Welcome

• Welcome and Introductions
  – Housekeeping
  – Zoom basics and etiquette

• Why We Are Here
  – Session is part of a series of workshops for the Bay Area region
  – Funded by Bay Area UASI
Session Objectives

• Explore the challenges, benefits and opportunities related to disaster volunteer management

• Look at lessons learned from current and past disasters

• Hear from a panel of speakers with lived experience working in this arena
1. Welcome and Introductions
2. Why We Are Here
3. Disaster Volunteer Management Basics
4. Volunteering During COVID Pandemic
5. What We Know From Other Events/Experiences
6. Q & A
7. Participant Evals and Closing Remarks
Volunteers Are A Powerful Force

This Photo by Unknown Author is licensed under CC BY-NC-ND
Givens about volunteers and disaster

- The need to respond to certain types of images is primal and CANNOT BE STOPPED, but can be managed.
- In catastrophic events, there is a real SHORTAGE OF LABOR initially.
- Social Media & Technology is a GAME CHANGER and makes it easier for people to self deploy quickly.
- Despite increasing efforts, the number of people who will register/pretrain to volunteer is small relative to the number of PEOPLE WHO WILL STEP UP during an event.
- The number of people who will register/pretrain SELDOM MEETS THE FULL NEED in a moderate to large event.
What Does It Take to Manage

1. Consistent, simple, frequent communication
2. Isolation and rapid deployment to high need/low skill labor jobs
3. A way to sort for specialized, high need skills
4. Clear, written instructions and smart use of on the ground leaders
Who should focus on Spontaneous Volunteers?

• Volunteer Centers, if there is one.

• Other Local Options – United Way; RSVP; UASI; Faith Coalition; Community Based Volunteer Agency

• State through California For All/Listos

• Qualifications – Understands volunteers; robust communication capacity; good relations with OES; simple systems for engagement
Silicon Valley Strong Crisis Volunteer Management

- City of San Jose +
- Silicon Valley Council of Nonprofits +
- Silicon Valley Talent Partnership/Joint Venture Silicon Valley
Volunteer Process
#SiliconValleyStrong

Community Needs
- Collecting needs from community organizations

Volunteer Intake
- Skilled Volunteers
- Virtual Volunteers
- Customer Support

Community Support
- "Boots on the Ground" Volunteers
  - Match + Refer
- "Turn Backs" CBO declining volunteers due to lack of PPE

SVCN

Joint Venture
- Skilled Volunteers
- Virtual Volunteers
- Customer Support
  - Match + Refer
<table>
<thead>
<tr>
<th>Silicon Valley Council of Nonprofits</th>
<th>City of San Jose Silicon Valley Strong</th>
<th>Joint Venture: Silicon Valley Talent Partnership</th>
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</thead>
<tbody>
<tr>
<td>• Collecting requests for support from community orgs into database (via outreach, email and hotline)</td>
<td>• Collecting ALL volunteer intake forms in database via SV Strong site</td>
<td>• Receive requests for virtual, skilled professional support from SVCN</td>
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<td>• Volunteer</td>
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<td>• Send virtual or skilled volunteer information to Floor/Ashley (SVTP)</td>
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City of San Jose Silicon Valley Strong

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Joint Venture: Silicon Valley Talent Partnership

- Receive requests for virtual, skilled professional support from SVCN
- Receive virtual volunteer forms from City SV Strong team
- Batch and match volunteers for referral to community organizations
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Nonprofit Skilled Volunteer Needs

- Database management
- Tutoring
- Translation
- Friendly callers/Wellness callers (various languages)
- Website development/coding
- Admin support
- Clinical psychologist
- IT/Tech support
- Supply Chain Management
- And more!
Matching and Vetting

- Volunteer application and nonprofit intake need to be CRYSTAL clear
- Upfront with nonprofit about expectations and roles

**Matched 35 skilled volunteers between May-September 2020**
Keys to Success

• Strong communication and relationship with partners
• Database organization (prioritization, tracking, tags)
• Helping nonprofits define needs and scope
• Open communication line to nonprofits
• Flexibility
Challenges

• Sharing of volunteer information between database platforms
• Getting updated volunteer lists/City staffing changes
• Clarity of scope from nonprofits
• Detailed vetting/follow through of volunteers
• Nonprofits requesting skilled volunteers for non-crisis related support
• Metrics and evaluation
• Outreach to nonprofits about the opportunity
Volunteers during COVID

Diane Zapata
Director of Volunteer Engagement
Before COVID

Clients served monthly: 240-250K
After COVID

Clients served: 500K per month
Partnerships
FY 20-21 Volunteer Hours – Food Sort
FY20: July 1, 2019 through June 30, 2020
Food Sort FY21
FY21: July 1, 2020 through June 30, 2021

![Bar chart showing food sort data by month for FY21 with volunteer and SJCC/NG categories.](chart.png)
To the wonderful agency/service:

Thank you very much for the care packages. They are greatly appreciated. This food is wonderful, but even more so is your time and consideration from your volunteer work.

Thank you again!
Stay safe and be well.

Rivka
Thank you
Catholic Charities of Santa Clara County

Food Distribution Program

CCSCC Parish-Disaster Relief / Second Harvest of Silicon Valley
Drive Through Grocery Distribution
Drive through Food Distributions

Catholic Charities of Santa Clara, and Second Harvest of Silicon Valley’s mission, is to due away with hunger. Their vision is to make sure everyone has access to healthy food when needed. These organizations and the communities of volunteers have come together to make sure we reach that vision.
Catholic Charities of Santa Clara County

Home Delivery Program
Safe Streets – Japantown Prepared
Japantown Prepared Safe From Hate Volunteer Safety Patrol Program

- Started in March 2021 due to anti-Asian Hate Crimes
- Based on the United Peace Collaborative program in San Francisco's China Town. Uses Facebook
- Attended an anti-hate rally at SJ City Hall
- Rich appealed to crowd for safety patrol volunteers – 7 people signed up
- Robert Handa NBC Bay Area interviewed me.
Volunteer Management

• After the initial news piece by NBC Bay Area, several news agencies interviewed me including Reuters
• 300 interest emails received – had to review and vet them all
• Created a YouTube training video and in-person training lesson plan
• Adopted the UPC liability waiver
• Set up a Google Calendar for scheduling – volunteers schedule themselves
• Set up a group text application so they volunteers can communicate with each other as a group.
Results

• Ended up with over 80 volunteers

• They covered most of the days of the week, focused on 10 – 3 pm when the seniors walk around Japantown

• Provided the volunteers with red vests, first aid kits and whistles

• Gave a presentation to the senior apartment complex after 2 women were pushed over. Not a hate crime but frightening

• Had a conflict between a lay safety patrol person and a security person. Had to resolve the philosophical differences.

• No hate crimes in Japantown. Volunteers dealt with mental people

• Asked to provide security for the Asian Pacific Film Festival
Administration

• Received about $8,000. in unsolicited donations from various groups and companies

• Due to no hate crimes, covid vaccine, herd immunity, society returning to normal, President Trump out of office (China Virus), stores/schools opening up, decided to end the program at the end of October.

• Had a volunteer/donor appreciation lunch celebration on Oct 16th. Over 45 people attended.
Making A Difference At Home and In the Office
ABOUT GIVE TO GET

For the last 25 years, we have been expanding social impact from an act of charity to an act of strategic advantage for business.

We have strategically designed and executed purpose to reinvigorate telecommunication brands in the US, UK and Australia, reconnect a legacy spirit brand to consumers in Latin America, provide a social license to operate for the largest soft-drink company in South Africa, align national/global workforces for media giants, and help refine the identity of the largest insurance company in the United States.

We are the only full-service social impact company that can align, plan, execute, and measure social impact across an enterprise.

We have a track record of making people better, brands better, and the world better.
Social Impact At-Home

1. Mailers assembled and safely packaged at our warehouse
2. Items arrive in home (average 4-5 days)
3. Volunteers create items and pack box/envelope for shipping (1-2 hours)
4. Items arrive at non-profit (4-5 days)

- Group volunteering video conference (15 minutes + live chat)
- Group interaction and promotion via social media
CASE STUDY: DISASTER PREPAREDNESS

Give To Get hosted 3 programs to support disaster and emergency preparedness in Northern California.

The client brought an existing relationship with their nonprofit partner, The American Red Cross, and Give To Get sourced, supplied, and managed these projects. Over 150 volunteers were engaged to help make a difference for individuals and families.

The projects were a combination of at-home and hybrid in person events.
IMPACT

Volunteers:
- 150 Volunteers
- 375 Volunteer Hours

Number of Donations:
- 500 Fire Relief Kits
- 250 Homeless Veterans Kits
- 500 Emergency Preparedness Kits for local schools
CHALLENGES AND SUCCESSES

CHALLENGES
- How to manage boxes arriving at non-profit
- Limited need for in-kind donations immediately following a disaster
- Ever changing needs
- Supply chain

SUCCESSES
- Over $15,000 in supplies donated
- Exposure to over 150 volunteers
- Education Sessions on Blue & Grey Sky Disasters and other ways to support
- Overwhelming excitement and support from volunteers
PREDICTIONS FOR 2022-ON

- At-Home programs will continue to be provided
- Hybrid models will increase to offer both options
- In person volunteer programs will come back
- Disaster preparedness events will continue to be a challenge and must happen prior to the event
- Nonprofits need to communicate with their corporate clients the needs and what they can not accept
CONNECT

Please contact Tory to learn more about these programs and which your nonprofit or corporation can partner!

Tory.Woods@givetoget.com
215.262.4043
GiveToGet.com
Questions?
Please complete the Zoom poll on screen while we close out today’s program.

South Bay Training Series 2021

COMMUNITY PREPAREDNESS TRAINING SERIES FOR SOUTH BAY HUB COUNTIES – 2021

This FREE series of interactive workshops for the UASI South Bay Hub (Santa Clara, Santa Cruz, Monterey and San Benito counties) will give nonprofit and community-based organizations (CBOs) the tools needed to be more prepared as an organization to meet the challenges of future disasters as well as on-going emergencies such as the current COVID-19 pandemic.

Course dates and session topics in the series are as follows:
- August 24 @ 9:30am – Agency Emergency Planning & Personal Preparedness for Staff & Volunteers
- September 7 @ 9:30am – Understanding the Incident Command System (ICS) for Nonprofits
- September 21 @ 9:30am – Continuity of Operations Planning
- October 5 @ 9:30am – Disaster Donations Management
- October 19 @ 9:30am – CBO and Government Coordination in Times of Emergency (Santa Clara County focus)
- November 2 @ 9:30am – Disaster Volunteer Management
- November 16 @ 9:30am – CBO and Government Coordination in Times of Emergency (Santa Cruz, Monterey, San Benito counties focus)
- December 7 @ 9:30am – Reducing Operations Liability PLUS
- November 5 @ 9:30am – Nonprofit Disaster Planning Technical Assistance Open Forum
- December 3 @ 9:30am – Nonprofit Disaster Planning Technical Assistance Open Forum

The workshops series is led and facilitated by Collaborating Agencies Disaster Relief Effort (CADRE), the Santa Clara County YCRA (Voluntary Organizations Active in Disaster) affiliate. The workshops are sponsored by the Urban Area Security Initiative (UASI). To register, please visit www.batex.org

For More Information
Please contact Anna Swiderski, CADRE Director of Planning, Training and Community Resilience at admin@cadre.org or 408-577-2175

Please note: This series will benefit nonprofit service providers and community-based organizations who want to better prepare and plan to meet emergency and disaster needs of their clients, consumers, volunteers, and staff. Curriculum content will include planning considerations and lessons learned from the ongoing COVID-19 pandemic.

Prerequisites
NONE
Regional Training Series 2021

FREE Classes for Non Profit and Faith Based Organizations
Part of a series of panels to enhance non profit, community based and faith based organization’s disaster coordination efforts

Resource Access for Non-Profits and Faith Based Communities
Come hear from government and foundation specialists about accessing resources during a disaster. Speakers from the SF Foundation, Northern California VOAD, and United Policyholders will address topics such as how foundations can support disaster response expenses for nonprofits, the benefits of being part of voluntary organizations active in disaster chapters, and insurance support for nonprofit organizations.

Presented by SF CAFR
August 25, 10am - 11:30, via Zoom
Register: https://zoom.us/meeting/register/tJMrce5-AUYtGdjojTGrGlC1eW54-5AxyHbli7bY627w

Upcoming Trainings in this series:
Access and Functional Needs Resources for Non-Profits and Faith Based Communities
Come hear from non profit specialists about creating inclusive plans now for use during a disaster. How can you be more inclusive in your disaster response?
Presented by Alameda County VOAD and Peoples U
September 14 AND 16, 12:00 Noon - 1:00pm, via Zoom
Register: https://bit.ly/2xqpoWf

Disaster Donations Management for Non-Profits and Faith Based Communities
Learn key principles of Donations Management from Christelle Serfant, Director of the Pacific Region, Adventist Community Services, member of National Voluntary Organizations Active in Disaster (VOAD) Board of Directors. Shi has served as subject matter expert in donations and volunteer management in 36 states, Guam, Spain, and Canada.
Presented by CADRE
October 5, 9:00am – 10:30am, via Zoom
Register: https://www.cadresw.org/event/disaster-donations-management-regional-training/

COAD & VOAD Models for Long Term Recovery Groups for Non-Profits and Faith Based Communities
Come hear from disaster non profit experts on managing a Long Term Recovery Group and how it relates to Community/Voluntary Organizations Active in Disaster (COAD). How can your COAD prepare now to support a LTR in your community?
Presented by CALF
November 9, 9:30am - 11:00am, via Zoom
Register: https://bit.ly/3iIcQkI

Please complete the Zoom poll on screen while we close out today’s program….
South Bay Technical Assistance

Please complete the Zoom poll on screen while we close out today’s program…. 
Closing Remarks

Let us know what other workshop topics you would like to see covered in the future...

Please complete the Zoom poll on screen while we close out today’s program....
THANK YOU!