

Concept of Operations	Emergency Support Function (ESF) # 15 Volunteers and Donations
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Lead Agency	Big Bend Community Organizations Active in Disaster (BBCOAD)
Support Agencies	Franklin County Emergency Management Department (FCEMD) Franklin County Faith Based Organizations (FCFBO) Franklin’s Promise (FP)

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1.0 – Introduction

1.1 – Purpose

The purpose of this ESF is to expedite the delivery of voluntary services and donated goods to support the relief and recovery after a disaster or emergency in the county.

1.2 – Scope

The scope of this function is to coordinate response / recovery efforts related to volunteers and assure the expeditious delivery of donated goods and / or services to the affected area or areas of the county. This function is composed of various community and faith based organizations involved in the coordination of volunteer and donation delivery efforts. The scope of this function will include, but not be limited to:

- Maintaining contact with all community and faith based organizations providing disaster response, recovery and mitigation services to county residents to ensure



all disaster caused needs are being met and that assistance efforts are not being duplicated.

- Coordinate the assessment and prioritization of assistance required to meet the disaster caused needs of county residents.
- Provide coordination among the community and faith based organizations in an effort to ensure that donated goods and services are provided to county residents in a timely and coordinated manner.

1.3 – Assumptions

In the aftermath of both small and large disasters the services provided by community and faith based organizations will often be the first assistance provided to disaster survivors.

Uncoordinated activities among community and faith based organization can cause gaps in services and duplication of benefits to some disaster survivors.

2.0 – Concept of Operations

2.1 – General

Meeting the disaster caused needs of county residents in a timely, coordinated and compassionate fashion is the concept of this function.

During and activation of the county EOC¹ this function will be responsible for providing coordination among the various community and faith based organizations providing assistance to disaster survivors.

Assist in meeting the human resource needs of the various community based organizations working within the county by assisting with the placement of spontaneous volunteers with appropriate organizations.

Provide linkage between individuals, companies and businesses offering goods and / or services to disaster survivors and the faith or community based organization who can best utilize the goods and / or services.

2.2 – Organization

This ESF is part of the Logistics Section of the county's EOC. The county's EOC utilizes the ICS² structure during all activations.

¹ Emergency Operations Center

² Incident Command System



2.3 – Primary Activities

2.3.1 – Spontaneous Volunteers

In the event of a disaster this function will serve as the conduit for spontaneous individuals and groups of individuals wanting to volunteer to assist in the county's response and recovery efforts to appropriate community and faith based organizations engaged in these activities.

If the need to coordinate spontaneous volunteers exceeds local resources assistance will be requested from the SEOC³.

2.3.2 – Donations

The county will utilize Aidmatrix as the web based application for coordinating offers of goods and services that can support the response and recovery activities within the county.

Web Site Name	URL
Aidmatrix	www.aidmatrixnetwork.org/fema/states.aspx?st=florida

When offers of goods and services are made to the county EOC they will be placed into Aidmatrix. All community and faith based organizations providing assistance to county residents can then review the offer and accept appropriate goods and services that will then be used to meet local needs.

3.0 – Responsibilities – Lead and Support Agencies

3.1 – Lead Agency

Big Bend Community Organizations Active in Disaster – Provide coordination among the various community and faith based organizations assisting individuals and families affected by disaster.

3.2 – Support Agencies

Franklin County Emergency Management Department – Provide access to appropriate systems and resources within the EOC to ensure the function is successful.

³ State Emergency Operations Center



Franklin County Faith Based Organizations – Provided coordination among the various faith based organizations in the county to ensure a unified approach to meeting the needs of disaster survivors.

Franklin's Promise – Provided coordination among the various community based organizations in the county to ensure a unified approach to meeting the needs of disaster survivors.

