Mississippi Volunteer Support Annex

Coordinating Agency
Mississippi Commission for Volunteer Service

Federal Coordinating Agency
Dept. of Homeland Security/ Federal Emergency Management Agency (FEMA)

Primary Agencies
Mississippi Emergency Management Agency

Federal Cooperating Agencies
Department of Agriculture
Department of Health & Human Services
Department of Homeland Security
Department of State

Support Agencies
Mississippi Department of Finance & Administration
Mississippi Information Technology Services

Department of Transportation
Corporation for National and Community Services
General Services Administration (GSA)
US Agency for International Development
USA Freedom Corps

Non-Governmental Organizations
Mississippi Voluntary Organizations Active in Disaster
Aidmatrix Foundation
American Red Cross
Salvation Army

National Voluntary Organizations Active in Disaster

Introduction
The Volunteer Support Annex describes the coordinating process used to ensure the most efficient and effective utilization of volunteers during disasters.

The purpose of this annex is to provide guidance for the coordination of information and activities of voluntary organizations with regard to the effective utilization of volunteers when responding in times of disaster.

Scope of Operations

General

- This annex provides guidance on the state’s role in volunteer management. This guidance applies to all agencies with direct and indirect volunteer responsibilities under the Mississippi Comprehensive Emergency Management Plan (CEMP).

- The management and utilization of volunteers uses the Incident Command System (ICS) concepts to manage its emergency/disaster responsibilities. The primary function of the Mississippi Commission of Volunteer Services (MCVS) is to coordinate the utilization of volunteers, both affiliated and unaffiliated, and to meet the assessed needs of the impacted area. MCVS will not be activated in all disasters, but only in response to a verifiable need within the impacted area.

- During an emergency or disaster, if requested, representatives of MCVS will report directly to the Human Services Branch Director who reports to the Operations Section Chief.
• Standard Operating Guides (SOGs) will be established by MCVS and the Volunteer and Donations Coordination Team and reviewed annually for each function involved in this annex.

• The Corporation for National & Community Services may provide national service resources and staff to the state as deemed appropriate by MCVS.

**Organization**

• MCVS is the coordinating organization for the state volunteer activities. Support agencies, volunteer groups, and individuals with local, state, and national affiliation are the source for securing and managing services and volunteers in an effective manner. Both public and private sectors play a major role in supporting MCVS.

• MEMA is the primary organization for this annex and as such will support volunteer management operations. This includes providing access to and technical support for the Aidmatrix volunteer management system or other volunteer registration system, participation in MSVOAD meetings, and assisting MCVS in the management of volunteers before, during and following disasters.

• All state, as well as private agencies and organizations should expect to utilize their own resources unless reimbursement is authorized in a mission assignment issued by MEMA.

**Policy**

• MCVS, in conjunction with local and tribal governments and the MSVOAD, has primary responsibility for unaffiliated volunteer services.

• Mississippi recognizes and supports those voluntary organizations that have registered with and have been credentialed by the MSVOAD in concordance with the MCVS guidelines.

• Mississippi recognizes that voluntary organizations play a vital role in managing unaffiliated volunteers, and, as such, assigns State Emergency Operations Center (SEOC) missions related to unaffiliated volunteers to those agencies through the MSVOAD as appropriate.

• The state requires individuals interested in volunteering personal disaster services to register with MCVS via a volunteer registration system, the Volunteer Hotline, a state-recognized Volunteer Reception Center, or with an affiliate of the MSVOAD.

• All activities, functions, and services are provided in accordance with existing federal and state statutes, rules, and regulations.

• Full use of existing non-governmental organizational volunteer resources is encouraged before seeking assistance of the federal or state governments.

**Notification**

• MEMA will notify the Executive Director of MCVS of a potential or actual event requiring a response by volunteers if appropriate. MCVS will coordinate notifications with MSVOAD.

• All support agency contact persons will be instructed to notify their networks throughout the state to ensure all available resources are on standby.
• Other potential sources of volunteers will be notified and asked to remain on standby.

Concept of Operations

• Volunteer management operations may include operation of a Volunteer Call Center functioning on the state level coordinated by MCVS with an approved mission assignment by MEMA.

• MEMA External Affairs Office, through the state Joint Information Center (JIC), will manage coordinated media relations.

• MCVS will provide liaisons to other emergency support functions (ESFs) and a facilities management plan to include Volunteer Reception Centers (VRC).

• Requests for support under this annex from federal, state, local, and tribal authorities are coordinated through the SEOC or at the Joint Field Office (JFO).

Operational Objectives

Preparedness Objectives

• MCVS will maintain and distribute to MEMA as necessary a roster of volunteer organization contacts and support personnel.

• Primary and support agencies will participate in disaster operations training.

• Conduct an annual review and update of the Volunteer Support Annex.

Response Objectives

• Coordinate volunteer requests and assignments through MEMA Operations via the Mission Assignment Coordinator.

• Register unaffiliated volunteers and assign them to recognized volunteer organizations.

• Communicate with other emergency support functions regarding available volunteer resources.

• Maintain a daily log of activities and action plans, including the scheduling of staff and submission of information for the Situation Report to ESF #6.

• Coordinate field activities related to services including the state Volunteer Call Center, Volunteer Reception Centers and volunteer organizations.

• MCVS will provide appropriate information to ESF #15 for public distribution through the JIC.

Recovery Objectives

• The Volunteer Reception Centers (VRC) may be tasked with providing registration and coordination of volunteers in the impacted area. Alternatively, MCVS may be tasked with helping a local community establish a locally operated VRC to perform this function.
• MEMA staff and/or other support agency representatives may participate in initial unmet needs coalition meetings in the impacted area.

Direction and Control

• Volunteer management activities will be coordinated from the SEOC during activation. MCVS will respond to message requests approved by the Human Services Branch Director and coordinate with the MSVOAD representative in the SEOC. Any requests that cannot be filled by the volunteer organizations or by participating support agencies will be returned to the Human Services Branch Director for reassignment. Discussion between MCVS and the originating ESF will occur prior to message rerouting. Message updates will be made regarding the progress in acquiring needed volunteer services.

• Voluntary agencies continue to be operational when the SEOC is no longer activated. Activities may be coordinated from the JFO and may involve limited participation at Disaster Recovery Centers (DRC).

Responsibilities

Mississippi Commission for Volunteer Service- Coordinator

• Will provide representatives to the SEOC during disasters as requested by MEMA Operations.

• Will coordinate the registration and assignment of unaffiliated volunteers during disasters to appropriate recognized volunteer organizations.

• Will assist in matching volunteers with volunteer needs requests in collaboration with the MSVOAD.

• Will organize the setup and staffing of VRCs if deemed necessary.

Field Activity

• MCVS will coordinate the staffing of the warehouse if activated.

• The Mississippi Volunteer and Donations Call Center will be activated, as needed, at a designated site. Offers of volunteer service will be referred to volunteer agencies via the call center and/or the Aidmatrix Volunteer Management System other approved volunteer registration system.

• Coordinate with county points of contact to facilitate the transportation and utilization of volunteers assigned to their areas of need.

Mississippi Emergency Management Agency- Primary Agency

• Will support MCVS as deemed necessary in an order to safely and efficiently utilize volunteer resources.

• Will provide administrative and technical support regarding the Aidmatrix Volunteer and Donations system.
- Will work with the Recovery office, the JFO and the Long Term Recovery Committees to address the unmet needs of the impacted community.

**Unaffiliated Volunteer Management Strategy**

The state recognizes the value and challenges of working with unaffiliated volunteers. MCVS will assess the need for VRCs in disaster areas. The VRC will register and coordinate volunteer deployment to volunteer organizations in the impacted areas. The Unaffiliated Volunteer Management Strategy consists of the following:

- **Pre-disaster** - MCVS will coordinate disaster preparedness training for volunteers.

- **During disaster** - A Volunteer and Donations Call Center, VRCs, and an MCVS approved volunteer registration system may be used as a means for individual unaffiliated volunteers to register to volunteer their services following a disaster. MCVS, in coordination with MSVOAD, will affiliate volunteers with organizations to best match their qualifications, skills and services offered.

- **Post-disaster** - If needed, MCVS will open and operate the Mississippi Volunteer and Donations Call Center. The JIC will release to the public the volunteer hotline phone number so volunteers will know the appropriate ways to offer their services. MCVS, in concert with local volunteer centers or other volunteer organizers and local emergency management agencies, will assess the need for VRCs near impacted areas to manage unaffiliated volunteers. Local organizations, The United Way, Retired and Senior Volunteer Programs, and local government volunteer programs may participate in the operation of VRCs as needed, and with the support of MCVS. In the absence of a local organization trained to manage unaffiliated volunteers, MCVS will be prepared to train and assist local organizations until they can coordinate staffing assistance from member Volunteer Centers in other areas.

**Financial Management**

- Voluntary agencies should maintain logs and journals documenting all volunteer hours and expenses incurred in any disaster relief activities.

- **Accounting/Record Keeping**
  - Organizations receiving and utilizing volunteer services need to record all requested information into a database. Information will be kept confidential and used only for the purpose of volunteer management.
  - MCVS shall direct all volunteers to the appropriate voluntary organizations. The voluntary organizations then become responsible for record keeping and final dispositions shift to them.
  - Each volunteer organization must comply with FEMA Public Assistance regulations and guidelines to be considered for reimbursement by FEMA or MEMA.
### Support Agencies (State Government)

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<tr>
<th>Agency</th>
<th>Functions</th>
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<tbody>
<tr>
<td>Mississippi Department of Finance and Administration</td>
<td>• Provide financial resource management.</td>
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<tr>
<td>Mississippi Information Technology Services</td>
<td>• Provide communications (voice and data) and other information technology support.</td>
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<td>• Identify deficiencies in automation information and communications resources.</td>
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### Support Organizations (Non-Government)

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<th>Agency</th>
<th>Functions</th>
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<tr>
<td>Mississippi Voluntary Organizations Active in Disaster</td>
<td>• Provide a liaison to the SEOC.</td>
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<td>• Communicate state volunteer needs to national partners, including but not limited to National Voluntary Organizations Active in Disaster.</td>
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<td>• Partner with Mississippi Commission for Volunteer Service in order to assign unaffiliated volunteers to recognized response organizations.</td>
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<td>• Coordinate with member agencies throughout Mississippi to determine disaster related needs and resources.</td>
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<td>• Coordinate after action review meetings to assess ongoing and unmet needs.</td>
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<td>Aidmatrix Foundation</td>
<td>• Provide technical and developmental support for Aidmatrix Volunteer and Donations Management System.</td>
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<tr>
<td>American Red Cross</td>
<td>• Provide a liaison to the SEOC.</td>
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<tr>
<td>The Salvation Army</td>
<td>• Provide a liaison to the SEOC.</td>
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### Review and Maintenance

As a minimum, the state agency contact will coordinate and conduct a biennial review of this annex with all support agencies. Additional reviews may be conducted if experience with an incident or regulatory changes indicate a need. Recommendations for change will be submitted to MEMA for approval, publication, and distribution.

### Authorities and References

- Volunteer and Donations Standard Operating Guidelines