

Volunteer and Donations Management in the Chippewa Valley – how to plug in



Definitions

Donations Management – To outline a framework and process for supporting local jurisdictions in the effective coordination and distribution of *donated goods* and/or *monetary donations* that have not been previously designated to a specific agency when major disasters overwhelm local capabilities

(WEM Donations Management Plan – 2015)

Definitions

Volunteer Management – To outline a framework and process for supporting local jurisdictions in receiving, preparing, deploying, and tracking volunteers when major emergencies or disasters overwhelm local capabilities

(WEM Volunteer Management Plan – 2015)

Wisconsin Model

- ▶ Disaster starts and ends locally
- ▶ These 'functions' start and end locally
- ▶ Local Support (Local EM, EOC)
- ▶ Regional Support (Regional WEM Director – Lisa Olson-McDonald)
- ▶ State Support – WEM
- ▶ Federal Support – FEMA

Overarching Documents

► Plans

◦ Local

- Emergency Operations Plan (EOP)
- Emergency Response Plan (ERP)
 - Resource Management Annex or Emergency Support Function (ESF)
 - Volunteer Management Annex or ESF

◦ Regional

- Healthcare Coalition Regional Response Plan
- Regional EOP/ERP

◦ State

- WERP – Wisconsin Emergency Response Plan
- ESF 7 – Resource Management

Statutory Authority

Largely grounded in WI– Ch 323

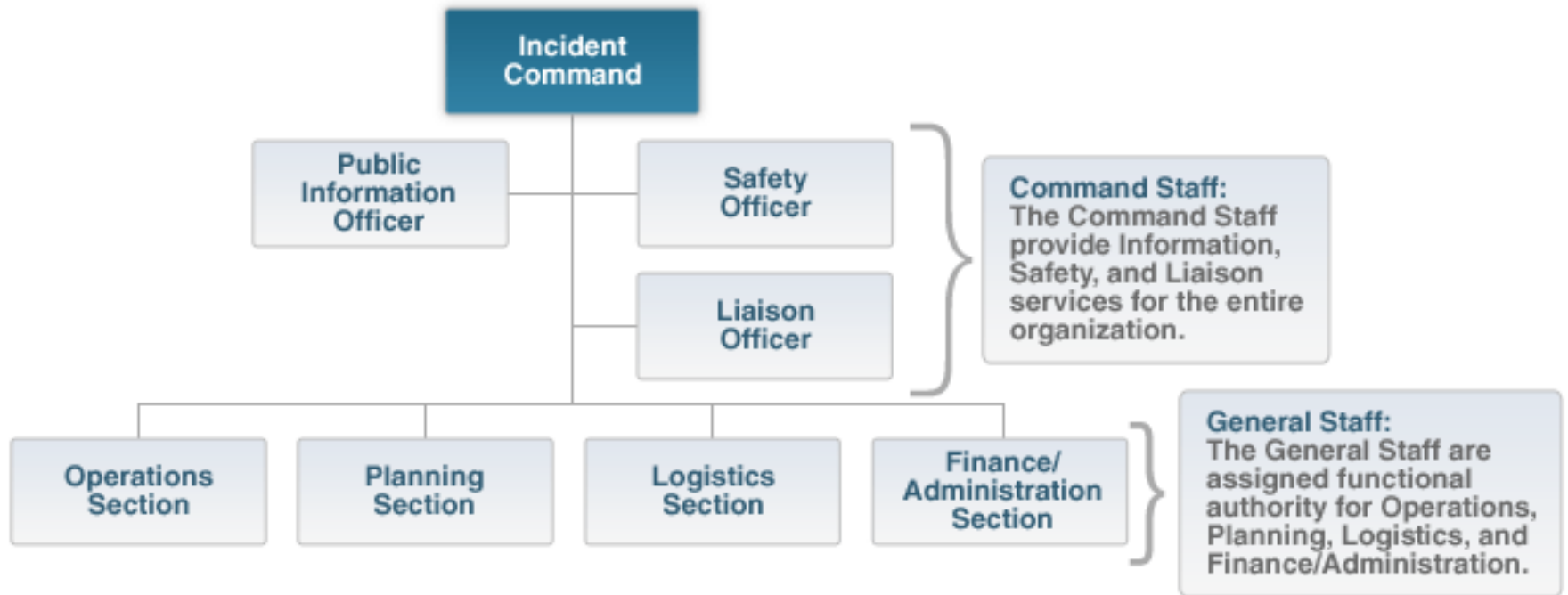
- The Emergency Management clause
 - 323.01 Declaration of policy. (1) To prepare the **state** and its **subdivisions** to cope with emergencies resulting from a disaster, or the imminent threat of a disaster, it is declared to be necessary to establish an **organization for emergency management**, conferring upon the governor and others specified the powers and duties provided by this chapter.
 - Locally, the EM Director is the ‘arm’ of the highest elected official to carry out statutory duties during an emergency or disaster

Statutory Authority

National Incident Management System (NIMS)

- We all function the same way in a disaster response
- Part of that is a tool, known as the Incident Command System, or ICS.
- All counties must be NIMS compliant, which means they use the Incident Command System.
- As a local business or non-profit, it behooves you to understand this system
 - Consider taking IS 700 and ICS 100 – online, self-paced

ICS Org Chart



Local Structure

▶ Per NIMS/ICS:

- A bad thing happens
- Resource needs are identified (staff and/or stuff)
- The Incident Command System is stood up.
- Part of that system is 'Logistics' – the stuff getter
- Local response continues until they can no longer support the needs of the incident

Regional Structure

- ▶ WEM – Regional Support thru Western Regional Office – Lisa Olson McDonald
 - Can tap into other WEM Regions as well
 - Regional Office can help to coordinate partner recruitment, resource requests and resource management
 - Regional response continues until region can no longer support incident.

State Structure

- ▶ Wisconsin Emergency Management
- ▶ WERP – Wisconsin Emergency Response Plan
 - ESF 7 – Resource Management
 - Donated Goods – Adventist Community Services (ACS)
 - Donated Money – Voluntary Organizations Active in Disasters (VOAD)
 - Volunteer Management – WEM and State Support Agencies – depending on types of volunteers needed

Basic Brain Functions....

- ▶ You will remember 11% of the content you just learned....
- ▶ Don't worry, I don't take it personally....
- ▶ So, give me the simple version....



How do I tap in?

- ▶ As a local business/non-profit who has 'resources' to bring to bear in an event;
 - Learn the basics of NIMS/ICS
 - Identify 'what' you can offer
 - Reach out to local EM or Regional EM – get on their radar
 - Pre-credential and badge (if feasible)
 - Identify a 'liaison to the EOC' – someone who will be the point person to the EOC during initial response activation

Liaisons

- ▶ Liaison – initial point person
 - Liaison to the EOC
 - Liaison to Logistics
 - Establish/understand/know communications systems being used
 - Is there an established line? Email? Web-based platform?
 - Your business liaison should understand ICS well.

Local EOC

- ▶ Emergency Operations Center
 - Physical
 - Mobile
 - Virtual
 - Might be EM's cell phone
 - Might be a Truck
 - Know it, know how to access it
 - It's your conduit to tapping in
 - May physically send your Liaison to the EOC

Logistics Section

- ▶ If volunteers/resources are pouring in OR if 'stuff' is needed, Logistics will be activated.
- ▶ They are the 'getters'. Logistics may be reaching out to you. Know and understand this.
- ▶ If you aren't on their radar before the incident, it's less likely they will reach out to you.

Staging

- ▶ The 'end-point' of where the requests for stuff go.
- ▶ Workforce Staging Coordinator
- ▶ Staff/stuff report here, sign-in, receive Just-In-Time Training, and then are sent to where they are needed
- ▶ Know where 'staging' is

Mutual Aid v. Mutual Assist

- ▶ Mutual Aid– I scratch your back, you scratch mine. I help you now, you help me later.
- ▶ Mutual Assist – codified in Statute. Specifically lays out reimbursement and liability protection
- ▶ So, which will you be providing? It's important to know.

Pre-existing Agreements v. Real-Time Contracts

▶ Pre-existing:

- Usually MOU (Memorandum of Understanding) or MOA (Memorandum of Agreement)
 - Says what 'we will do or provide'
- Contracts – legally binding

▶ Real-Time:

- Agreement between you and the jurisdiction
- Should involve legal counsel if possible (tough to do in real time, importance of being done in advance)

Some communication pathways...

- ▶ Wisconsin Emergency Volunteer Network (WEVN)
- ▶ Wisconsin Disaster Information Assistance Line (WI-DIAL)
- ▶ Wisconsin 211
- ▶ Wisconsin Credentialing & Asset Management System (WICAMS)

Let's highlight the plans...

- ▶ State Level Plans
 - Donations and Volunteer Management
 - Do you know what your jurisdictional plans say?
 - Do you know who to ask?

TAKE HOME POINTS....

- ▶ Do you have a business plan?
- ▶ Do you understand NIMS/ICS?
- ▶ Do you have a Liaison to the EOC?
- ▶ Do you know what you specifically can offer?
 - Is it 'credentialed?'
 - Is it 'badged?'
- ▶ Does an agreement need to be in place NOW rather than Just in Time?
- ▶ KNOW your local EM Director
- ▶ Develop/know communication pathways