Regardless: They Will Come!
Volunteers & Donations Management
The Joplin Success

Missouri SEMA Conference
April 4, 2012
Video Created using:
Devastating Joplin, Missouri EF-5 Tornado http://youtu.be/XT7CtF5ljxY
Joplin Tornado
May 22, 2011 @ 17:50

IMPACTS

- **161** fatalities
- **1,800** injured
- **7,500** homes destroyed
- **18,000** vehicles destroyed
- **500** businesses destroyed
- **1** major hospital destroyed
- **Most** affiliated doctor’s offices/clinics destroyed
Joplin Tornado
May 22, 2011 @ 17:50

IMPACTS

- 2 Fire Stations destroyed
- 4 schools destroyed/extremely damaged
- 3,000,000 cubic yards of debris
- 47% of the community is uninsured or under-insured
Initial AmeriCorps Response

Sunday, May 22
- 17:50 – Tornado hits
- 19:30 – AmeriCorps Teams convened at HQ
- 20:45 – AmeriCorps St. Louis Director arrives in Joplin

Monday, May 23
- 02:30 – 1\textsuperscript{st} Wave of AmeriCorps arrive
  - 24 Members on the ground
- 07:00 – 3 Members arrive at United Way 211 to support overflow call volume
- 12:00 – 2\textsuperscript{nd} Wave of AmeriCorps arrive
  - 62 Members on the ground
30 Members of AmeriCorps St. Louis Emergency Response Team

2 NCCC Teams from Denver Campus

2 Washington Conservation Corps Teams
Initial Tasks

- Mass Care
- Missing Persons Hotline
- Search and Rescue Support
- Volunteer Reception Center (VRC)
- Donations Staging Area
Initial Tasks

Connecting Needs with Resources

- Agency/Gov’t Needs
- Homeowner Needs
- Donated Resources
- Volunteer Resources
- Reception/Response Center
- Needs Reassessed
- Resources Utilized and Needs Met
Corporation for National and Community Service: AmeriCorps

Corporation For National and Community Service

- Senior Corps
  - Foster Grandparents
  - Senior Home Companions
  - RSVP

- AmeriCorps
  - State and National
  - NCCC
  - National Directs
  - Tribes and Territories
  - Vista
Began as a pilot program 1994
Over **2 million hours** of service as of 2009
Over **30 states served** in disaster response services
Fulfilling unmet needs in the areas of education, disaster response and land stewardship

To View AmeriCorps St. Louis PSA: [http://youtu.be/8I2tT5x1WXM](http://youtu.be/8I2tT5x1WXM)
Quickly deploy to under-served, under-organized, or overwhelmed disaster-affected communities
Assist with transition efforts towards recovery
Wildfire Suppression/ Fuel Reduction
Land Stewardship
Training: Federal & State Wildland Fire, Federal & State Chainsaw Certification, ICS, First Aid, CPR, IST, Volunteer Management and Reception Centers, Emergency Human Services
ESF 6 Mass Care, Housing, and Human Services
Annex ‘U’ : Volunteer and Donations Management
Donations Volunteer Coordination Team
AmeriCorps St. Louis
United Way of Greater St. Louis
Salvation Army
Convoy of Hope
Adventist Services
Donations Management

CHALLENGES

- Overwhelming amount of goods
- Need for Storage
- Initial lack of a coordinated response
- Seeking donated space
- Spontaneous Points of Distribution (POD) throughout the city
- Limited communication/public messaging of need
Missouri Southern State University Warehouse

- MSSU Physical Plant
  - Opened immediately
  - 10,000 sq. ft.
  - Coordinated by AmeriCorps
  - Accepted all types of donations
  - Active for one week only
  - Staffed by volunteers
Airport Warehouse

- Joplin, MO 22,000 sq. ft.
  - Donated to Joplin (one month)
  - Coordinated by AmeriCorps
  - MSSU inventory
  - Donations from across the country
    - Water
    - Food
    - Clothes (sorted on site)
  - Staffed by volunteers
Joplin Multi-Agency Donations Warehouse

- Joplin, MO 60,000 sq. ft.
  - State Funded
  - Managed by Adventist Community Services
    - Food
    - Water
    - Cleaning Supplies
    - School Supplies
    - Building Supplies
    - ABC (Anything But Clothes)
  - Staffed by volunteers
Marshfield Warehouse

- Marshfield, MO 72,000 Sq. Ft.
  - Volunteers from Webster County
    - Facility and most equipment donated
    - Accepting trucks from across the country
    - No items turned away
Neosho, MO 72,000 sq. ft.
- Clothes
- 240 pallets of Water

Carthage, MO 100,000 sq. ft.
- 400 pallets of water
Donations Management Resources

- Voluntary Organizations
  - Seventh day Adventist
  - Convoy of Hope
  - The Salvation Army
  - Red Cross
  - National Service Programs (AmeriCorps)
  - Faith-based Organizations

- NDMN
- FEMA Voluntary Agency Liaisons
- EMAC from Other States
- National VOAD Contract with FEMA
- Businesses
- State Agencies
Long Term Donations Needs

- Cash is King!

- Joining Hands in the Heartland
  - Initiative Started by AmeriCorps St. Louis to provide Large Appliances to disaster-affected families throughout Missouri

For More information visit acstl.org or email chelsea@americorps-stl.org
To View Boatlift-
An Untold Tale of 9/11 Resilience Visit
http://youtu.be/18lsxFcDrjo
Volunteers poured in from across the country.

Individuals...
As well as groups.
Over 72,500 volunteers were processed through the VRC as of March 2012.
Immediate need to multi-task!
- Need to ramp up by dawn to provide surge capacity for mass care, missing persons hotline, volunteer reception center (VRC), and donations staging area.

Large number of spontaneous responders / volunteers
- 400 at dawn on May 23rd
- 1,500 by 11:00am on May 23rd
Early Focus

CHALLENGES

- Overwhelming outside communication to key leadership
- Lack of a stable communication / technology platform, landline, internet, cell phone, etc.
- Life Safety
- Area Access
Responding to Agency/ Government Needs

- 911—Missing Persons Hotline
- Direct Support to the EOC
- Search and Rescue
- United Way/211
- American Red Cross—Mass Care Support
- Initial Donations Management System
- City / Municipality Projects
Responding to Homeowner Needs

- Affected Homeowner Outreach
- Call Centers for Homeowner Requests
- Detailed scouting of future projects to gain knowledge of types of volunteers and equipment needed
- Up to date homeowner database clearly defining needs
  - Tarping
  - Debris Removal
  - Demolition
Utilizing Unaffiliated Volunteers

- Also known as spontaneous, emergent and convergent volunteers
- Considered unaffiliated regardless of involvement with a group
- Unaffiliated from the emergency management at the local/state/federal level
- Self–Deploy to assist in emergency response
Synergy of Structure and Good Intention

Resources
- Virtual Individual Volunteers & Groups
- Affiliated Group Volunteers
- Spontaneous Volunteers & Convergent Groups

Coordination System
- COAD/Emergency Management
  - Response: Donations & Volunteer Coordination Team (DVCT)
  - Recovery: Long Term Recovery Committee (LTRC)

Linkage Mechanism
- Call Center/Web Sites VRC/EVC
- Matching & Scheduling Function

Action
- Volunteer Assigned to Organization
- Community/Government Requested Projects
- Team Leader Supervised Incident Specific Projects
Initial VRC Organization

- Missouri Southern State University (MSSU) is host site
- Signage, traffic flow, parking
- Screening / interviewing / badging
- Matching
- Partner agency assignments
- Field assignments
- Volunteer tracking
- Transportation
- Volunteer group intake
- Donations desk
AmeriCorps
Volunteer Reception Center
Joplin, Mo
MSSU Recreation Center

Staging/Waiting Area
Assignments
Badging
Interviews
Reception
Entry
Volunteer Housing/Donations Info
Exit To Transportation
Evolved VRC Organization

- MSSU Stadium Parking Lot
- Integrated Recovery Resource Center
  - Volunteer Reception Center
  - Homeowner Intake Center
- All Previous VRC Roles Continue
- Medical Unit Added
- Heavy Equipment Dispatch Added
- Tool Cache, Ice and PPE Trailer Added
- Donated Food Venue Added
AmeriCorps Joplin Tornado Recovery ICS

CNCS Cadre
External Affairs
Fema Mission Liaison

Bruce Bailey
Joplin Command
EOC Liaison

Quinn Gardner
Field/ VRC Operations and Logistics

State and Local EOC

Social Media
Kayla-ERT
Ronnie- NCCC

University Liaison
PIO
Abby S-ERT

State/ Local Human
Service Liaison
Megan-ERT

Documentation
Scott M- ERT

Operations

Missing Persons

Volunteers
(417)625-3543

Volunteer Reception
Center

Volunteers
Group Volunteers
MaryKate
NCCC

Call Center
Justin
ICC

Operations Manager
Emily-ERT

Calll- ERT
Project Scheduling

Homeowner Intakes
(417)625-3558

Database
Christine-ERT

Call Center
Megan-NCCC

Outreach
Chelsea-Tx

Scheduling Desk

Megan- NCCC

Heather-NCCC
Callback Center
417-625-3580

Field Teams

“A”pha

“B”ravo

“D”elta

“G”ull

“C”harlie

Machinery

Squad Leaders
Volunteer Liaison
Tool Liaison

Logistics

Equipment
Pita-NCCC

Food
Cassi-ERT

Member
Scheduling
All TL’s

Acquisitions
Tony-ICC

IT
MSSU

Transport
Frank-NCCC

Facilities/
Housing
Abby S

Medical Unit
Brian-Vol

Revised 6-12-2011
Team Leader Role

- ICS Utilized
  - Service areas broken into Divisions
- Project Site Orientation
- Risk Management
  - Hazard Identification
  - Safety Orientation
- Workflow
- Transportation & Resupply Dispatch
- Communication Link
- Tracking Accountability
Lessons Learned

- Avoidance Multi-functional Facilities
- Value of Locally Trusted Community Collaboration
- Utilization of National Service Community
- Value of full-circle volunteer experience
- Media Relations on high press incidents
- Utilizing Technology
  - Google Docs
  - Social Media
## Resources – Training and Exercises

### Donations
- State Donations Course (G)
- Managing Donations and Volunteers EMI Course
- Regular Webinars (monthly)
- NDMN Training (Aidmatrix)

### Volunteers
- The Role of Voluntary Agencies (ISC)
- Developing and Managing Volunteers
- Managing Spontaneous Volunteers (G)
- Volunteer Reception Center (Volunteer California)
Current ACSTL Presence

- **Homeowner Service Continue**
  - Tree planting initiated
- **Municipal Projects Continue**
  - Trail at FEMA Village
  - Park clean ups
- **Sponsoring ‘Workforce Investment Board’ displaced workers**
- **Providing Support to FEMA Clients relocating to more permanent housing**
- **Adding a VISTA Donations Specialist**
- **Supporting Volunteer Committee of LTRC**
420 of 530 affected businesses have re-opened
159 homes in the damaged area are in final inspection stage
Another 60 homes are nearly complete
3,995 permits have been issued for repair or rebuild
Long Term Recovery Committee and Rebuild Joplin unified for Continuing Progress
72,504 Individual Volunteers
494,146 Volunteer Hours
2176 Volunteer groups registered
2810 Homeowner Requests for Assistance
2287 Homeowner Requests Completed
Over $17.7 Million toward state and local match for the Joplin Mo Tornado Operation
Relationships

- Missouri Voluntary Organization Action in Disaster (MOVOAD)
- "Governor's Faith-Based and Community Disaster Recovery Partnership"
- State Emergency Response Plan
- Annex U Volunteer and Donation Management ESF Mass Care, Housing and Human Services
- Donation & Volunteer Coordination Team (DVCT)
  - Lead Support Agency United Way
  - Lead Support Agency Salvation Army
  - Lead Support Agency – AmeriCorps St. Louis
Relationships

- Training with Regional Incident Support Team
- Participation in Regional VII Fema Regional Interagency Steering Committee
- Missouri Community Service Commission Corpsmember Emergency Management Guidance
- Corporation for National and Community Service Cooperative Disaster Response Deployment Agreement
Contact

Bruce Bailey

- Safety Service Corps (Emergency Response Team)
- AmeriCorps St. Louis
- www.americorps-stl.org
- bruce@americorps-stl.org
- Office: 314.772.9002
- Fax: 314.772.7109
National Service Count On Us: Joplin Response

To View: http://youtu.be/RZApUJHy3GM