

Agenda

Welcome

Review the Presentation for the 6th/7th

Upcoming Meetings / Reality Check

HOUSTON READY
VOLUNTEER
WORK GROUP

Overview

Steering Committee

Amy Zachmeyer, New Houston

Andi Cook, Just Serve

Brooke Campbell, United Way of Greater Houston, GHDA

Gary Flaharty, TGCRVOAD

Jackie Miller, City of Houston

Jeremy Samuels, Interfaith Ministries

Robert Nnake, Harris County, County Judge's Office

Roman Aguilar, City of Houston, DON

Sheroo Mukhtiar, Interfaith Ministries

Kristina Clark, HCOHSEM

Tommy Holstein, Baker Ripley

Trevor Barnet, The Restoration Team

Jackie Golz, HCOHSEM

Lessons Learned

Five Disasters in 2024

- April-May Floods
- Derecho
- Beryl
- Power Outages
- Summer Heat

Demand on Volunteers

- Needed to activate local groups, recruit Texas and National groups with unique skills
- Recruit, place, and employ more volunteers
- Significant unmet needs

Opportunities for Improvement

Recruiting Potential Volunteers

- Traditional methods not delivering volume needed.
- Blue-sky awareness of Volunteer Houston

Placing Spontaneous Volunteers

- Hard to find disaster the “right” job
- Communication of knowledge, skills, and abilities
- Cumbersome signup process

Employing Spontaneous Volunteers

- VOADs volunteer engagement strength atrophied
- Limited number of well-established users of Volunteer Houston

Opportunities for Improvement

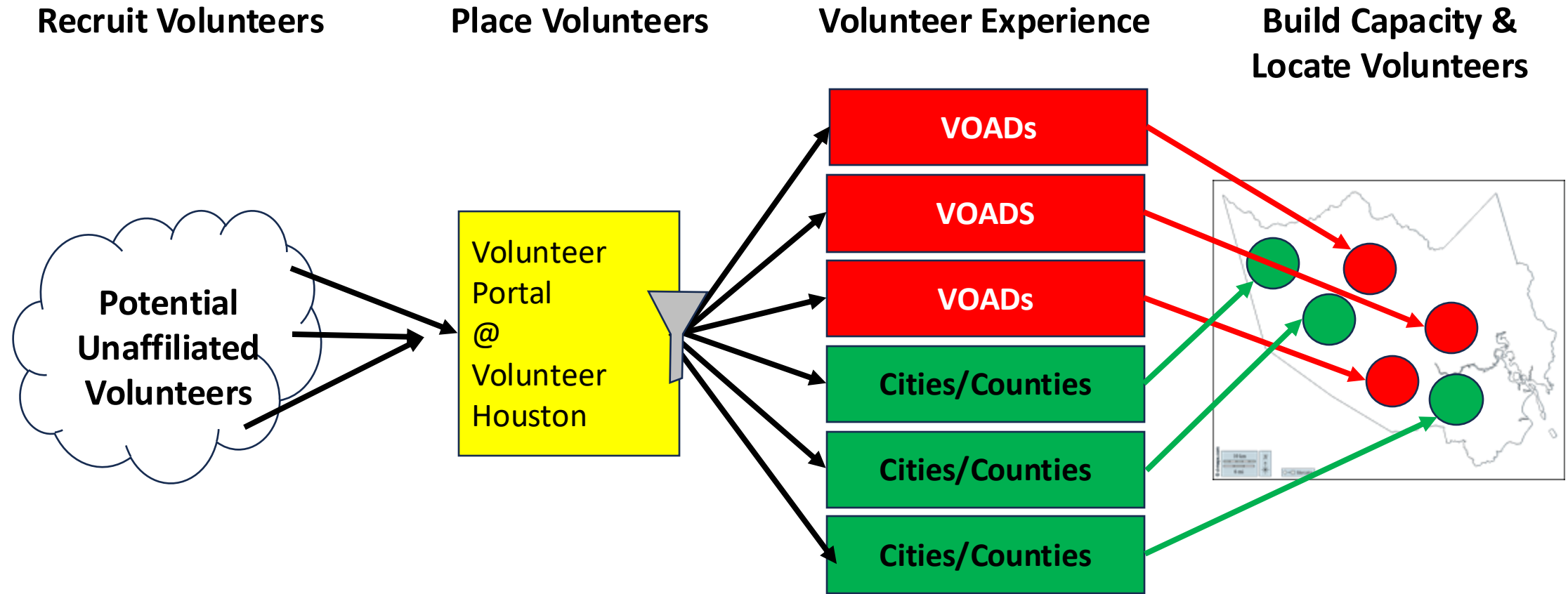
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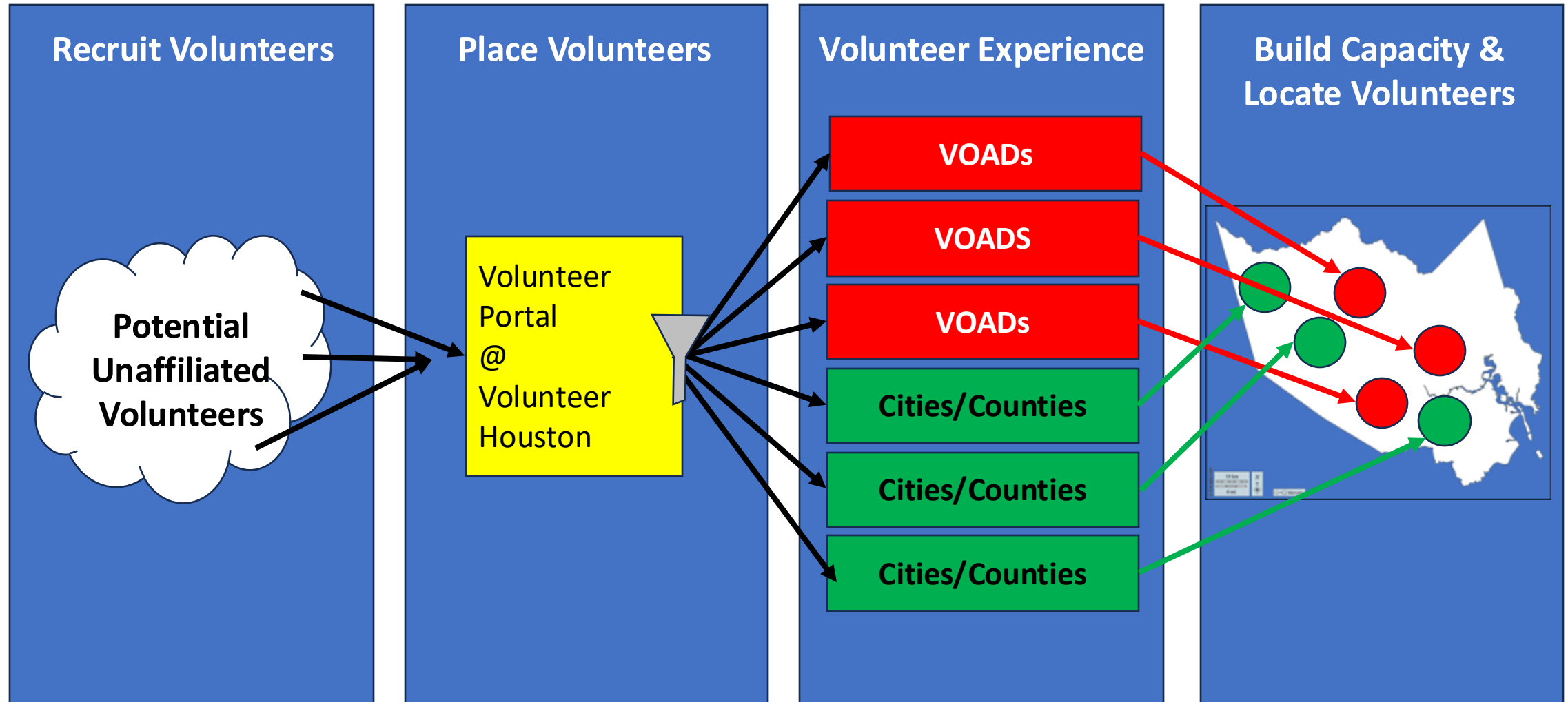
Focus on Socially Vulnerable Communities

- Better situational awareness/Common Picture
- Situation reports (SitReps)
- OEM guidance

Overview of The Process



Overview of The Process



Subcommittees

Establish Targeted Pools of Potential Unaffiliated Spontaneous Volunteers

- Recruit Volunteers - Robert

Refine the Process for Recruiting, Placing, and Assigning Unaffiliated Volunteers with VOADs, NGOs, and Jurisdictions

- Place Volunteers- Andi

Deliver Great Volunteer Experiences

- Volunteer Experience - Brooke

Build Capacity to Accept Unaffiliated Spontaneous Volunteers in the right locations

- Build Capacity and Locate Volunteers- Gary

ENDORSEMENTS

logos of the
participants

Volunteer Recruitment Progress Update

Materials & Messaging

Creating materials with a unified message across mediums to help coordination, while preserving org autonomy:

- Draft outreach email in progress to encourage organizations to meet
- One-pager with call-to-action messaging
- Sample messaging for bulletin boards
- Outline for pitch deck in development
 - Will guide 10-minute in-person conversations

Engagement Strategy

In-person conversations prioritized for effectiveness

Pitch will include Q&A

- We'll work to incorporate feedback to improve the presentation

Engagement to begin during 'blue sky' periods (pre-disaster)

- Build trust and relationships to leverage during disaster

Outreach & Coordination

Identifying a liaison at organization/company for coordination

- Checklist and CTAs

Building list of target organizations to meet with

Separate strategies for spontaneous vs. pre-identified volunteers

- Committed: Partnering with religious, corporate, and civic organizations to train and recruit groups
- Spontaneous: Coordinating multi-channel messaging across elected, corporate, religious, and other community influencers encouraging
- Volunteer Houston sign up

Clearly define volunteer roles, flag those needing certifications

Communications Tools

AARP: Everbridge, Create the Good, Tele-Town Halls

- Exploring leveraging existing media buys and AT&T fee waivers for townhalls

Greater Houston Partnership: Email, LinkedIn, calls

Faith groups: Zoom, group chats, texting

Pending Actions

Develop & distribute organizational capacity survey

Finalize 'menu of actions' and tools

Schedule meetings with organizations

The NEW Volunteer Houston Disaster Page!

From the Volunteer's Perspective

When There is a Disaster

VolunterHOU.org/disaster

Banner (orange) on each and every VH page

- Links to the Disaster homepage

Disaster Home Page

- Disaster Description (Red) – narrative and resource links

Opportunities

- Icon, job description, VOAD

The screenshot displays the VolunterHOU.org website interface during a disaster response. At the top, an orange banner reads "RESPOND TO TORNADO GARY". Below this, a red section titled "Tornado Gary" provides a narrative: "Tornado Gary struck our community on July 13th, causing catastrophic damage in Southwest Houston. We are seeking volunteers to help with recovery and relief efforts. We are looking for volunteers to participate in mucking and gutting, swampers, and telephone users for crisis cleanup. Please look through the needs below and respond to the job that would be the best fit for you. Once you select a shift the Agency will reach out to you with additional information. List of resources: see [BeadyHarris](#)".

The main content area is titled "Opportunities" and includes a search bar, sorting options, and a filter set to "Tornado Gary". Below the filter, there is a grid of job opportunities:

- Is Ongoing**: Remote - Volunteer Phone Agent for Crisis CleanUp (JustServe)
- Multiple Shifts Available**: Muck and Gut Team Volunteer (Alpha Assistance)
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Each job listing includes a "VIEW DETAILS" button and a share icon.

Volunteer's Experience

Simplified Experience

Volunteers are shown needs sorted by distance and priority jobs

- Distance for ZIP code
- Priority jobs
 - Determined by OEMs and TGCRVOAD
 - Maintained by VH

3–4 clicks to complete signup

- Select Job, Respond, Short Form, Submit

An immediate custom confirmation email was sent

- location, supervisor info, safety reminders, ...
- VOAD Notified

Priority Jobs

Priority needs set by OEMs and TGCRVOAD

- High SVI communities
- Significant Damage
 - NWS
 - Red Cross Surveys
 - iSTAT
 - Crisis Cleanup
 - Connective
 - SitReps of unmet needs

Volunteer Houston maintains the priority jobs designation

From the VOAD's Perspective

VOAD's Perspective

From the VOAD's View

- Standard Job Descriptions
- Post-disaster-specific needs quickly
- Custom shifts only for better control
- Update needs and volunteer rosters daily
- Access volunteer signups in real-time

Expectations for VOAD Agencies

- Must accept spontaneous volunteers
- Must actively use Volunteer Houston
- Must submit hours and completion reports daily
- Participation is required to continue receiving volunteers

Maintenance

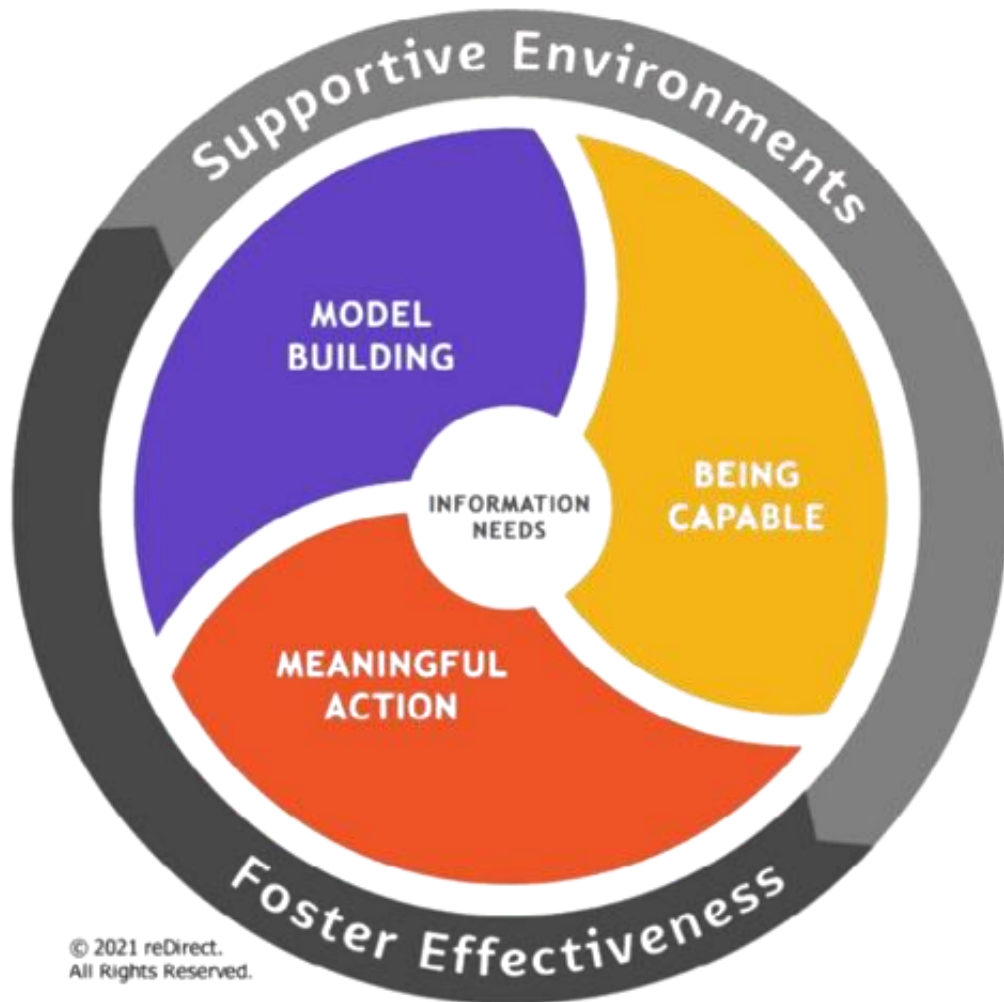
Blue Sky

- Create pending jobs now
- Use standardized job descriptions
- Jobs remain unpublished until activation is needed

Grey Sky

- Activate pending jobs for public view
- Set and update custom shifts daily
- Customize volunteer confirmation emails
- Close filled or completed jobs daily to maintain accuracy

ENHANCED VOLUNTEER EXPERIENCE



interpreting the world around them –

and if we lack clarity about the environment we're in and how we can engage with it –

we are not at our best.

Design + Discussion Series

Best practices in spontaneous disaster volunteer coordination



Developing a simple tool to support organizations in this space



Engaging with, championing, and maintaining this tool

The Tool - Contents

1. Blue Skies Prep
2. Promoting Volunteer Opportunities
3. Volunteer Check-In + Communication
4. Training + Safety
5. Deployment + Coordination
6. Data Collection + Impact Measurement
7. Utilizing Teams/Groups of Volunteers
8. BONUS: Returning to Normal

The Tool – Format & Features

Easy-to-maintain “mobile app”

1 min. orientation video per section

References local processes/tools and content developed by other subgroups

TBD: printable version, two pages max

CAPACITY BUILDING and PLACEMENT

Building Volunteer Capacity

Re-Introduce Volunteer Houston

- TGCRVOAD Meetings
- LTRC Meetings
- Online Training

Standard Job Descriptions

Accelerated On-Ramp for Out-of-Town Responders

Shelter For Out-of-Town Responders

Capacity Building

- Training
- Organization
- TGCRVOAD and LTRC Membership

Disaster Preparedness Training

Friday, May 9th, 2025, 9:00-12:30

Moody Methodist Church
2803 53rd St.
Galveston TX 77551



Click or Scan
to Register!

9:00 AM	Check In
9:15 AM	Homeowner Preparedness Training
9:45 AM	Break
10:00 AM	Muck-Gut-Tarp Training
12:30 PM	Wrap-Up and Raffle

Saturday, May 17th, 2025, 9:00-12:30

Houston ToolBank
1215 Gazin St.
Houston, TX 77022



Click or Scan
to Register!

9:00 AM	Check In
9:15 AM	Homeowner Preparedness Training
9:45 AM	Break
10:00 AM	Muck-Gut-Tarp Training
12:30 PM	Wrap-Up and Raffle

Saturday, June 14, 2025, 9:00-12:30

Metropolitan Multi-Service Center
1475 W. Gray St.
Houston, TX 77019



Click or Scan
to Register!

9:00 AM	Check In
9:15 AM	Homeowner Preparedness Training
9:45 AM	Break
10:00 AM	Muck-Gut-Tarp Training
12:30 PM	Wrap-Up and Raffle

LED BY:



HRVWG

Grey Sky Coordination

TGCRVOAD Coordination Call

- 0900-1000

TGCRVOAD – Houston Responds Faith Community Call

- 1500-1600

TGCRVOAD- OEM Situational Awareness Call

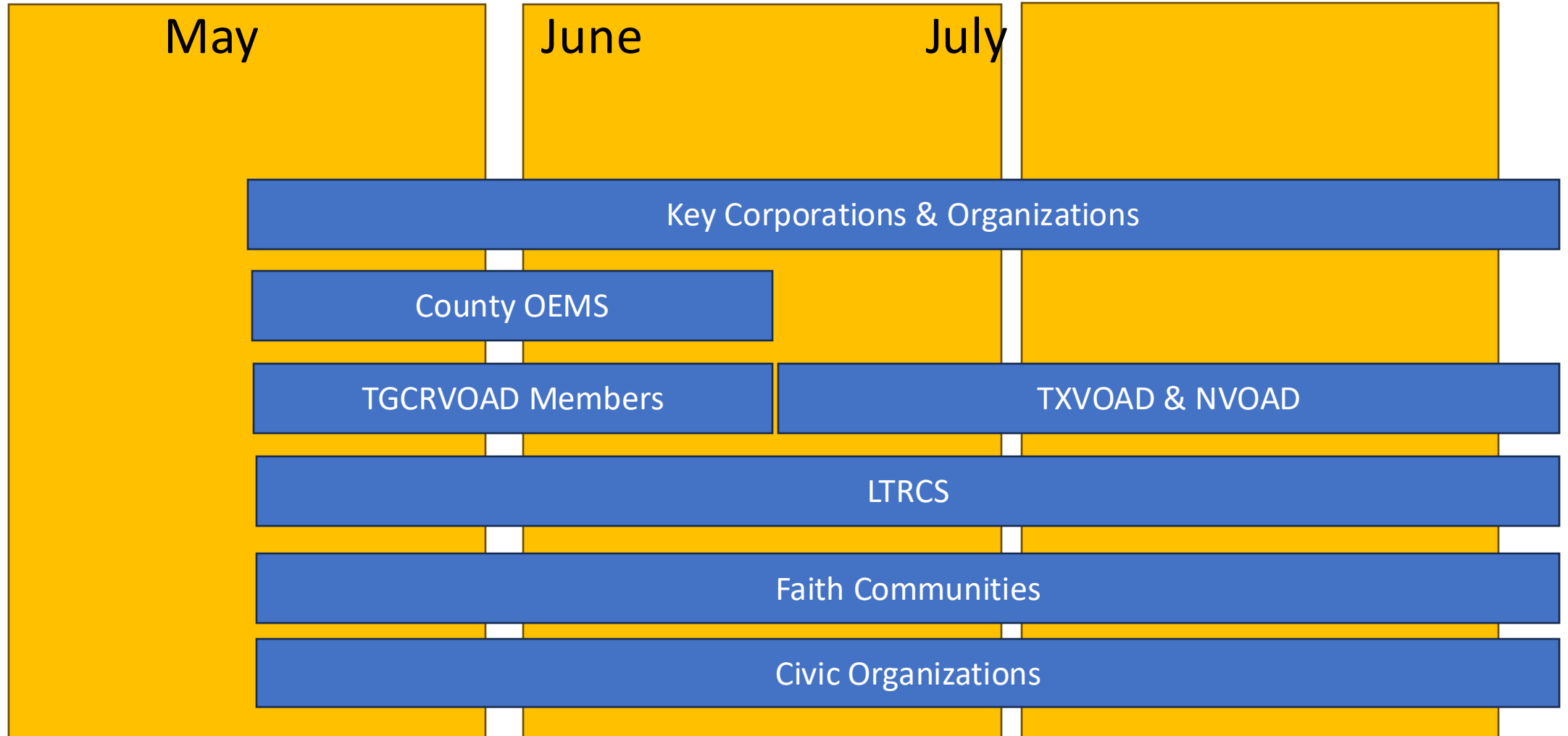
- 1600-1630

Organization Check-in and Jurisdiction RFAs

- Reduce barriers in High-SVI communities
- Purposeful placement of VOADs

Sit Reps, Progress Reports, Damage Reports

Outreach



Reality Check

SUN	MON	TUE	WED	THU	FRI	SAT
Apr	Apr	Apr	Apr	Apr	Apr	Apr
20	21	22	23	24	25	26
Apr	Apr	Apr	Apr	May	May	May
27	28	29	30	1	2	3
May	May	May	May	May	May	May
4	5	6	7	8	9	10
May	May	May	May	May	May	May
11	12	13	14	15	16	17
May	May	May	May	May	May	May
18	19	20	21	22	23	24
May	May	May	May	May	May	May
25	26	27	28	29	30	31
Jun	Jun	Jun	Jun	Jun	Jun	Jun
1	2	3	4	5	6	7