



## United Way of Palm Beach County

### ESF 15 PLAN

*(Updated July 2020)*

United Way of Palm Beach County is the lead agency for **Emergency Support Function (ESF) 15** (Volunteers and Donations) in coordination with the Palm Beach County Emergency Operations Center, as well as the community's hub for volunteerism. The purpose of the Volunteers and Donations Support Function is to be the "check-in point" for any individual or group which may volunteer to assist in the post-disaster recovery of Palm Beach County, who has not previously been affiliated with any emergency response organization. The check-in point is the Volunteer Reception Center. In addition, United Way is responsible for organizing, tracking, consolidating, and distributing any and all donations that may come into the County after a major disaster.

#### **As ESF 15, United Way of Palm Beach County's Role is to:**

- Serve as the focal point to which all volunteers report, where their skills are verified and from which they are reassigned to the areas where they can be most useful.
- Categorize the abilities of the individuals or groups and then refer them, based on the needs of the County and other community-based organizations.
- Coordinate staff and equip the different distribution points (where residents can receive water, ice, MRE's (meals ready to eat), tarps, etc.) with volunteers that may be established throughout the County.
- Coordinate with the different County departments and community-based organizations to determine what supplies are in immediate demand, compile a list, and then work with the Public Information Office to advertise the needs.
- Organize, inventory, package, and redistribute all donations arriving in the County. Set up a distribution network for all donations.
- Serve as the official Palm Beach County partner collecting financial donations for impacted communities and evacuees to Palm Beach County.
- Staff the EOC when the Volunteers and Donations United is activated.

By agreement with the Palm Beach County Office of Emergency Management, United Way of Palm Beach County has specific responsibilities in community disaster situations:

#### Volunteer Reception Center

A major disaster can quickly overwhelm the capacity of local response organizations. Some of the responsibilities of the VRC are to be a central conduit for volunteers to be screened, interviewed and referred to agencies that will best utilize them to fill the needs of our community. The VRC will activate soon after the all-clear is given by the Director of Emergency Management following a significant impact to Palm Beach County.

- Works with United Way of Palm Beach County's Volunteer Center to recruit volunteers (if needed)
- Provides orientation

- Matches volunteers to agencies/individuals with needs
- Supervises volunteers at donation sites
- Identifies essential personnel, equipment and files that would be needed in the event of relocation
- Monitors staff/volunteer hours and records manually if necessary with the Volunteer Reception Center. When computer access is available, record volunteers and hours into access database.

#### In-Kind Donations

In the event of a major disaster it can be expected that large quantities of donated items will be sent for distribution to residents in need. United Way will coordinate the receipt and distribution of donated items to those in need.

- Coordinate the delivery and distribution of donated goods to impacted areas and victims, including the tracking, consolidation, and distribution of relief supplies and donated goods that arrive in or are made available to Palm Beach County.
- Coordinate with existing volunteer and disaster relief agencies serving Palm Beach County to ensure efficient resource utilization and to avoid duplication of services.
- Manage a virtual warehouse network through WebEOC.

#### Monetary Donations

Immediately after a disaster, the quickest way to get resources on the ground is to provide cash to trustworthy disaster relief organizations. United Way of Palm Beach County serves as the official Palm Beach County partner collecting financial donations for impacted communities and evacuees to Palm Beach County.

- Create a response fund and house it on our website.
- Assess community needs and determine gaps in resources.
- Determine if the Disaster Funders Coalition will open its common application for short-term response funds.
- Quickly distribute funds to trustworthy organizations responding locally to impacted Palm Beach County residents.

#### County Points of Distribution Sites (PODS)

United Way of Palm Beach County will be responsible for recruiting and training volunteers to operate County POD sites. Once the Emergency Management Director has indicated that it is safe to travel, the appropriate staff person at the EOC will begin preparations to assist the County with PODS if activation is directed. Await instructions from EM Director regarding location, date of activation and times the PODS will be operating.

- Maintain appropriate site materials (in hard copy) that can be easily transported to distribution sites, i.e., sign in sheets, registration forms, safety information, community service letters, curfew letters, etc.
- Provide, at a minimum, one staff personnel to act as Distribution Site Manager, one staff personnel to act as Distribution Site Coordinator, and volunteers to man PODS.