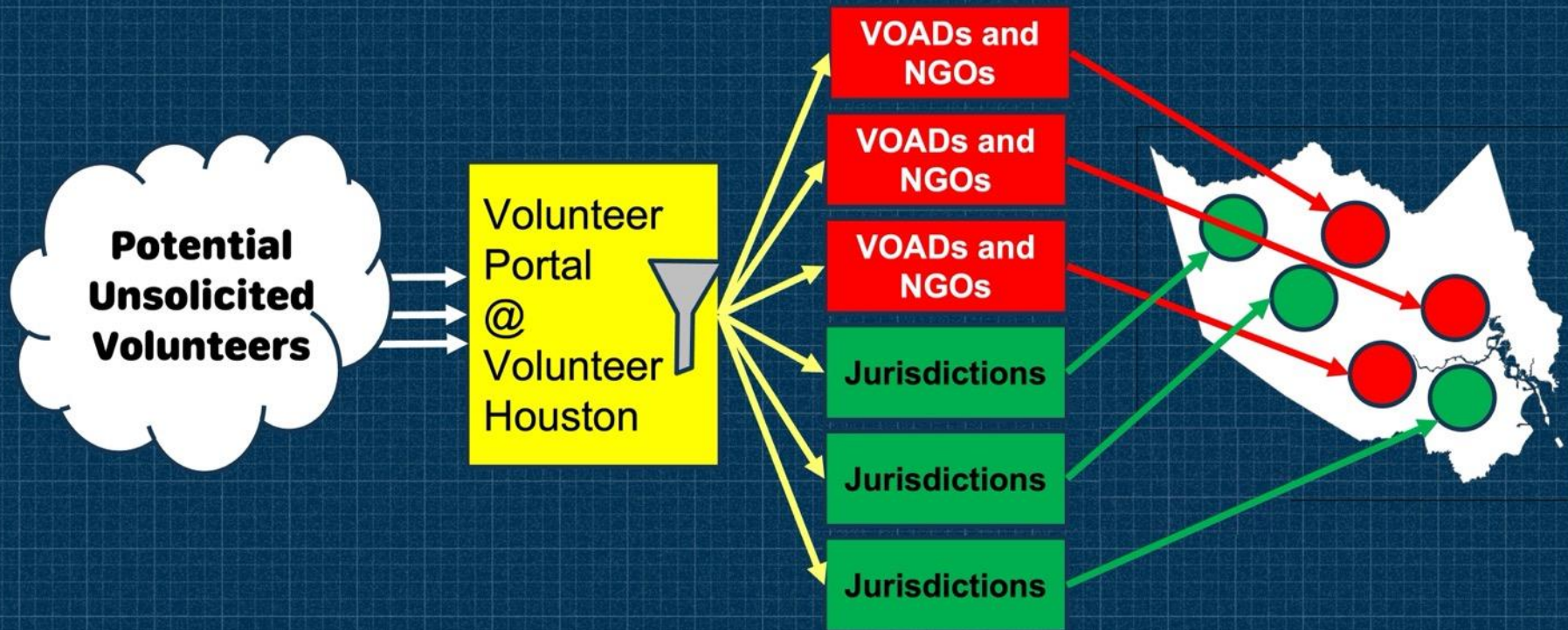


A decorative graphic consisting of dashed white lines and arrows. A horizontal dashed line spans the width of the text area. From its right end, a dashed arrow curves downwards and to the right. From the bottom left, a dashed arrow curves upwards and to the right. A vertical dashed line with an arrowhead at the bottom is positioned to the right of the text.

VOLUNTEER COORDINATION

Process Overview



Goals

1. Establish Targeted Pools of Potential Unaffiliated Spontaneous Volunteers
2. Refine the Process for Recruiting, Placing, and Assigning Unaffiliated Volunteers with VOADs, NGOs, and Jurisdictions
3. GSD and Deliver Great Volunteer Experiences
4. Build Capacity to Accept Unaffiliated Spontaneous Volunteers in the right locations

Goals

1. Establish Targeted Pools of Potential Unaffiliated Spontaneous Volunteers
 - Reach Out to Area Employers, Civic Clubs, Faith Community, Unions, ...
 - Establish protocols for soliciting USVs for short-term and long-term recovery

Goals

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

- **Disaster webpage**
- Filtering and assignment
- Generic job descriptions for self-placement
- **Handoff to VOAD, NGO, and jurisdiction**

Filtering

- Remote/Onsite
- Distance f/home
- Time of Service
- Universal Job Descriptions

Muck and Gut Team Volunteer

Join a team to help families clean up after water damage. You will help save their belongings and remove damaged things like some furniture, wet carpet or damaged sheetrock. This prepares the house for drying, repairs, and rebuilding. Volunteers must be physically strong, work well with others, stay safe, and be kind to those affected.

Skills, Knowledge, Abilities

	Physical Strength: Be able to lift, carry, and move heavy items (30-50 pounds) like debris, furniture, and cutting and removing drywall.		Tools: Tools are not required, but volunteers are encouraged to bring their own if they have them.
	Teamwork: Be able to work well with a team and follow the team leader's instructions and meet the team's goals, even in tough and emotional situations.		Problem Solving: Able to think fast and solve problems.
	Safety: Be committed to following safety rules and wearing protective gear (PPE) to keep yourself and others safe.		Age: Must be at least 18 years old. Those who are 16 or 17 can volunteer with a guardian.
	Compassion: Be kind and caring, ready to listen and help disaster survivors with respect, patience, and understanding.		

Goals

3. GSD and Deliver Great Volunteer Experiences

- Handoff from VH
- Onboarding to VOADs, NGOs, and jurisdictions
- Commit to best-in-class volunteer practices
- Solicit Feedback
- Dashboard
- Adjust and repeat

Goals

4. Build Capacity to Accept Unaffiliated Spontaneous Volunteers in the right locations
 - Solicit and train site leaders and establish processes at
 - VOADs and NGOs
 - Jurisdictions
 - Build resilient community resources
 - Direct VOADs and NGOs to the right locations

Other Issues

- Scalability from “Hyper-Local Disasters” to Declared Disasters
- Support Short-, Intermediate-, and Long-Term Recovery
- Responsive & Flexible
- Practiced, Drilled
- Address Multiple Jurisdictions
- Year-round engagement to maintain readiness and management of blue-sky work

Next Steps

- **Steering Committee and Working Group**
- **In process**
 - Building consensus around design
 - Job descriptions
 - Volunteer Houston redesign
 - Specific timetable for implementation



American
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LINA HIDALGO



Texas Gulf Coast Regional
Voluntary Organizations
Active in Disaster