

**California**  
**Emergency Support Function**  
**17 Volunteers and Donations**  
**Management Annex**

**EXECUTIVE SUMMARY**

**October 2013**

California Volunteers



## **Introduction**

The **California Volunteer and Donations Management Emergency Support Function (ESF 17)** supports responsible jurisdictions in ensuring the most efficient and effective use of affiliated and unaffiliated volunteers and organizations and monetary and in-kind donated resources to support incidents requiring a state response. CaliforniaVolunteers is the Lead Agency for ESF 17. In addition to local, state, tribal and federal government stakeholders, ESF 17 stakeholders include nonprofits, faith communities, private enterprise, foundations, professional and trade associations, and other non-governmental organizations (NGOs). The coordinated efforts of ESF 17 stakeholders contribute to successful emergency management and re-building communities impacted by disaster.

## **Purpose and Scope**

ESF 17 stakeholders will provide consultation and coordination assistance with the following in all four phases of emergency management:

- Spontaneous Unaffiliated Volunteers
- Affiliated Volunteers
- Monetary Donations
- In-Kind Donations
- NGO Coordination

The scope of ESF 17 is collaboration and coordination for Volunteer and Donations Management at the Cal OES regional and state levels. Operational Areas and local governments are responsible for the management of volunteers and donations within their jurisdictions but when overwhelmed or requiring specialized expertise can request assistance from the Cal OES regional and state levels through SEMS.

## **Goals**

The goals for the ESF 17 organization include the following:

- Identify and engage the state's emergency Volunteer Management stakeholders to effectively and efficiently integrate volunteer and NGO resources into the emergency management system.
- Identify, coordinate, and engage the state's emergency Donations Management stakeholders to effectively and efficiently integrate monetary and in-kind donations resources during times of emergency.
- Integrate and align the state's Volunteer and Donations Management emergency activities within SEMS.
- Implement the state's emergency Volunteer and Donations Management collaboration and coordination capabilities.

## Lead Agency and Supporting Stakeholders

The Lead Agency, CaliforniaVolunteers, is responsible for the coordination function of ESF 17 and is assigned in the State of California Emergency Plan (SEP) to lead ESF 17 based upon its authorities, resources, and capabilities.

During activation of ESF 17, CaliforniaVolunteers will designate an ESF 17 Coordinator to help ensure resources and capabilities are identified and communicated to Cal OES to support emergency response and recovery. The ESF 17 Coordinator will also support emergency management activities by ensuring that all necessary information regarding the incident is communicated to ESF 17 Stakeholders and Cal OES.

The table below identifies the responsibilities of the Lead Agency, ESF 17 Coordinator, and the supporting state agencies involved in ESF 17:

<b>CALIFORNIA STATE DEPARTMENT/AGENCY ROLES</b>
<b>EMERGENCY SUPPORT FUNCTION 17 COORDINATOR</b>
<ul style="list-style-type: none"> <li>• Identify subject matter experts within the ESF 17 stakeholder organization.</li> <li>• Coordinate with Agency Representative counterpart(s) and other ESF Coordinators at the REOC/SOC/JFO.</li> <li>• Establish communication with ESF 17 stakeholders.</li> <li>• Provide technical and subject matter expertise regarding Volunteer and Donations Management and NGO coordination.</li> <li>• Actively coordinate with ESF 17 stakeholders regarding response and recovery activities, consistent messaging, and the provision of technical assistance regarding volunteer and donations management.</li> <li>• Act as a conduit of information from the ESF 17 stakeholders to the REOC/SOC/JFO regarding ESF 17 stakeholders’ intelligence and resource capabilities.</li> <li>• Provide ESF 17 Situation Reports to the REOC/SOC/JFO Planning and Intelligence Section and ESF 17 stakeholders.</li> <li>• Participate in Action Planning, Advance Planning, Section and Branch meetings, providing ESF 17 perspectives, issues, and intelligence when assigned to the REOC, SOC or JFO</li> </ul>
<b>LEAD AGENCY: CALIFORNIAVOLUNTEERS</b>
<ul style="list-style-type: none"> <li>• Foster participation and jurisdictional commitment among ESF 17 stakeholders;</li> <li>• Provide guidance and direction to the ESF 17 Advisory Council, Working Group, and Task Groups;</li> </ul>

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- Review proposals and/or recommendations submitted by the ESF 17 Advisory Council and Working Group for consistency with ESF 17’s purpose;
- Provide administrative support to the ESF 17 Advisory Council, Working Group, and Task Groups which may include: maintaining rosters of the ESF 17 Advisory Council, Working Group, and Task Groups; preparing meeting agendas and minutes; preparing status reports; managing document control; supporting travel arrangements and other administrative and technical needs;
- Collaborate with Cal OES regarding the role of the Lead Agency with respect to ESF 17;
- Assign a CaliforniaVolunteers Agency Representative and/or ESF 17 Coordinator to the REOC/SOC/JFO when needed.
- Collaborate with other EF Lead Agencies as necessary to support ESF 17 success.

<b>SUPPORTING STATE AGENCIES*</b>	
<b>Agency/Department</b>	<b>Role</b>
Department of Housing and Community Development (HCD)	<ul style="list-style-type: none"> <li>• HCD provides information lists related to community-based organizations that can provide outreach and safety-net services.</li> </ul>
Department of Community Services and Development (CSD)	<ul style="list-style-type: none"> <li>• CSD provides information lists related to community-based organizations that can provide outreach and safety-net services.</li> </ul>
Department of Public Health (CDPH)	<ul style="list-style-type: none"> <li>• CDPH provides technical advice and assists with coordinating donated pharmaceuticals, vaccines and medical supplies.</li> </ul>
Department of Social Services (CDSS)	<ul style="list-style-type: none"> <li>• DSS coordinates available state agency resources to support organizations providing mass care and shelter</li> </ul>
Emergency Medical Services Authority (EMSA)	<ul style="list-style-type: none"> <li>• EMSA manages the Disaster Healthcare Volunteer program. This program allows for pre-registration, license verification and deployment and management of volunteer licensed medical and health professionals.</li> </ul>
California Office of Emergency Services (Cal OES)	<ul style="list-style-type: none"> <li>• Manages the donations of goods and services through the Aidmatrix Program (or successor donations management tools).</li> <li>• Staffs and carries out the duties of the State Voluntary Agency Liaison.</li> </ul>
Office of Planning and Research (OPR)/CaliforniaVolunteers	<ul style="list-style-type: none"> <li>• Supports family services agencies and works with Cal OES related to VOAD personnel to assist in response activities.</li> </ul>

*The table above reflects information contained in the 2009 State of California Emergency Plan*

## Public and Private Sector Partners

The State of California Emergency Plan promotes the inclusion of private/nonprofit stakeholders in the four phases of emergency management. The following are examples of important ESF 17 stakeholders:

- Voluntary Organizations Active in Disaster (state and local)
- National Service Organizations
- Non-Governmental Organizations (direct service providers)
- Private Sector
- Nonprofit Sector
- Independent Living Centers
- Philanthropic Foundations
- Faith Communities
- Voluntary Agencies
- Volunteer Centers

## Core Functions

Emergency Support Function 17 – Volunteer and Donations Management is organized by core functions. A core function is an essential element of service or support that the Emergency Function’s stakeholders perform in order to collaboratively prepare for, respond to, mitigate against, and recover from emergencies. Core functions are not exclusive to any single stakeholder within the Emergency Function; rather, they require the combined efforts of the entire community of ESF 17 stakeholders. Core functions give the stakeholders within ESF 17 a way of organizing key capabilities that can be understood by other stakeholders and other Emergency Functions. As referenced below “Stakeholders” are defined as the entire community of ESF 17 Stakeholders to include the Advisory Council, Working Group and Stakeholder Community.

<b>ESF 17 Volunteer and Donations Management</b>		
<b>Core Function</b>	<b>Capability</b>	<b>Activities</b>
Spontaneous Unaffiliated Volunteers	<ul style="list-style-type: none"> <li>• Provide information and intelligence</li> <li>• Provide technical assistance on Spontaneous Volunteer Coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders to provide information and intelligence on spontaneous unaffiliated volunteer activities.</li> <li>• Coordinate with stakeholders to identify EVC locations and trained staff.</li> <li>• Stakeholders convened as a task group to provide</li> </ul>

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<b>ESF 17 Volunteer and Donations Management</b>		
<b>Core Function</b>	<b>Capability</b>	<b>Activities</b>
		<p>technical assistance as needed.</p> <ul style="list-style-type: none"> <li>• Stakeholders to help develop, distribute, and monitor public information on appropriate ways to volunteer.</li> </ul>
Affiliated Volunteers	<ul style="list-style-type: none"> <li>• Provide information and intelligence</li> <li>• Provide technical assistance on Affiliated Volunteer Coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders to provide information and intelligence on affiliated volunteer activities.</li> <li>• Coordinate with stakeholders to identify pools of affiliated volunteers.</li> <li>• Use the Disaster Volunteer Network to identify volunteer organizations with specific capabilities.</li> <li>• Stakeholders convened as a task group to provide technical assistance as needed.</li> </ul>
Monetary Donations	<ul style="list-style-type: none"> <li>• Provide information and intelligence</li> <li>• Provide technical assistance on monetary donations.</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders to provide information and intelligence on monetary donations activities.</li> <li>• Monitor Operational Area Situation Reports for monetary donations issues.</li> <li>• Monitor public information and social media for solicitation of monetary donations.</li> <li>• Stakeholders convened as a task group to provide technical assistance as needed.</li> <li>• Stakeholders to help develop, distribute, and monitor public</li> </ul>

<b>ESF 17 Volunteer and Donations Management</b>		
<b>Core Function</b>	<b>Capability</b>	<b>Activities</b>
		information on appropriate donations actions.
In-kind Donations	<ul style="list-style-type: none"> <li>• Provide information and intelligence</li> <li>• Provide technical assistance in-kind donations.</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders to provide information and intelligence on in-kind donations activities.</li> <li>• Monitor Operational Area Situation Reports for in-kind donations issues.</li> <li>• Stakeholders convened as a task group to provide technical assistance as needed.</li> <li>• Stakeholders to help develop, distribute, and monitor public information on appropriate donations actions.</li> </ul>
Nongovernmental Organization Coordination	<ul style="list-style-type: none"> <li>• Provide information and intelligence</li> <li>• Identify NGOs responding into the disaster area from out of state.</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders to provide information and intelligence on NGO activities.</li> <li>• Coordinate with in-state NGOs that have a relationship with out-of-state NGOs.</li> <li>• Stakeholders convened as a task group to provide technical assistance as needed.</li> <li>• Stakeholders to help develop, distribute, and monitor public information on appropriate donations actions.</li> </ul>

### **Emergency Function Coordination Structure**

The ESF 17 Advisory Council is the executive level organization that represents ESF stakeholders. The State Citizen Corps Council established by CaliforniaVolunteers in 2006, as the primary advisory body to CaliforniaVolunteers on issues of volunteers, donations, service, and emergency preparedness, will serve as the ESF 17 Advisory Council. The mission of the Advisory Council is to oversee the development, implementation, and maintenance of ESF 17 in coordination with the Lead Agency, CaliforniaVolunteers. The Advisory Council represents

stakeholders active in California, including emergency management, local government, supporting state agencies, federal partners, tribal governments, voluntary agencies and representatives from the private and nonprofit sectors. CaliforniaVolunteers and an Advisory Council member elected by the Advisory Council annually will share the responsibility to co-chair the Advisory Council. New membership categories may be added via nomination by the Advisory Council and approval by the Lead Agency.

Advisory Council members will serve a three-year term on a staggered schedule. Half of the members' terms will expire in year two; the remaining members' terms will expire in year three. Members are eligible for reappointment. The ESF 17 Working Group conducts activities to enhance collaboration among EF stakeholders. Working Group membership includes representatives from federal and state agencies, local governments, private and nonprofit sectors, volunteer organizations, faith communities, and others that play a critical role in supporting the management of volunteers and donations during an emergency. It also includes subject matter experts from the broad and diverse stakeholder groups that support the discipline of volunteer and donations management.

The Working Group will undertake projects prioritized by the ESF 17 Advisory Council and reflected in the Plan of Work. CaliforniaVolunteers will chair the Working Group and membership will include ESF 17 stakeholder representatives who can contribute the time and expertise necessary to develop the operational structure and processes in support of ESF 17. New members may be added by the Lead Agency or via nomination by the Working Group and approval by the Lead Agency. Members will serve a three-year term on a staggered schedule. Half of the members' terms will expire in year two; the remaining members' terms will expire in year three.

Task Groups will be formed as needed to provide subject matter expertise, develop specific policies and procedures, and/or conduct work relevant to ESF 17 priorities. The ESF 17 Working Group is responsible for recommending the formation of Task Groups that may be established on either a standing or ad hoc basis, depending on the nature and duration of the assigned project(s). Examples of Task Groups include a *Volunteer Coordination Task Group*, *Donations Coordination Task Group*, and *NGO Coordination Task Group* that would be active primarily during the response and recovery phases.