Purpose: This plan establishes a structure and procedures for communication, cooperation, collaboration, and coordination of Virginia VOAD, (hereafter VA VOAD), its member organizations, government agencies, and others in providing an effective and efficient response to statewide disasters and emergencies.

1. WHEN ACTIVATED: These protocols may be initiated:

   A. On request of the Virginia Department of Emergency Management (VDEM), as a result of a statewide emergency declaration by the Governor and/or a declaration by the President of the US;

   B. At the request of a VA VOAD Officer or Member of the Executive Committee;

   C. At the request of a VA VOAD Member organization.

2. SITUATION: Disaster events have the potential to disrupt local infrastructure and services, destroy homes and places of work, and displace people and animals. Local public safety emergency response saves lives and addresses basic safety needs of residents of the impacted areas. Afterwards, a variety of Commonwealth and Federal programs address critical recovery needs, primarily through grants and loans. The voluntary sector offers a wide variety of services and resources to address disaster-caused needs of individuals and households, including shelter, transportation, case management, pastoral care, debris clearance, home repair or reconstruction, and other services in conjunction with or not provided by government. Voluntary organizations are often able to mobilize more quickly than government assets and may be able to provide assets, usually provided by government

3. CONCEPT OF OPERATIONS: The VA VOAD is identified, by the Virginia Department of Emergency Management, as their primary partner in the services available through Emergency Support Function 17. VA VOAD member agencies, in cooperation with each other, regional VOADs, Long Term Recovery Groups (LRTG), and governmental agencies provide coordinated services to meet the needs of disaster clients during all phases of disaster—Preparedness, Response, Recovery, and Mitigation. Each member organization provides, on a voluntary basis, specific services and resources necessary to minimize suffering, with the goal of aiding individuals and families in their disaster recovery.

4. RESPONSE AND RECOVERY:

   A. Direct response to disasters is through the activities of Virginia VOAD’s individual member organizations, as they provide the resources and the best possible services to disaster clients and each other. VA VOAD’s functions are to act as the catalyst and facilitator for collaboration, coordination, cooperation, and communication.
B. VA VOAD member organizations may respond to needs requests from their own constituents, from other member organizations and/or from government agencies. When active in Virginia, it is requested that the member organization inform the VA VOAD leadership and ESF-17.

C. Many VA VOAD members are subsidiaries, branches, or extensions of national nonprofits and faith-based organizations. As such, they may request the assistance of their broader networks, in accordance with their standard internal procedures. However, VA VOAD members being supported by their national components, should maintain command of their operations as the VA VOAD member is responsible for communicating to and coordinating with the VA VOAD.

D. Not all disasters and emergencies declared by the Governor or President are statewide in impact or scope. In such cases, disaster relief services may be coordinated through the appropriate Regional VOAD(s). The Regional VOAD does, however, submit situation reports and request assistance with unmet needs to the VA VOAD, as appropriate. Such coordination often makes significant additional resources available and supplements the capabilities of the regionals to meet needs.

E. All VA VOAD members comply with the, values, ethics and points of consensus approved by National VOAD as they relate to the provision of services and resources.

F. VDEM has entered into an MOU with 211 Virginia that is intended to enhance 211 as a source for public information during emergencies/disasters. The MOU has two applications—Public Affairs and Volunteers and Donations Management. In providing information regarding services available from VA VOAD member organizations, the following should be the standard process:

- 211 as a source of disaster information will be initiated by request from ESF 17 and by provision of information to 211

- Voluntary services information will be sent to both 211 Virginia and to VDEM Public Affairs

- The information will be sent to disaster@vaservice.org under the banner “Disaster Services Update”

- Early information will likely be phone number and email address for a VA VOAD services “center”. 211 operators will have two options—give the caller the phone number and have them call their need in directly or email the 211 registration form with disaster info added in the form’s comments box. When the latter is done, an appropriate person from the VOAD services center or from a helping organization will contact the caller. Information added in the comments box should be caller’s full name, location where the caller can be visited/called (in disaster situation, may be different from caller’s regular address/phone number), caller’s permanent address and description of service(s) needed. An administrator at the VOAD services center will send the request to a VOAD organization active in the area of the caller’s need.

- The services center may initially be located at the JFO or at ESF 17. Moving into recovery, it should be established at a member organization that is agreeable to both
VOAD and Emergency Management. In a large scale recovery, requests should go to the Long Term Recovery Committee.

- As the disaster response takes shape, information such as feeding site locations, goods distribution site locations and list of services currently being offered by voluntary organizations may be sent to 211.

- In recovery phase, a list of VOAD organizations involved in recovery, the services they are offering and contact information for their field offices may be sent. If location of the VOAD services center changes, this contact information will be updated. When one or more Long Term Recovery Committee(s) is/are established, this list including contact information and the jurisdictions they serve will be sent to 211.

Virginia VOAD believes it is in the best interest of clients and successful recovery that the 2-1-1 system should integrate in the best possible way with the casework and case management processes established by voluntary and governmental agencies.

G. Virginia VOAD is also active during long term recovery, engaging member organizations in addressing unmet needs. Virginia VOAD will be requested as partners in the Joint Field Office (JFO) established by FEMA and VDEM. Regional VOADs, or VA VOAD in some situations, should take initiative to, in cooperation with local emergency management and other key stake-holders, create environments conducive for formation and organization of Long Term Recovery Groups as needed. VOAD organizations should call stake-holders to the table and become participating members and supporters of the LTRG; however, VOAD should not BE the LTRG.

5. COORDINATION:

A. On request by the Virginia Department of Emergency Management (VDEM), the VA VOAD will be activated to provide voluntary agency support to government as a result of a disaster or emergency of statewide scope. The VA VOAD will provide a representative(s) to staff the ESF17-Volunteer and Donations Management seat in the Virginia Emergency Operations Center (EOC) and/or act as authorized user(s) of the Web EOC.

Individuals must be authorized representatives of VA VOAD members in good standing and must be trained and credentialled by VDEM for these coordination roles. During activation, these representatives are the primary points of contact for coordination and communication with member organizations and government agencies.

As EOC and/or Web EOC representatives, their role is to contact member organizations to convey requests from VDEM for resources to fulfill unmet needs. Individual member organizations respond to such requests and fulfill them through their internal processes, but in doing so, keep the VA VOAD Web/EOC representative apprised of the status of the request. The representatives are also responsible for communicating status reports to an officer of the VA VOAD, the voluntary agency network and their government partners.
B. VA VOAD, at the request of VDEM, is an integral partner in the development and upkeep of the Virginia portal of the National Donations Management Network (NDMN). This internet tool, provided to the Commonwealth by FEMA, provides a means to effectively handle donations of funds and tangible resources that are offered during times of disaster. VA VOAD will also participate by providing representatives to the Donations Coordination Team (DCT), as outlined in the Virginia COVEOP, ESF 17, Concept of Operations, Section C.4.

C. VDEM will provide VA VOAD leaders with situation reports and with access to state agency conference calls. Information from these sources may be passed on to VOAD member organizations are deemed helpful but should be treated as all as otherwise confidential.

D. The VA VOAD EOC representative will, when appropriate, request of the Virginia VOAD Vice President or designee, conference calls with the membership in order to provide a comprehensive situation report to their constituencies. Partner members, other government agency officials, and National VOAD personnel may participate in these calls to provide updates and important developments and/or to monitor activities.

E. All VA VOAD members should have designated staff trained in the use of the VA VOAD list serve, Web EOC, NDMN, and/or other systems, as may be developed, and able to disseminate information via these tools.

6. REPORTING: All VA VOAD members, including Regional VOADs, are asked to provide a summary of their activities (“Situation Report”, “Sit Rep”), including staffing levels and hours worked, to the VA VOAD Vice President or designee. This data will be used to report to the membership in an after action report and provided to VDEM for use in their disaster documentation and in determining the Commonwealth’s share of disaster costs and in-kind contributions.

7. DEACTIVATION: VA VOAD’s active participation in the VEOC and/or Web EOC will come to a close when the VEOC returns to normal operations. If the disaster has been a substantial one resulting in the establishment of a JFO, the base for VA VOAD’s partnership with VDEM will at this time move to the JFO. If no JFO is established, VA VOAD members may continue independently to provide resources and services to individuals and families throughout the long term recovery process.

8. RESOURCES: Every VA VOAD member must submit a Member Registration Form to the Secretary, including a description of services and resources the agency can provide and the contact information for those representatives authorized to coordinate their agency’s activities during events. This information forms a complete matrix of services and contacts for all voluntary member organizations and is a vital tool in the EOC. This form is updated annually when renewing membership.

9. OTHER RESOURCES:

1. Membership Application Form
2. Membership Registration Form
3. Membership Roster
4. Members’ Services Matrix
5. Long Term Recovery Documents
7. Virginia VOAD website www.vavoad.org