Interagency Coordination and Reporting Procedures

California Voluntary Organizations Active in Disaster

April 25, 2012

This document describes strategies and procedures for increased inter-organizational coordination and status reporting in disaster response and recovery operations between local and regional VOAD associations, their member agencies, and their government partners, including local emergency managers, Cal EMA, California Volunteers, and FEMA. It contains separate sections for each of the following audiences:

- Local VOAD Associations
- Regional VOAD Associations
- Government Partners

Assumptions

To ensure success in implementing the strategies and procedures described in this document, several assumptions have been made:

- VOAD associations in California have a diverse range of organizational structures and activities.

- Most VOAD associations in California are managed voluntarily by representatives of their member agencies, have no staff, and have little or no budget.

- Because local and regional VOAD organizations are unincorporated voluntary associations, communications policies and procedures can be agreed upon, but reporting during a disaster is subject to their abilities and limitations.

- The accuracy, completeness, and timeliness of information that VOAD associations provide to their government partners will depend entirely on the accuracy, completeness, and timeliness of information provided by local VOAD member agencies.

- The aggregation of data into reports must be automated to whatever extent possible.

Given these factors, regional and local VOAD leaders, VOAD member agency representatives, and their government partners are asked to follow the procedures in this document to the extent possible.

California VOAD
Disaster Status Reporting Procedures
For Local VOAD Associations

The timely sharing of accurate, complete, and useful information is critical to providing efficient and effective service delivery to people affected by disasters. The reporting procedures described below will help local VOAD associations and their member agencies:

- Ensure that their disaster response and recovery efforts are well coordinated, address the most pressing needs of the community, and make optimal use of resources.

- Quantify the value of the services that they provide and thereby contribute to public relations and fundraising efforts.

- Document their activities in a manner that may help them substantiate extraordinary costs incurred while providing assistance during a state-proclaimed disaster event under the State Private Nonprofit Organizations Assistance Program.

Before a Disaster

The local VOAD leadership will:

❒ Meet with a representative of the **County Office of Emergency Management** and **city emergency managers** in the operational area to review the VOAD disaster status reporting procedures and confirm that they meet their government partners' needs and expectations.

❒ Appoint and train a local **VOAD Status Reporting Leader** to oversee the collection and distribution of information about members' disaster activities.

   ❒ If the VOAD has implemented an ICS compatible structure, this position will report to the VOAD Planning Section Chief; if not, the position will report to the VOAD Secretary.

   ❒ It is recommended that (a) several individuals be trained to serve as VOAD Status Reporting Leaders so they can alternate shifts and (b) these individuals and EOC Liaisons be recruited from VOAD member organizations that are less active during the response phase.

❒ Ask each member agency to appoint an **Agency Disaster Status Reporting Liaison** who will be responsible for providing information to the VOAD Disaster Status Reporting Leader about the agency's disaster activities, resource shortfalls, and unmet community needs.

The local VOAD Status Reporting Leader will:

❒ Add his or her contact information to the **Agency Disaster Status Report Form** (see attached).

❒ Distribute **copies of the report form** to the Agency Disaster Status Reporting Liaisons.

After a Disaster

Under the direction of the local VOAD Executive Committee, the VOAD Status Reporting Leader will:

❒ Set a **schedule** for collecting information from VOAD member agencies and generating summary reports.

   ❒ During the response phase, consider synchronizing VOAD status reporting with the **reporting cycle of the Emergency Operations Center**, which may be every 12 hours, once a day, or every other day.

❒ During the recovery phase, consider implementing a **weekly or bi-weekly reporting cycle**.

❒ Inform the **Agency Disaster Status Reporting Liaisons** of the reporting schedule and the procedure for submitting their status reports.

❒ Take the initiative to contact any **Liaisons who do not submit hardcopy reports** and collect the report information from them verbally.

❒ Create **VOAD Disaster Summary Status Reports** (see attached) from the collected data and provide them periodically to:

   ❒ The local VOAD leadership.

   ❒ The Liaison Officer at the Emergency Operations Center or other designated representative of the Incident Management Team.

   ❒ The Chair of the regional VOAD (NorCal VOAD or SoCal VOAD) or designated representative.

   ❒ Other recipients as directed by the local VOAD leadership.

❒ Keep the agencies' disaster status reports and copies of the summary reports in a **secure location** for future reference.

Information Management Guidelines

Under the direction of the local VOAD leadership, the VOAD Status Reporting Leader will:

- Incorporate the collection of disaster status information and the distribution of reports into the association's **standard operating procedures**.

- Collect disaster status information from VOAD member agencies by **whatever methods work best**, such as email, fax, telephone, paper, or face-to-face meetings. The core principle is to **collect, collate, and disseminate accurate and complete information in a timely fashion**.

- Disclose the Information collected from VOAD member agencies only to designated parties under the direction of the local VOAD leadership and only with the permission of the agencies referenced in the reports. This information is **not intended for general distribution**.

- Direct information requests from the public or the media to the VOAD association's **Public Information Officer** or **Chair**, who will coordinate the release of public information with the Public Information Officer (PIO) in the EOC or the Joint Information Center (JIC) for the Operational Area.

Plan Maintenance

The VOAD Status Reporting Leader will:

- Update the roster of Agency Disaster Status Reporting Liaisons and the roster of Disaster Status Summary Report recipients on an annual basis.

- Incorporate disaster status reporting procedures into at least one exercise per year in coordination with NorCal VOAD or SoCal VOAD.

Attachments

The following report forms are attached to this document. Excel versions of these forms can be downloaded from www.calvoad.org/sit-stat-procedures/.

- Agency Disaster Status Report Form

- VOAD Summary Disaster Status Report Form (2 pp.)

California VOAD Agency Disaster Status Report

This form is intended to help help your agency report on services provided, seek help in meeting additional needs, and coordinate activities with other agencies for more effective and efficient delivery of services. Submit this form to your local VOAD Status Reporting Leader, whose contact information should be listed below

Local VOAD Status Reporting Leader			
Name	Email	Phone	Fax

Incident	Name:			Number:	

Reporting Period		From:	/ /	To:	/ /	

Organization	Name:		Area Served:	
	Street Address:		City / Zip:	

Point of Contact	Name:		Email:	
	Office phone:		Fax:	
	Mobile phone:		Ham radio call sign:	
	Accept text messages?	(Yes/No)	Other:	

Volunteers

# Mobilized for this event during this reporting period:		# Volunteer hours during this period:	

Operational Status _____ (Full/Partial/Nonoperational)

Services your agency is providing

Service Codes:

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ANS = Animal Services
DCW = Disaster Case Management
DCM = Disaster Case Work
EMC = Emergency Communications
ESC = Emotional/Spiritual Care
HCR = Home Cleanup & Repair
IKD = In-Kind Donations
MCF = Mass Care—Feeding
MCS = Mass Care—Sheltering
TRA = Transportation
VOL = Volunteer Registration
OTR = Other (describe in address field)
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Service Code	Service Location (Address)	# Clients Served

Resource shortfall or other operating problems:

Contact your local EOC Liaison to determine the appropriate method for requesting resources. This report does not constitute an official resource request.

Unmet needs/problems you have observed in the community:

Communicate urgent unmet community needs directly to the EOC or designated representative.

Resources your agency can share:

Report Preparer	☐ Check if same as above or enter contact information below		
Name	Email	Phone	Fax

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California VOAD Summary Disaster Status Report
Part 1. Service Delivery

Incident: Gossamer Canyon Fire
Report Period Start: 4/5/2012
Report Period End: 4/6/2012

SAMPLE

Organization	Type of Service	Location	# Clients Served
Alpha Resource Center of Santa Barbara	In-Kind Donations	6344 Hollister Ave, Goleta	44
Alzheimer's Association	Animal Services	1234 Anapamu , Santa Barbara	
American Red Cross, Santa Barbara County Chapter	Mass Care—Sheltering	Dos Pueblos High School, Goleta	123
American Red Cross, Santa Barbara County Chapter	Mass Care—Sheltering	UCSB Thunderdome	448
California Southern Baptist Convention	Mass Care—Feeding	Dos Pueblos High School, Goleta	492
California Southern Baptist Convention	Mass Care—Feeding	UCSB Thunderdome	1202
Calvary Chapel of Santa Barbara	Volunteer Registration	Calvary Chapel, 1 North Calle Cesar Chavez # 21	42
Catholic Charities - Santa Barbara Region	Emotional/Spiritual Care	609 East Haley Street, Santa Barbara	7
Easy Lift	Transportation	From Carpinteria to Goleta	64
First Baptist Church of Solvang	Mass Care—Sheltering	2667 Janin Way, Solvang	12
Foodbank Santa Barbara County	Other	Bulk food distribution to 17 sites throughout the county	
Habitat for Humanity of Northern SB County	Home Cleanup & Repair	Santa Barbara	4
Independent Living Resource Center	Other	Evacuation Assistance	9
		Total	**2447**

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California VOAD Summary Disaster Status Report
Part 2. Resources & Needs

Incident: Gossamer Canyon Fire
Report Period Start: 4/5/2012
Report Period End: 4/6/2012

SAMPLE

Organization	Op Status	# Volunteers Mobilized	# Volunteer Hours	Available Resources	Resource Shortfalls	Unmet needs in community
Alpha Resource Center of Santa Barbara	Full	3	36		Need 3 - 4 volunteers to process donated goods	
Alzheimer's Association	Partial					
American Red Cross, Santa Barbara County Chapter	Full	18	216			Power still out in Fairview area
California Southern Baptist Convention	Full	12	144	3 vans and 1 bus		
Calvary Chapel of Santa Barbara	Full	5	120			
Catholic Charities - Santa Barbara Region	Full	4	48			Portola Road is impassable
Easy Lift	Full	0			Need 3 drivers for evening shift	
First Baptist Church of Solvang	Full	4	64		Need two more trucks	
Foodbank Santa Barbara County	Full	3	36		Need at leat 5 more skilled carpenters	
Habitat for Humanity of Northern SB County	Non	4	64		Need 3 - 4 drivers with cars	
Independent Living Resource Center	Full	1	12		Need 1 - 2 counselors to work with agitated seniors	
Totals		**54**	**740**			

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California VOAD
Disaster Status Reporting Procedures
For NorCal VOAD and SoCal VOAD Regional Associations

This document describes the policies and procedures that the Executive Committees of Northern California VOAD (NorCal VOAD) and Southern California VOAD (SoCal VOAD) will follow to promote increased coordination and reporting regarding the disaster response and recovery operations between local and regional VOAD associations and their government partners. These partners include the Incident Management Team in charge of a disaster response and CaliforniaVolunteers, the state agency tasked with coordinating volunteers during disasters. Communicating capabilities and shortfalls to these government partners can be critical to optimizing the delivery of goods and services throughout the area affected by a disaster.

Implementation Guidelines

The Executive Committees of NorCal VOAD and SoCal VOAD will:

- Request the leadership of local VOAD associations throughout their respective regions to adopt the VOAD Disaster Status Reporting Procedures for Local VOAD Associations and incorporate them into their operating guidelines.

- Arrange state-wide training sessions and exercises for local VOAD associations and their member agencies to implement these procedures.

- Take the initiative to obtain Disaster Status Reports from their members when a federal, state, or locally declared disaster occurs anywhere in their region.

- Provide VOAD Disaster Summary Status Reports to CaliforniaVolunteers and other government partners as requested.

- Appoint Regional VOAD Communication Liaisons for their respective associations to coordinate communications between NorCal VOAD and SoCal VOAD in large-scale disasters response and recovery operations that would benefit from collaboration between the two regional associations.

Statewide VOAD Training Committee

The Executive Committees of NorCal VOAD and SoCal VOAD will appoint a standing statewide training committee that will work with Cal EMA, FEMA Region IX, CaliforniaVolunteers, and local VOAD representatives to sponsor statewide teleconferences and training events that will help local VOAD associations and their members thoroughly integrate inter-agency coordination and reporting into their standard operating procedures. Recommended topics include:

- The Standardized Emergency Management System (SEMS) and the Incident Command System (ICS) for nonprofit organizations.

- Inter-agency coordination and reporting procedures.

- Managing the privacy of client information.

- Sequence of delivery for individual assistance during long term recovery. [1]

- Other key operational capabilities of local VOAD associations.

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[1] See http://www.fema.gov/pdf/hazard/wildfire/ca_assist_chart.pdf.

Building Relationships with Government Partners

To foster closer working relationships between local VOAD associations and government partners, the Executive Committees of NorCal VOAD and SoCal VOAD will:

- Encourage local VOAD associations to maintain and regularly disseminate accurate and complete contact information for their leadership and their member organizations.

- Ask local VOAD associations to maintain records of multiple contacts at each member organization to ensure that the organization can be quickly reached in an emergency.

- Provide local VOAD associations and their members access to an online Disaster Status Reporting System and Collaborative Disaster Resource Directory for (a) automating the roll-up of disaster status information into local, regional, and statewide reports and (b) maintaining information about regular contacts, emergency contacts, and disaster resource listings.

- Schedule periodic validation of local VOAD member contact information.

- Ask local VOAD associations to list upcoming events, publish meeting agendas, and post meeting minutes on the California VOAD website so they can be viewed by government partners and other interested parties.

- Provide to local VOAD associations current contact information for Cal EMA and FEMA and provide to Cal EMA and FEMA current contact information for local VOAD associations.

Developing Local VOAD Capabilities

To improve the disaster status reporting capabilities of local VOAD associations, the Executive Committees of NorCal VOAD and SoCal VOAD will:

- Develop and disseminate for use by local VOAD associations (a) a summary of core competencies, (b) a set of operating guidelines, and (c) a set of standard operating procedures for managing critical activities and issues such as activating VOAD, inter-agency reporting, long-term recovery, emergency volunteer management (including time tracking), and in-kind donations management. These documents will be consistent with guidance for state VOADs from National VOAD but will be specifically designed to address the needs of local VOAD associations.

- Encourage local VOAD associations to reach out to community-based and faith-based organizations to develop their emergency preparedness, response, and recovery capabilities and to integrate them into the local VOAD communication systems so they can (a) contribute more effectively to disaster response and recovery efforts and (b) report on their activities and resource shortfalls and unmet needs in the community.

- Provide a tool kit and training that will enable local VOAD member organizations to accurately track volunteer hours in a manner that local government entities requesting financial assistance can use to count towards the "soft match" under FEMA's Public Assistance Program.

- Offer guidance to local VOAD associations on developing emergency communications plans and systems that will support disaster status reporting when conventional communication systems are out of service.

- Provide guidance to local VOAD associations in developing mutual aid agreements that will define how VOAD associations in areas affected by a disaster can receive volunteer assistance from VOAD associations in unaffected areas in disaster status reporting, preparing After Action Reports/ Improvement Plans, and other key activities.

- Incorporate into the Disaster Status Reporting Procedures mechanisms that will enable organizations with regional or statewide presence to report consolidated information from across their operational regions.
- Offer on the California VOAD website (www.calvoad.org) information, guidelines, tools, and training to non-VOAD members that will encourage them to join the VOAD association in their operational area.

Inter-Agency Reporting Guidance

With respect to inter-agency reporting, the Executive Committees of NorCal VOAD and SoCal VOAD will emphasize in their recommendations to local VOAD associations that they need to:

- Implement, practice, and utilize a single, unified disaster status reporting system that will meet the needs of the local VOAD member organizations and all of their government partners, including local and operational area emergency management, Cal EMA, CaliforniaVolunteers, and FEMA.
- Provide timely status reports in keeping with the operational cycle of the Emergency Operations Center or other designated incident management team.
- Collect at least some information about their members' operational status, service delivery, resource shortfalls, and unmet community needs, even if they are not able to provide all of the information requested on the Agency Disaster Status Report Form.
- Cooperate with local emergency management and Cal EMA in assessing unmet community needs so resource requests can be quickly escalated to the state or federal government when needed.

California VOAD Disaster Status Reporting Strategy Recommendations

For Government Partners

The Executive Committees of NorCal VOAD and SoCal VOAD request that their government partners support their efforts to improve interagency coordination and reporting by implementing the recommendations described below.

CaliforniaVolunteers

CaliforniaVolunteers will continue to offer guidance to the Executive Committees of NorCal VOAD and So Cal VOAD as requested to optimize coordination and communication between VOAD associations in California and their government partners.

Cal EMA

In collaboration with the Executive Committees of NorCal VOAD and SoCal VOAD, Cal EMA will reach out to the County Office of Emergency Management or equivalent agency in each operational area to:

- Ask them to assist with the development of a local VOAD association if one does not exist.
- Encourage them to support and regularly participate in local VOAD activities.
- Integrate the local VOAD Disaster Status Reporting Procedures and VOAD disaster resource deployment capabilities into the standard operating procedures of the Emergency Operations Center (or other emergency operations facility).
- Offer guidance and support for training events and exercises designed to improve VOAD disaster status reporting and disaster resource deployment in the operational area.

FEMA

In collaboration with the Executive Committees of NorCal VOAD and SoCal VOAD, FEMA Region IX will collaborate with the Executive Committees of NorCal VOAD and SoCal VOAD to:

- Provide a teleconference line and the Adobe Connect web conferencing platform through the Homeland Security Information Network (HSIN) for regular statewide VOAD conferences and training events.
- Investigate the feasibility of utilizing the HSIN Adobe Connect platform to support situational reporting for declared disasters.

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