

WE'RE HERE TO HELP: MAXIMIZING AND MANAGING VOLUNTEERS AND FAITH-BASED RESPONSE AFTER A DISASTER

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Joplin
Tornado
May 22, 2011

Relationships

Process

Results

Managing Volunteers: The Joplin Success Story

www.ACSTL.org

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 – 1st 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 – 2nd Wave of AmeriCorps arrive
 - 62 Members on the ground

Initial AmeriCorps Response

RESOURCES INCLUDED:

- 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

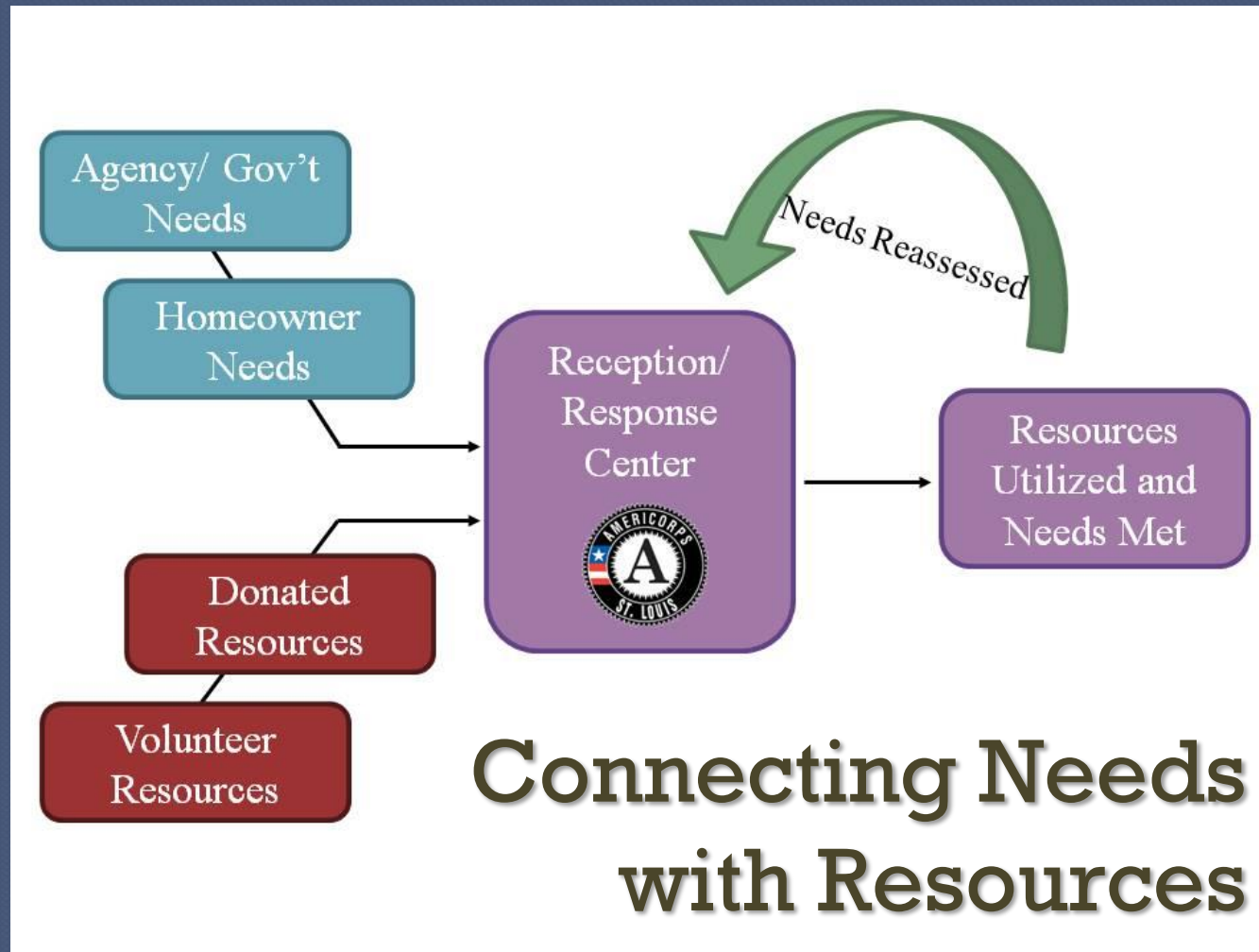
Pre-Established Relationships

- All disasters start locally and end locally
- Pre-existing relationships built on trust are vital to success
- AmeriCorps' connections to the Red Cross, Emergency Management, VOADs, and United Way enabled our response

Relationships



Initial Tasks



Volunteer Management

Volunteers poured in from across the country.



Individuals...

As well as groups.



The Volunteer Reception Center



Early Focus

CHALLENGES

- 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 pressure to communicate with key leadership
- Lack of a stable communication / technology platform, landline, internet, cell phone, etc.
- Life Safety
- Controlling Area Access

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



Process

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

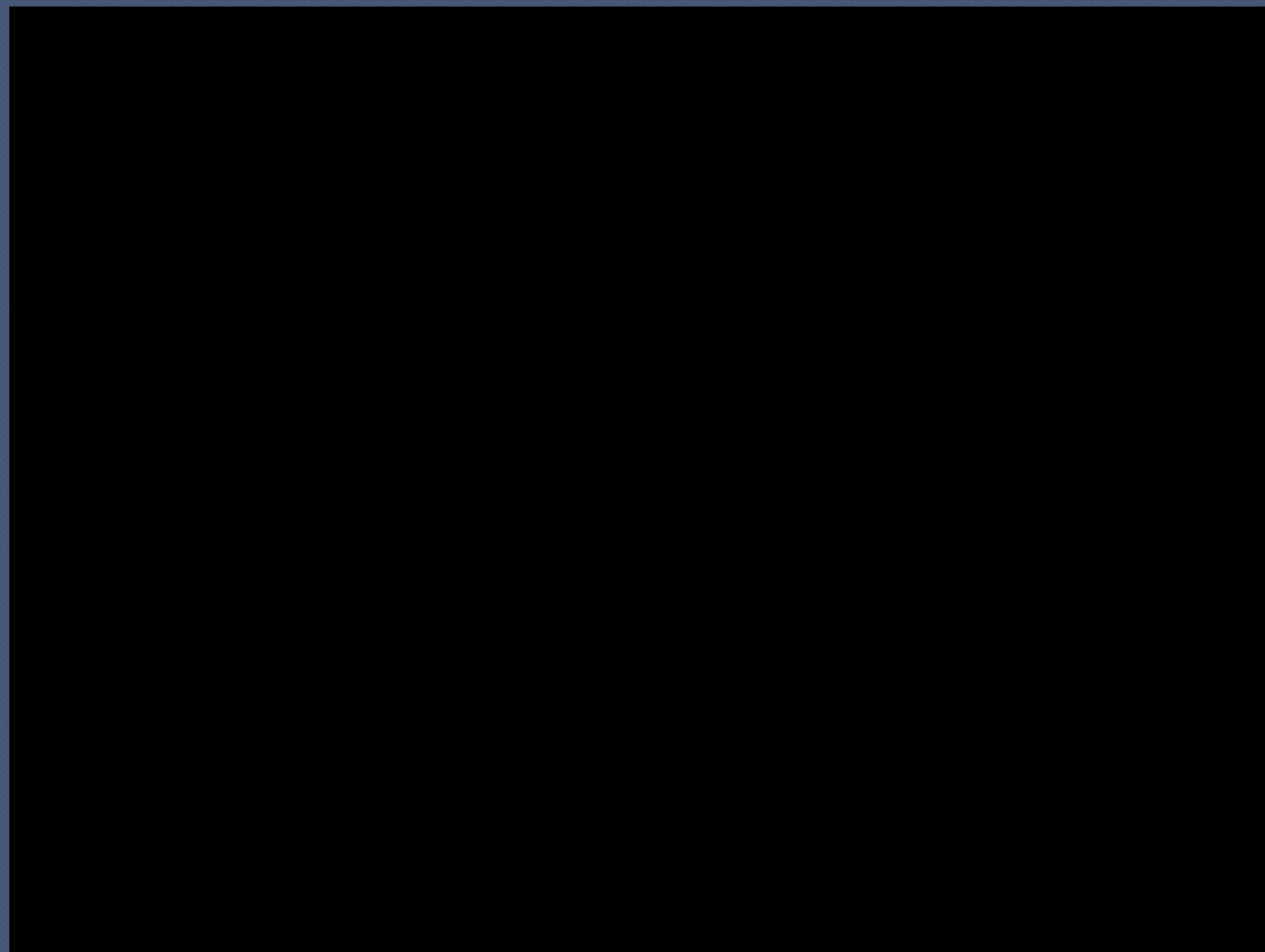


Joplin Multi-Agency Donations Warehouse

- 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



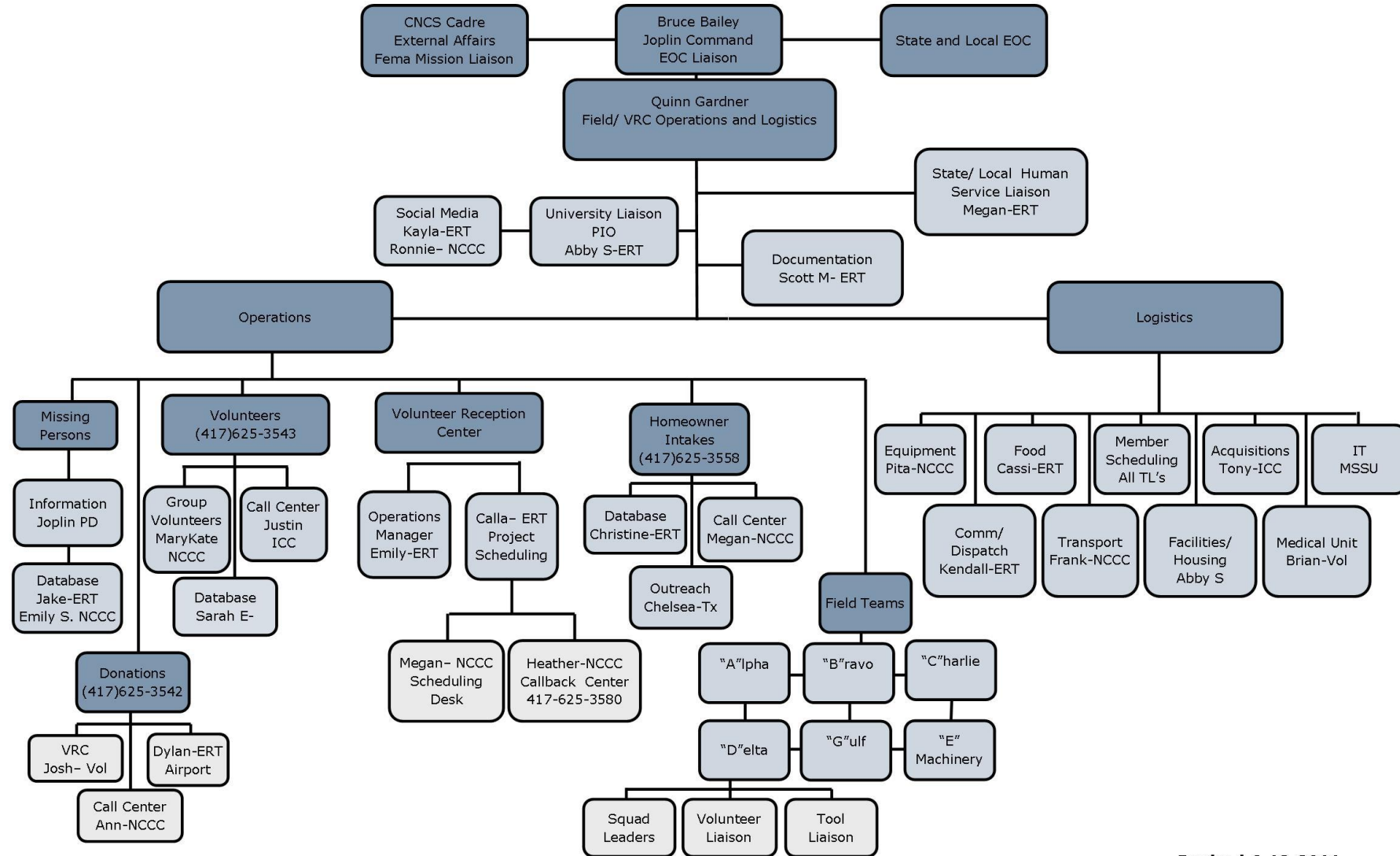
VRC at MSSU Rec Center



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 Joplin Tornado Recovery ICS



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





- 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

VRC Results

- **75,786 Individual Volunteers**
- **520,102 Volunteer Hours**
- **2,222 Volunteer groups registered**
- **3,104 Homeowner Requests for Assistance**
- **2,940 Homeowner Requests Completed**

Results



Since The Beginning...

Approximately 150,000
volunteers performed
1 Million Hours of
service to support the
resiliency of Joplin.

Since The Beginning...

422 AmeriCorps
members contributed
approximately 130,000
hours to the response
and rebuilding effort

Since The Beginning...

**Over \$17.7 Million
toward state and
local match of the
FEMA cost share**

Lessons Learned

- Challenge of multi-functional facilities
- Value of locally trusted community collaboration
- Utilization of national service community
- Value of full-circle volunteer experience
- Media relations on high pressure incidents
- Utilizing technology as an asset
 - Google Docs
 - Social Media

Home

Disaster Recovery
Playbook



DisasterRecoveryPlaybook.org

Volunteer Department Goals

- Maximize engagement, e.g., empower volunteers to donate or fundraise before, during and after their trip
- Meet the workforce demand of the construction department
- Provide a meaningful experience to volunteers



Common Barriers and Stumbling Blocks

- Needs of volunteer group conflict with the needs of the organization
- Over/under capacity
- Lack of predictability
- Unfulfilling experience



Processes and Tools: Volunteer Contact Timeline

BEFORE THE TRIP



Volunteer signs up online



Volunteer Coordinator (VC) calls the group leader within 48 hours



Provide links for waiver completion



Schedule 60 day call in Salesforce



Conduct 60, 30, 14 and 7 day contact calls

Processes and Tools: Volunteer Contact Timeline

DURING THE TRIP



Conduct orientation per checklist, provide client bio and send team to site



On the last day conduct Next Step Meeting and survey

AFTER THE TRIP



Send thank you card and call 30 days after volunteer dates

Maximizing and Managing Volunteers

- Onsite volunteer troubleshooting
- Maintain updated future volunteer numbers
- Track volunteer data
- Waiver
- Express appreciation and highlight unmet needs
- Open funding dialogue
- Volunteer recruitment may be necessary



Documents

- Next step form
- Volunteer fundraising packet
- Volunteer release form
- Welcome packet
- Volunteer process checklist
- Volunteer time card



Contact Information

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