



**United Way  
of Palm Beach County**

**Disaster Cycle Resource Guide**

**2022**

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## **ACRONYMS FOR VOLUNTEER AND DONATIONS MANAGEMENT CLASS**

\*If a participant asks about the term COAD, tell him or her the term is not used because it is a copyrighted acronym in use for another purpose. Community Organizations Active in Disaster are generally considered Regional VOADs or community groups.

<b>ACRONYMS</b>	<b>TERMS</b>
ACS	Adventist Community Services
CAP	Community Action Programs
CBO	Community-Based Organizations
CFR	Code of Federal Regulations
*DRC	Disaster Recovery Center
DSS	Department of Social Services
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
GIS	Geographical Information System
ICS	Incident Command System
IMAT	Incident Management Assistance Team
JFO	Joint Field Office
JIC	Joint Information Center
LTRG	Long-Term Recovery Group
MACC	Multi-Agency Coordination Center
Mob Center	Mobilization Center
MRE	Meals Ready to Eat
National VOAD	National Voluntary Organizations Active in Disaster
NDMN	National Donations Management Network (information management system used by States)
NEMA	National Emergency Management Association
NGO	Non-Government Organization



# The Disaster Cycle

## The Disaster Cycle: Volunteers and Donations

- Response: efforts to minimize damage to life, property, and the environment

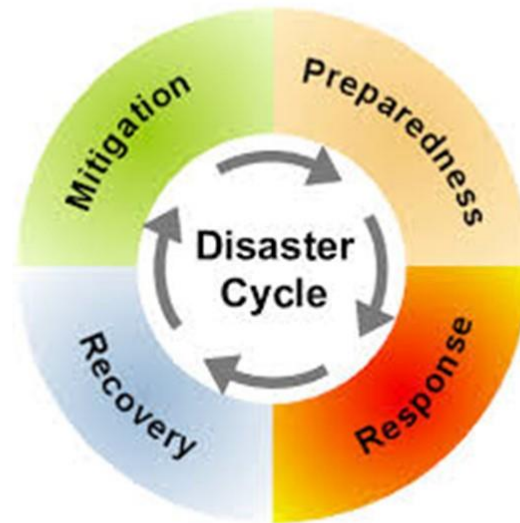
When a hazard affects a community, the local volunteer and donation expert matches the needs of people, stuff, and money alongside county emergency management and community partners.

- Recovery: returning the community to normal

Volunteers are still needed during this phase for long-term projects such as home and school repair. And funders should strategize to set aside a generous amount of money raised for this phase.

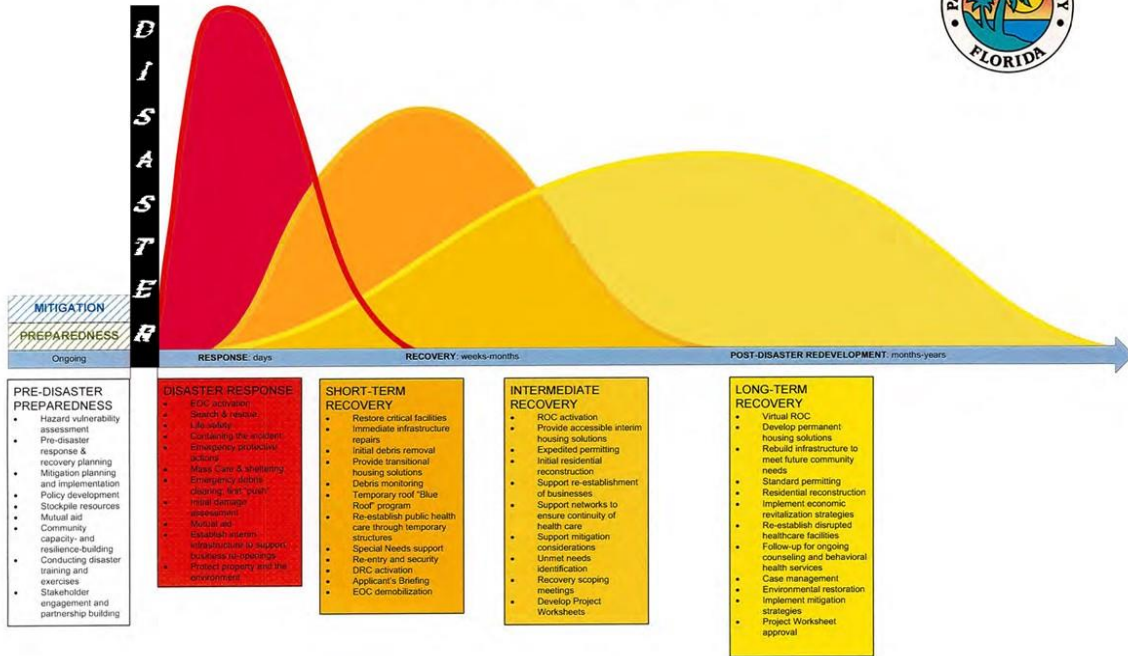
- Preparedness: planning how to respond

And even before a hazard strikes volunteer and donation management agencies train community partners and households prepare and organize volunteers to pack and distribute emergency supply kits.



# Disaster Timeline

## Palm Beach County Recovery Continuum



## 120 Hour Planning Timeline for Events with Notice

### 120 hours

- Monitor weather
- Monitor EOC status
- Update leadership and EOC teams at least once a day

### 96 hours

- Draft website volunteer and donation pages
- Draft Disaster Hotline hold message
- Update board
- Communicate with funded partners
  - make sure website includes info on possible disaster grants
  - send email explaining process to agencies

### 72 hours

- Brief staff: collect storm plans and distribute phone tree, hurricane assignments, and family disaster plans, remind staff to take laptops and phones home, activate Jive, distribute phone power sources, prep office
- Choose and brief phone rollover team
- Check in with VRC team

### 48 hours

- Check in with agencies who provide emergency needs
- Finalize VRC bucket
- Finalize POD buckets
- Distribute hotspots

### 24 hours

- Report to EOC if activated to level 1 or 2

### 0 hours

- confirm all personnel are in their safe place for the storm

### 24 hours post hazard

- conduct office damage assessment

### 48-72 post hazard

- confirm if opening VRC
- conference call with funders to determine if grants will be available
- check in with agencies and conduct damage/needs assessment

# Agency Go Kit

The Go Box contains copies of important documents, equipment, and supplies essential for the business to continue to operate. It should be stored in a fireproof/waterproof secure container in an alternate location.

## Recommended Go Box Contents

- Referral lists: where to take non-accepted donations and 211 lists
- Emergency phone tree
- Family Disaster Plan
- Employee preparedness manual
- Critical contracts
  - EM contract(s)
  - Employee Payroll Agreements
  - Building documents
  - Vendor contracts
  - Funder contracts
- Employee handbook
- Hurricane assignments
- 120 hr planning timeline
- Info on AlertPBC, scam, and gas buddy apps
- List of funded programs and ED contact info
- Financial policies
- Documentation requirements for a SBA disaster loan
  - Copy of 3 years tax returns
  - Copy of current Profit & Loss Statement (within 90 days)
  - Copy of Listing of aged accounts receivables/payables
- Copy of listing of inventory
- Copy of schedule of liability
- Copy of balance sheet
- Pens, pencils, and notepads
- hotspot



## Facility Disaster Supplies Kit

- Flashlights and batteries for each employee
- Portable radio and batteries
- First aid book and kit
- Fire extinguisher
- Plastic trash bags
- Paper towels and sanitary hand wipes

## Non-Profits and FEMA's Public Assistance Program: Volunteer Hours as a Donated Resource Offsetting Cost Share

**Summarizing PAP** <https://www.fema.gov/assistance/public>:

- *FEMA's Public Assistance Program provides supplemental grants to state, tribal, territorial, and local governments, and certain types of private non-profits so communities can quickly respond to and recover from major disasters or emergencies. After an event like a hurricane, tornado, earthquake or wildfire, communities need help to cover their costs for debris removal, life-saving emergency protective measures, and restoring public infrastructure. FEMA also encourages protecting these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process.*

**About Donated Resources** <https://www.fema.gov/fact-sheet/donated-resources-can-help-offset-public-assistance-project-costs>:

- *Donated Resources- Individuals and organizations often donate resources (like volunteer hours) to assist with disaster response activities. FEMA does not provide Public Assistance funding for donated resources. However, FEMA allows the applicant (local and Commonwealth agencies and certain private nonprofits, including houses of worship) to **use the value of donated resources** (non-cash contributions of property or services) related to eligible Emergency Work or categories A and B (debris removal and emergency protective measures) **to offset the non-federal cost share of eligible projects and direct federal assistance**. FEMA also allows applicants to use the value of donated resources related to eligible Permanent Work (categories C-G) to offset the non-federal cost share of that specific Permanent Work Project.*

**Required documentation to submit for cost share reimbursement:**

- Incident Name
- Sign in time / Sign out time / date
- Home Agency i.e., Charlotte County CERT
- Detailed narrative description of what the volunteer did, this can be 50-100 words (**can be written as a chunk**)
- Contact Information of Volunteer (name, phone, email, signature)

To understand more about Public Assistance Program cost share reimbursement requirements such as who can apply, what constitutes "Emergency Work," necessary documentation for volunteers and timelines, etc. be sure to check the links above and FEMA news periodically as well as connect with your FEMA voluntary agency liaison for updates to guidance.

## Cash, Confirm, Connect

It is important to deliver clear and timely messages regarding what donations are needed after a disaster. This will prevent unwanted items from showing up. Below is some suggested language.

- Cash: Financial support to established relief organizations is always the most immediate, useful and versatile way to give. Financial assistance allows relief organizations to meet urgent needs quickly.
- Confirm: Confirm there is a need before collecting or sending donated items. Volunteer Florida encourages cash donations to disaster relief organizations.
- Connect: Volunteers are a critical part of a well-coordinated and well-resourced humanitarian response, but potential volunteers should confirm that they are needed before traveling to impacted areas – do not self-deploy.

For more information visit: <https://www.fema.gov/assistance/volunteer-donate>.

## Resource Links

- FEMA Independent Study Courses: [Emergency Management Institute | Independent Study Program \(IS\) \(fema.gov\)](#)  
These courses are available for free and all virtual. They provide great introductions to emergency management, incident command, volunteer and donation management, and a plethora of other topics. They are recommended for anyone with disaster/emergency/crisis responsibilities, especially if you have formal roles such as activating to an Emergency Operations Center.
- National Voluntary Organizations Active in Disaster: [Homepage | VOAD \(nvoad.org\)](#)  
National VOAD, an association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting cooperation, communication, coordination and collaboration; and fosters more effective delivery of services to communities affected by disaster.
- FLVOAD: [Home | VOAD Affiliates \(wpengine.com\)](#)
- Florida Division of Emergency Management: [Home | Florida Disaster](#)
- Volunteer Florida: [Home - Volunteer Florida](#)
- Florida County Emergency Managers Contacts: <https://www.floridadisaster.org/counties/>