



**United Way  
of Palm Beach County**

**Disaster Cycle Resource Guide  
2022**

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## **ACRONYMS FOR VOLUNTEER AND DONATIONS MANAGEMENT CLASS**

\*If a participant asks about the term COAD, tell him or her the term is not used because it is a copyrighted acronym in use for another purpose. Community Organizations Active in Disaster are generally considered Regional VOADs or community groups.

<b>ACRONYMS</b>	<b>TERMS</b>
ACS	Adventist Community Services
CAP	Community Action Programs
CBO	Community-Based Organizations
CFR	Code of Federal Regulations
*DRC	Disaster Recovery Center
DSS	Department of Social Services
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GIS	Geographical Information System
ICS	Incident Command System
IMAT	Incident Management Assistance Team
JFO	Joint Field Office
JIC	Joint Information Center
LTRG	Long-Term Recovery Group
MACC	Multi-Agency Coordination Center
Mob Center	Mobilization Center
MRE	Meals Ready to Eat
National VOAD	National Voluntary Organizations Active in Disaster
NDMN	National Donations Management Network (information management system used by States)
NEMA	National Emergency Management Association
NGO	Non-Government Organization

NIMS	National Incident Management System
NPSC	National Processing Service Center
NRCC	National Response Coordination Center
NDRF	National Disaster Recovery Framework
NRF	National Response Framework
NWS	National Weather Service
OFDA	Office of Foreign Disaster Assistance
PAO	Public Affairs Officer
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
PNP	Private-Not-for-Profit
POD	Point of Distribution
PVOs	Private Voluntary Organizations
RA	Regional Administrator
Red Cross	American Red Cross
RRCC	Regional Response Coordination Center
SBA	Small Business Administration
SCO	State Coordinating Officer
SEOC	State Emergency Operating Center
SERT	State Emergency Response Team
SITREP	Situation Report
SOP	Standard Operating Procedures
USDA	United States Department of Agriculture
USDOT	United States Department of Transportation
VAL	Voluntary Agency Liaison
VDCC	Volunteer and Donations Coordination Center
VDCT	Volunteer and Donations Coordination Team
VOAD	Voluntary Organizations Active in Disaster (National, State, Regional, Community)

# The Disaster Cycle

## The Disaster Cycle: Volunteers and Donations

- **Response:** efforts to minimize damage to life, property, and the environment

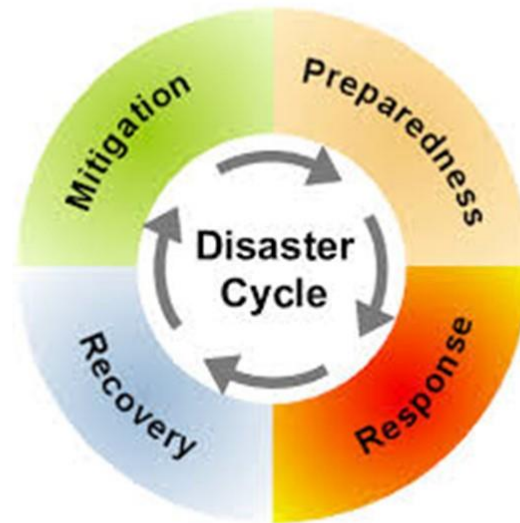
When a hazard affects a community, the local volunteer and donation expert matches the needs of people, stuff, and money alongside county emergency management and community partners.

- **Recovery:** returning the community to normal

Volunteers are still needed during this phase for long-term projects such as home and school repair. And funders should strategize to set aside a generous amount of money raised for this phase.

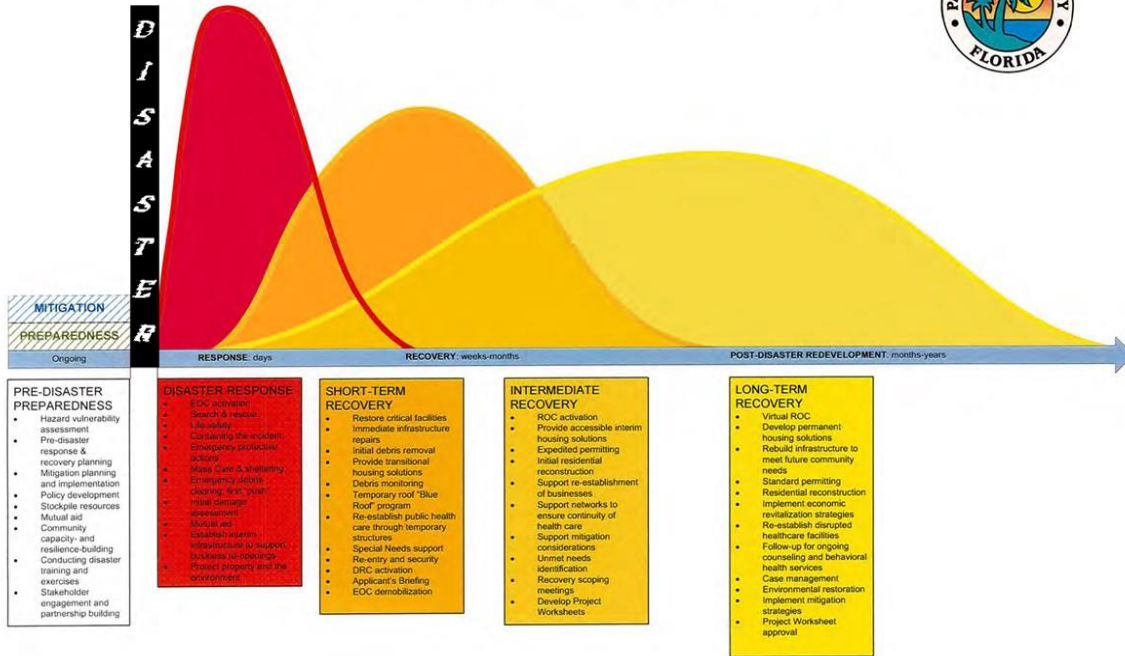
- **Preparedness:** planning how to respond

And even before a hazard strikes volunteer and donation management agencies train community partners and households prepare and organize volunteers to pack and distribute emergency supply kits.



# Disaster Timeline

## Palm Beach County Recovery Continuum



## 120 Hour Planning Timeline for Events with Notice

### 120 hours

- Monitor weather
- Monitor EOC status
- Update leadership and EOC teams at least once a day

### 96 hours

- Draft website volunteer and donation pages
- Draft Disaster Hotline hold message
- Update board
- Communicate with funded partners
  - make sure website includes info on possible disaster grants
  - send email explaining process to agencies

### 72 hours

- Brief staff: collect storm plans and distribute phone tree, hurricane assignments, and family disaster plans, remind staff to take laptops and phones home, activate Jive, distribute phone power sources, prep office
- Choose and brief phone rollover team
- Check in with VRC team

### 48 hours

- Check in with agencies who provide emergency needs
- Finalize VRC bucket
- Finalize POD buckets
- Distribute hotspots

### 24 hours

- Report to EOC if activated to level 1 or 2

### 0 hours

- confirm all personnel are in their safe place for the storm

### 24 hours post hazard

- conduct office damage assessment

### 48-72 post hazard

- confirm if opening VRC
- conference call with funders to determine if grants will be available
- check in with agencies and conduct damage/needs assessment

# Agency Go Kit

The Go Box contains copies of important documents, equipment, and supplies essential for the business to continue to operate. It should be stored in a fireproof/waterproof secure container in an alternate location.

## Recommended Go Box Contents

- Referral lists: where to take non-accepted donations and 211 lists
- Emergency phone tree
- Family Disaster Plan
- Employee preparedness manual
- Critical contracts
  - EM contract(s)
  - Employee Payroll Agreements
  - Building documents
  - Vendor contracts
  - Funder contracts
- Employee handbook
- Hurricane assignments
- 120 hr planning timeline
- Info on AlertPBC, scam, and gas buddy apps
- List of funded programs and ED contact info
- Financial policies
- Documentation requirements for a SBA disaster loan
  - Copy of 3 years tax returns
  - Copy of current Profit & Loss Statement (within 90 days)
  - Copy of Listing of aged accounts receivables/payables
- Copy of listing of inventory
- Copy of schedule of liability
- Copy of balance sheet
- Pens, pencils, and notepads
- hotspot



## Facility Disaster Supplies Kit

- Flashlights and batteries for each employee
- Portable radio and batteries
- First aid book and kit
- Fire extinguisher
- Plastic trash bags
- Paper towels and sanitary hand wipes

## Non-Profits and FEMA's Public Assistance Program: Volunteer Hours as a Donated Resource Offsetting Cost Share

**Summarizing PAP** <https://www.fema.gov/assistance/public>:

- *FEMA's Public Assistance Program provides supplemental grants to state, tribal, territorial, and local governments, and certain types of private non-profits so communities can quickly respond to and recover from major disasters or emergencies. After an event like a hurricane, tornado, earthquake or wildfire, communities need help to cover their costs for debris removal, life-saving emergency protective measures, and restoring public infrastructure. FEMA also encourages protecting these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.*

**About Donated Resources** <https://www.fema.gov/fact-sheet/donated-resources-can-help-offset-public-assistance-project-costs>:

- *Donated Resources- Individuals and organizations often donate resources (like volunteer hours) to assist with disaster response activities. FEMA does not provide Public Assistance funding for donated resources. However, FEMA allows the applicant (local and Commonwealth agencies and certain private nonprofits, including houses of worship) to **use the value of donated resources** (non-cash contributions of property or services) related to eligible Emergency Work or categories A and B (debris removal and emergency protective measures) **to offset the non-federal cost share of eligible projects and direct federal assistance**. FEMA also allows applicants to use the value of donated resources related to eligible Permanent Work (categories C-G) to offset the non-federal cost share of that specific Permanent Work Project.*

**Required documentation to submit for cost share reimbursement:**

- Incident Name
- Sign in time / Sign out time / date
- Home Agency i.e., Charlotte County CERT
- Detailed narrative description of what the volunteer did, this can be 50-100 words (**can be written as a chunk**)
- Contact Information of Volunteer (name, phone, email, signature)

To understand more about Public Assistance Program cost share reimbursement requirements such as who can apply, what constitutes "Emergency Work," necessary documentation for volunteers and timelines, etc. be sure to check the links above and FEMA news periodically as well as connect with your FEMA voluntary agency liaison for updates to guidance.

## Cash, Confirm, Connect

It is important to deliver clear and timely messages regarding what donations are needed after a disaster. This will prevent unwanted items from showing up. Below is some suggested language.

- Cash: Financial support to established relief organizations is always the most immediate, useful and versatile way to give. Financial assistance allows relief organizations to meet urgent needs quickly.
- Confirm: Confirm there is a need before collecting or sending donated items. Volunteer Florida encourages cash donations to disaster relief organizations.
- Connect: Volunteers are a critical part of a well-coordinated and well-resourced humanitarian response, but potential volunteers should confirm that they are needed before traveling to impacted areas – do not self-deploy.

For more information visit: <https://www.fema.gov/assistance/volunteer-donate>.



## MORE VISIBILITY, MORE VOLUNTEERS

**Volunteer Connect** is Florida's official platform for volunteer opportunities, providing a streamlined way for potential volunteers to connect with organizations in need of their time and talent.

Use Volunteer Connect to:

- ▶ **PROMOTE** your organization and opportunities to volunteer  
Searchable by date, location, issue area, population/age group
- ▶ **SCHEDULE** volunteers for specific shifts or general availability  
Automatically or tentatively approve volunteers, establish parameters for sign-ups, etc
- ▶ **TRACK** volunteer sign-ups, actual attendance and service hours  
Communicate with volunteers about changes and updates

### Who can post their volunteer opportunities?

- ▶ **501(c)3 organizations**
  - ▶ Community-based, faith-based, etc
- ▶ **Governmental entities**
  - ▶ Agencies, schools, school districts, etc

### READY TO GET STARTED?

It takes **2 minutes!** Register your organization today at [VolunteerFlorida.org/VolunteerConnect](https://VolunteerFlorida.org/VolunteerConnect)



### Questions?

Contact Jovita Woodrich  
[volunteer@volunteerflorida.org](mailto:volunteer@volunteerflorida.org)  
850.414.7400 ext. 113





POWERED BY  volunteerflorida

Volunteer Connect is the State of Florida's official volunteer opportunities platform, providing a streamlined mechanism for volunteers to connect with local nonprofits and governmental entities in need of their time and talents.

The platform offers a variety of features for volunteer engagement leaders and potential volunteers.

Nonprofit 501(c)3 and government organizations with volunteer opportunities available in Florida are eligible.

### [REGISTER](#)

Register with Volunteer Connect here: <https://volunteer.volunteerflorida.org/new-organization-registration>. If your registration is approved, you will receive both a notification email and an email to set your password.

**HERE'S HOW TO POST QUICKLY OR  
ADD INDIVIDUALS TO YOUR ACCOUNT  
IF YOUR ORGANIZATION IS APPROVED.**

### [LOGIN](#)

Go to [www.volunteerflorida.org](http://www.volunteerflorida.org), and click the login button in the Volunteer Connect widget to access your account.

A screenshot of the Volunteer Connect website. At the top, there is a dark blue navigation bar with 'ABOUT US', 'NEWS', and 'NEWSLETTER SIGN UP'. Below this is a white header with the 'volunteerflorida' logo and a menu: 'NATIONAL SERVICE', 'VOLUNTEER SERVICES', 'EMERGENCY MANAGEMENT', 'GRANT OPPORTUNITIES', 'VOLUNTEER', and 'DONATE'. The main content area features a large banner with the text 'VOLUNTEER CONNECT MAKES IT EASIER TO STRENGTHEN YOUR COMMUNITY AND FIND YOUR FIT'. To the left of this text are logos for American Red Cross, Special Olympics Florida, Habitat for Humanity, United Way, HAVEN, Big Brothers Big Sisters of America, and Guardian Ad Litem for Children. A green 'LEARN MORE' button is positioned to the right of these logos. On the right side of the banner, there is a dark blue 'VOLUNTEER CONNECT' widget with the text 'FIND A VOLUNTEER OPPORTUNITY'. This widget contains three input fields: 'Keyword(s)', 'Location', and 'Distance' (with a dropdown arrow). Below the input fields are two green buttons: 'SEARCH' and 'LOG IN'. A green arrow points upwards from the bottom of the widget.

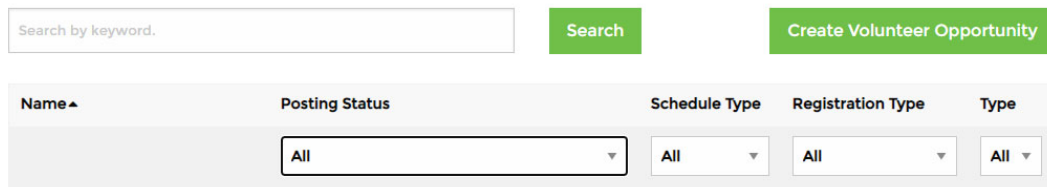
[www.volunteerflorida.org](http://www.volunteerflorida.org)

# POST A GENERAL INTEREST OPPORTUNITY

There are a number of helpful ways to schedule and register volunteers using Volunteer Connect. The below option allows volunteers to express interest without committing to a date or time. We highly recommend it as a first step.

- 1) Login to Volunteer Connect. Click on Volunteer Opportunities in the left navigation bar, then click on Create Volunteer Opportunity.

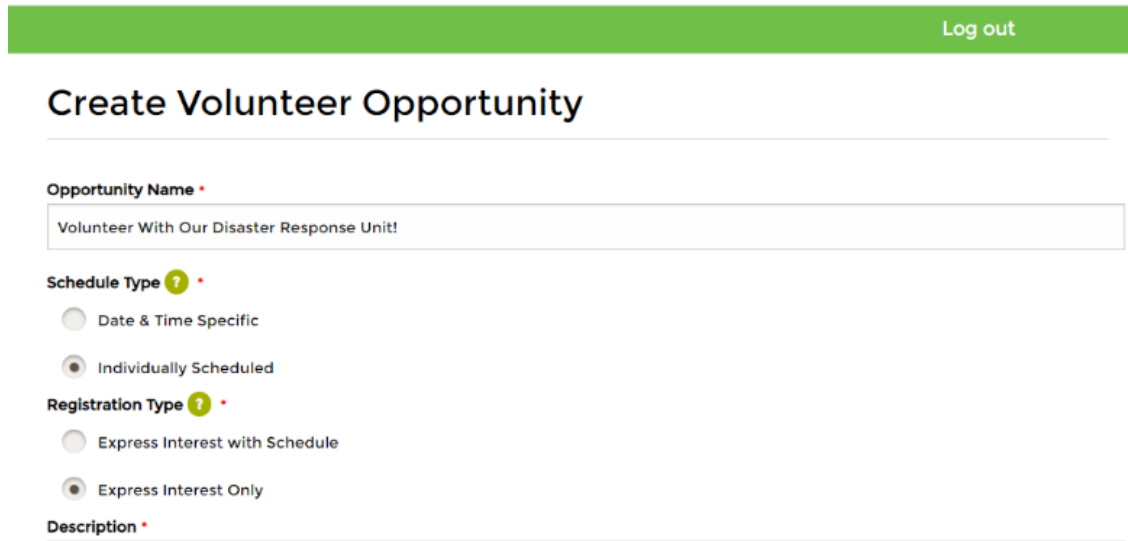
## Volunteer Opportunities



Search by keyword.

Name	Posting Status	Schedule Type	Registration Type	Type
	All	All	All	All

- 2) Complete the required fields. Be sure to select **Schedule Type: Individually Scheduled** and **Registration Type: Express Interest Only**. Individuals can simply express a general interest, with no schedule established.



Log out

### Create Volunteer Opportunity

Opportunity Name \*

Schedule Type ? \*

Date & Time Specific

Individually Scheduled

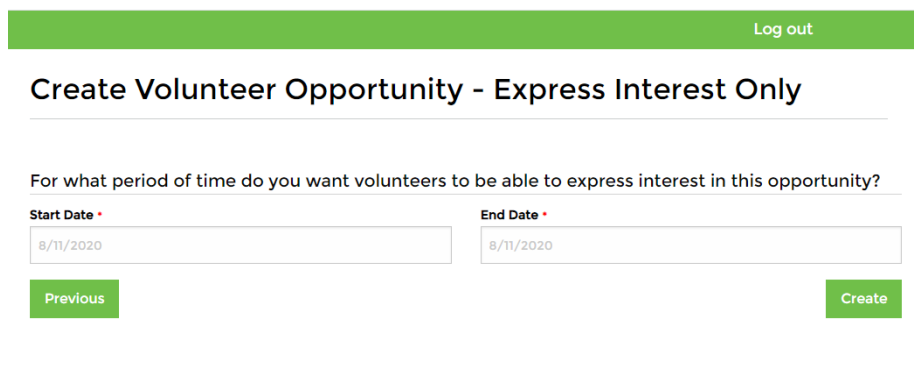
Registration Type ? \*

Express Interest with Schedule

Express Interest Only

Description \*

- 3) Complete the second page of the form. We recommend an end date no more than six months to one year from the start date, in case transitions within your organization cause the account to go unmonitored.



Log out

### Create Volunteer Opportunity - Express Interest Only

For what period of time do you want volunteers to be able to express interest in this opportunity?

Start Date \*

End Date \*

- 4) After creating the opportunity, you will be routed to a page that allows you to edit or view the volunteer opportunity on the public site (as it would appear to the public).

## Volunteer Opportunity

<a href="#">Edit</a> <a href="#">View Volunteer Opportunity on Public Site</a> <a href="#">Back to List</a>	
Opportunity Name	Become A Member of Our Disaster Response Unit!
Schedule Type	Individually Scheduled
Registration Type	Express Interest Only
Default Opportunity Coordinator	Volunteer Connect Staff
Primary Impact Area	Disaster & Emergency Services
Secondary Impact Area	
Population Served	
Age Groups Served	All Ages
Minimum Age (w/ adult)	13
Minimum Age	18
Maximum Age	
Suitable for Groups	No
Court Ordered Allowed	No
Maximum Age	
Program Area	
Registration cutoff (hours)	0
Registration Start Date	
Description	<p>We need individuals willing to be trained in case of disasters. These volunteers will help support our mission work when disaster affects our community. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.</p> <ul style="list-style-type: none"> <li>• Serve food to those in need</li> <li>• Support shelter operations</li> </ul>

## PUBLIC SITE EXAMPLE:

Opportunity Details

[f](#) [t](#)

### Become A Member of Our Disaster Response Unit!

Volunteer Florida-Volunteer Connect | <http://www.volunteerflorida.org>

We need individuals willing to be trained in case of disasters. These volunteers will help support our mission work when disaster affects our community. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

- Serve food to those in need
- Support shelter operations
- Clear debris

FOR MORE INFORMATION AND TO REGISTER, CLICK HERE:

[www.lmnopwebsiteqrs.com](http://www.lmnopwebsiteqrs.com)

**ISSUE AREA(S)**  
Disaster & Emergency Services  
REQUIREMENTS

### Express Interest

**VOLUNTEERS NEEDED THROUGH 12/31/2020**

**Location:** Tallahassee, FL 32301

**Opportunity Leader:** Volunteer Connect Staff [Click here to email this contact](#)

After expressing interest, the volunteer leader / coordinator will contact you with additional information

[EXPRESS INTEREST](#) | [Express interest with a team](#) ?

5) You will receive email notifications as individuals express interest in your opportunity!

## PRINTING A LIST OF INTERESTED VOLUNTEERS

Under the left-hand menu in your account, select “Reports”, then “HOC Sharing Portal Reports”. Select the “Volunteers and Connections- Searchable” report. Filter by the name of the volunteer opportunity, then download as a .CSV (Excel).

### Volunteers and Connections - Searchable

HOC SHARING PORTAL REPORTS / VOLUNTEERS AND CONNECTIONS - SEARCHABLE

**i** This report was generated in 2 minutes.  
To run again and get a fresh version, [Click Here](#)



Display  records per page

Search:

First Name	Last Name	Volunteer Opportunity Name	Start Date & Time	End Date & Time
Red	Treelake	Basketball Jam: Referees Needed!	2/24/2020 12:00 PM	2/24/2020 2:00 PM
Red	Treelake	Basketball Jam: Referees Needed!	3/5/2020 1:30 PM	3/5/2020 9:30 PM
Sally	Smith	Basketball Jam: Referees Needed!	7/1/2020 9:00 AM	7/1/2020 5:00 PM
Sally	Smith	Basketball Jam: Referees Needed!	10/9/2019 12:00 AM	10/9/2019 2:00 AM
Sally	Smith	Basketball Jam: Referees Needed!	10/16/2019 12:00 AM	10/16/2019 2:00 AM

Showing 1 to 5 of 613 records (filtered from 613 total entries)





## RESOURCES

CLICK HERE FOR THE VOLUNTEER CONNECT PROMO [VIDEO](#)

KEY VOLUNTEER CONNECT NEWSLETTER ARCHIVES:

[Your Organization Profile](#)

[Location Menu Link | Posting Virtual Opportunities](#)

[Managing Occurrences](#)

Questions? Contact Jovita Woodrich: [vcsupport@volunteerflorida.org](mailto:vcsupport@volunteerflorida.org).

Sign up for our [newsletter](#) for tips on using Volunteer Connect, and for information about volunteer engagement leadership training.

[www.volunteerflorida.org](http://www.volunteerflorida.org)

## Resource Links

- FEMA Independent Study Courses: [Emergency Management Institute | Independent Study Program \(IS\) \(fema.gov\)](#)  
These courses are available for free and all virtual. They provide great introductions to emergency management, incident command, volunteer and donation management, and a plethora of other topics. They are recommended for anyone with disaster/emergency/crisis responsibilities, especially if you have formal roles such as activating to an Emergency Operations Center.
- National Voluntary Organizations Active in Disaster: [Homepage | VOAD \(nvoad.org\)](#)  
National VOAD, an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration; and fosters more effective delivery of services to communities affected by disaster.
- FLVOAD: [Home | VOAD Affiliates \(wpengine.com\)](#)
- Florida Division of Emergency Management: [Home | Florida Disaster](#)
- Volunteer Florida: [Home - Volunteer Florida](#)
- Florida County Emergency Managers Contacts: <https://www.floridadisaster.org/counties/>