

ABCs of VADM - Overview

Abbreviation	Title	Definition
VADM	Volunteer and Donation Management	Plan or annex used to prepare for utilizing volunteers and processing donations during a disaster
VAL	Voluntary Agency Liaison	The Local VAL supervises a team (Volunteer and Donation Coordination Team/Group) to activate the VADM Plan to address volunteer and donation activities
VDCT	Volunteer and Donation Coordination Team	An organized team led by the Local VAL or EOC Logistics to implement the volunteer and donation plan
MNVOAD	Minnesota Voluntary Organizations Active in Disaster	Connects the Local VAL and VOAD organizations to collaborate on reaching disaster response and recovery goals with affiliated volunteers. MNVOAD is a nonprofit organization
VOAD	Voluntary Organization Active in Disaster	A nonprofit organization which provides disaster related services with affiliated volunteers as a part of its mission. Affiliated with MNVOAD
-	Affiliated Volunteer	A volunteer who is qualified and trained by, registered with, and accountable to a specific voluntary organization (VOAD)
CERT	Community Emergency Response Team	CERT Program members can “bridge the gap” until professional responders are able to arrive on the scene of an emergency. CERT personnel may help with disaster preparedness, disaster recovery, special events, and many other activities
Local VOAD (aka C.O.A.D.)	Community Organizations Active in Disaster; Whole Community Preparedness Coalition	Local VOAD is an independent coalition of local groups focused on disaster preparedness. During a disaster response and after registering at the Volunteer Reception Center (VRC), they may have members who can provide support for the local jurisdiction’s VADM efforts
-	Unaffiliated Volunteer	An individual or group not affiliated with a disaster voluntary organization (e.g., spontaneous)
VRC	Volunteer Registration Center	Where unaffiliated volunteers are registered and assigned tasks to assist. Operated by the jurisdiction
-	Designated Donation	Financial contribution which is directed to a specific purpose or organization
-	Undesignated Donation	Financial contribution which is not directed to any specific purpose or organization
-	Solicited Goods	Goods which have been specifically requested
-	Unsolicited Goods	Goods which arrive without being requested
-	Collection Center	Where items go to be sorted
-	Distribution Center	Where goods are distributed to people affected by disaster
-	Warehouse for Goods	Where goods are stored to be distributed later
-	Excess Goods	Goods which could be distributed to local nonprofits or other organizations if they are not needed by the Long-Term Recovery Group (LTRG)
LTRG	Long Term Recovery Group	Long Term Recovery Group is an autonomous partnership of groups and case managers focused on recovery and unmet needs of survivors

VOLUNTEER AND DONATION MANAGEMENT (VADM) OVERVIEW - DISCUSSION TOPICS

Topics to start a conversation with the jurisdiction's planning team

CASH DONATIONS

- When are Public Information Messages about cash donations sent? How frequently?
- Does the jurisdiction have a Disaster Donation Fund or GiveMN account established? Who can serve as fiscal agent for the local Disaster Donation Fund account? List at least two specific groups or organizations in the jurisdiction
- What are the accounting and audit processes?
- How will the donors be thanked?
- Who will contact the "owners" of fundraising and crowdfunding?
- Monitor for fraud? Respond to fraud?
- What process can be used to ensure that all survivors' needs are being addressed? List specific distribution guideline ideas. Is there a LTRG to distribute the funds?
- What can be done about the anticipated long-term unmet needs of the community?

GOODS DONATIONS

- When should Public Information Messages be sent about donated items? How frequently
- Who can manage the donated items? List at least two specific groups in the jurisdiction
- Where will the items be collected? List at least two specific collection center locations
- Who will be responsible for sorting the items to determine the goods vs stuff?
- What process could be used to ensure that all survivors' needs are being addressed? List specific distribution guidelines and at least two potential distribution centers
- Where can goods be stored until they are needed? List at least two specific warehouse locations
- What will be done with the undistributed or stuff that is not needed? List at least two local organizations that will accept items, recycling, and composting options
- What about homecooked food donations? Will a local organization accept them?
- What are the tracking processes (inventory, distribution to survivors)? Audit?
- How will the donors be thanked?
- Who could establish, maintain, and decommission a temporary memorial site?

UNAFFILIATED VOLUNTEERS

- When should Public Information Messages about volunteering be sent? How frequently?
- Who should manage of the volunteers? List at least two specific groups or organizations. Do you have a contact with the nearest Volunteer Center and United Way 211?
- Where will the volunteers go? List at least two possible Volunteer Reception Center (VRC) locations. Do you have the VRC materials ready?
- Work-Crew Requirements: List at least one specific resource for each
 - a) Transportation from the VRC to the work site?

- b) Providing tools for the crews to use and return (rakes, shovels, gloves, sandbags, sand, etc.)?
- c) Portable bathroom facilities and handwashing stations?
- d) Portable First Aid stations or organization that can provide services
- e) People who could lead the work-crews?
- What are the tracking processes (registration and hours)?
- Are the volunteers covered by the jurisdiction's liability insurance?
- How are the volunteers thanked?
- How can volunteers help with the Long-Term Recovery process?

PUBLIC INFORMATION MESSAGES

- Are template messages for each platform prepared (to be sent within 4 hours after the disaster)
 - Donated Cash
 - Donated Goods
 - Unaffiliated Volunteers
 - Thank You Messages
- Who will serve as the PIO (Public Information Officer)? Distribute daily messages?
- Who will respond to inaccurate messages send by others?

Social Media Platform formats:

- Paragraph (40 words or less, and photo or image to include)
- Video (60 seconds or less in length, caption limit of 150 characters)
- Sentence (limit of 280 characters)
- Meme with a caption (describe or draw a visual image)

OTHER QUESTIONS: Does the jurisdiction have a

- MNVOAD Assistance Request Form and Glossary
- CERT Program
- Contact with the nearest American Red Cross, Salvation Army, and United Way 211 service center
- Local VOAD/COAD group
- Long-Term Recovery Group

VADM PROCESS: Has your jurisdiction...

- Created or updated your VADM plan or annex recently
- Appointed a Local VAL to coordinate the VADM plan
- Located and trained the Volunteer and Donation Coordination Team
- Exercised your VADM plan/annex and established a Disaster Donation Fund
- Invited MNVOAD organizations to be involved with drills, exercises, and tabletops
- MARC (Multi-Agency Resource Center) activation plan (could be a part of VADM)
- Contacted the HSEM Volunteer Resources Coordinator for guidance

Thank you for planning in advance of a disaster for volunteer and donation management!

Contact the HSEM Volunteer Resources Coordinator for more information at hsem.volunteerresources.dps@state.mn.us