



Arlington County Emergency Support Function 17 Volunteer and Donation Management



August 2023

ESF 17: Primary Functions

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- ESF 17 -- Volunteer and Donations Management is tasked with providing information to those who desire to help in an emergency, as well as ensuring effective and coordinated use of volunteers and donations after a disaster.
- Services include:
 - Respond to public inquires regarding the need for volunteers or donations, including how to make monetary donations.
 - Communicate with non-profits and other agencies to assess their need for volunteers or donations.
 - Manage Volunteer Reception Center (s) to integrate volunteers into the response and recovery. Can be physical or virtual. Volunteer Arlington has “dark site” ready to go.
 - Coordinate with DPSCEM to integrate donations into the response and recovery.
 - Maintain communication with other regional and national Volunteer Centers regarding mutual assistance.

ESF 17: Key Partners

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- Volunteer Arlington
- Department of Public Safety Communications and Emergency Management
- County Manager's Office - Communications and Public Engagement
- Non-Profit Organizations
- Arlington Residents

ESF 17: Before an Emergency Event

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- Communicate and coordinate with key partners, foster new relationships
- Review (and if necessary, revise) plans, policies, and procedures
- Train and exercise
- Outreach to organizations serving vulnerable populations that may have volunteer and/or donation needs in the event of an emergency
- Participate in local and regional efforts

ESF 17: During an Emergency Event

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- ESF 17 is most likely to be needed later in the Response Phase of an incident and into the Recovery Phase. It does not have a first responder or primary responder role!
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- EOC/Web EOC
 - Triage, Information and Referral
 - Virtual Volunteer Reception Center (vVRC)
 - Online clearinghouse for organizations with needs and volunteers/donations
 - Volunteer Reception Center
 - Physical location from which to coordinate needs and volunteers/donations

ESF 17: After an Emergency Event

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- Support recovery efforts
- Document community needs
- Attract spontaneous volunteers and donors
- Manage connections



ESF 17: Activation/Deployment Scenarios

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- Significant snow event takes place and ESF 17 rep is in EOC
 - Fields inquiries, provides information and referrals (e.g., civic association contacts for snow shoveling)
- Catastrophic event with widespread damage
 - County would typically utilize vetted resources first
 - **The Disaster Volunteer Registry** is a list of community members who would like to assist during a large-scale emergency when additional resources are needed.
 - **CERT** is a group of people organized as a neighborhood-based team that receives special training to enhance their ability to recognize, respond to, and recover from a major emergency or disaster situation.
 - Other trained groups like **Team Rubicon** could also be deployed.
 - **ESF 17 could open a vVRC or VRC to manage recovery efforts that are beyond the capacity of existing resources.**