

An aerial photograph of a landscape featuring a dense forest of green trees, a winding road, and a body of water. The text is overlaid on the left side of the image.

*Volunteer Coordination During Hazardous Spills

Lessons Learned from the Deepwater
Horizon Oil Spill

- *Corporation for National and Community Service (CNCS)
- *NRT Volunteer Coordination Plan
- *Role of Volunteers
- *State Resources
- *Voluntary Organizations and Non-Profits
- *Lessons Learned

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- *Federal Agency Responsible for Fostering Volunteerism and Civic Engagement
- *Programs Include AmeriCorps, Senior Corps, Learn & Serve, VISTA and NCCC
- *Support Agency Under ESFs-3/6/14 and Volunteer and Donations Management Annex
- *Signed MOU with EPA/USCG for NRT Support January 2011
- *Provide Volunteer Coordination Support with States and Local Organizations

***Corporation for National
and Community Service
(CNCS)**

*Role of Volunteers

- * Mass Care
- * Case Management
- * Donations Coordination
- * Volunteer Coordination
- * Base Camp Set-up/Operation
- * First Responder Support
- * Long Term Recovery
- * Walk the Beaches



- Shelter Operations
- Feeding Support
- Counseling/Spiritual Care
- Evacuation Support
- Point of Distribution Support
- Warehousing
- Construction
- Public Information Outreach

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- * State Service Commissions
- * State Voluntary Organizations Active in Disaster
- * FEMA Regional Voluntary Agency Liaisons
- * State Emergency Management Agencies
- * State Departments of Environmental Quality
- * CNCS

* State Resources

- * Voluntary Organizations Active in Disaster
- * Newly Engaged Organizations (Ex. Audubon Society)
- * Synergy of Government and Non-Profits



Voluntary Organizations and Non-Profits

CNCS Role

- * Administration looked to CNCS as lead for non-profit coordination.
- * Crafted language for Non-profit Sector Recovery in the Mabus report on gulf coast recovery
(<http://www.restorethegulf.gov/sites/default/files/documents/pdf/gulf-recovery-sep-2010.pdf>)
- * Conducted webinars for non-profits

CNCS/EPA/USCG MOU

Purpose: To identify major responsibilities and authorities in supporting unaffiliated volunteer management program at incident site, when requested by OSC ...

- * USCG/EPA
- * Identify appropriate training, exercise expectations for CNCS
 - * Incident notification; identify assistance needed
 - * Support appropriate CNCS deployment costs, through OSLTF, Interagency Agreement or Mission Assignment
 - * Provide space, support on site

CNCS Cont.

KEY PROVISIONS CNCS:

- * Conduct coordination/management of unaffiliated volunteers as requested
 - * Outreach to established voluntary organizations
 - * Develop and disseminate volunteer information through various channels
 - * Ensure appropriate coverage for assigned staff/members
 - * Develop specific response plan/budget, upon notice
 - * Participate in identified training, exercise activity
 - * Develop SOP for response operations
- * Other Provisions:
- * USCG/EPA to initiate requests to CNCS for support; CNCS assets always under direction of OSC.
 - * Neither USCG, EPA nor CNCS provide liability/worker comp coverage for volunteers – w/o incident-specific determination.

How It Works

- * Event occurs
- * CNCS notified to develop volunteer management process; in discussion with NRT, determines initial posture [no volunteers; pre-affiliated; non-affiliated intake, etc.]; response plan and budget.
- * CNCS connects/coordinates with volunteer network in state/locality
- * As requested, CNCS team goes on site; establishes Volunteer Reception Center (VRC):
 - * intake to place volunteers with existing orgs;
 - * identify/provide needed volunteer organization and management support
 - * develop messaging around volunteer involvement.
 - * use volunteers to meet response needs, within parameters of NRT operation.

Lessons Learned

- *Networking should always be taking place.
- *You may not always know what volunteers can do for you.
- *The media rarely provides sufficient situational awareness on volunteer activities.
- *Volunteer agencies will still be working after federal resources have left.
- *Volunteer issues will not just go away, but there are people who can help.
- *A unified message is critical to effective coordination

Questions?

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