
Alert Levels and TGCRVOAD Activities

Activation – Request for Assistance (RFA)

Most emergencies can be managed by local jurisdictions without outside support. When local resources are exhausted or insufficient, TGCRVOAD Members may be asked to assist through an official Request for Assistance (RFA). TGCRVOAD may also activate in anticipation of an expected RFA following a major incident—such as a significant hurricane—or when one or more Members request help with communication, coordination, cooperation, or collaboration.

To avoid overwhelming the Emergency Manager/Office of Emergency Management (EM/OEM), TGCRVOAD and its Members must not begin response or short-term recovery efforts until an RFA is received or TGCRVOAD has formally activated in anticipation of one. During a short-term recovery activation, TGCRVOAD coordinates member activities to address the needs identified in the RFA and gathers member-provided, ground-level information to support and enhance EM/OEM situational awareness.

Objectives when Activated

When asked for assistance, the primary objectives of the TGCRVOAD are to:

- Mobilize as quickly as possible,
- Effectively address as many of the needs defined in the Request for Assistance as possible,
- Reduce any duplication of efforts,
- Draft a Course of Action so that members can better coordinate assistance for the communities impacted,
- Solicit community involvement in recovery planning,
- Identify unmet needs not explicitly identified in the original RFA
- Gather and disseminate information quickly and with credibility,
- Focusing on the most vulnerable individuals, families, and communities, and
- Accomplish a smooth handoff to the LTRCs to minimize the economic disruption and the time between the disaster and recovery.

Alert Levels and Triggers

TGCRVOAD leadership has established alert levels to communicate operational readiness quickly. The chair, vice-chair, or executive committee determines the alert levels.

The determination of the alert level is made considering:

- the timing of the disaster,
- whether the disaster is foreseen or unforeseen,
- the request(s) for assistance received or anticipated, and
- the likely course of action.

Note: TGCRVOAD could move linearly from Alert Level 4 to 3 to 2 to 1 OR jump directly from Alert Level 4 to 1.

Note that TGCRVOD may be at multiple alert levels simultaneously. For example, we could be transferring disaster response responsibilities to the LTRC (level 4), responding to a disaster (level 1), or monitoring or standing by for another response (Level 2 or Level 3).

Situational Brief

The TGCROVAD announces changes in alert levels in a Situation Brief that is communicated to all Members and Partners that might be impacted. The Brief has three parts:

- The change in alert level,
- A description of the potential threat or hazard, including the current situation, the nature of the threat, the forecasted development of the threat, and the potential impact and response that might be required.
- A summary of the actions being taken by the TGCROVAD, including any conference calls, and

TGCROVAD Activities in Blue Sky Days

During normal operations or “Blue Sky” days, TGCROVAD focuses on strengthening voluntary agency readiness by supporting mitigation and preparedness activities, building our network of Members and Partners, and preparing for future short- and intermediate-term recovery through programs, training, and education.

Support for Mitigation and Preparedness Operations

During Blue Sky days, TGCROVAD actively identifies and receives requests for assistance with mitigation or preparedness projects. These requests are shared with our Members, who may accept or decline them based on their capabilities and priorities. Members may also independently pursue mitigation or preparedness opportunities within their communities.

TGCROVAD activates **only** when one or more Members request our assistance in coordinating cooperation, communication, coordination, or collaboration for such activities.

Building Our Network

TGCROVAD works continuously to grow and strengthen our network by:

- Recruiting and welcoming new Members involved in short-term recovery.
- Advocating for the needs and capabilities of all Members and Partners.
- Establishing and maintaining strong connections with Long-Term Recovery Committees (LTRCs).
- Creating and deepening partnerships with county and municipal emergency managers and inviting them to join as Partners.

These relationships form the backbone of our collaborative capacity during Grey Sky operations.

Programs, Training, and Education

Blue Sky days provide the ideal opportunity to strengthen our collective readiness. TGCROVAD invests in developing programs, delivering training, and offering educational opportunities that enhance Member capabilities. This work forms the foundation upon which effective short-term and intermediate-term recovery operations are built.

TGCROVOAD Activities in Grey Sky Days

During “Grey Sky” days, TGCROVOAD focuses on responding to disasters and facilitating short-term recovery operations. Our goal is to coordinate VOAD activity, support local jurisdictions, and ensure that voluntary agencies work efficiently, safely, and collaboratively.

Alert Levels

TGCROVOAD uses Alert Levels to guide the transition from Normal Operations into response and short-term recovery:

- Level 4 — Normal Operations
- Level 3 — Situational Awareness (Threat Possible but Not Likely)
- Level 2 — Standby (Incident Imminent and Likely)
- Level 1 — Activated (Active Response / Short-Term Recovery)

These levels help Members and Partners stay synchronized, understand shared expectations, and execute the same playbook. After response and short-term recovery tasks are complete, we facilitate a smooth transition to the Long-Term Recovery Committee(s) (LTRCs) before returning to Normal Operations.

Request for Assistance / Activation

TGCROVOAD discourages self-deployment and activates only when:

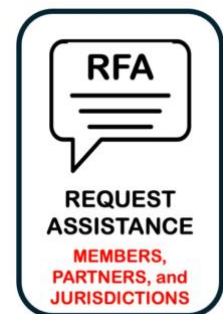
- A jurisdiction’s Emergency Manager issues a formal Request for Assistance (RFA), or
- One or more Members or community groups request VOAD coordination support for cooperation, communication, coordination, or collaboration.

The RFA causes a shift to Alert Level and begins formal coordination activities.

If a jurisdiction or member needs help from the TGCROVOAD, they should submit a Request for Assistance (RFA). The RFA must be addressed to the Chair or Vice-Chair and sent by phone, text, email, or **preferably** through the app on TGCROVOAD.org/Contact-us.

The RFA should include the following:

- **Who is requesting** (organization, point of contact, phone/email).
- **What is needed** (specific resource, skill, or service).
- **Where it is needed** (address or clear location).
- **When it is needed** (urgency, operational window).
- **Why it is needed** (brief situation summary, number of people affected).
- **How long support is required** (expected duration or shift).



See *TGCROVOAD.SOP.Administrative.Requests for Assistance*

Collaboration Conference Calls

Once activated, the Chair, Vice-Chair, or Executive Committee communicates the RFA details to the membership and works with the requesting jurisdiction to develop an initial Course of Action (COA). A Collaboration Conference Call is then scheduled.

The Collaboration Call serves as the primary platform for information sharing between OEMs and VOAD partners and among VOAD Members themselves. Its effectiveness is rooted in open communication and strengthens our ability to cooperate, coordinate, and collaborate.

See *TGCRVOAD.SOP.Administrative.Collaboration Conference Calls*

Situation Reporting

Check-In

All member organizations of TGCRVOAD must check in immediately upon deployment. This check-in is required to maintain a complete operational picture of volunteer activity across the region, prevent duplication, identify service gaps, and ensure timely coordination and communication. Checking in also allows TGCRVOAD to provide you with updates, support, and inclusion in ongoing situation reports (SitReps). Please complete the check-in form on the “Contact Us” page at TGCRVOAD.org to fulfill this requirement.

Check - Out

All member organizations of TGCRVOAD must check out upon demobilization. This check-out is required to maintain a complete operational picture of volunteer activity across the region, prevent duplication, identify service gaps, and ensure timely coordination and communication. Please complete the check-in form on the “Contact Us” page at TGCRVOAD.org and indicate you are demobilizing to fulfill this requirement.

Situation Reports (SitReps)

SitReps are required daily and must include, at minimum, a brief description of the work performed, and the addresses of the residents served. SitReps are submitted through the TGCRVOAD Contact-Us page using the SitRep form. VOADs that document their work each day in an approved work-order management platform—Crisis Cleanup, Connective, or TCR—automatically meet the SitRep requirement by recording their activities within those systems.

OEM Representation

If requested, TGCRVOAD may deploy a representative to the Emergency Manager or OEM to assist with coordinating voluntary agency activity, sharing information, and facilitating problem-solving.

Transition to Intermediate / Long-Term Recovery

Many TGCROVD Members remain active through intermediate and long-term recovery. However, in most counties, Intermediate and Long-Term Recovery is coordinated by local Long-Term Recovery Committees (LTRCs).

TGCROVD is committed to ensuring a seamless transition from short-term recovery to LTRCs by:

- Sharing all relevant information gathered during response operations.
- Supporting LTRC readiness and early operations.
- Stepping back appropriately as LTRCs assume full recovery coordination responsibilities.

Alert Levels, TGCROVD and VOAD Activities

Alert Level and Definition

ACTIONS



Alert Level 4
Normal Operations

TGCROVD

- ☐ Conduct mitigation, preparedness, training, and development programs
- ☐ Strengthen the 4Cs (Communication, Coordination, Cooperation, and Collaboration)
- ☐ Participate in and host exercises
- ☐ Advocate for member needs
- ☐ Build and maintain network of Members, Partners, Guest, and LTRCs
- ☐ Maintain situational/weather awareness

VOADS

- ☐ Maintain organizational readiness, training, credentialing, and equipment.
- ☐ Participate in TGCROVD programs, training, and exercises.
- ☐ Engage in capability validation activities.
- ☐ Share updates on capabilities, changes, and community needs.
- ☐ Maintain current points of contact and partnership relationships.
- ☐ Follow TGCROVD communications and seasonal threat monitoring.

Alert Level and Definition



Alert Level 3 **Situational Awareness**

One or more threats that could require a response are identified and classified as potentially needing a TGCRRVOD response

ACTIONS

TGCRRVOD

- ☐ Issue initial SitBriefs identifying the threat and potential recovery actions.
- ☐ Monitor evolving conditions and assess whether a higher alert level is needed.
- ☐ Begin planning a Pre-Event Collaboration Call.
- ☐ Amplify verified JIC communications.
- ☐ Validate TGCRRVOD communication systems and leadership readiness.

VOADS

- ☐ Review SitBriefs and conduct light internal readiness checks.
- ☐ Validate primary and alternate organizational points of contact.
- ☐ Assess potential availability of personnel, equipment, and volunteer teams.
- ☐ Share early capability concerns or limitations with TGCRRVOD.
- ☐ Monitor TGCRRVOD, OEM, and JIC communications.
- ☐ Avoid deployment; posture for awareness only.

Alert Level and Definition

ACTIONS



Alert level 2 **Standby**

One or more threats are identified as likely to require an TGCROAD response

TGCROAD

- ☐ Issue updated SitBriefs and outline expected impacts.
- ☐ Prepare and stage materials needed for a potential response.
- ☐ Inventory materials and request additional resources if needed.
- ☐ Publicize Collaboration Calls and coordinate participant readiness.
- ☐ Prepare a Draft Course of Action (COA).
- ☐ Monitor member readiness and support pre-event coordination.
- ☐ Amplify verified JIC messaging.
- ☐ Establish a Battle Rhythm for the Response. Typically,
 - 0900-0950 – Collaboration Call
 - 1000-1050 – Collaboration Call in Spanish
 - 1400 – SitReps Due to Jurisdictions
 - 1500 – 1550 Faith Communication Collaboration Call
 - 1600 – 1625 OEM:VOAD Collaboration

VOAD Members and Partners

- ☐ Review updated SitBriefs and prepare for potential deployment.
- ☐ Conduct internal readiness checks (personnel, equipment, staging).
- ☐ Stage or pre-position resources when appropriate and safe.
- ☐ Participate in pre-event Collaboration calls.
- ☐ Prepare initial SitReps for rapid submission after impact.
- ☐ Communicate readiness, capabilities, and anticipated needs to TGCROAD.
- ☐ Amplify JIC messaging within their organizations.
- ☐ Avoid deployment; posture for readiness only.

Alert Level and Definition

ACTIONS



Alert Level 1
Activated

TGCROAD

- ☐ Support member deployment and early response operations.
- ☐ Conduct an Initial Collaboration Call, followed by regular calls.
- ☐ Communicate check-in and SitRep expectations.
- ☐ Consolidate SitReps and complete jurisdiction SitReps.
- ☐ Update the COA, set recovery objectives, and produce the Daily IAP.
- ☐ Coordinate information sharing among OEMs, VOADs, and partners.
- ☐ Amplify verified JIC communications.

VOAD Members and Partners

- ☐ Deploy personnel and resources per their mission set.
- ☐ Check in promptly and submit SitReps as scheduled.
- ☐ Coordinate activities with other VOAD partners to reduce duplication.
- ☐ Provide accurate field intelligence, unmet needs, and resource requests.
- ☐ Support operational priorities and contribute to the Daily IAP.
- ☐ Maintain alignment with JIC-approved messaging.
- ☐ Adhere to safety, credentialing, and Protection of Minors requirements.



Alert Level and Definition



Alert Level 1 Demobilization

ACTIONS

TGCRVOD

- ☐ Insure a clean transition to LTRCs and provide early support.
- ☐ Coordinate handoff of responsibilities and information.
- ☐ Produce SitReps as requested.
- ☐ Continue amplifying JIC messaging until demobilization is complete.

VOAD Members and Partners

- ☐ Report demobilization timelines and outstanding unmet needs.
- ☐ Participate in handoff briefings with LTRCs.
- ☐ Transition resources and responsibilities to LTRCs as appropriate.
- ☐ Provide final SitReps and lessons learned.
- ☐ Safely demobilize personnel/equipment and complete after-action reviews.