CaliforniaVolunteers and the California Emergency Management Agency (Cal EMA). This Situation Manual (SitMan) was produced with input, advice, and assistance from CaliforniaVolunteers, participating Volunteer Centers and the Cal EMA Exercise Division which followed guidance set forth by the U.S. Department of Homeland Security (DHS) Homeland Security Exercise and Evaluation Program (HSEEP).

The CaliforniaVolunteers Volunteer Center Tabletop Exercise Situation Manual provides exercise participants with all the necessary tools for their roles in the exercise. It is tangible evidence of CaliforniaVolunteers and the participating Volunteer Centers commitment to ensure collaborative partnerships that will prepare them to respond to any emergency.

The CaliforniaVolunteers Volunteer Center Tabletop Exercise is an unclassified exercise. Control of exercise information is based on public sensitivity regarding the nature of the exercise rather than actual exercise content. Some exercise material is intended for the exclusive use of exercise planners, facilitators, and evaluators, but players may view other materials that are necessary to their performance. All exercise participants may view the SitMan.

All exercise participants should use appropriate guidelines to ensure proper control of information within their areas of expertise and protect this material in accordance with current jurisdictional directives. Public release of exercise materials to third parties is at the discretion of the CaliforniaVolunteers Volunteer Center Tabletop Exercise Planning Team.

Handling Instructions

1. The title of this document is the *CaliforniaVolunteers Volunteer Center Tabletop Exercise Situation Manual*.
2. Information gathered in this SitMan is designated as exercise sensitive and should be handled as sensitive information that is not to be disclosed. This document should be safeguarded, handled, transmitted, and stored in accordance with appropriate security directives. Reproduction of this document, in whole or in part, without prior approval from the CaliforniaVolunteers Volunteer Center Tabletop Exercise Planning Team is prohibited.
3. At a minimum, the attached materials will be disseminated strictly on a need-to-know basis and, when unattended, will be stored in a locked container or area that offers sufficient protection against theft, compromise, inadvertent access, and unauthorized disclosure.
4. For more information about the exercise, please consult the following points of contact (POCs):

Exercise Planner:

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Community Partnerships Specialist
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Phyllis.onstad@cv.ca.gov

Exercise Facilitator:

Elaine Viray
Senior Exercise Planner
California Emergency Management Agency
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Mather, CA 95655
(916) 845-8497 (Office)
elaine.viray@calema.ca.gov

Jerry Colivas
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INTRODUCTION

Background

Earthquakes happen in the U.S. every day but few turn into disasters. The Great San Francisco Earthquake of 1906 and the ensuing fires destroyed much of the city, causing over \$500 million of property damage, and killing over 3000 people. The Good Friday earthquake in Alaska in 1964, a magnitude 9.2 earthquake, caused extensive damage to the city of Anchorage and triggered a tsunami that killed 122 in Alaska, Oregon, and California. The 1989 Loma Prieta earthquake, also known as the World Series Earthquake, was a major [earthquake](#) that struck the [San Francisco Bay Area](#) of [California](#) on October 17, 1989, at 5:04 p.m. local time. Caused by a [slip](#) along the [San Andreas Fault](#), the quake lasted 10–15 seconds and measured 6.9 on the [moment magnitude scale](#) (surface-wave magnitude 7.1) or 6.9 on the [open-ended Richter Scale](#). The quake killed 63 people throughout northern California, injured 3,757 and left some 3,000-12,000 people homeless. The quake caused an estimated \$6 billion (\$11 billion in current value) in property damage, becoming one of the most expensive natural disasters in U.S. history at the time.

In 1994 a 6.7 magnitude earthquake hit Southern California. Sixty people were killed, more than 7,000 injured, 20,000 homeless and more than 40,000 buildings damaged in Los Angeles, Ventura, Orange and San Bernardino Counties. Severe damage occurred in the San Fernando Valley: maximum intensities of IX, on the Modified Mercalli scale, were observed in and near Northridge and in Sherman Oaks. Collapsed overpasses closed sections of the Santa Monica Freeway, the Antelope Valley Freeway, the Simi Valley Freeway and the Golden State Freeway. Fires caused additional damage in the San Fernando Valley and in Malibu and Venice. Estimates of damage are between 13 and 20 billion U.S. dollars. A maximum uplift of about 15 cm occurred in the Santa Susana Mountains and many rockslides occurred in mountain areas, blocking some roads. Some ground cracks were observed at Granada Hills and in Potrero Canyon. Some liquefaction occurred at Simi Valley and in some other parts of the Los Angeles Basin.

Purpose

The purpose of this exercise is to provide participants with an opportunity to assess the abilities of their Volunteer Center and their capacity to respond during an event in their area.

Scope

This exercise addresses Volunteer Centers' abilities to respond to an emergency event in their area and their capability to support other Volunteer Centers with staff and resources.

Target Capabilities

The National Planning Scenarios and establishment of the National Preparedness Priorities have steered the focus of homeland security toward a capabilities-based planning approach. Capabilities-based planning focuses on planning under uncertainty because the next danger or disaster can never be forecast with complete accuracy. Therefore, capabilities-based planning takes an all-hazards approach to planning and preparation that builds capabilities that can be applied to a wide variety of incidents. States and urban areas use capabilities-based planning to identify a baseline assessment of their homeland security efforts by comparing their current capabilities against the Target Capabilities List (TCL) and the critical tasks of the Universal Task List (UTL). This approach identifies gaps in current capabilities and focuses efforts on identifying and developing priority capabilities and tasks for the jurisdiction. These priority capabilities are articulated in the jurisdiction's homeland security strategy and multi-year training and exercise plan, of which this exercise is a component.

These capabilities provide the foundation for development of the exercise design objectives and scenario. The purpose of this exercise is to measure and validate performance of these capabilities and their associated critical tasks. The selected target capabilities are:

- Volunteer Management and Donations
- Communications

Exercise Design Objectives

Exercise design objectives focus on improving understanding of a response concept, identifying opportunities or problems, and achieving a change in attitude. This exercise will focus on the following design objectives:

- Clarify the linkages between volunteer centers and the local government emergency management.
- Identify documents that outline and define the volunteer management function that Regional Lead VCs will carry out.
- Understand the linkages between stakeholders and local government.
- Explore the ability of Regional Lead coordination to gather and share information with other volunteer centers.
- Assess current staffing needs of the impacted volunteer centers and their capacity to respond
- Test EVC needs in the impacted county(ies).
- Assess the type of EVC that would be needed in response to the disaster i.e. “walk -in”, phone, or web-based.
- Assess our current situation in response to the disaster, and assess our ability to respond via Mutual Assistance.
- Identify Mutual Assistance needed from other regions
- Assess ability to provide Mutual Assistance within the region
- Test communication among the Hubs
- Test communications among regional leads
- Identify what information will be important for you, and what information you will need to share with other regional leads
- Test Volunteer Centers’ ability to identify agencies that may be impacted and their potential needs for volunteers.
- Test communications procedures between regional leads and California Volunteers.

Participants

- **Players.** Players respond to the situation presented, based on expert knowledge of response procedures, current plans and procedures, and insights derived from training.
- **Observers.** Observers support the group in developing responses to the situation during the discussion; however, they are not participants in the moderated discussion.
- **Facilitators.** Facilitators provide situation updates and moderate discussions. They also provide additional information or resolve questions as required. Key exercise planning team members also may assist with facilitation as subject matter experts (SMEs) during the TTX.

Exercise Structure

This tabletop exercise (TTX) will be a multimedia, facilitated exercise. Players will participate in the following discussion:

- Module 1: Notification/Activation
- Module 2: Response to Emergency Event
- Module 3: Return to Normal Operations
- Module 4: Hot Wash/Debrief

The discussion will begin with a multimedia update that summarizes the key events occurring within that time period. Following the updates, participants review the situation and engage in discussions of appropriate response issues. Participants then enter into a facilitated discussion in which they present their actions based on the scenario.

Each exercise participant will receive this situation manual (SitMan), which provides a written scenario and situation updates. Following each module is a series of questions that highlight pertinent issues for consideration. These questions are supplied as a catalyst for the group discussions; participants are not required to answer every question, nor are they limited to those topics. Participants are encouraged to use this SitMan as a reference throughout the exercise.

Exercise Guidelines

- This TTX will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, are expected.
- Respond on the basis of your knowledge of current plans and capabilities (i.e., you may use only existing assets) and insights derived from your training.
- Decisions are not precedent setting and may not reflect your organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.
- Issue identification is not as valuable as suggestions and recommended actions that could improve response and preparedness efforts. Problem-solving efforts should be the focus.

Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted. During this exercise, the following apply:

- The scenario is plausible, and events occur as they are presented.
- There is no hidden agenda, and there are no trick questions.
- All players receive information at the same time.

Agenda

8:30 – 9:00 a.m.	Registration
9:00 – 9:15 a.m.	Welcome and Introduction
9:15 – 10:30 a.m.	Discussion on Modules and Flow of the Exercise
10:30 – 11:30 a.m.	Individual Group Work
11:30 – 12:00 p.m.	Working Lunch
12:00 – 2:15 p.m.	Hub Report Outs
2:15 – 3:00 p.m.	Hot Wash/ Debrief
3:00 p.m.	Closing Comments/Adjournment

MODULE 1: NOTIFICATION/ACTIVATION

April 27, 2012 – 7:00 a.m.



At 7:00 a.m. this morning a magnitude 7.1 quake struck the San Francisco Bay Area.

The earthquake's epicenter is just outside the mouth of the San Francisco Bay. Fires are burning around the County. The injured are still being triaged and evaluated in many areas. Emergency services remain overwhelmed and continue to prioritize calls.

Key Issues

- M7.1 earthquake struck the San Francisco Bay Area.
- Fires are burning throughout the area.
- Emergency Management and response organizations are overwhelmed.

Facilitated Discussion: Questions

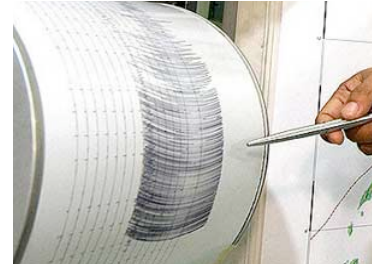
The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. If this scenario were to occur today in any of your regions, what transportation issues would your staff face in order to get to your office?
2. Do you have an EOP and /or COOP? If your office is uninhabitable, where will you re-locate? How will you communicate with the other Inland Region Regional Lead?
3. What is your connection with your local office of emergency services? Other government agencies?
4. Are there written policies and procedures in place to describe how communications would flow between your organization and local emergency management? Where are they located in your office? What key elements do they include?
5. How would you assess whether it was safe to work at your office? Have you identified alternative work sites?
6. What type of pre-event and event notification would be occurring?
7. How would you notify your Volunteers and staff?
8. What other notifications need to be made and who would you contact first?
9. What partners would you be likely to contact, and why? Do you have hard copies of their contact information?

MODULE 2: RESPONSE TO EMERGENCY EVENT

April 27, 2012 – 11:00 a.m.

An aftershock hits San Francisco and other counties in the surrounding area. It is relatively mild and causes no additional damage but scares those still in the affected areas. The telephone system is overloaded with calls and the water system is still damaged with water running at a trickle to most parts of the affected area. People are congregated in open areas and looking for shelters to get both support and information.



Key Issues

- A small aftershock has hit the area causing little damage.
- Evacuation Centers and Shelters are beginning to open up around the area.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. What is the local need for volunteers? How is that determined? What's being done about surplus or shortage of volunteers? Where are their breakdowns or disconnects? What's working well?
2. What information are you lacking to perform your duties? What information is relevant to you to monitor your volunteer situation locally? What about from outside your county?
3. Is the information being requested available? How are you capturing it? Is it relevant to you? If, not, what would be relevant to exercising your responsibilities? What is the best way to communicate that information?
4. How are you managing volunteer sign-up referrals?
5. If your center loses computer access, does another organization have access to your volunteer matching database? How will you match and track volunteers?
6. Are you standing up your EVC? How is that decision made?
7. How would your EVC be activated? Would you self-activate? Through the local Office of Emergency Services? A combination of both?
8. How would you notify your volunteers and staff if your EVC was activated?
9. Using your current staff, how long could you sustain your EVC operation?
10. Do you need help outside your jurisdiction? What help? When and to do what?
11. Are you in a position to offer help outside of your county? What kind and for how long?
12. Do you have written plans and procedures in place to deploy your staff to assist in disasters outside your specific service area? What key elements do they include?
13. Does your agency have the capability and training to operate your EVC from an alternative location either within your city/county or outside of it?
14. Does your agency have the capability and training to operate a virtual or web-based EVC if you were not able to activate a "walk-in" EVC?
15. Do you have EVC supply "Go boxes" that are packed and ready for transport in the event your EVC was activated?
16. What steps would you take if you had to open a larger EVC facility to accommodate many SUVs (Spontaneous Unaffiliated Volunteers)?
17. How would you ensure the security of your staff and volunteers during EVC operation?

18. Are there written policies and procedures in place to describe how communications would flow between your organization and other volunteer centers? Where are they located in your office?
19. Are there written policies and procedures in place to describe how communications would flow among all the regional leads?
20. How would you ask for help if you needed to request mutual assistance from another volunteer center? What kinds of assistance would you ask for?
21. What things would you consider before providing mutual assistance if that was requested of your center by another county or by another volunteer center? Cost? Staff time? Reimbursement?

MODULE 3: RETURN TO NORMAL OPERATIONS

May 27, 2012

Recovery from the earthquake area is well underway. Water and communications have been restored to the most heavily affected areas and people are returning home. Shelters are beginning to close down or consolidate.

Key Issues

- Recovery to the affected areas is well under way.
- Shelters are beginning to close and/or consolidate.

Facilitated Discussion: Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. As we work into recovery from this event what are the challenges your community might be facing?
2. How would the role of your volunteer center shift?
3. How would the communities volunteer needs change?
4. If you offered help or were offered help and it was accepted, what could have been in place prior to the event to make the process more seamless?
5. If you offered help or were offered help and it was rejected, what could have been in place prior to the event to take advantage of it?
6. If your volunteer center supplied assistance, what actions would you take now?
7. If your volunteer center required assistance, what actions would you take now?
8. What help could we have used from other regions in the state?
9. What information would you need to complete an After Action Report? Who would you want to speak with?

HOT WASH/DEBRIEF

Facilitated Discussion:

Questions

The following questions are provided as suggested general subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question in this section.

1. Focusing on communications policies and procedures currently in place, what challenges did you face during this exercise?
2. Based on what you learned during this exercise, what additions, corrections or revisions to your communications policies and procedures would you suggest be made?
3. Given the way this exercise has unfolded, what do you think worked well?

Emergency Management Institute



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IS-00100.b

Introduction to Incident Command System

ICS-100

Issued this 1st Day of May, 2012



0.3 IACET CEU

Vilma Schifano Milmo

Superintendent (Acting)
Emergency Management Institute

FEMA Form 16-31, October 05

DETACH THIS STUB

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ANGELICA PENA

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of this course:

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Introduction to Incident Command System

ICS-100

Issued this 1st Day of May, 2012



0.3 IACET CEU

Vilma Schifano Milmo

Superintendent (Acting)
Emergency Management Institute

FEMA Form 16-31, October 05

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Introduction to Incident Command System

ICS-100

Issued this 1st Day of May, 2012



0.3 IACET CEU

Vilma Schifano Milmo

Vilma Schifano Milmo

Superintendent (Acting)
Emergency Management Institute

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This Certificate of Achievement is to acknowledge that

MARGARET W. SOUTHERLAND

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of this course:

IS-00100.b

Introduction to Incident Command System

ICS-100

Issued this 1st Day of May, 2012



0.3 IACET CEU

Vilma Schifano Milmo

Vilma Schifano Milmo

Superintendent (Acting)
Emergency Management Institute

FEMA Form 16-31, October 05

DETACH THIS STUB



Jill Blackburn

Has successfully completed

ICS-200

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR



Angelica Peñe

Has successfully completed

ICS-200

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR



CaliforniaVolunteers

CERTIFICATE OF COMPLETION


John Power

Has successfully completed

ICS-200

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR



CaliforniaVolunteers

CERTIFICATE OF COMPLETION

Margeret Southerland

Has successfully completed

ICS-200

4/10/2012

Date

Jerry Colivas
JERRY COLIVAS, INSTRUCTOR

Emergency Management Institute



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JILL BLACKBURN

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700.a
National Incident Management System (NIMS)
An Introduction

Issued this 30th Day of April, 2012




Vilma Schifano Milmo
Superintendent (Acting)
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that


ANGELICA PENA

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700.a
National Incident Management System (NIMS)
An Introduction

Issued this 12th Day of April, 2012




Vilma Schifano Milmo
Superintendent (Acting)
Emergency Management Institute

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that


JOHN POWER

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700.a
National Incident Management System (NIMS)
An Introduction

Issued this 26th Day of April, 2012




Vilma Schifano Milmo
Superintendent (Acting)
Emergency Management Institute

Emergency Management Institute



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This Certificate of Achievement is to acknowledge that

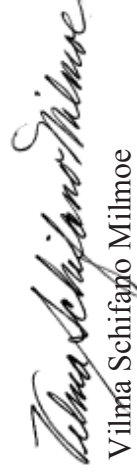
MARGARET W SOUTHERLAND

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

IS-00700.a
National Incident Management System (NIMS)
An Introduction

Issued this 25th Day of April, 2012




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Emergency Management Institute

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JILL BLACKBURN

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National Response Framework, An Introduction

Issued this 30th Day of April, 2012




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This Certificate of Achievement is to acknowledge that


ANGELICA PENA

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Issued this 26th Day of April, 2012




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JOHN POWER

has reaffirmed a dedication to serve in times of crisis through continued professional development and completion of the independent study course:

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IS-00800.b
National Response Framework, An Introduction

Issued this 26th Day of April, 2012




Vilma Schifano Milmo
Superintendent (Acting)
Emergency Management Institute




Jill Blackburn

Has successfully completed
Introduction to the Standardized Emergency
Management System

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR



Angelica Peñe

Has successfully completed
Introduction to the Standardized Emergency
Management System

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR



John Power

Has successfully completed
Introduction to the Standardized Emergency
Management System

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR




Margaret Southerland

Has successfully completed
Introduction to the Standardized Emergency
Management System

4/10/2012

Date


JERRY COLIVAS, INSTRUCTOR

PROJECT TEAM

John Power, Project Lead
Executive Director, The Volunteer Center Serving San Francisco and San Mateo Counties

Margaret Southerland, Project Manager
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Director of Programs, The Volunteer Center Serving San Francisco and San Mateo Counties

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Program Coordinator, The Volunteer Center Serving San Francisco and San Mateo Counties

We wish to acknowledge the leadership of CaliforniaVolunteers for providing funding and advice in co-developing and implementing a statewide initiative that takes fullest advantage of the strengths of individual volunteer centers and connects those strengths to the local/regional/state response superstructure. CaliforniaVolunteers has been a most influential advocate for volunteer centers' track record of success in local communities and in leveraging that track record to attract desperately needed funding to the field.