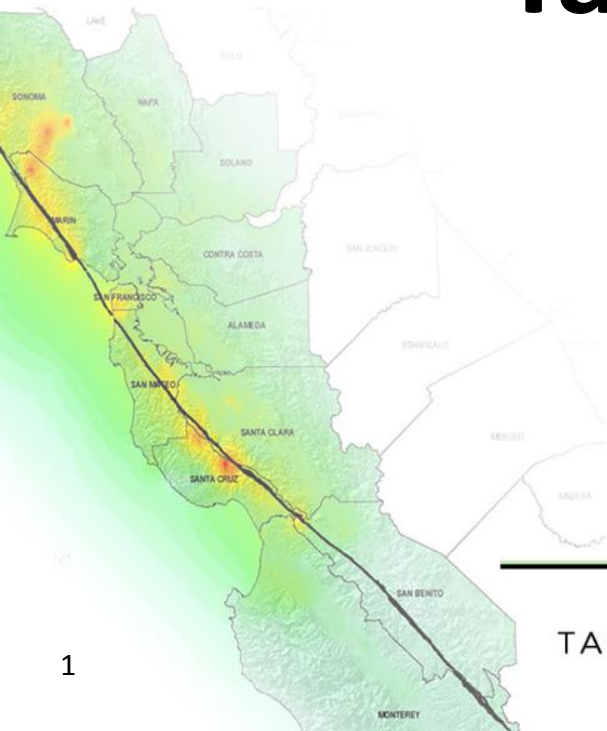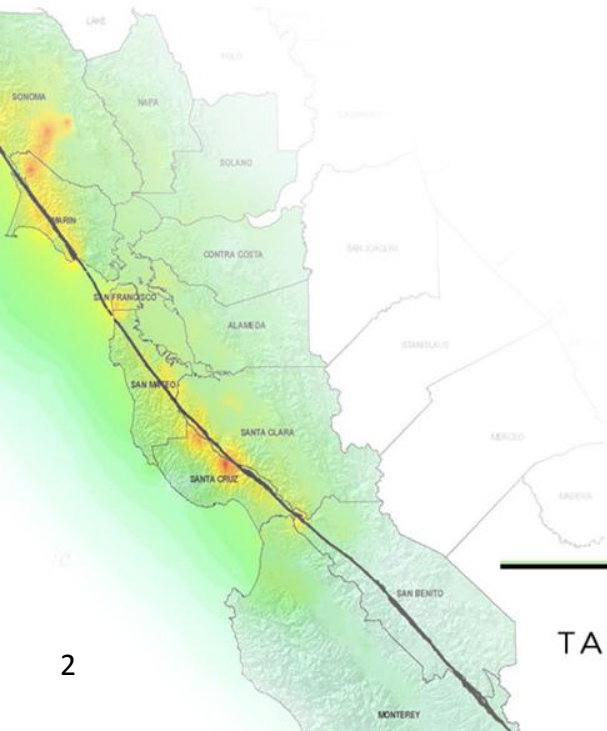# Volunteer Management Tabletop Exercise

August 1, 2013

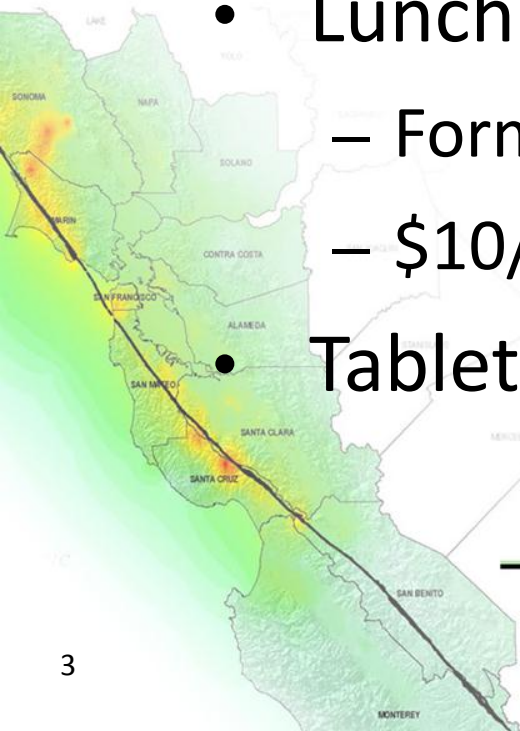TABLETOP EXERCISE

Opening, Introductions, & Overview

TABLETOP EXERCISE

Welcome and Opening Remarks

- Sign In
- RCPGP Regional Match and Time Collection Forms
- Lunch Ordered?
  - Forms Needed ASAP
  - $10/per person
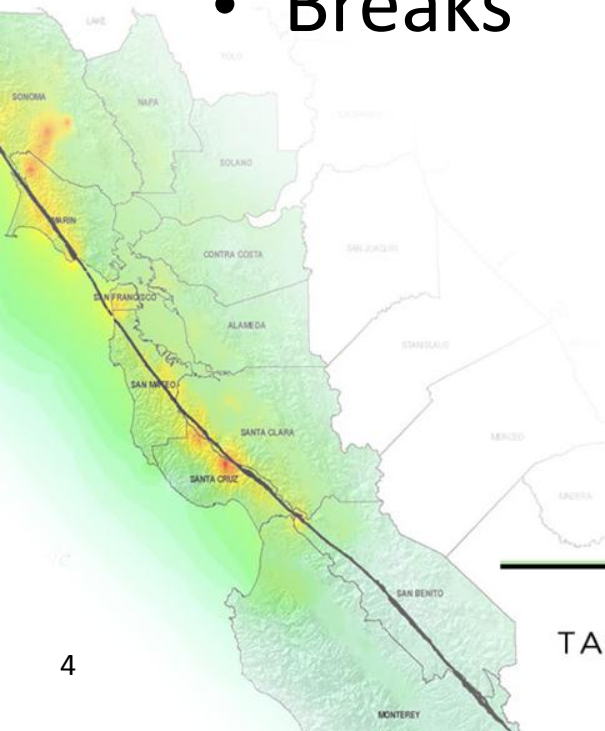- Tabletop Exercise – Materials Folder

TABLETOP EXERCISE

Housekeeping

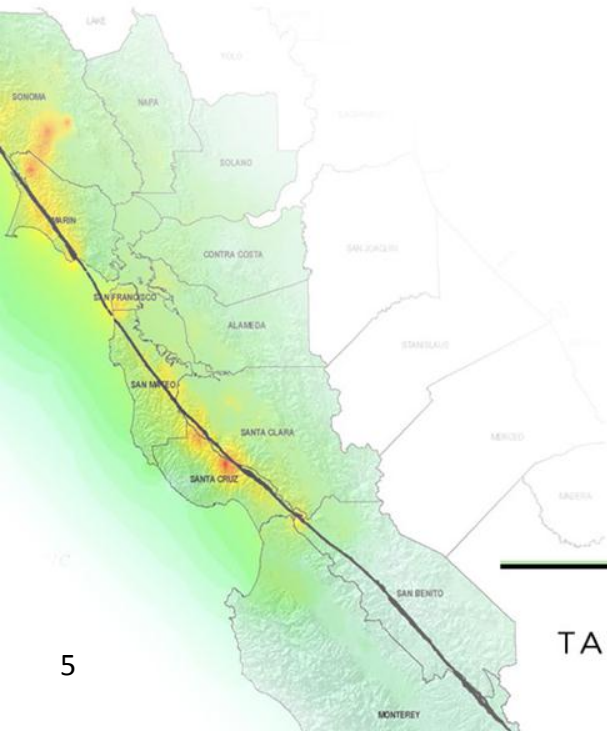- Restrooms

- Silence cell phones

- Emergencies

- Breaks

TABLETOP EXERCISE

Introductions

- Bay Area UASI

- Facilitators

- Participants

TABLETOP EXERCISE

Agenda

0900	Registration
0930	Welcome and Opening Remarks
0935	Introductions
0945	Exercise Overview
1000	**Module 1: Comprehensive Plan Review**
1045	Break
1100	**Module 1: Comprehensive Plan Review (cont.)**
1145	Lunch Break
1215	**Module 2: Tabletop Discussion**
1300	**Module 2: Tabletop Discussion**
1345	Break
1400	**Module 2: Tabletop Discussion**
1445	Hot Wash
1455	Next Steps
1500	Closing Comments
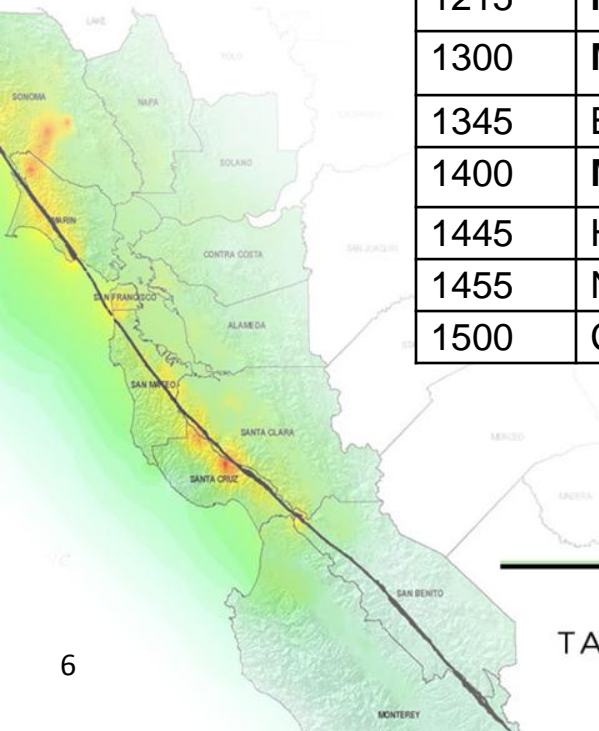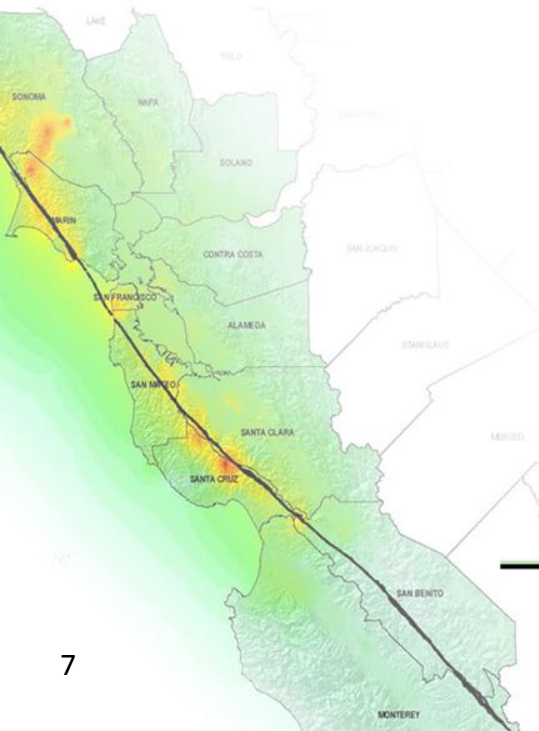
TABLETOP EXERCISE

Situation Manual

CAL OES

BAY AREA
URBAN AREAS SECURITY INITIATIVE

**Volunteer Management
Tabletop Exercise
Situation Manual**

August 1, 2013

TABLETOP EXERCISE

Exercise Scope

- This is a six-hour, discussion-based exercise
- The tabletop exercise follows the Homeland Security Exercise and Evaluation Program (HSEEP) methodology and documentation
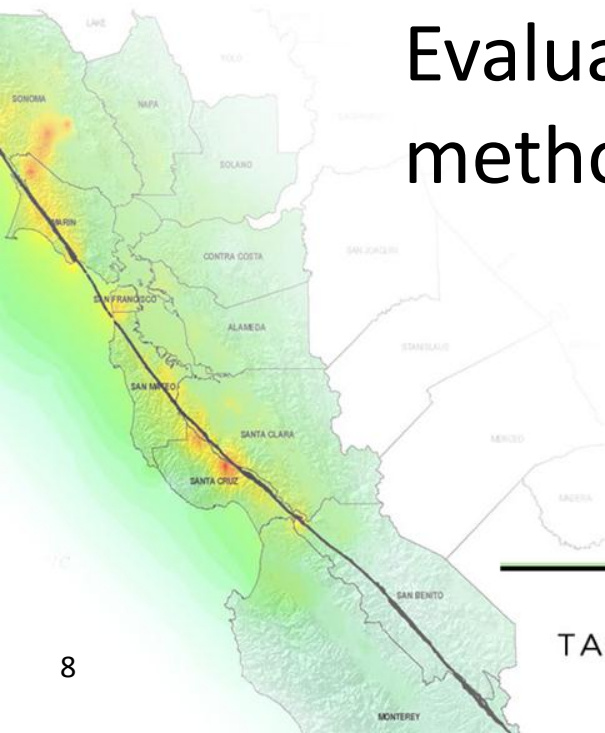
TABLETOP EXERCISE

Exercise Purpose

To review and vet the relationship of the *RCPGP Regional Catastrophic Volunteer Management Plan* to the Federal, State, and local plans that address volunteer management.
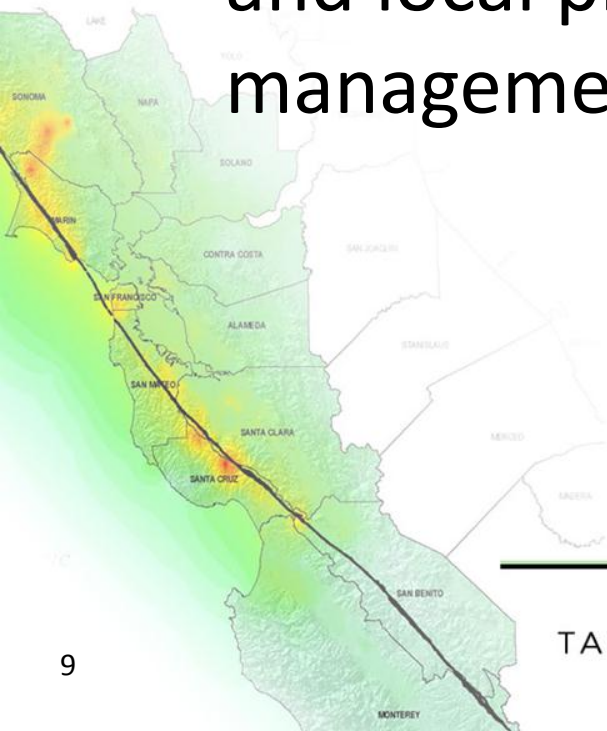
TABLETOP EXERCISE

Exercise Guidelines

- This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, are expected.

- Respond to the scenario using your knowledge of current plans and capabilities (i.e., you may use only existing assets) and insights derived from your training.

- Decisions are not precedent setting and may not reflect your organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.

- Issue identification is not as valuable as suggestions and recommended actions that could improve response efforts. Problem-solving efforts should be the focus.

TABLETOP EXERCISE
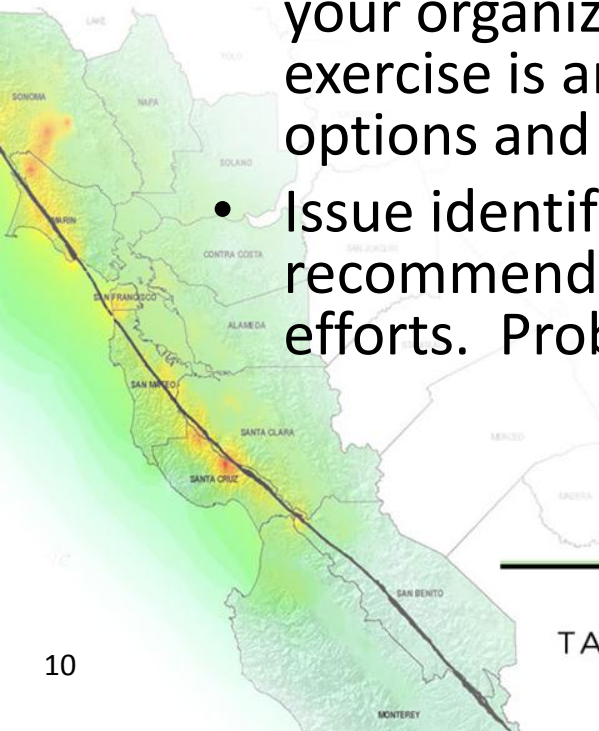
Mission Areas

- Response
- Recovery

Core Capabilities

- Public and Private Services and Resources
- Operational Coordination
- Intelligence and Information Sharing
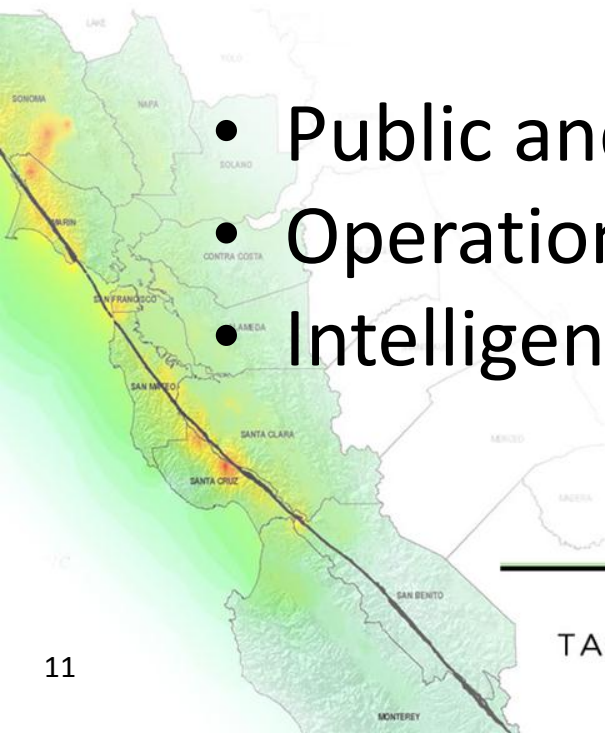
TABLETOP EXERCISE

Overarching Exercise Objectives

- Review the Plan to vet and align Federal, State, and local government
  - Roles & Responsibilities
  - Notification & Activation Procedures
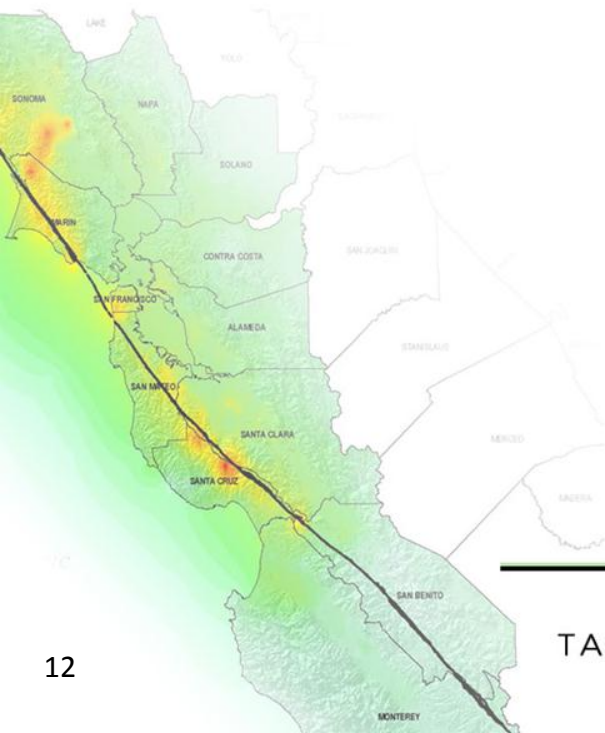
TABLETOP EXERCISE

Overarching Exercise Objectives (cont'd)

- Discuss critical elements identified during Golden Guardian 2013

- Identify gaps, develop recommendations for adoption of RCPGP Plans as Annexes to RECP and local EOPs
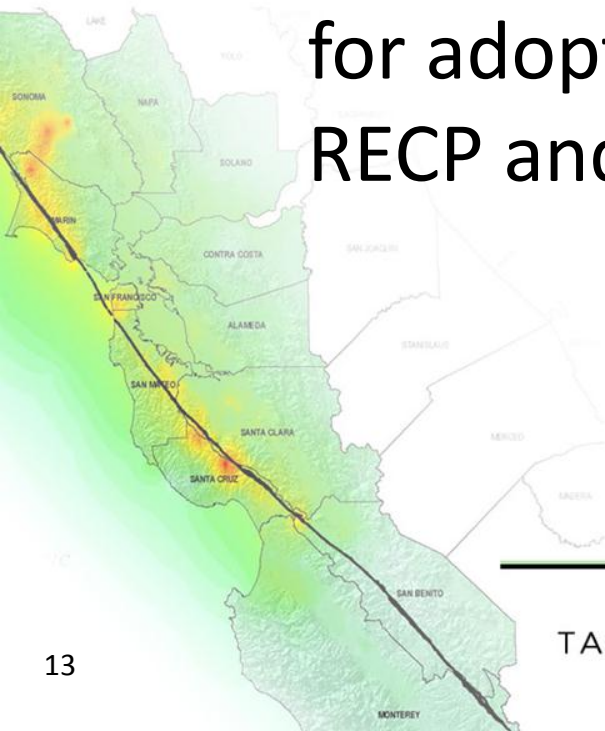
TABLETOP EXERCISE

Objectives of this Exercise

1. Review the roles and responsibilities of critical agencies and organizations identified in the *Regional Volunteer Management Plan*.

2. Review and assess the communication and coordination capabilities for volunteer management at all levels of government.

TABLETOP EXERCISE

Objectives of this Exercise (cont'd)

3. Review the effectiveness of information sharing between entities at various levels of government.

TABLETOP EXERCISE

Module 1:

Comprehensive Plan Review
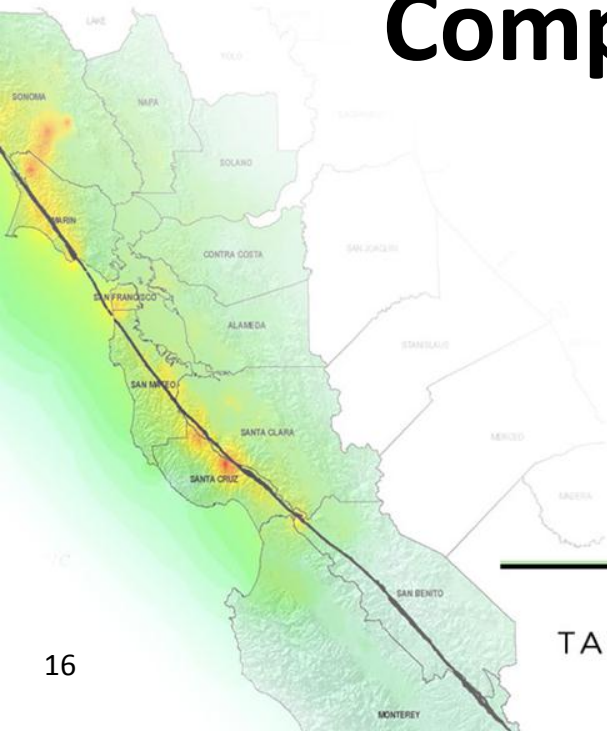
Plan Relationships

TABLETOP EXERCISE

Emergency Plan Relationships

Federal ▶ State ▶ Region ▶ Operational Areas ▶ Local Governments

FEMA
National Response Framework (NRF), *2013*

Emergency Support Functions (ESFs), *2008*

California Catastrophic Incident Base Plan (CONOP) *2008*

CALIFORNIA
State of California Emergency Plan (SEP)

Emergency Functions (EFs)

Coastal Region

Regional Emergency Coordination Plan (RECP), *2007*

Regional Catastrophic Earthquake Plans (RCPGP), *2011*

RECP Subsidiary Plans

• **San Francisco Bay Area Earthquake Readiness Response: Concept of Operations Plan (CONPLAN)***
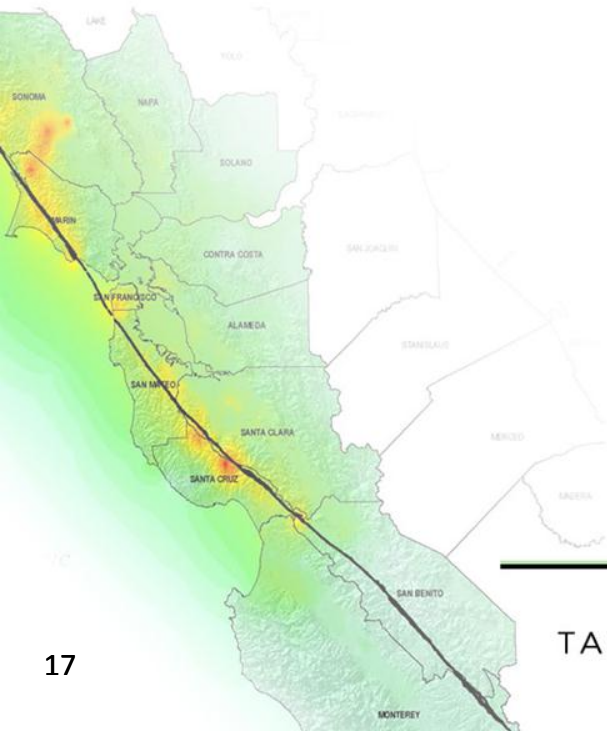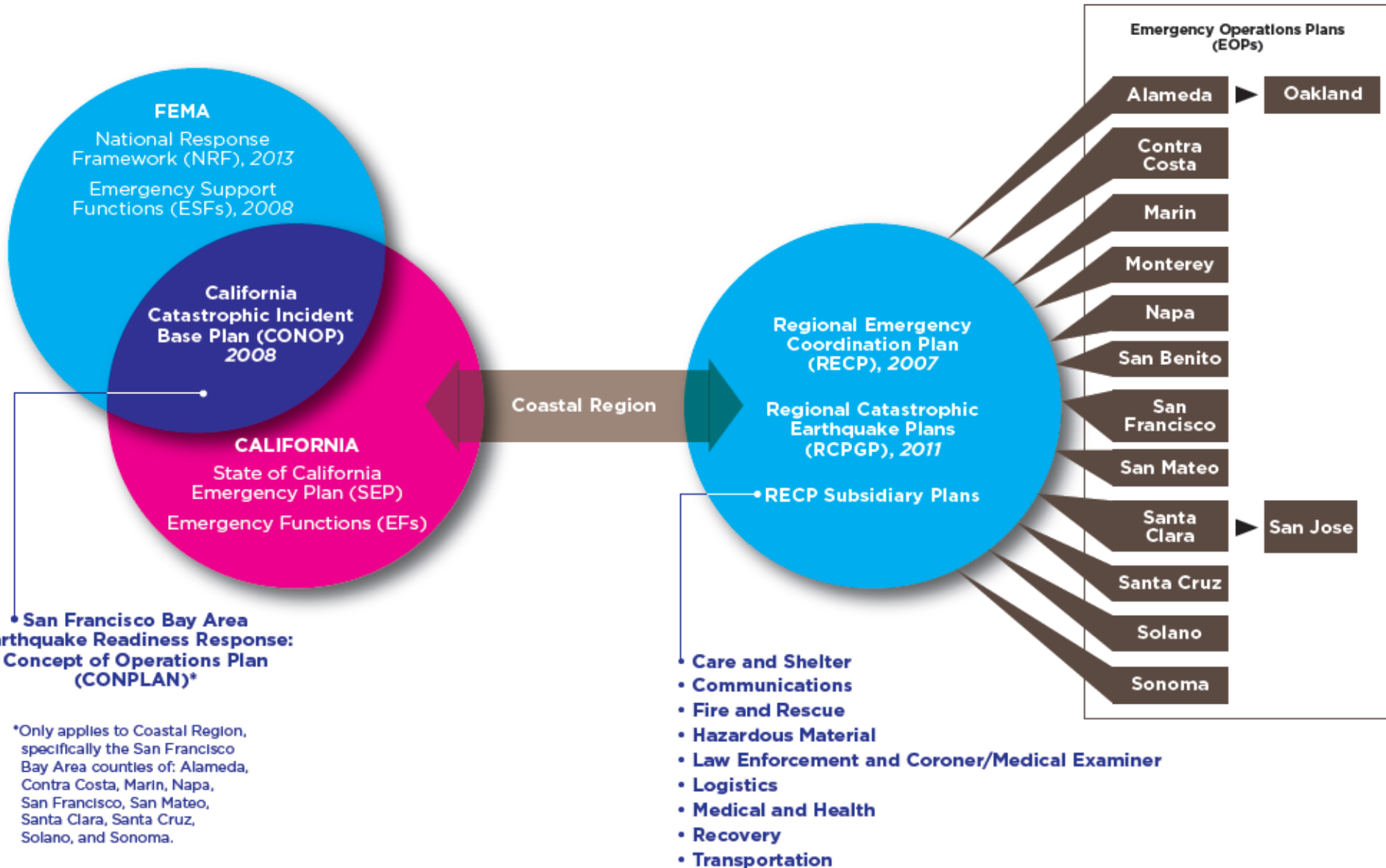
*Only applies to Coastal Region, specifically the San Francisco Bay Area counties of: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma.

• **Care and Shelter**
• **Communications**
• **Fire and Rescue**
• **Hazardous Material**
• **Law Enforcement and Coroner/Medical Examiner**
• **Logistics**
• **Medical and Health**
• **Recovery**
• **Transportation**

Emergency Operations Plans (EOPs)

Operational Area	Local Government
Alameda	▶ Oakland
Contra Costa	
Marin	
Monterey	
Napa	
San Benito	
San Francisco	
San Mateo	
Santa Clara	▶ San Jose
Santa Cruz	
Solano	
Sonoma	

Volunteer Management Plan Relationships

Federal ► State ► Region ► Operational Areas ► Local Governments

FEDERAL
Volunteer and Donations
Management Support Annex
(Annex to NRF)

CALIFORNIA
CA - EF 17, Volunteer
and Donations
Management

Coastal Region

**Regional Volunteer
Management Plan**

**Operational Area
Volunteer
Management Plans
(Annexes to EOPs)**

Alameda

Contra
Costa

Marin

Monterey

Napa

San Benito

San
Francisco

San Mateo

Santa
Clara

Santa Cruz

Solano

Sonoma
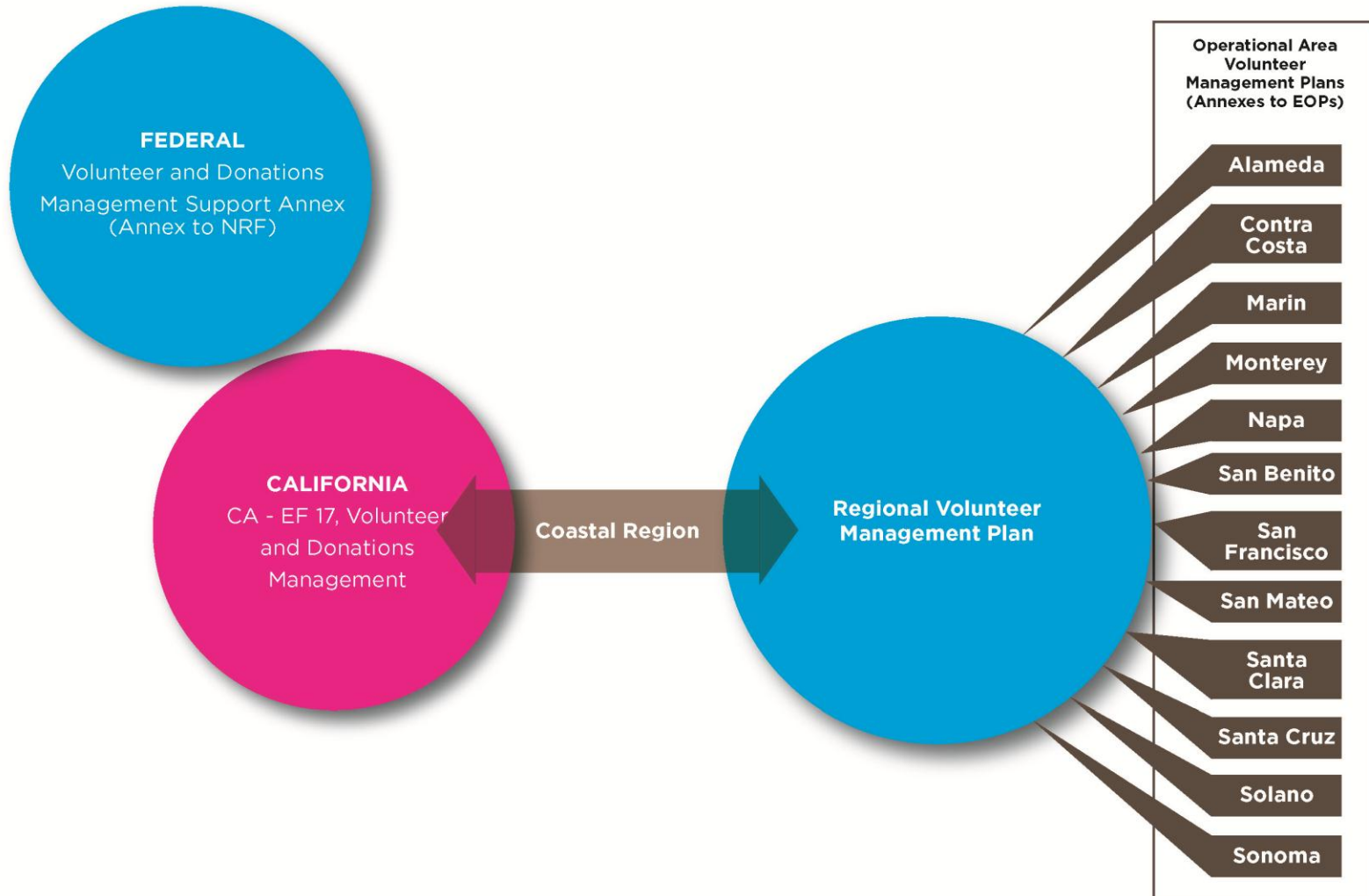
National Response Framework (2008) and (2013)

- Guidance for national response to all types of disasters and emergencies

- Built on NIMS to be scalable, flexible, and adaptable.

- "Whole Community" preparedness concept incorporated into 2013 version

- One of five planning mission area frameworks: Prevention, Protection, Mitigation, Response, and Recovery

- Volunteer and Donations Management Support Annex http://www.fema.gov/library/viewRecord.do?id=7371

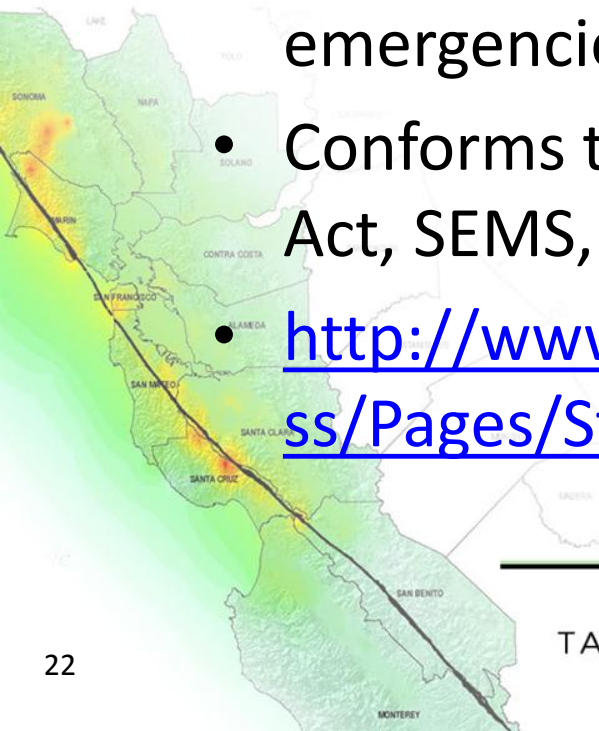TABLETOP EXERCISE
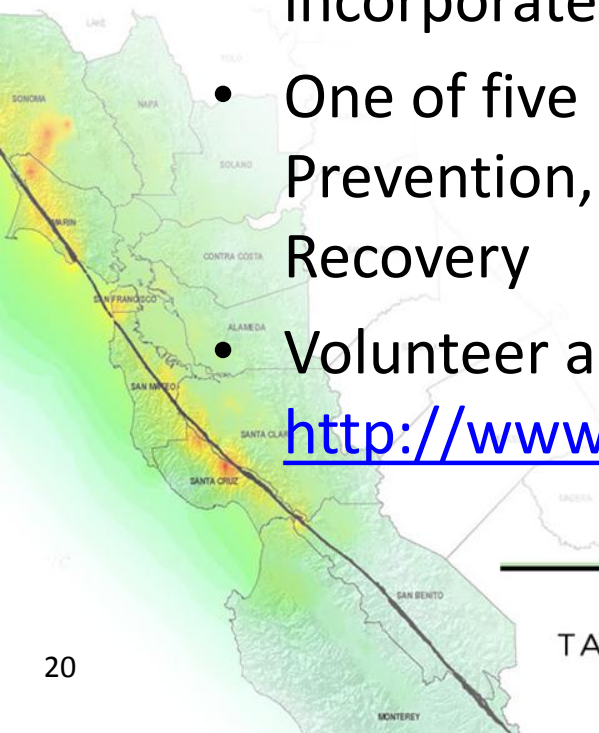
Emergency Support Function (ESF) Annexes

- 15 annexes to the NRF that describe the capabilities of Federal departments and agencies and other national-level assets by function

- Annexes define primary and supporting Federal organizations and responsibilities

- No ESF for Volunteer Management

- http://www.fema.gov/national-preparedness-resource-library

TABLETOP EXERCISE
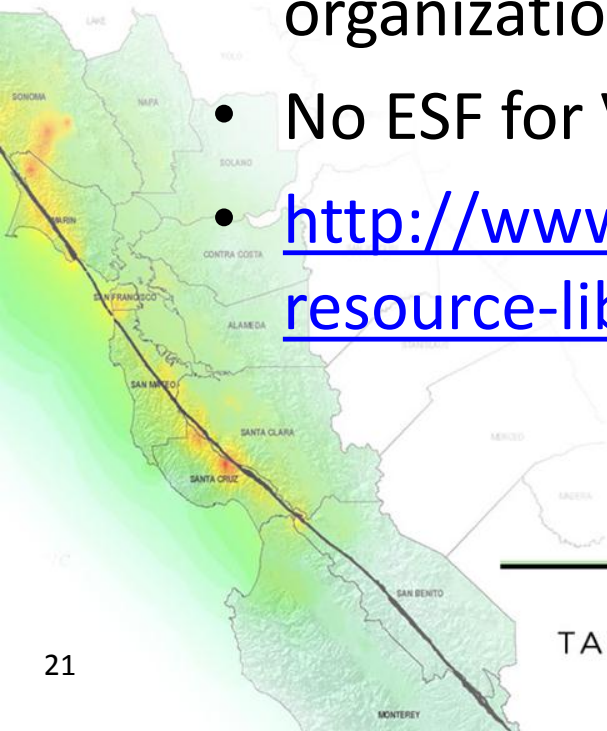
State of California Emergency Plan (SEP) [2009]

- Provides overall framework for State, Federal, local, and tribal governments, and the private sector to work together to mitigate against, prepare for, respond to, and recover from the effects of emergencies and disasters

- Conforms to requirements of Emergency Services Act, SEMS, NIMS, and the NRF
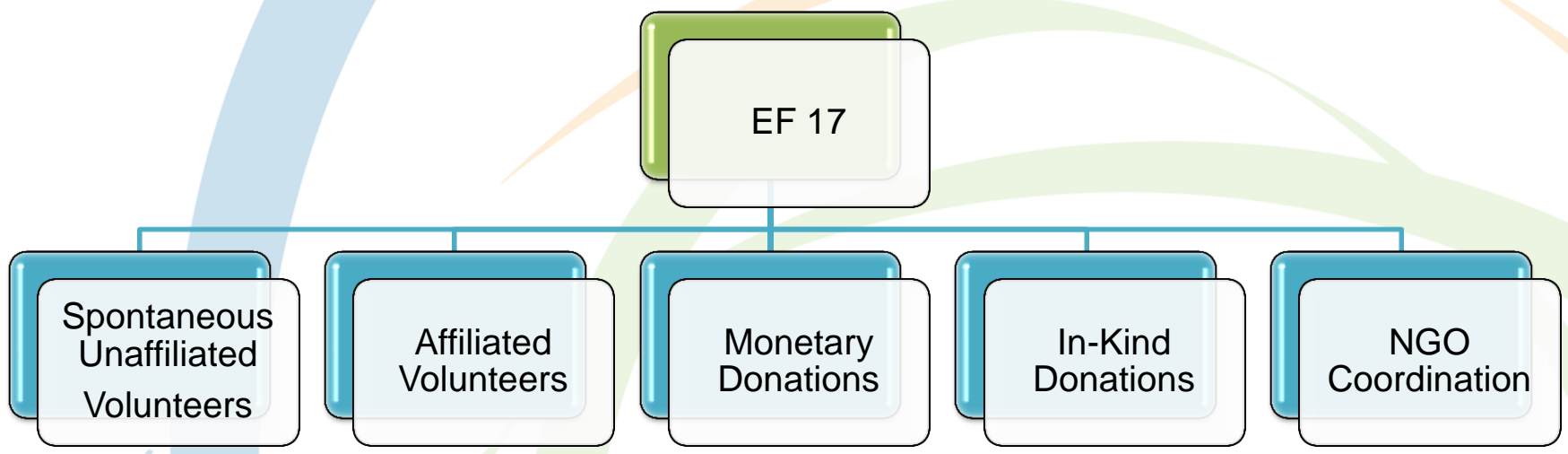
- http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx

TABLETOP EXERCISE

California Emergency Function (EF) Annexes (2013)

- SEP establishes 18 CA-EFs and lead agencies for each
- Each CA-EF represents an alliance of public and private sector stakeholders who possess common interests and share responsibilities for emergency management functions
- Intended to operate across the five mission areas: Prevention, Protection, Mitigation, Response, and Recovery and emergency management phases
- http://www.calema.ca.gov/PlanningandPreparedness/Pages/Emergency-Functions.aspx

TABLETOP EXERCISE

Volunteer & Donations Management Emergency Function 17

August 1, 2013

Scope of EF 17

EF 17
- Spontaneous Unaffiliated Volunteers
- Affiliated Volunteers
- Monetary Donations
- In-Kind Donations
- NGO Coordination

CaliforniaVolunteers vs. EF #17

CaliforniaVolunteers

Disaster Volunteering and Preparedness

- Citizen Corps
- Disaster Planning, Response, & Recovery
- Monetary Donations
- Disaster Volunteer Network
- Spontaneous Volunteer Coordination
- NGO Capacity Building

AmeriCorps Programs

Business Partner Program

Coordination
Communication
Reporting

EF #17 – Volunteer and Donations Management

Information Sharing

Resource Identification

Collaboration

Organizational Structure

- Lead Agency - CaliforniaVolunteers

- Advisory Council – Executive Level Leadership

- Working Group – Diverse group tasked with reviewing and providing comments on work products

- Task Groups – As needed

- Stakeholder Community

Stakeholder Community - Examples

- State Agency Volunteer Programs

- National Service Organizations

- K-12 & Higher Education

- Business Volunteer Groups

- Spontaneous Unaffiliated Volunteers

- National Voluntary Organizations

- Community Based Organizations

- Faith Communities

- Local Government Affiliated Volunteer Groups

Activities

- Affiliated Volunteers

- Spontaneous Unaffiliated Volunteers

- Monetary Donations

- In-Kind Donations

- NGO Coordination

EF 17 Next Steps

- Develop draft Concept of Operations

- Host Statewide Workshops in 2014 to gather input on:

  - EF 17 Concept of Operations

  - Monetary Donations Strategy

  - Volunteer Coordination

  - SUV Management

  - NGO Coordination

Contact Information

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www.CaliforniaVolunteers.org

San Francisco Bay Area Earthquake Readiness Response: Concept of Operations Plan (2008)

- Referred to as the CONPLAN
- Describes the joint response of the State and Federal governments to a **M** 7.9 earthquake on the San Andreas Fault in the Bay Area
- Does not describe the specific response efforts of these entities, but does describe the resources that will be deployed by the Federal government
- Does not address Volunteer Management
- http://www.calema.ca.gov/PlanningandPreparedness/Pages/Documents%20and%20Publications.aspx

TABLETOP EXERCISE
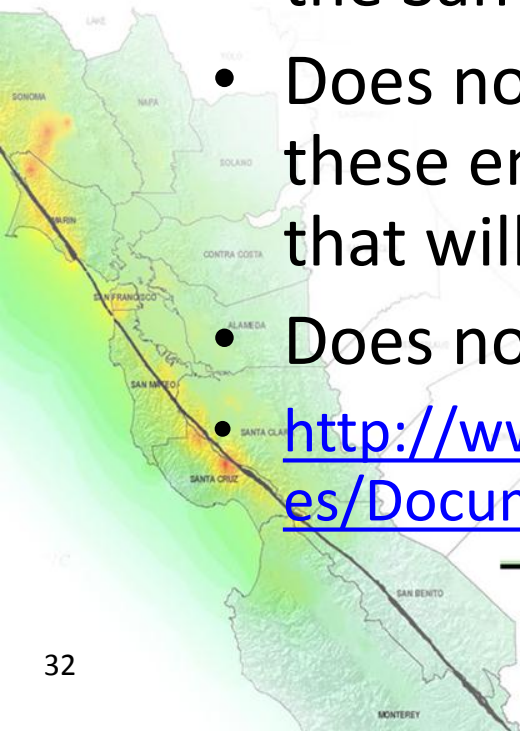
California Catastrophic Incident Base Plan: Concept of Operations (CONOP) [2008]

- Establishes a concept of operations for the joint Federal-State response to, and recovery from, a catastrophic incident in California

- Identifies the joint State/Federal organization and operational framework that supports affected Operational Areas and local governments in the incident area

- http://www.calema.ca.gov/PlanningandPreparedness/Pages/Documents%20and%20Publications.aspx

TABLETOP EXERCISE
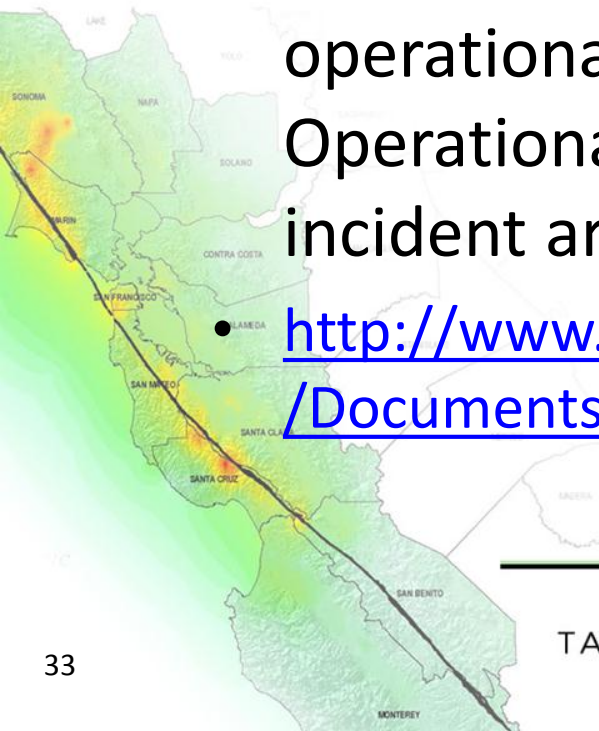
Regional Emergency Coordination Plan (RECP) [2007]

- Provides an all-hazards framework for collaboration and coordination among responsible entities

- Defines procedures for regional coordination, collaboration, decision-making, and resource sharing

- Describes the formation, and roles and responsibilities, of a Regional Coordination Group (RCG)

- Authorizes creation of Task Forces

- Consists of Base Plan and nine Subsidiary Plans

- http://www.calema.ca.gov/RegionalOperations/Pages/Plans-for-Coastal-Region.aspx

TABLETOP EXERCISE

RCG– General Description

- May be convened by REOC Director to provide guidance on decisions regarding the allocation of resources and coordination of response activities

- Consists of relevant Branch Coordinators of the REOC Operations Section, Operations Section Chief, REOC Director, Operational Area representatives, and SMEs

- Meetings held by conference call or videoconferencing

TABLETOP EXERCISE
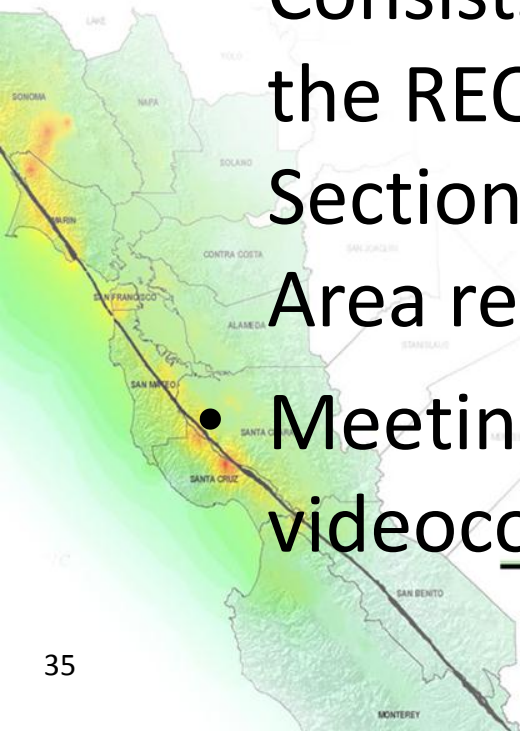
RCG– Purpose

- Allows the REOC Director to initiate a dialogue with Operational Area EOC Directors

- Gives Operational Areas an opportunity to provide input for important decisions

- Focuses on and provides a discussion forum for allocation of resources, key decisions, and unmet Operational Area priorities

- Intended to address specific local government priorities and resource gaps

TABLETOP EXERCISE
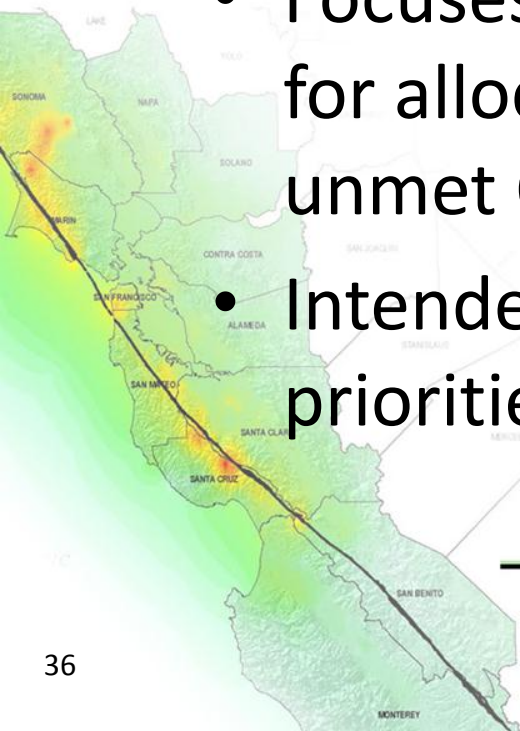
RCG– Calls

- Usually at the initiation of response operations to establish contact with Op Area EOC Directors

- When necessary to focus on a specific topic

- When situation dictates regular contact

- When one or more Op Area EOC Directors requests that the group be convened (subject to approval by REOC Director or designee)

TABLETOP EXERCISE
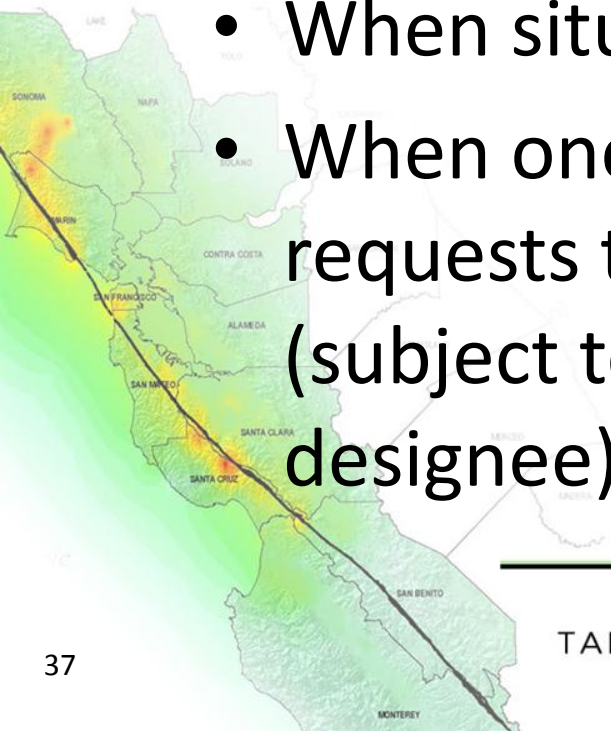
Task Forces

- Convened by REOC Director

- To address complex, multi-disciplinary issues

- Composed of local, State, Federal, and NGO representatives

- Activated when immediate solutions are required

- Analyses and recommendations go to REOC Director or to the RCG

TABLETOP EXERCISE
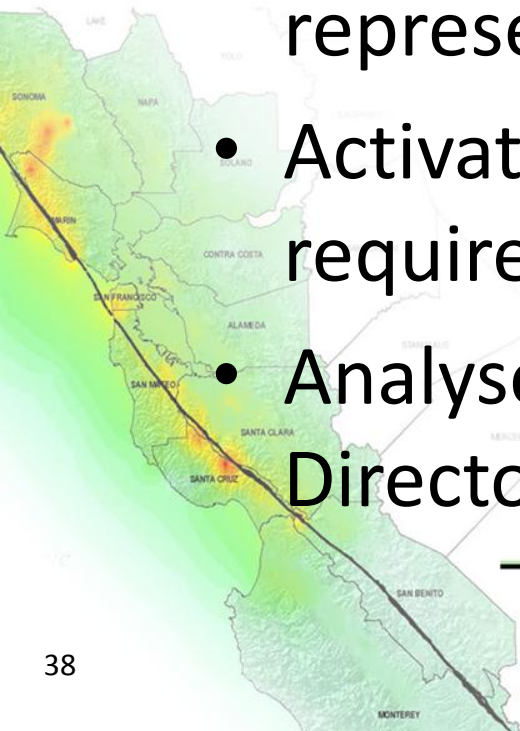
RECP Subsidiary Plans

- Support the RECP Base Plan by providing function-specific frameworks for coordination among the Coastal Region REOC, Coastal Region Operational Area EOCs, and the State Operations Center

- Provide an overview of the roles and responsibilities of agencies responsible for specific functional activities and specific guidance for the REOC in the event of a regional emergency

- There is no subsidiary plan for Volunteer Management

- http://www.calema.ca.gov/RegionalOperations/Pages/Plans-for-Coastal-Region.aspx

TABLETOP EXERCISE
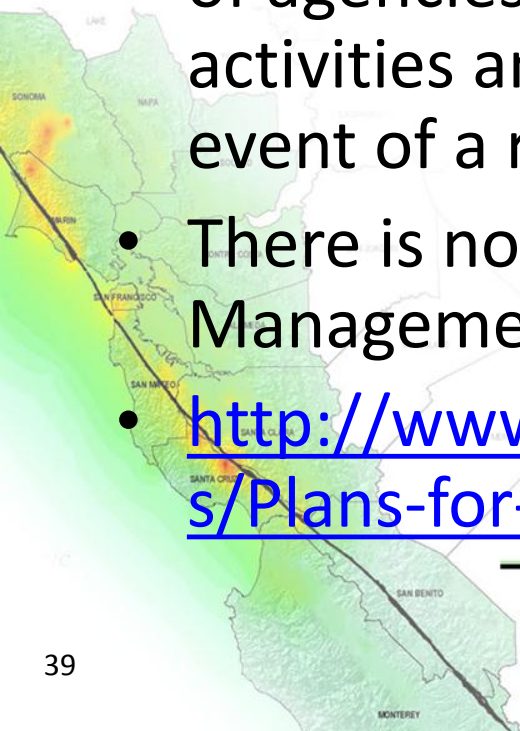
Regional Catastrophic Earthquake Volunteer Management Plan (2011)

- Provides a concept of operation for the SF Bay Area for the coordination of spontaneous and affiliated volunteers
- Addresses volunteer coordination in the REOC, specifically:
  - Coordination and communication
  - Resource management
  - Information management
  - Coordination with public information
- Identifies roles and responsibilities, time-based objectives, and a response timeline
- http://www.bayareauasi.org/resources/plans-reports?page=2

TABLETOP EXERCISE
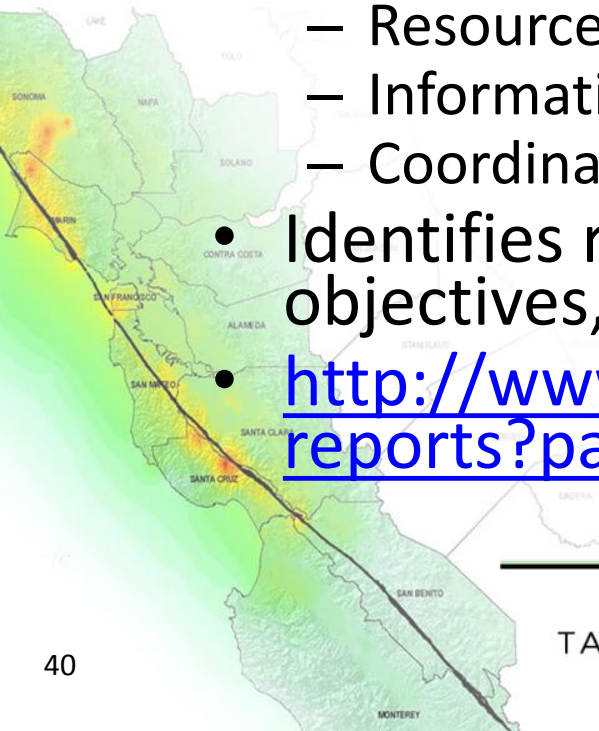
Operational Area Catastrophic Earthquake Volunteer Management Plans (2011)

- Provides guidance for volunteer management operations occurring within an Operational Area after a catastrophic earthquake

- Developed under the Regional Catastrophic Preparedness Grant Program as part of the same effort that developed the *Regional Catastrophic Earthquake Volunteer Management Plan*

- Consistent with the *Regional Volunteer Management Plan*

- Owned and maintained by the OAs and are annexes to their Emergency Operations Plan (EOPs)

TABLETOP EXERCISE
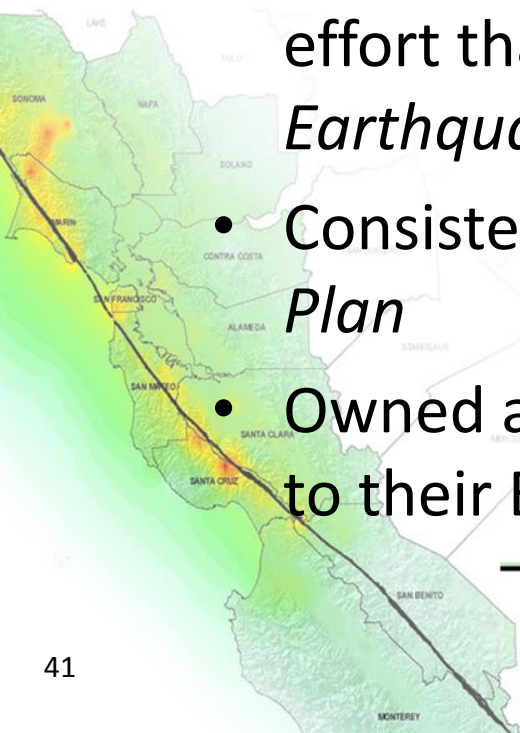
Core City Catastrophic Volunteer Management Plans (2011)

- Developed for the cities of San Francisco, Oakland, and San Jose

- Special attention was given to the planning effort of Alameda and Santa Clara counties to promote consistency across those plans

- Owned and maintained by the cities and are annexes to their EOPs
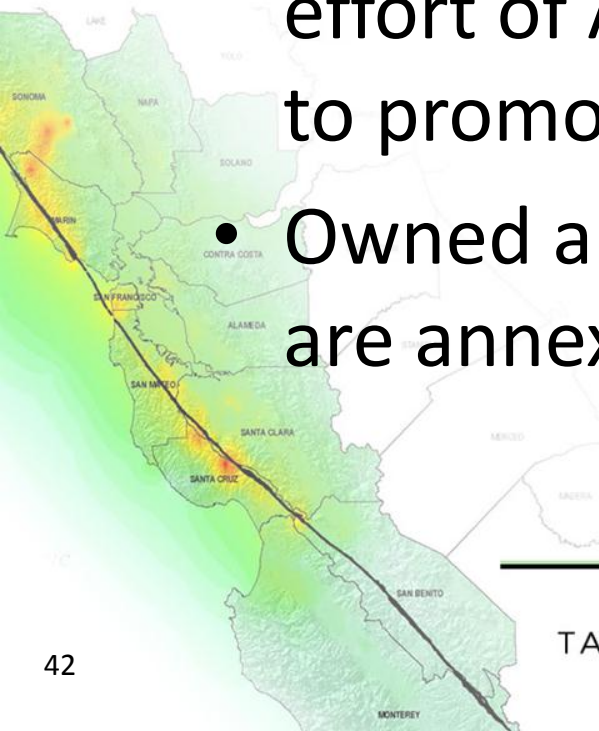
TABLETOP EXERCISE

BREAK – 15 Minutes
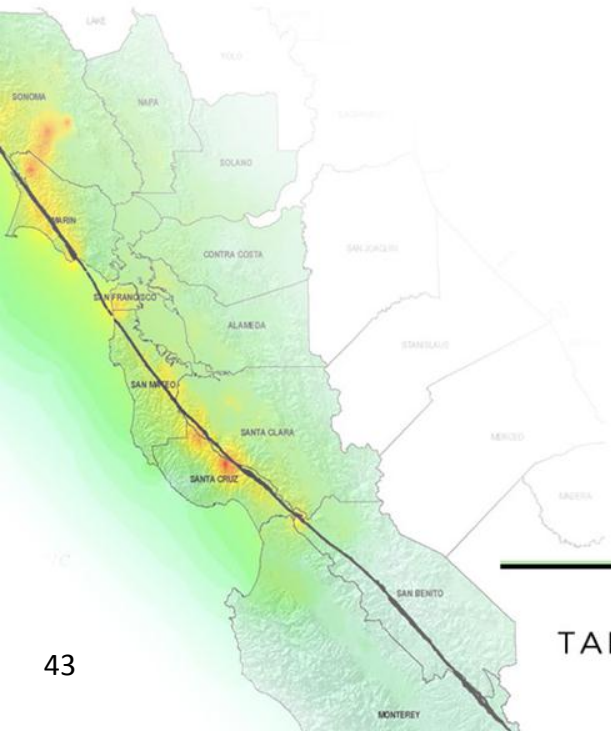
TABLETOP EXERCISE

RCPGP

Volunteer Management Plan
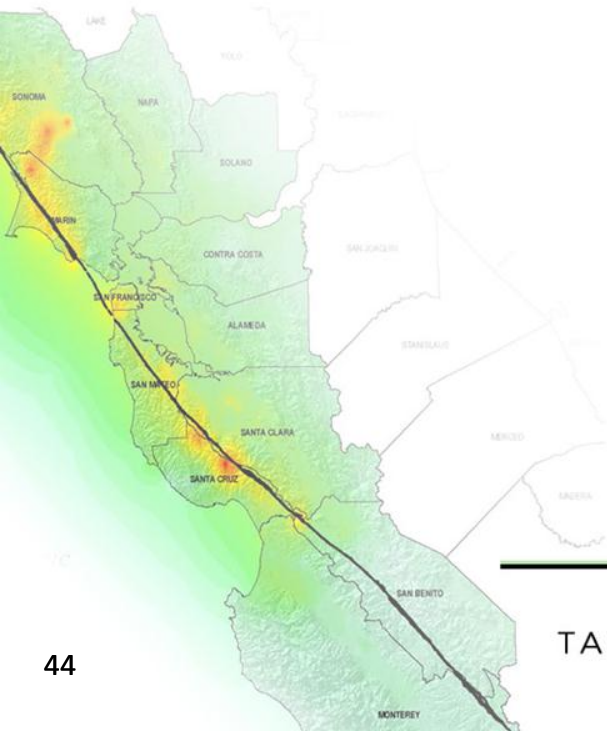
TABLETOP EXERCISE

Plan Overview

- Section 1 – Introduction
- Section 2 – Definitions
- Section 3 – Situation and Assumptions
- Section 4 – Preparedness
- Section 5 – Operational Priorities, Objectives, and Tasks
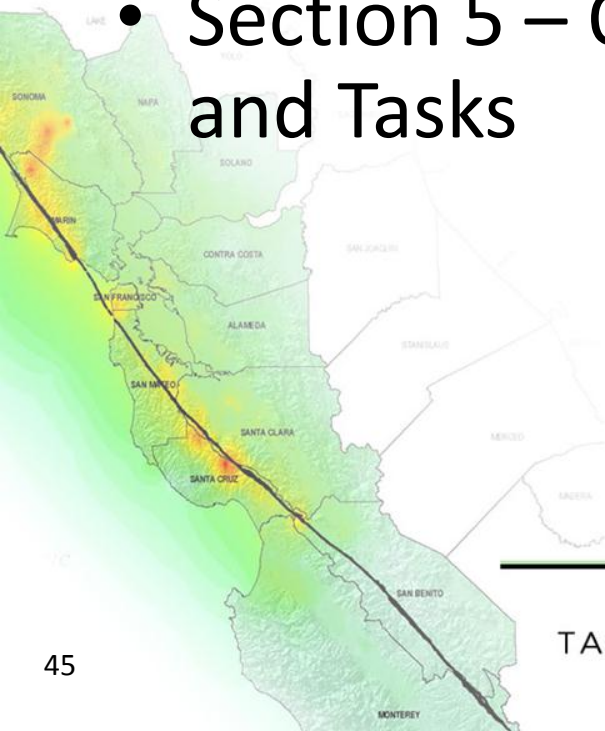
TABLETOP EXERCISE

Plan Overview

- Section 6 – Roles and Responsibilities
- Section 7 – Regional Response Concept of Operations
- Section 8 – Recovery
- Section 9 – Plan Maintenance
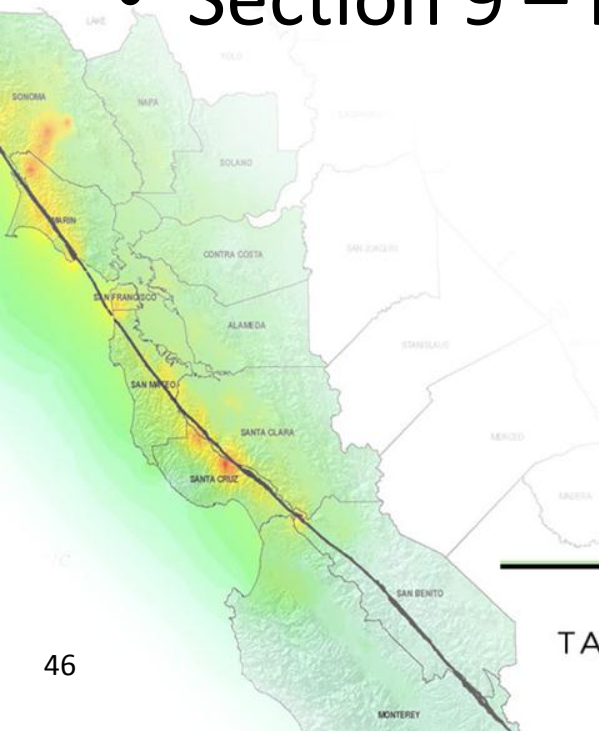
TABLETOP EXERCISE

Purpose

- Starting point for building emergency volunteer coordination system

- Framework for coordination among all levels of government within State during activation

- What it is not:

  - An operational document

  - A job aid

  - Procedure or protocol for volunteer coordination

TABLETOP EXERCISE
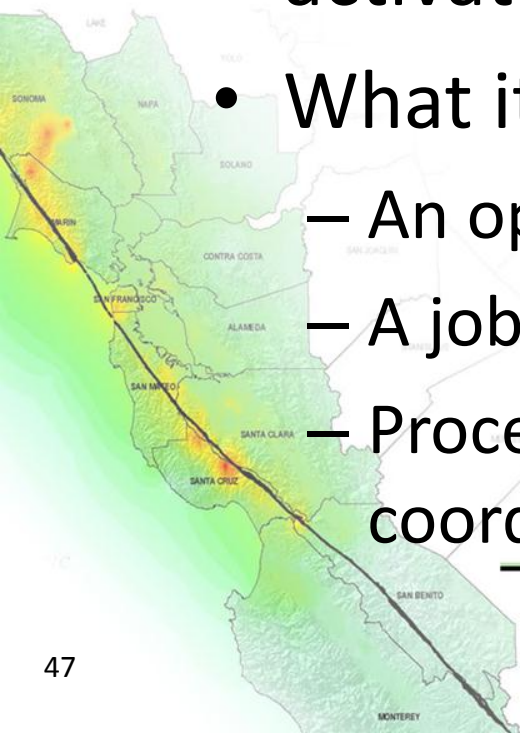
Regional Plan Scenario
Catastrophic EQ: 7.9, San Andreas Fault

- Displaced households: 404,300
- People seeking shelter: 331,400
- 500,000 households without electricity
- 1.8 million households without potable water
- 7,000 fatalities
- 50 million tons of debris
- Over one million people requiring transportation assistance because of hazardous conditions or dislocation

TABLETOP EXERCISE
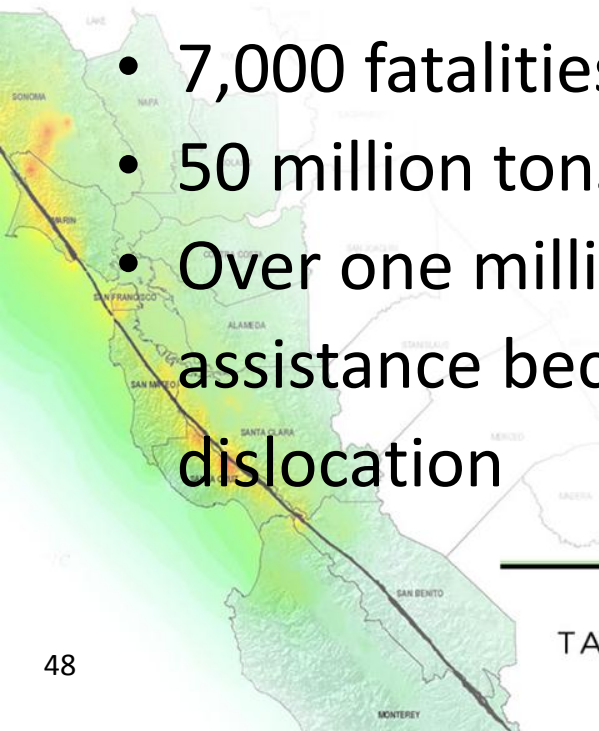
Definitions

- Spontaneous Volunteer
  - An individual who comes forward following a disaster to assist a government agency or NGO with disaster-related activities during the response or recovery phase without pay or other consideration.

- Affiliated Volunteer
  - An individual who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief, response or recovery during the preparedness phase and is closely managed by the supervising agency.

TABLETOP EXERCISE
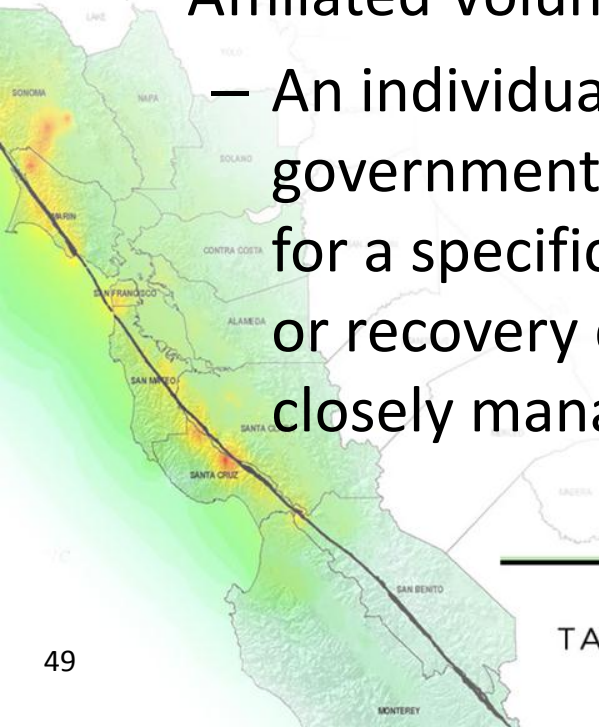
Key Assumptions

- Volunteer coordination requires regional coordination between government and NGOs
- Tens of thousands of spontaneous volunteers are expected to respond to a 7.9 M earthquake
- Potential volunteers will need information on where to go and how to help, and coordinated public messaging will be critical

TABLETOP EXERCISE
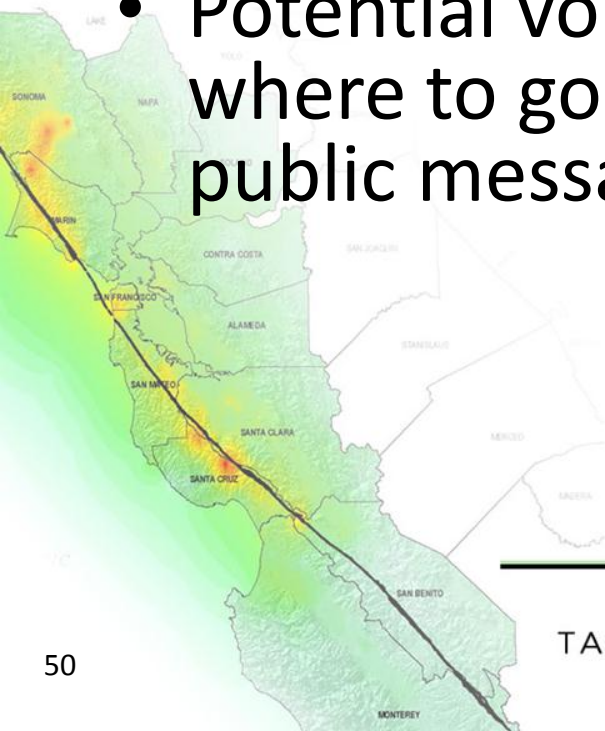
Key Assumptions

- Not all members or supervisors of affiliated volunteer programs will be able to report to their assignments.

- EVCs will take anywhere from a few to 48 hours to be set up.

The complete list of assumptions for the plan are in your SitMan. Please review them and submit written comments to URS after the conclusion of today's workshop.

TABLETOP EXERCISE

Time-based Objectives

- E to E+72 hours
  - Operational Priorities
    - Establish a system capable of coordinating affiliated and unaffiliated volunteers
    - Identify the need for volunteers and resources to support the coordination and use of volunteers
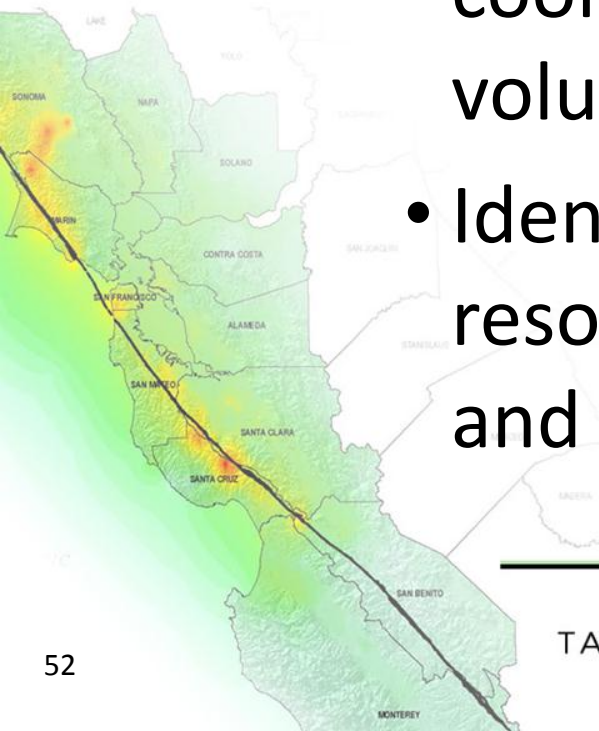
TABLETOP EXERCISE

Time-based Objectives

- E+72 hours to E+14 days
  - Operational Priorities
    - Maintain situational awareness
    - Coordinate requests for resources to support coordination of volunteers
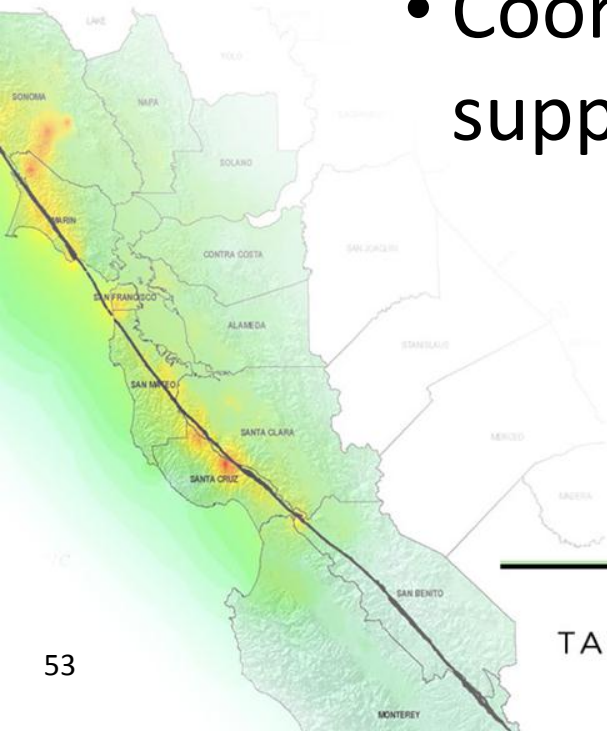
TABLETOP EXERCISE

Time-based Objectives

- E+14 days to E+60 days
  - Operational Priorities
    - Continue to maintain situational awareness
    - Continue to coordinate requests for resources to support coordination of volunteers
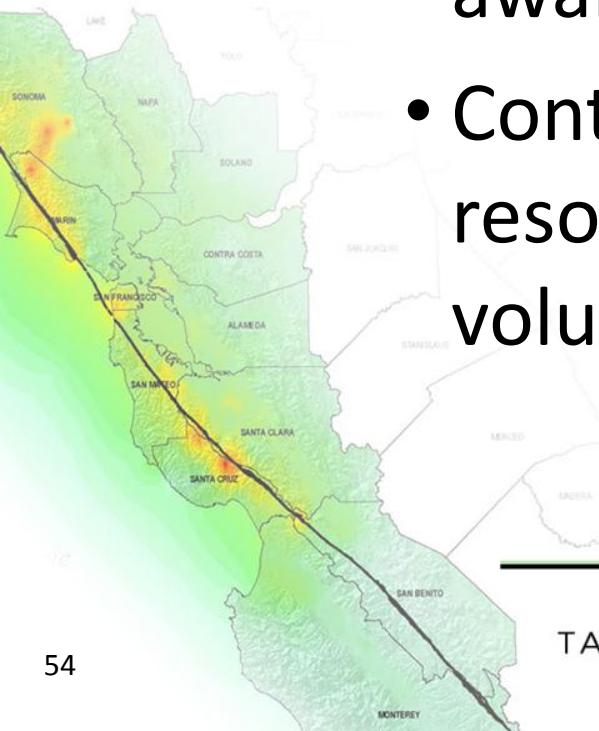
TABLETOP EXERCISE

Roles and Responsibilities

- Local Government

- Operational Areas

- Region
  - CA Governor's Office of Emergency Services Region

- State
  - CA Governor's Office of Emergency Services
  - CaliforniaVolunteers

TABLETOP EXERCISE

Roles and Responsibilities (cont'd)

- NGOs
  - Volunteer Centers/VCCA
  - Northern CA VOAD/NVOAD
  - Bay Area 2-1-1 Partners
  - Other Voluntary Organizations
  - Private Sector Organizations
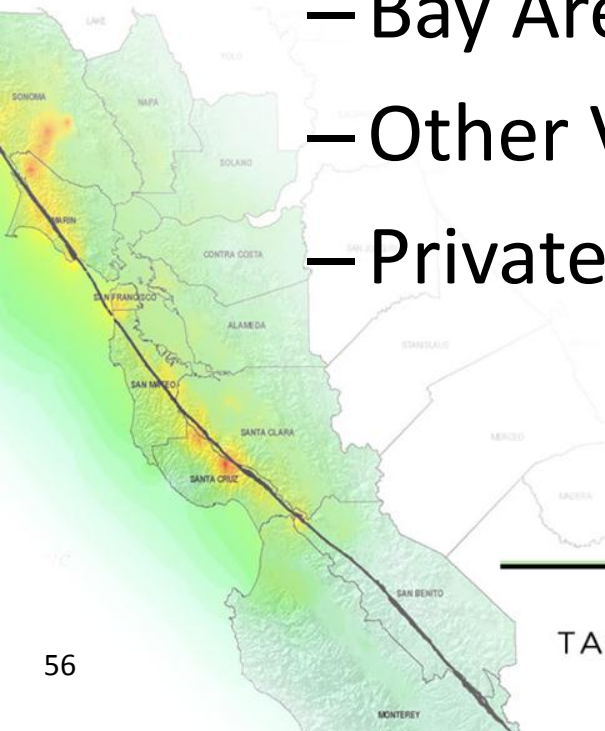
TABLETOP EXERCISE

REOC Volunteer Coordinator

- Leads volunteer unit

- Volunteer unit is within Personnel Branch of Logistics Section

- POC between OAs, REOC, and SOC
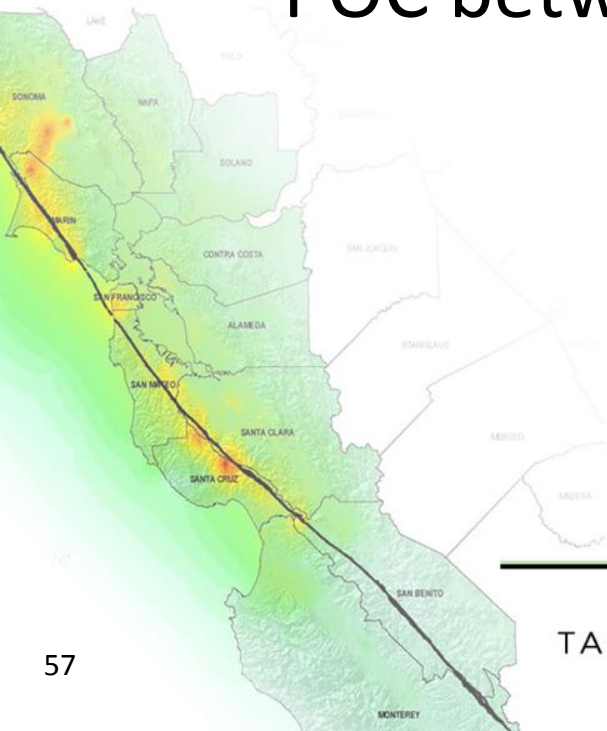
TABLETOP EXERCISE

REOC Volunteer Coordinator

- Tasked with four functions:
  - Coordination and communication
  - Resource management
  - Information management
  - Coordination with public information
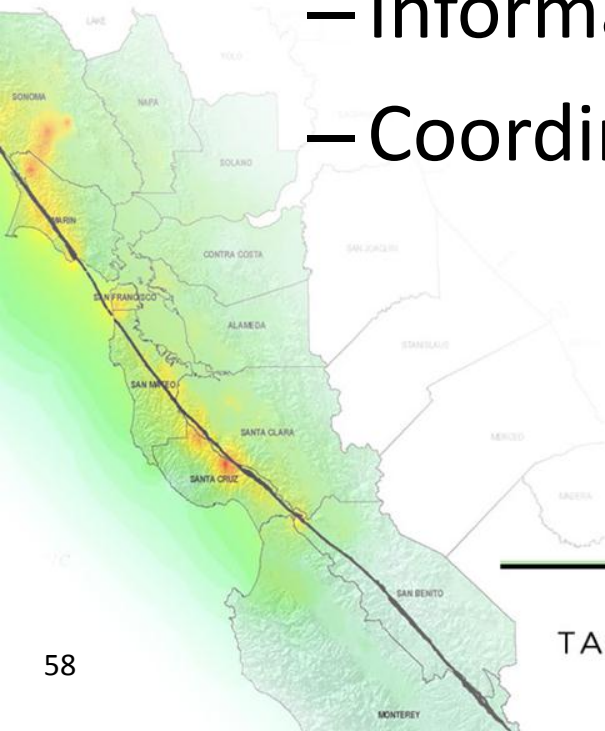
TABLETOP EXERCISE

Communication and Coordination

- Within REOC

- Among all SEMS levels

- With NGOs, including
  - NorCal VOAD
  - Volunteer Centers/VCCA
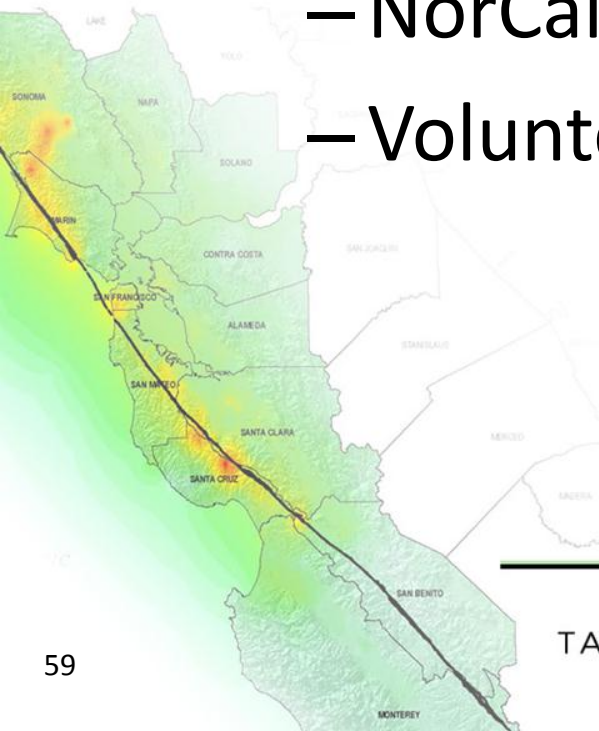
TABLETOP EXERCISE

Resource Management

- Requesting, brokering and tracking of resources

- Response to OA mission tasking requests

- Utilization of resources through REOC

- Coordination with SOC

- Identification of NGO resources
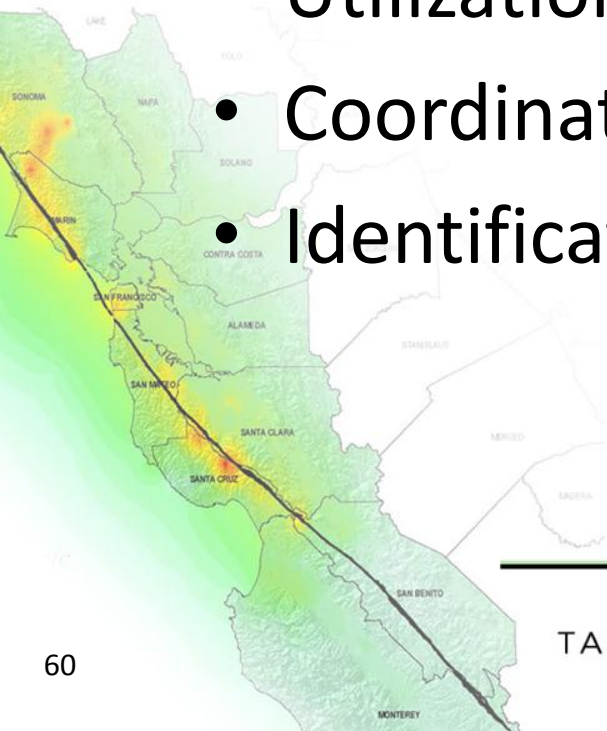
TABLETOP EXERCISE

Information Management

- Collection, compilation and sharing of data
- Information types:
  - Location of EVCs in region
  - Requests for volunteers with special skills
  - Types of service in which volunteers are engaged
  - Numbers of active volunteers across region
  - Identification of any issues
  - Tracking of volunteer injuries and claims
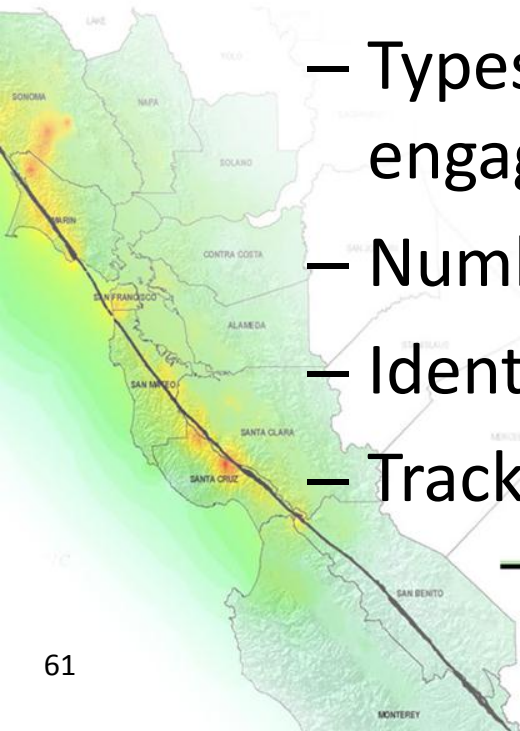
TABLETOP EXERCISE

Information Management (cont'd)

- Gathering of information from OA Volunteer Coordinators and other sources

- Information sharing with REOC, SOC, and other agencies
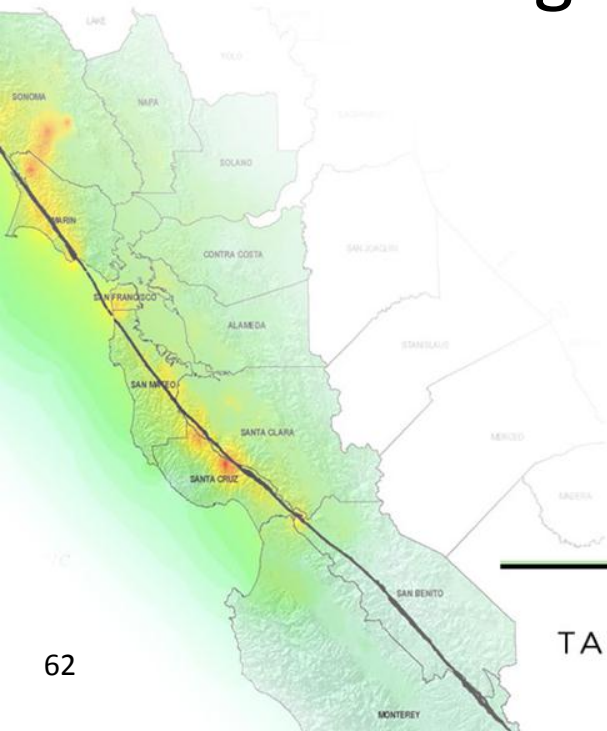
TABLETOP EXERCISE

Coordination with Public Information

- Coordinated through State's JIC
- Provide accurate and up-to-date info about EVCs and needs for volunteers
- Utilize public messaging templates
- Use appropriate and accessible formats
- Assist JIC with timing of information release
- Local governments work with media through their own PIOs

TABLETOP EXERCISE
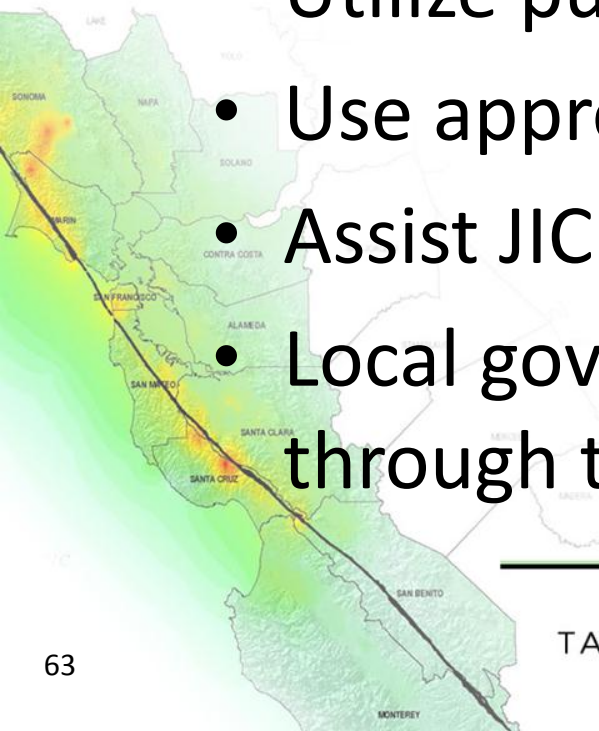
Risk Management Overview

- Volunteer insurance
  - For voluntary organizations
  - DSWVP
- Volunteer credentialing, licensing and certification
- Volunteer identification and badging

TABLETOP EXERCISE
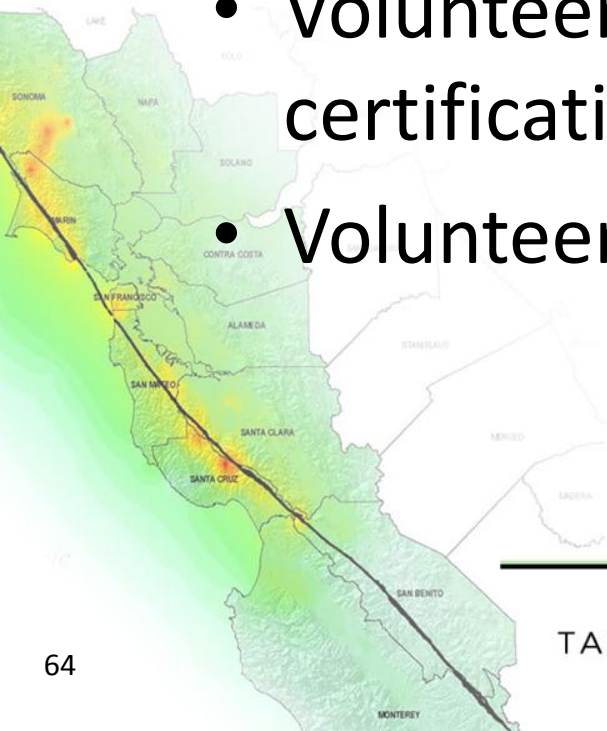
Recovery

- Short-term recovery
  - Begins concurrently with or shortly after commencement of response operations
  - Volunteer tasks vary
- Long-term recovery
  - Extension of short-term recovery
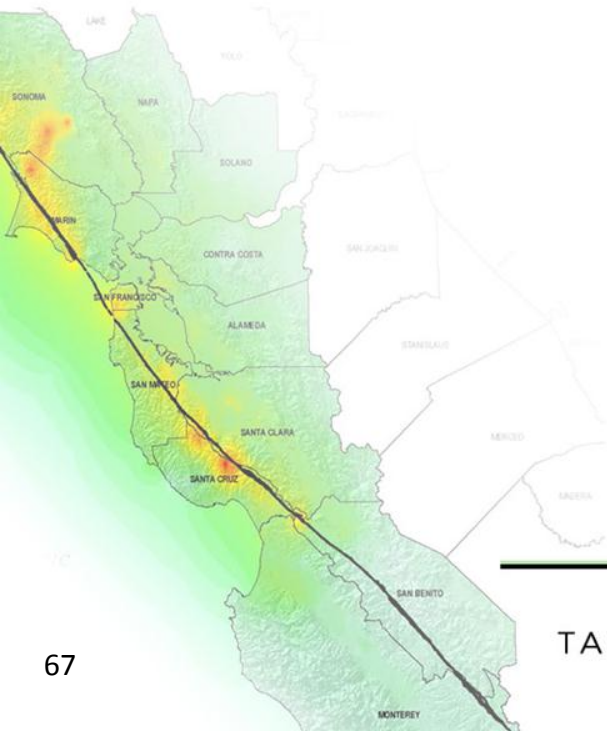 - Volunteer tasks vary
  - Volunteers are in shorter supply
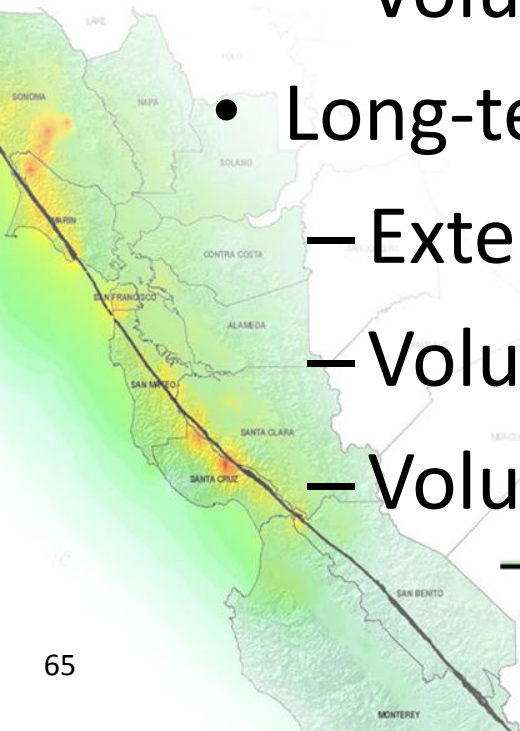
Key Issues

- Key players for volunteer coordination – changes and additions

- Capacity for volunteer coordination at all SEMS levels

- Information sharing among SEMS levels and across all sectors
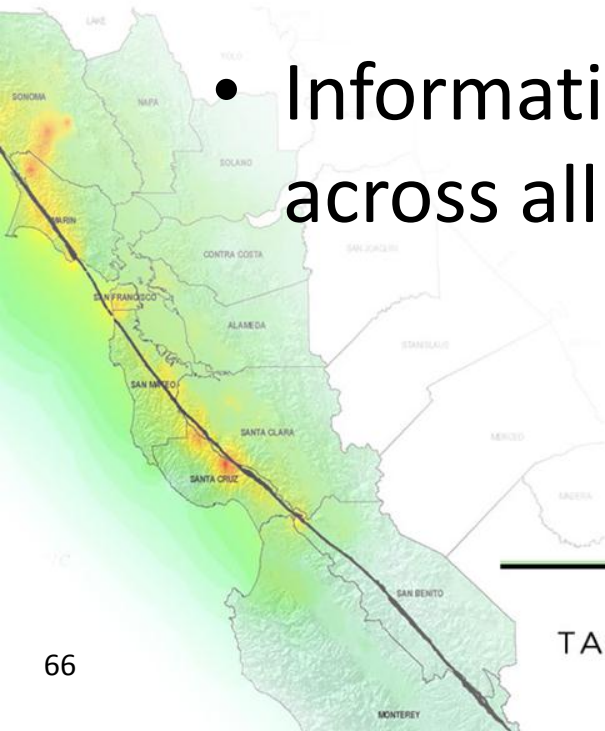
TABLETOP EXERCISE

Module 2: Tabletop Discussion

TABLETOP EXERCISE

Objective 1

Review the roles and responsibilities of critical agencies and organizations identified in *Regional Volunteer Management Plan*

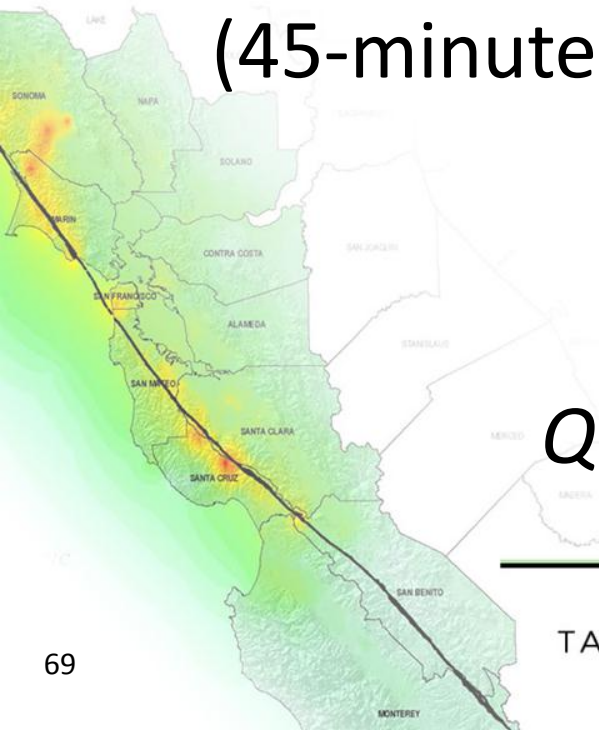(45-minute discussion)

Questions can be found in your SitMan
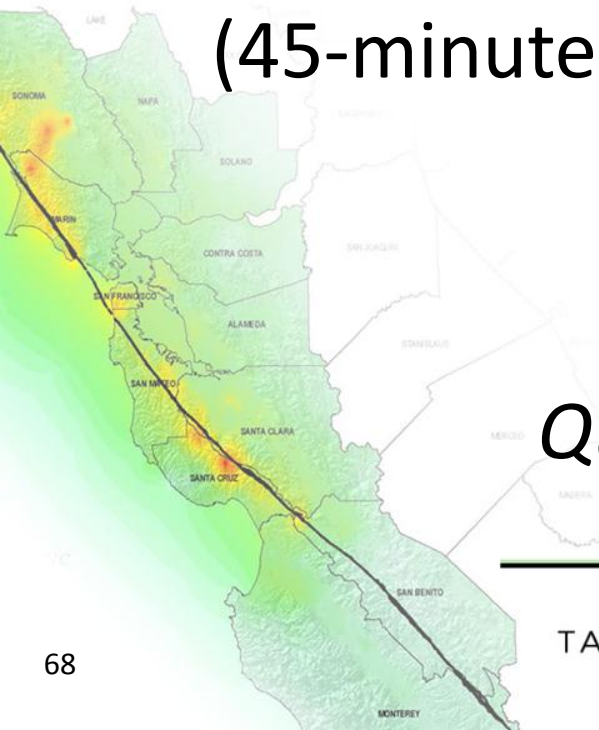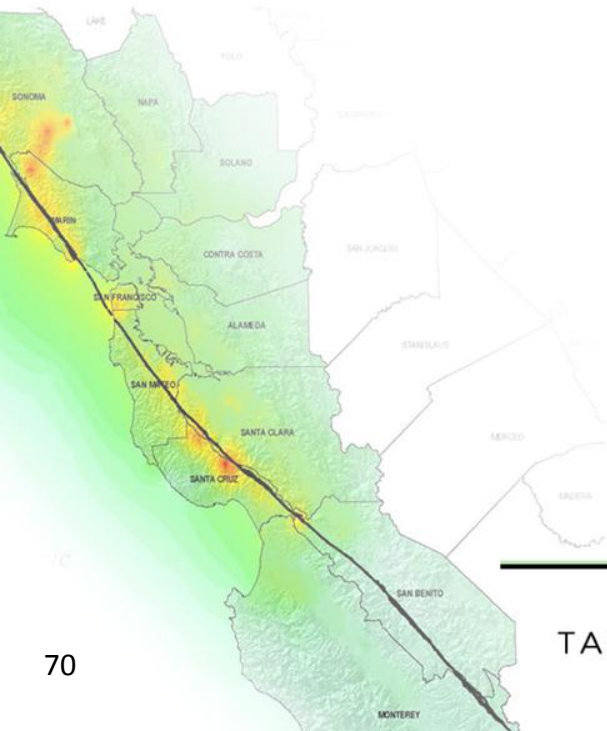
TABLETOP EXERCISE

Objective 2

Review and assess the communication and coordination capabilities for volunteer management at all levels of government

(45-minute discussion)

Questions can be found in your SitMan

TABLETOP EXERCISE
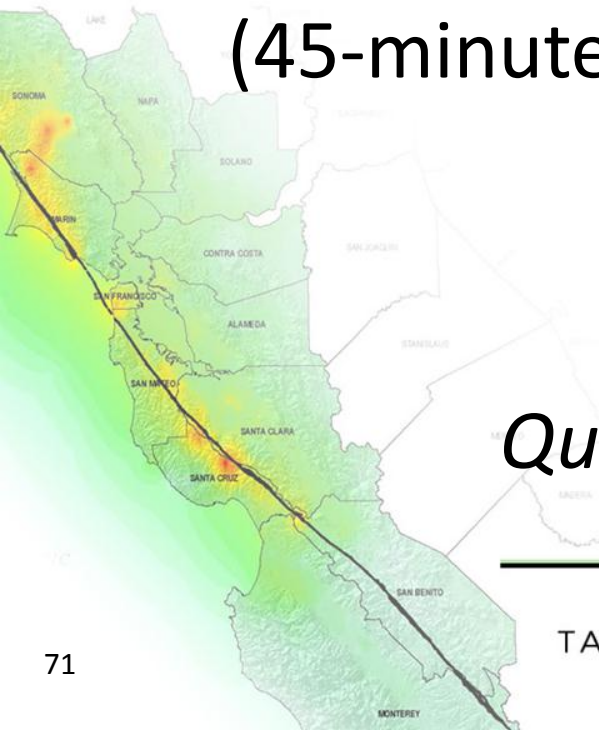
BREAK – 15 Minutes
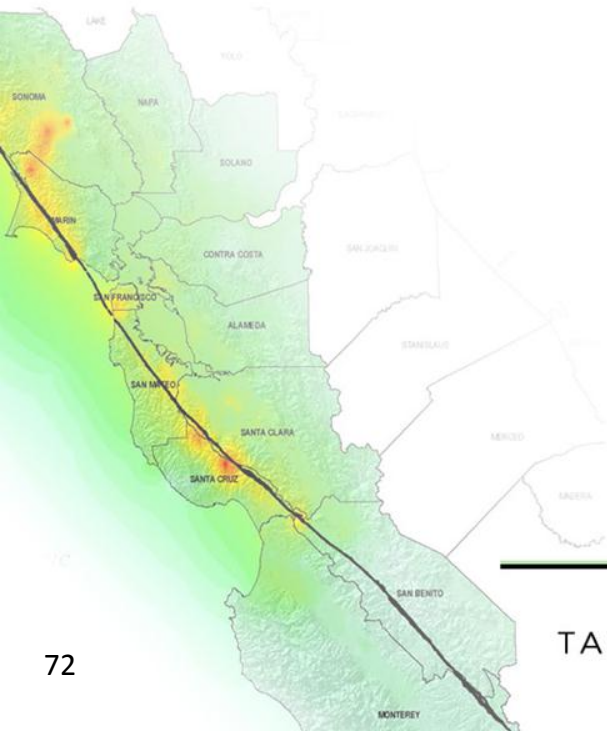
TABLETOP EXERCISE

Objective 3

Review the effectiveness of information sharing between entities at various levels of government

(45-minute discussion)

Questions can be found in your SitMan

TABLETOP EXERCISE

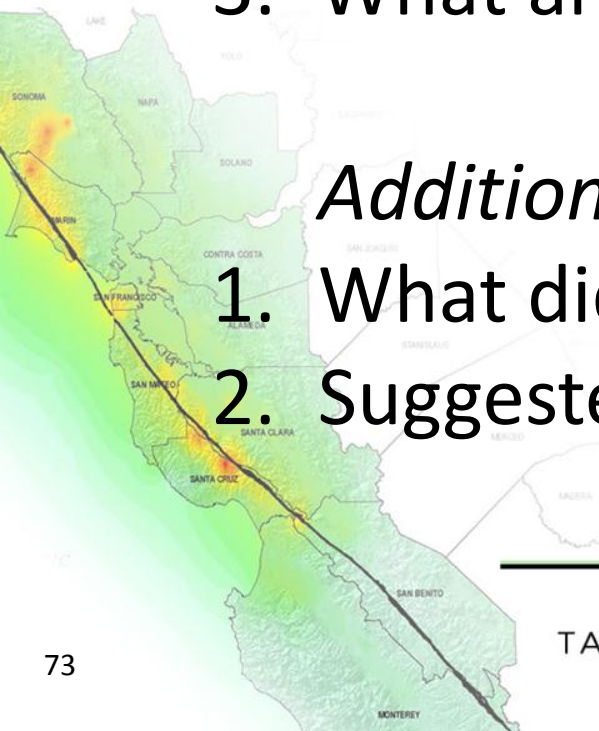# Completion of Module 2: Tabletop Discussion

TABLETOP EXERCISE

Hot Wash

1. What are the strengths identified today?
2. What are the key areas of improvement identified today?
3. What are the recommendations?

Additional thoughts – Exercise Design

1. What did you like about the exercise?
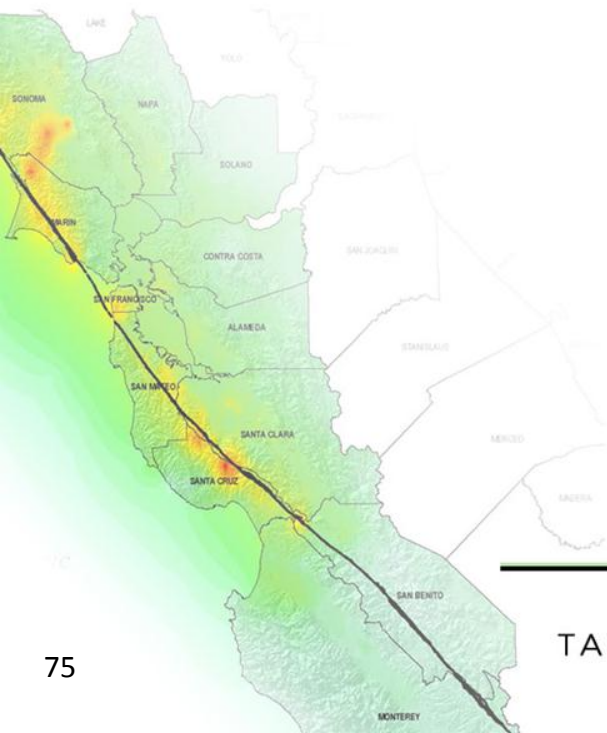2. Suggested changes?

TABLETOP EXERCISE

Next Steps

- Complete Participant Feedback Forms
- Analyze today's information
- Draft After-Action Report for review
- After-Action Conference Call
- Final After-Action Report and Improvement Plan
- Cal OES adoption of the *Regional Volunteer Management Plan*
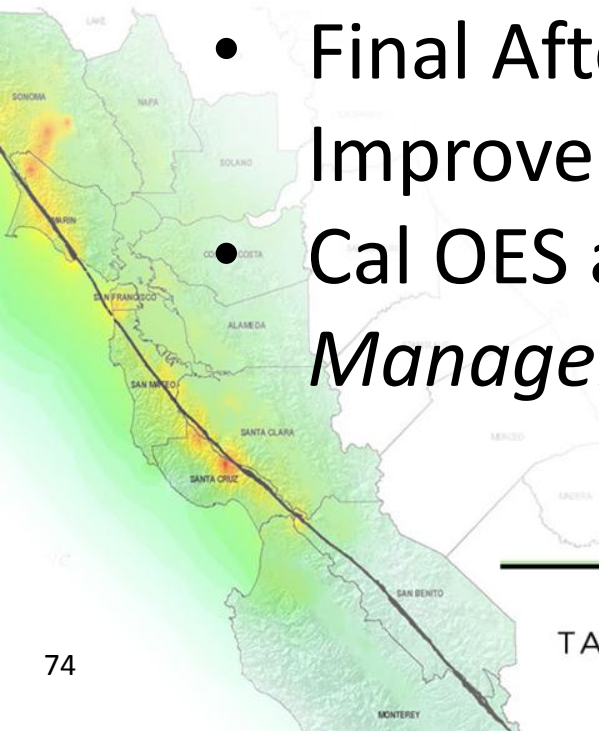
TABLETOP EXERCISE

Closing Comments

TABLETOP EXERCISE

THANK YOU!

Please leave your completed Participant Feedback Forms on the tables.

TABLETOP EXERCISE