



## National Voluntary Organizations Active in Disaster

*Promoting Cooperation, Communication, Coordination and Collaboration  
During Disaster Preparedness, Response, Relief and Recovery*

March 1, 2006

The National Voluntary Organizations Active in Disaster (National VOAD)

### A Brief History

In the wake of Hurricane Camille's 1969 devastation of the Gulf Coast – it was obvious to voluntary organizations that they could better serve those affected by disaster through a more cooperative and coordinated approach. Seven of those organizations – 7<sup>th</sup>-day Adventist Church, Southern Baptist Convention, Mennonite Disaster Service, St. Vincent De Paul Society, Christian Reformed World Relief Committee, the National Disaster Relief Office of the Roman Catholic Church and the American Red Cross – met in the ARC headquarters to begin a movement of communication, cooperation, coordination and collaboration among disaster response and relief organizations. All of these organizations came to the organizing table with decades of disaster relief history. Since the first meeting in 1970 – the organization now counts 40 members (25 faith based and 15 humanitarian, non profit and/or community based – member list attached) A membership funded organization the National VOAD continued as a volunteer staffed organization until the mid 1990's when a part time executive secretary was appointed. A part time Executive Director was appointed in September 2003 and became full time in July 2005. Administrative support has been authorized and will be funded through the Points of Light Foundation, UPS/APCO Foundation and the United Methodist Committee on Relief.

### Hurricane Season 2005

In the summer of 2003 the Federal Emergency Management Agency (FEMA) secured a seat in their Emergency Support Team (EST) Operations Center for the National VOAD. This seat is adjacent to Emergency Support Function (ESF) 6 – Mass Care, ESF – 11 – Food (USDA), Donations Management and Recovery's Individual Assistance. We began staffing the EST during Hurricane Isabel, spent most of the late summer and fall in the EST for Hurricane Season 2004, participated in TOPOFF 3 from what is now the National Resource Coordination Center (NRCC) – same chair – same pod mates and reported to the NRCC on August 28 in anticipation of Hurricane Katrina. As we did during Hurricane Season 2004 –on August 29 the National VOAD members began daily conference calls to share information, identify challenges, propose and accept solutions and start all over the next day. I've looked through all my notes and these seem to be the most representative of the first 3 months:

- CRWRC had no churches in the affected area and looked for a base church for their clean up and debris removal crews
- Southern Baptist Convention/North American Mission Board agreements with the American Red Cross and The Salvation Army were activated to support mass feeding efforts. At the same time SBC mobilized clean up and debris removal crews; deployed laundry and shower trailers as well as mobile kitchens

- Mercy Medical Airlift (the DHS HSEATS project and the disaster arm of Angel Flight) began moving disaster leadership and skilled workers for most of our members and other disaster groups.
- Mennonite Disaster Service (MDS) provided birds eye view of Gulf Coast damage from a Mercy Med over flight- MDS brought Bayou La Batre, AL to our attention on day 2
- United Jewish Communities provided updates on the UJF of New Orleans move to Houston as a result of significant damage to their offices, etc. and to support the New Orleans Jewish community that had relocated to the area
- World Vision focused on warehousing and social services in the Dallas area
- KatrinaHousing.org not only provided resources but also sought out the expertise of long time disaster providers to preclude some of the pitfalls of donated housing.

These are very few of the type of things we shared each day. Oftentimes the information sharing helped “fill in the map” to determine if affected areas were covered; sometimes a “new” group like Humanitarian International Services Group needed to be connected to the distribution systems in place through other voluntary organizations like America’s Second Harvest and local, state and federal government.

As time passed our calls grew to a peak of nearly 200 organizations – some of whom have expressed a desire to seek membership in National VOAD or the State VOAD where they are located.

All of our members responded in the affected states and in host states – now if I can just get them to share statistical information.

The more I type the more I have to say –Hope Coalition America is linked to MDS, FEMA and others providing financial counseling.

The Department of Labor – Workforce Investment Board – has been very forward moving in connecting with the voluntary organizations individually as appropriate and the Recovery Committees throughout the country. Jacqueline Halbig of the DOL office of faith based and community initiatives and Under Secretary Emily DiRocco have made themselves, their offices and staff available to organizations and committees to ensure that case managers are aware of the significant resources available.

The Rural Development Authority (USDA) was very responsive and we actually saw housing made available and used by evacuees.

As systems and structures and communication became more and more functioning in the affected states, our calls have been replaced with State VOAD meetings, Recovery Committees and other communication and cooperation activities.

The future:

- At all levels of government the faith based and community initiatives offices should accept the invitation to meet the VOAD in their jurisdiction

- Government can support collaboration and coordination by inviting organizations to the planning and response table.
- Recognize the individuality of the member organizations but acknowledge their greater influence and strength united
- Help ensure that the collaborations reflect the community population
- The VOAD is usually under funded – host the meeting – help them take a breath

#### National VOAD

- The National VOAD Board of Directors has agreed to develop a cadre to staff the FEMA NRCC
- The National VOAD Board of Directors has developed a strategic plan for presentation to their members including inclusiveness, support to local and state VOAD development, and preparing for the threats in front of us – pandemic, etc.
- The National VOAD Board of Directors has authorized administrative support and National VOAD is now housed in an office building
- May 9 -12, 2006 – 14<sup>th</sup> Annual VOAD Conference, Raleigh, NC – committees will focus on Hurricane Season 2006 – Mass Care, Emotional and Spiritual Care, Recovery, Communications, Public Policy, Volunteer Management, Donations Management

## Members

1. Adventist Community Services
2. America's Second Harvest
3. American Baptist Churches USA
4. American Disaster Reserve
5. American Radio Relay League (ARRL, National Association for Amateur Radio)
6. American Red Cross
7. AMURT (Ananda Marga Universal Relief Team)
8. Catholic Charities USA
9. Christian Disaster Response International
10. Christian Reformed World Relief Committee (CRWRC)
11. Church of the Brethren – Emergency Response/Service Ministries
12. Church World Service
13. Convoy of Hope
14. Disaster Psychiatry Outreach
15. The Episcopal Church
16. Friends Disaster Service, Inc.
17. The Humane Society of the United States
18. International Aid
19. International Critical Incident Stress Foundation
20. International Relief Friendship Foundation
21. Lutheran Disaster Response
22. Mennonite Disaster Service
23. Mercy Medical Airlift
24. National Emergency Response Teams (NERT)
25. National Organization for Victim Assistance (NOVA)
26. Nazarene Disaster Response
27. Northwest Medical Teams International
28. The Phoenix Society for Burn Survivors
29. The Points of Light Foundation and Volunteer Center National Network
30. Presbyterian Church (U.S.A.)
31. REACT International, Inc.
32. The Salvation Army
33. Society of St. Vincent de Paul
34. Southern Baptist Convention – North American Mission Board
35. United Jewish Communities
36. United Church of Christ – Wider Church Ministries
37. United Methodist Committee on Relief (UMCOR)
38. United Way of America
39. Volunteers of America
40. World Vision

## Government Partners

41. Federal Emergency Management Agency (FEMA)  
Department of Homeland Security (DHS)
42. Citizen Corp / Department of Homeland Security (DHS)

## Private Partners

43. Center for International Disaster Information  
(formerly Volunteers in Technical Assistance)

## NVOAD AGENCIES Disaster Roles

Resource	Preparedness	Impact	Emergency	Recovery
<b>Adventist Community Services</b>	<ul style="list-style-type: none"> <li>-Provides multi-step training to equip volunteers to effectively respond to disasters</li> <li>-Courses include disaster preparedness, donation and warehouse management and crisis care counseling</li> </ul>	<ul style="list-style-type: none"> <li>-Operates collection sites, distribution centers and warehouses to coordinate allocation of relief supplies to victims and their families</li> </ul>	<ul style="list-style-type: none"> <li>-Ascertains needs of disaster victims</li> <li>-Solicits donations</li> <li>-Operates distribution sites</li> <li>-Manages warehouses where donated goods are sorted, packaged, and stored for distribution</li> </ul>	<ul style="list-style-type: none"> <li>-Deploys volunteers for disaster response</li> <li>-Provides emotional, spiritual and crisis care counseling to victims, their families and communities</li> <li>-Operates warehouses where donated goods are coordinated to support the work of other NVOAD agencies</li> </ul>
<b>American Baptist Men</b>	<ul style="list-style-type: none"> <li>-Provide training for 11 response teams on the use of equipment</li> </ul>	<ul style="list-style-type: none"> <li>-Determine the ABM response for Federally declared and undeclared disasters</li> <li>-Recruit volunteers for response</li> </ul>	<ul style="list-style-type: none"> <li>- When FEMA requests ABM acts as the Coordinating body for all Faith-based Organizations and Volunteer Groups</li> <li>-Provides debris removal, clean up and mud outs</li> </ul>	<ul style="list-style-type: none"> <li>-OGHS funds may be available through National Disaster Office</li> <li>-Skilled volunteers available for building projects</li> </ul>
<b>American Disaster Reserve</b>	<ul style="list-style-type: none"> <li>- Operates an online Internet facility, The Virtual Emergency Operations Center, for disaster exercises</li> <li>- Supported agencies may be local governments, Community and State VOADs and NVOAD member agencies</li> </ul>	<ul style="list-style-type: none"> <li>- Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies</li> <li>- Provides trained resource management staffing teams to assist in operations of emergency operations centers</li> </ul>	<ul style="list-style-type: none"> <li>- Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies</li> <li>- Provides trained resource management staffing teams to assist in operations of emergency operations centers</li> </ul>	<ul style="list-style-type: none"> <li>- Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies</li> </ul>
<b>American Radio Relay League</b>	<ul style="list-style-type: none"> <li>-Volunteer ham radio operators practice year round, and run</li> </ul>	<ul style="list-style-type: none"> <li>- Provide volunteer radio communication</li> </ul>	<ul style="list-style-type: none"> <li>-Ham radio operators stay on-site handling emergency</li> </ul>	

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	simulations on handling emergency communications. They take courses on handling emergency communications	services to Federal, State, county, local government, and voluntary agencies for the disaster	communications until normal communications are back to normal - To help first responders, ham radio operators "shadow" first responders who may not be able to communicate with one another	
<b>American Red Cross</b>	- Community Disaster Education	-Shelter - Mass feeding	-Fixed/mobile feeding - Cleaning supplies - Comfort kits - First Aid - Food and clothing - Transportation - Medical supplies - Disaster Mental Health	- Rent - Home repairs - Household items - Short Term Counseling
<b>America's Second Harvest</b>	- Collects, transports, warehouses and distributes donated food and grocery items for other VOLAG's - Educates the public about the problems and solutions of hunger	- Assists local Food Banks with national resources		- Develops, certifies and supports local food banks
<b>Ananda Marga Universal Relief Team</b>	- Disaster services training in conjunction with other VOLAG's	-Volunteers for initial survey -Initial response in shelters	- Medical care - Food and clothing distribution - CISD	-CISD and medical services as required
<b>Catholic Charities, USA</b>	- Local church preparedness training, collaboration building		- Convene local church groups for purposes of collaboration, mitigation, and resource sharing - Relief grants to supplement local response endeavors and to facilitate beginning the long-term recovery process	- Crisis and recovery needs for local families - Temporary housing assistance for low income families - Counseling programs for children and elderly - Special Counseling services for Disaster Workers

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<b>Christian Disaster Response</b>	-Providing training for churches, community organizations and volunteers	- Disaster assessments and support to local churches	- Facilities for fixed/mobile feeding - Facilities for In-Kind disaster relief supplies and Spiritual Care and support	-Coordinates collection of donated goods -Needs Assessment / Case Work support
<b>Christian Reformed World Relief Committee</b>	- Training volunteers and churches		- Clean-up - Emotional and spiritual care	- Organizational capacity building - Needs assessment - Construction estimating - Housing repair and construction - Emotional and spiritual care
<b>Church of the Brethren</b>	- Training of volunteer leadership - Education: children and trauma	-Critical Response Childcare working with American Red Cross	- Clean-up and debris removal - Disaster Child Care	- Home repair and rebuilding
<b>Church World Service</b>	- Training faith-based and community groups in preparedness and mitigation	- Disaster Assessments	- Convene local churches to assist in coordinating response - Material Resources such as blankets, health kits, and clean up kits	- Disaster Response and Recovery Liaisons convene local churches and religious organizations to form community long term recovery structures
<b>Disaster Psychiatry Outreach</b>	-Establish community relations -Train volunteers Prepare materials and response kits	-Consulting with health and mental health agencies and emergency management officials	-Immediate, on-site care and community outreach -Referrals for ongoing care	-On-site interventions and transition to long-term care
<b>Episcopal Relief and Development</b>			-Relief grants for basics (food, water, medical, financial)	-Rehabilitation grants for rebuilding, replanting -Counseling
<b>Friends Disaster Service</b>	-Strengthening our own agency to better respond, by recruiting and training new volunteers	-To assist victims with cleanup and rebuild	-FDS mission is not geared nor trained to respond to immediate emergencies	-Trained volunteers respond with cleanup and rebuild assistance, both short and long term

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<b>Humane Society of the United States</b>	<ul style="list-style-type: none"> <li>-Work with federal, state, and local govt., and private organizations to promote complete disaster planning that includes animals (all phases – see “impact”) and to deliver to the public a clear and correct message about safe and effective actions for animals in disaster</li> <li>- Providing animal disaster response training to govt. and other organizations as well as to our own Disaster Animal Response Team volunteers and staff nationwide</li> <li>- Technical support and advice to agencies and the public for all animal issues in disaster</li> </ul>	<ul style="list-style-type: none"> <li>- Evacuation support for people with pets, horses, livestock, and other animals</li> <li>- Search and rescue for animals</li> <li>- First aid, triage, and health assessment of affected animals</li> <li>- Emergency sheltering of animals and people with animals during disaster</li> <li>- Donation Management</li> <li>- Volunteer management</li> <li>- Damage and needs assessment for animals</li> <li>- Procurement and distribution of animal food, hay, supplies, and equipment.</li> </ul>	Same as “impact”	<ul style="list-style-type: none"> <li>- Advise agencies, communities, and the public on animal needs after the event: health, animal food and other supplies, contact with appropriate agencies for other needs, etc.</li> </ul>
<b>International Aid</b>	<ul style="list-style-type: none"> <li>-Volunteer Training</li> <li>-Collect, receive, warehouse, and distribute donated products</li> </ul>	<ul style="list-style-type: none"> <li>-Food, personal hygiene, and medical supplies</li> <li>-Disaster Assessments</li> </ul>	<ul style="list-style-type: none"> <li>-Transportation</li> <li>-Logistics</li> </ul>	<ul style="list-style-type: none"> <li>-Clean up</li> <li>-Home repair</li> <li>-Trauma Counseling</li> </ul>
<b>International Critical Incident Stress Foundation</b>	<ul style="list-style-type: none"> <li>-Training</li> <li>-Education</li> <li>-Consultation</li> <li>-Collaboration</li> <li>-Continuing Education</li> <li>-Stress Management / Resiliency Training</li> </ul>	<ul style="list-style-type: none"> <li>-Prevention and mitigation of disabling stress through the provision of: training and support services for all Emergency Services and the helping professions</li> </ul>	<ul style="list-style-type: none"> <li>-Consultation in the establishment of Crisis and Disaster Response Plans/Programs</li> <li>-Coordination of Collaborative Response</li> <li>-Mental Health Referral Resources</li> </ul>	<ul style="list-style-type: none"> <li>-Mental Health Referral Resources Training</li> <li>-Education</li> <li>-Consultation</li> <li>-Collaboration</li> </ul>
<b>International Relief Friendship Foundation</b>	<ul style="list-style-type: none"> <li>-Training volunteers from faith-based organizations, community groups and churches to respond and be prepared</li> </ul>	<ul style="list-style-type: none"> <li>-Needs assessment</li> </ul>	<ul style="list-style-type: none"> <li>-In kind supplies</li> <li>-Emotional &amp; Spiritual care</li> <li>-Volunteer management and support for cleanup</li> </ul>	<ul style="list-style-type: none"> <li>-Emotional and Spiritual care</li> <li>-Case management</li> <li>-Create support network among volunteer organizations</li> </ul>

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<b>Lutheran Disaster Response</b>	<ul style="list-style-type: none"> <li>- Preparedness planning for congregations, judicatories, and agencies</li> <li>- Coordination of volunteers</li> </ul>	<ul style="list-style-type: none"> <li>- Shelter, feeding, assessments</li> <li>- Organizational skills</li> </ul>	<ul style="list-style-type: none"> <li>- Volunteer Management</li> <li>- Clean-up volunteers</li> <li>- Emotional and Spiritual Care</li> </ul>	<ul style="list-style-type: none"> <li>- Repair and rebuilding by skilled and semi- skilled volunteers</li> <li>- Emotional and spiritual care</li> <li>- Programs for traumatized children</li> <li>- Case Management</li> <li>- Special emphasis on vulnerable populations</li> </ul>
<b>Mennonite Disaster Service</b>			<ul style="list-style-type: none"> <li>- Clean-up and debris removal</li> </ul>	<ul style="list-style-type: none"> <li>- Repair and rebuilding by skilled volunteers</li> <li>- Special emphasis on elderly, handicapped</li> </ul>
<b>Mercy Medical Airlift</b>	<ul style="list-style-type: none"> <li>-Pre-planned Homeland Security Emergency Air Transportation System (HSEATS)</li> </ul>	<ul style="list-style-type: none"> <li>-Long-distance transportation for small priority cargo and key personnel.</li> </ul>	<ul style="list-style-type: none"> <li>-Flying in key personnel and special small equipment and high priority supplies.</li> </ul>	<ul style="list-style-type: none"> <li>-Logistical support when ground or commercial transportation is not available.</li> </ul>
<b>National Emergency Response Teams</b>	<ul style="list-style-type: none"> <li>- Mobile teaching units for educational programs for children</li> <li>- Educational Emergency Preparedness Programs</li> </ul>	<ul style="list-style-type: none"> <li>- Food, clothing, shelter</li> </ul>	<ul style="list-style-type: none"> <li>- Emergency Mobile Trailer Units (self contained living units for 8-10 people)</li> </ul>	<ul style="list-style-type: none"> <li>-Carpentry crews-repairs/building</li> <li>-Certified forklift operators</li> </ul>
<b>National Organization for Victim Assistance</b>	<ul style="list-style-type: none"> <li>-Training for individuals and organizations on understanding trauma and developing community crisis response teams</li> </ul>	<ul style="list-style-type: none"> <li>-Early psychological intervention and spiritual care; referrals to disaster mental health as needed</li> </ul>	<ul style="list-style-type: none"> <li>-Early psychological intervention and spiritual care; referrals to disaster mental health as needed</li> </ul>	<ul style="list-style-type: none"> <li>- Long-term planning for mental health needs; developing database of local providers</li> </ul>
<b>Nazarene Disaster Response</b>			<ul style="list-style-type: none"> <li>- Clean-up and debris removal support</li> </ul>	<ul style="list-style-type: none"> <li>- Rebuilding assistance</li> <li>- National Crisis Counseling Coordination in emotional and spiritual care</li> </ul>

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<b>Northwest Medical Teams International</b>			- Enlists volunteers to support VOLAG activities	-Trauma counseling in disaster - Economic support for clean-up and reconstruction
<b>Phoenix Society For Burn Survivors</b>	Burn Injury Specific -Training -Education -Consultation -Collaboration -Continuing Education	-Promoting the long-term emotional healing from burn trauma through the delivery of: training and support services for those helping professions and directly to the survivors and families when appropriate.	-Consultation in the establishment of – Burn Specific -Plans/Programs -Coordination of Collaborative Response to burn trauma -Mental Health Care Provider Resources	-Training -Education -Consultation -Collaboration -Mental Health Care Resources
<b>The Points of Light Foundation and Volunteer Center National Network</b>	- Supports and trains volunteers in mitigation and preparedness activities through a network of 400 Volunteer Centers located in communities throughout the country.	- Varies by each community but includes: donations, volunteer management	-Many Volunteer Centers have the capacity to coordinate unaffiliated volunteers in response activities. -Local Volunteer Center can be found by dialing 1-800-VOLUNTEER	-The management of unaffiliated volunteers in Recovery efforts -Innovative donations management strategies Coordination of the network to help communities recover faster
<b>Presbyterian Church (USA)</b>	- Training Judicatories in disaster preparedness and response - Support for Church World Service Training Program	- Food and shelter in cooperation with American Red Cross	- Supports Cooperative Disaster Childcare with volunteer workers - Volunteers for clean-up and debris removal - Members of Presbyterian Disaster Assistance Team help organize the faith community	- Financial Resources - Volunteer Labor - Material Assistance - Spiritual and Pastoral Care
<b>REACT International</b>	-Provides emergency communications training	-Provides volunteer radio services to Federal, State, County, and Local Govt. and Voluntary Agencies at a local level	- Emergency communications for VOLAG's	
<b>Society of St Vincent DePaul</b>	- Provides social services			- Grants for food, housing & repairs

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				- Collects and distributes donated goods
<b>Southern Baptist Convention</b>	- Training volunteers in conjunction with other VOLAG's	- Chain saw crews for debris removal	- Provides mobile feeding units for preparation & distribution of thousands of meals per day - Provides disaster childcare - Clean-up activities - Mud outs - Chainsaw Crews - Chaplains	- Reconstruction assistance - Counseling - Bilingual services
<b>The Salvation Army</b>	-Comprehensive national training program for volunteers and SA personnel -maintain personnel & equipment readiness/ response capabilities at local centers of operations -distribution of disaster preparedness literature to family households & community organizations -maintains local, divisional, territorial, and national Emergency Preparedness Manuals	Mass Care Services - Shelter - Mass feeding fixed sites -Mobile feeding -Emotional & Spiritual Support	Mass Care Services - Mass feeding - Temporary shelters -Receiving & distribution centers – food & personal essentials -Home Recovery Teams -Emergency Social Services (financial grants, food, clothing, medications, etc. - Spiritual care, chaplains	-Receiving & distribution centers- food, personal essentials, household items, donated building supplies, etc. - Counseling -Case management services -Spiritual care, chaplains
<b>United Jewish Communities</b>	- Created Emergency Preparedness Manual - Provides Emergency Preparedness Expertise	- Coordinates a system of central fundraising and planning for 169 federations that operate a system of social service, recreational and educational institutions that respond in the event of an emergency - Manages a National Alert System	- Professional/ Volunteer Management - Spiritual and Emotional Care - Kosher Food - Shelter - Counseling – Mental Health - Deploy Volunteers (if necessary)	- Spiritual and Emotional Care - Limited Financial Assistance - Collect and Distribute Donated Goods

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<b>United Methodist Committee on Relief</b>	<ul style="list-style-type: none"> <li>- Training volunteers</li> <li>- Preparedness training for local congregations and judicatories</li> </ul>	<ul style="list-style-type: none"> <li>- Organizational skills</li> </ul>	<ul style="list-style-type: none"> <li>- Volunteer management</li> <li>- Volunteer teams for cleanup</li> <li>- Information and referral training</li> </ul>	<ul style="list-style-type: none"> <li>- Spiritual and emotional care to disaster victims</li> <li>- Long-term care for children impacted by disaster</li> <li>- Repair and rebuilding assistance</li> <li>- Case Management training</li> </ul>
<b>Volunteers in Technical Assistance</b>			<ul style="list-style-type: none"> <li>-Provides telecommunications and information management systems support to emergency management community</li> </ul>	
<b>Volunteers of America</b>				<ul style="list-style-type: none"> <li>- Collects and distributes donated goods</li> <li>-Provides mental health care</li> </ul>
<b>World Vision</b>				<ul style="list-style-type: none"> <li>- Collects, manages and distributes donated goods</li> </ul>