

Disaster Volunteer Management Workshops

Held in Dublin, Cerritos

Over 200 stakeholders representing non-governmental organizations (NGOs), operational area emergency managers, CERT programs, other jurisdictions and State and federal programs joined Karen Baker, Secretary of Service and Volunteering, CaliforniaVolunteers, and the California Emergency Management Agency in two workshops that covered the **Disaster Volunteer Resource Inventory** and the **Disaster Service Worker Volunteer Program (DSWVP)**.



Karen Baker, Secretary of Service and Volunteering

The workshops were held on Dec. 1 in Dublin at the Alameda County Sheriff's Office of Homeland Security & Emergency and on December 3 at the Cerritos Performing Arts Center.

Secretary Baker kicked the session off by presenting an overview of the role of CaliforniaVolunteers: administer the state AmeriCorps programs, and to work in partnership with volunteer centers and other NGOs to promote service opportunities throughout the state. In times of disaster, CaliforniaVolunteers has been designated by the governor as the lead agency in volunteer coordination and donations management. CaliforniaVolunteers role is to support local government and NGOs and to make sure that volunteers and resources are guided to the right spot. CaliforniaVolunteers "provides a megaphone for our (nonprofit) sector" according to the Secretary. During a disaster, the CaliforniaVolunteers website, www.californiavolunteers.org, provides information and weblinks where the public can give of their time, goods, and cash.

A nation-leading tool CaliforniaVolunteers is providing to the sector is the CaliforniaVolunteers Disaster Volunteer Resource Inventory (DVRI), a free, web-based volunteer management information technology (IT) solution, to provide local emergency managers with a snapshot of volunteer resources, including those of local government, NGOs, and the private sector. Secretary Baker introduced Mike Staley, Assistant Director, Disaster Volunteering and Preparedness Department; and Suu-Va Tai, Disaster Corps Specialist to demonstrate the DVRI and gather additional user input.

The DVRI addresses the following five key needs:

1. A directory of up-to-date contact information for people who manage programs or organizations
2. A current inventory of volunteer resources from public, private, and nonprofit organizations throughout the state

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3. An easy-to-use IT tool for the everyday management of volunteers, including tracking training, certificates, contact information
4. A method to capture and consolidate volunteer activation/assignment records, including hours of volunteer service
5. An interactive search function with template and custom reporting capabilities that can accommodate a diverse range of programs (public, private, non-governmental)

CaliforniaVolunteers staff demonstrated the system, and received very helpful feedback on both days. They will be working with the software developer to make improvements – and will be providing extensive training when the DVRI is released.

DSWVP

Both workshops also included afternoon sessions on the Disaster Service Workers Volunteer Program. The purpose of both workshops was to inform DSW stakeholders that Cal EMA will be revising the guidance and regulations and to solicit input. The Dublin session presenters were Anita Chant, DSW Program Lead, Cal EMA and Catherine Bernstein, Cal EMA Legal Counsel. In Cerritos, Anita and David Zocchetti, Chief Counsel, Cal EMA did the honors. Issues and concerns were raised around the following areas: statutory inclusion, supervision, oath authority/administration, DSW activities, registration, classification and claim submission.

Cal EMA plans to provide a list of FAQs as well as guidance revisions.

To review current DSWVP guidance and related documents, go to http://cms.calema.ca.gov/prep_disaster_workers.aspx. To add your input to this process, send your regulations and guidance comments to DSWregs@calema.ca.gov

Local Presentations

Both days included local presentations:

In Dublin, Kathryn Gerck, Emergency Services Manager, Richmond Fire Department Office of Emergency Services, described the work done by her department in disaster preparedness planning for people with disabilities and the elderly (PWD/E). The project was spurred on by a grant provided by CaliforniaVolunteers. Three key points shared:

1. Don't plan in a vacuum – include PWD/E and their caregivers early in the process;
2. Collaboration is key -- (CERT, business, transportation, education, health/medical, animal services, 1st Responders, etc); and
3. Partner with existing trusted agencies (Meals on Wheels, etc.)

In Cerritos, Raquel Vernola, Emergency Services Manager, City of Norwalk provided valuable insights into the value of a regional approach to CERT. Raquel serves as chair of the Area E Regional CERT Board. Area E includes 25 cities in County of Los Angeles, and the Area E Regional CERT Board provides enhanced opportunities for training, partnership and collaboration.

California Volunteers' Disaster Volunteering and Preparedness Department would like to thank both presenters for their timely and well-prepared presentations.

Heroes in San Bruno: First Responders, Volunteers

Recovery activities are ongoing in San Bruno in the aftermath of the September gas line explosion and fire. Although the statistics were grim: 8 confirmed dead, 37 homes destroyed, close to \$38 million in damages, community resilience has also been on display as government, nonprofit partners, business and faith based organizations continue to come together to meet the needs of the community.

Within days of the event, over 900 volunteers had signed up with the Volunteer Center serving San Francisco and San Mateo to assist their neighbors in San Bruno. CaliforniaVolunteers used web messaging to refer volunteers to the Volunteer Center's website. Volunteers answered hotlines at San Bruno City Hall as well as provided emergency shelter, food and clothing.

California's First Lady Maria Shriver, accompanied by Secretary of Service and Volunteering, Karen Baker toured the Local Assistance Center and emergency shelter in San Bruno on September 10th, and met with the courageous families, firefighters volunteers, and service providers who are dealing with the September disaster and its aftermath.

The San Bruno Long Term Recovery Group, coordinated by THRIVE, an alliance of nonprofits that hosts the San Mateo Voluntary Organizations Active in Disaster (VOAD), continues to meet to wrestle with unmet needs. For more information about their activities, go to <http://www.thrivealliance.org/Default.aspx?pageId=771495>

DRS/COOP Grants Awarded

California Volunteers' Disaster Volunteering and Preparedness Department recently awarded a total of \$250,000 for seven grants throughout the state to provide continuity of operations plan and/or disaster resiliency standard training for nonprofit organizations.

Grants were awarded to the American Red Cross of the Capital Region (Sacramento), The Center for Voluntary and Nonprofit Leadership of Marin, HandsOn Central California, Lutheran Social Services of the Southwest, OneOC (Volunteer Center of Orange County), San Francisco Collaborating Agencies Responding to Disaster (CARD)/ American Red Cross of the Bay Area, and the United Way of Ventura County.

The grant's purpose is to build the capacity of these nonprofit organizations to provide training and/or technical assistance to other nonprofits that will result improved response capabilities in the non-governmental organization community.

In support of this program, CaliforniaVolunteers is sponsoring two train-the-trainer workshops, January 4th in Orange County and January 7th in Sacramento. Although the grant recipients will have first priority for attendance, other nonprofits are encouraged to attend. For more information about workshop details, please contact Alessa Adamo, Executive Director of SF CARD, at alessa@sfcad.org.

Staff changes

Suu-Va Tai is the new Disaster Corps Specialist at CaliforniaVolunteers for Citizen Corps, CERT, DVRI, and Disaster Corps. Suu-Va brings experience from the private sector as well as a love for San Francisco Giants' baseball. He can be reached at 916-650-6959 or suu-va.tai@cv.ca.gov.

Disaster Corps Update

DVP staff has been working closely with the Los Angeles, Riverside, San Bernardino, San Diego, and San Francisco counties—the five Operational Areas awarded Disaster Corps grants by CaliforniaVolunteers — to complete the contract documents including the scope of work, contract deliverables, and timeline. Staff is completing work on the Disaster Corps Program Guide, the DVRI and other elements of the Disaster Corps program, which initially will be comprised of 1000 Disaster Corps volunteers. After execution of contracts there will be planning meetings with each of the Disaster Corps Operational Areas.

Updates from California Citizen Corps Programs

Medical Reserve Corps (MRC):

CaliforniaVolunteers has shipped supplies and equipment to 33 Medical Reserve Corps (MRC) units, with two more units slated to receive shipments. These goods, valued at \$140,000, have been purchased and delivered to support the programs in California. The Disaster Volunteering and Preparedness Department worked with the California Emergency Medical Services Authority (EMSA) to develop a distribution plan that is getting materials to the MRCs as quickly and efficiently as possible. CaliforniaVolunteers and EMSA partner to support the MRC program.

Community Emergency Response Team (CERT):

State Sponsored CERT Training Materials:

As part of an ongoing effort to support and cultivate new and existing CERT programs, CaliforniaVolunteers secured funding to purchase a limited amount of training materials for distribution throughout California. Materials include CERT kits, all weather field operating guides (FOGs), and instructional manuals. Materials shipped this year include: 452 Instructor Manuals, 2739 Participant Manuals, 694 FOGs, 187 Tribal Emergency Response Team Kits, 1287 Custom Kits, 1768 Basic Kits and 1455 Lapel Pins.

For information on what materials are still available to be ordered and eligibility requirements, or to find out how to request state sponsored training materials, please contact the CaliforniaVolunteers CERT Program Manager, Suu-Va Tai, at 916-323-7646.

2010 State Sponsored CERT Train the Trainer Courses:

CaliforniaVolunteers, in close partnership with the CA State CERT Advisory Group, sponsored six CERT Train the Trainer (T3) courses across California this year. CERT T3 courses were held in Los Angeles, Orange County, Hesperia, Santa Clara, San Pablo, and Carpinteria.

CaliforniaVolunteers appreciates the assistance of all participating Operational Areas.

State Sponsored Train the Trainer (T3) course schedules are updated on the CaliforniaVolunteers website, as they are available. For additional information on state sponsored T3s in 2011, or if you have information about upcoming CERT trainings that you would like to post on the CaliforniaVolunteers website, please contact the CaliforniaVolunteers CERT Program Manager, Suu-Va Tai, at 916-323-7646.

Fresno Citizen Corps, California State Citizen Corps Council honored by FEMA

The Federal Emergency Management Agency (FEMA) recently announced that the Fresno Citizen Corps Council was named the Outstanding Citizen Corps Council Award – Serving a Population over 750,000. These awards recognize innovative practices and achievements of communities and individuals across the nation that make our neighborhoods safer, stronger, and better prepared to manage any emergency situation. These award winners illustrate how citizens can take action and do their part to be prepared.

The Fresno Citizen Corps Council's list of key stakeholders includes the City and County Offices of Emergency Services, Fresno Police and Fire Departments, the Office of the Mayor, American Red Cross, United Way/211, HandsOn Central California, Fresno County Office of Education, Air National Guard 144th Fighter Wing, CSU Fresno, the business sector, CBOs and faith-based organizations.

The Council has chosen to focus on four initiatives: Fresno Public Safety Volunteers, which includes Volunteers in Police Service (VIPS) programs: Citizens on Patrol, Volunteers in Police Administration, and the Reserve Officer program; Fresno First Responder Support, which includes Community Emergency Response Team (CERT) and the Medical Reserve Corps (MRC); Business Community Emergency Preparedness, which includes Business Emergency Preparedness Training, geared toward educating employees about emergencies that may impact the workplace, and Business Emergency Response Teams, a business-based version of CERT training; and Fresno Safe and Proud Neighborhoods, designed to increase community safety.

FEMA also announced that the California State Citizen Corps Council was named as one of the four finalists for the 2010 Outstanding State Citizen Corps Initiatives Award. Congratulations to the winner: North Dakota Citizen Corps Council.

Community Outreach

DVP participated in a number of events recently – two were geared to the whole community while a third was aimed at emergency management professionals.

Disaster Preparedness Fair

In Southern California, DVP staff supplied preparedness kits for a Disaster Preparedness Fair co-sponsored by Congressperson Diane Watson and the Los Angeles Urban League on September 11th Los Angeles' Baldwin Hills Crenshaw Plaza.

CESA Conference

DVP staff also participated as a Conference sponsor, presenters, and participants at the annual California Emergency Services Association (CESA) Conference held in mid-September in Monterey. Amanda Ripley, investigative journalist and author of *The Unthinkable: Who Survives When Disaster Strikes—And Why*, presented a riveting keynote address on why some emergency management professionals thrive under stress, and how providing the right training and information can make an enormous positive impact.

Native American Day

And CaliforniaVolunteers was also represented by DVP staff at Native-American Day celebration September 23rd on the south steps of the Capitol. From the shade of the CaliforniaVolunteers booth, DVP staff provided a plethora of goodies to participants, including educational material about CaliforniaVolunteers and "We Prepare", disaster kits.

Contact DVP

Want to contact the Disaster Volunteering and Preparedness Program? A good place to start is to email your questions, feedback, etc. to citizencorps@californiavolunteers.ca.gov. There is also special email for Disaster Corps: DisasterCorps@CaliforniaVolunteers.ca.gov

To contact a specific DVP staff member, please see the table below:

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Mike Staley Assistant Director	Mike.Staley@cv.ca.gov	(916) 445-6687	Citizen Corps Disaster Corps Law Enforcement Fire Corps
Suu-Va Tai Specialist	Suu-Va.Tai@cv.ca.gov	(916) 650-6959	CERT State Citizen Corps Council Disaster Corps Disaster Volunteer Resource Inventory
Phyllis Onstad Specialist	Phyllis.Onstad@cv.ca.gov	(916) 261-2550	Volunteer Centers VOAD Community Partnerships
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