



NEW HAMPSHIRE

STATE EMERGENCY OPERATIONS CENTER



EMERGENCY SUPPORT FUNCTION 14 – VOLUNTEER MANAGEMENT

2019

Table of Contents

Acronyms	2
Lead Agency	3
Support Agencies	3
Introduction	3
Purpose	3
Concept of Operations	3
General.....	3
Organization.....	4
Notification	4
Event Reporting	4
ESF Actions	5
Prevention/Preparedness Actions	5
Response Activities	5
Recovery Activities:.....	6
Mitigation.....	6
Responsibilities	6
General.....	6
Agency Specific	7
Lead Agency	7
Support Agencies	7
Coordination with Other Emergency Support Functions:	7
Mutual Aid	8
Attachments	8
Plans/Procedures, Etc.	8
Record of Update	8



Acronyms

DAMF	NH Department of Agriculture, Market and Fools
DHHS	NH Department of Health and Human Services
DOS	NH Department of Safety
DOT	NH Department of Transportation
EMAC	Emergency Management Assistance Compact
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HSEM	NH Division of Homeland Security and Emergency Management
IEMAC	International Emergency Management Assistance Compact
LOA	Letter of Agreement
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NRF	National Response Framework
OPLC	NH Office of Professional Licensure and Certification
SEOC	State Emergency Operations Center
SEOP	State Emergency Operations Plan
SME	Subject Matter Experts
SOP	Standard Operation Procedure
USACE	US Army Corps of Engineers
VAL	Voluntary Agency Liaison
VOAD	Voluntary Organizations Active in Disasters
VoINH!	Volunteer NH!

Lead Agency

Granite United Way (GUW)

NH Department of Safety (DOS), Division of Homeland Security and Emergency Management (HSEM)

Support Agencies

Volunteer NH! (VolNH!)

NH Voluntary Organizations Active in Disaster (NH VOAD)

NH Department of Health and Human Services (DHHS)

NH Department of Agriculture, Markets and Food (DAMF)

NH Office of Professional Licensure and Certification (OPLC)

Introduction

For Emergency Support Function (ESF) 14 – Volunteer Management purposes, volunteer services is defined as assistance provided by personnel without charge to the government. Historically, the public has responded to disasters with offers of volunteer services. In large-scale disasters, public response is often significant, and the scope of this emergency function is to manage the volume of this assistance and ensure expeditious delivery of volunteer services to the affected area.

Purpose

The purpose of ESF 14 is to facilitate and coordinate communication with and activities of volunteer services to support relief efforts in disaster areas.

Concept of Operations

This annex will be activated at the direction of HSEM when there is potential for or an actual disaster situation or planned event requiring the management of volunteer services in NH.

General

1. HSEM and Granite United Way (GUW), as co-lead agency, must ensure that through coordinated annual planning, all ESF 14 agencies are:
 - a. Participating in reviews and maintenance of the ESF 14 Annex; and
 - b. Receiving sufficient training and are capable of supporting responsibilities of ESF 14 in the SEOC; and,
 - c. Coordinating, attending, and participating in ESF 14 meetings, training sessions, conferences and exercises.
2. Maintain manual or automated listings of the support agency emergency points of contact that may need to be contacted by ESF 17 representatives.
3. Coordinate ESF 14 activities in the SEOC during periods of activation by developing and maintaining the ESF 14 staffing schedule.
4. Coordinate evaluation and performance of mission/task requests.



5. Ensure Unified Command is used to manage assets in the field, due to the number and variety of government and private sector organizations that may be involved.
6. ESF 8 - Health and Medical will manage request for medical volunteer services.
7. Any offer of veterinary services will be coordinated through ESF 11 – Agricultural, Cultural, and Natural Resources.
8. Local governments are encouraged to develop ESF 14 policies and procedures to certify and maintain a list of relief agencies in their municipalities.
9. Local governments are responsible for coordinating support for implementation of volunteer services, including developing agreements with volunteer organizations.
10. As needed, facilitate the designation of “agents of the state” for volunteers to be protected by claims and civil actions under a declaration of public health or public safety incident.

Organization

1. **Command & Control:** ESF 14 shall function under the direction and control of the SEOC Logistics Chief. (*See Organizational Chart in SEOP Base Plan.*)
2. **Federal Resources:** When ESF 14 anticipates or has a need for resources not otherwise available, action will be taken to secure such resources through the *National Response Framework* (NRF) or some other federal source. This request should be coordinated through the SEOC Operations Chief and Logistics Chief, as required.
3. **Contracts and Contractors:** Resources that are available through ESF 14 may best be obtained through a contractor. State of NH contracts or private sector contracts should be facilitated through Logistics and ESF 7 – Resource Support.

Notification

1. HSEM will notify the lead agency points of contact when there is an immediate or anticipated SEOC activation requiring ESF 14 representation.
2. The lead agency will then notify the support agencies and determine coverage for the ESF 14 desk in the SEOC.
3. ESF 14 agencies will make notifications to their appropriate regions, districts, local offices, etc.
4. The above notification process will be utilized for all phases of activation and activities in which the ESF 14 will be involved.

Event Reporting

1. WebEOC will be utilized to provide continuous situational awareness.
2. Position logs should be maintained by each ESF agency in sufficient detail to provide information on activities taken during the event.
3. Agencies are also expected to keep their lead agency updated upon all activities and actions.



4. The lead agency will be responsible for making periodic reports to the Operations Section Chief on activities taken by the ESF during the event and assure the actions are properly documented.
5. Lead and support agencies must maintain financial records of all activities and costs during the event. The records will be turned into the lead agency when requested.

ESF Actions

Prevention/Preparedness Actions

1. Maintain situational awareness through coordination with ESF 14 support agencies for current status and inventories of volunteer organizations.
2. Participate in state exercises or conduct an exercise to validate this Annex and supporting SOPs.
3. Support the Emergency Management Assistance Compact (EMAC) and International Emergency Management Assistance Compact (IEMAC), including training of ESF personnel on EMAC/IEMAC responsibilities and pre-identification of assets, needs, and resources that may be allocated to support other states/provinces.
4. Annually review the Federal Department of Homeland Security Core Capabilities and integrate tasks as appropriate.
5. Integrate NIMS principles in all aspects of planning for ESF 14.
6. Maintain notification systems to support emergency/disaster response.
7. Identify processes for volunteer recruitment and tracking.

Response Activities

1. Assign and schedule sufficient personnel to cover an SEOC activation for an extended period.
2. Provide information and status on volunteers to SEOC Logistics via WebEOC.
3. Provide updates and briefings for personnel reporting for ESF 14 duty.
4. Notify ESF 14 counterparts in the threatened or impacted areas.
5. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
6. Activate and notify volunteer relief organizations when an emergency or disaster is threatening or has occurred, as directed by SEOC Logistics Chief.
7. Identify resources and coordinate the mobilization and pre-positioning of those resources once it is apparent that volunteer services will be required or as requested by the SEOC Manager.
8. Evaluate and respond to ESF 14 mission/task requests including providing available resources for fulfilling ESF missions.
9. Coordinate volunteer services to the impacted areas and maintain records of services being provided, the location of operations, and requirements for support.
10. Consult with other ESFs that may need the support of ESF 14.



11. Coordinate with NH VOAD as necessary.
12. Refer individuals requiring licensing to the appropriate agencies.
13. Consult incident-specific annexes for specialized actions.
14. Support requests and directives resulting from a Governor's State of Emergency Declaration and/or Presidential Disaster Declaration.
15. Prepare for the arrival of and coordination with FEMA Voluntary Agency Liaison (VAL), as appropriate.
16. Prepare damage assessment documents to be submitted to HSEM and other appropriate ESFs/agencies.
17. Evaluate the probability and time period of the recovery phase for the event. Continue development of an After-Action Report for ESF 14.

18. Radiological Emergency Preparedness Actions

Refer to the ESF 14 section of the *NH Radiological Emergency Response for Nuclear Facilities Incident Annex, Attachment A – Implementing Procedures for State Agencies*.

Recovery Activities:

1. Maintain information and status of volunteer resources to SEOC Logistics via WebEOC.
2. Continue to coordinate activities and requests with partner ESFs.
3. Prepare for arrival of and coordinate with FEMA Voluntary Agency Liaison (VAL), as appropriate.
4. Generate information to be included in SEOC briefings, situation reports, and/or action plans.
5. Ensure ESF 14 lead and support agencies document event-related costs for any potential reimbursement.

Mitigation

1. Provide input to the State Hazard Mitigation Plan as needed.
2. Support and plan for mitigation measures, including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.

Responsibilities

General

1. Agencies will provide Subject Matter Experts (SMEs) to support ESF 14 in the SEOC.
2. Agencies will maintain inventories/databases, status of availability, and procedures to obtain access to and use volunteers.
3. Participate in the evaluation and mission assignment of ESF 14 resource requests submitted to the SEOC including resources that are available through mutual aid agreements, compacts, contracts, etc.



Agency Specific

Lead Agency

NH Department of Safety, Division of Homeland Security and Emergency Management (HSEM)

Granite United Way (GUW)

1. Identify, train, and assign personnel to staff ESF 14 in the SEOC.
2. Notify all ESF 14 supporting agencies upon activation.
3. Assign personnel to the ESF 14 duty schedule at the SEOC.
4. Act as a liaison with NH VOAD member organizations and the FEMA VAL as needed.
5. Identify which NH VOAD partner organizations may be needed to support mission requests.
6. Provide mutual aid data and points of contact.
7. Coordinate the linkage of requestors to donors of volunteer services. Requestors and solicited and/or unsolicited donors of these services are responsible for arranging locations, accommodations, and times to report.

Support Agencies

1. **Volunteer NH! (VolNH!)**
 - a. Maintain contact with local volunteer groups to develop a common operating picture and situational awareness regarding available resources.
2. **NH Voluntary Organizations Active in Disasters (VOAD)**
 - a. Coordinate with ESF 14 personnel to ensure communication with NH VOAD agencies and organizations regarding their capacity to use volunteer resources.
 - b. Compile NH VOAD member organization points of contact to provide to ESF 14 for reference.
3. **NH Department of Health and Human Services (DHHS)**
 - c. Coordinate volunteer deployment of medical professionals and Medical Reserve Corp volunteers to disaster areas.
4. **NH Department of Agriculture, Markets and Food (DAMF)**
 - d. Coordinate volunteer deployment of veterinary professionals to disaster areas.
5. **NH Office of Professional Licensure and Certification (OPLC)**
 - e. Coordinate volunteer licensing responsibilities.

Coordination with Other Emergency Support Functions:

ESF 14 will coordinate with other ESFs through the SEOC by:

1. Notifying organizations of available resources.
2. Providing availability of subject matter experts for specialized requests.
3. Notifying ESFs and support agencies of any pertinent information that may affect their ability of to carry out missions/tasks.



Mutual Aid

Lead and support agencies will maintain up-to-date agreements and Memoranda of Understanding/Letters of Agreement (MOU/LOA) with various other agencies, regions, states, or countries, as appropriate.

Each agency is responsible for keeping these documents updated and with appropriate points of contact. Support agencies should keep the lead agency informed of any such agreements that may affect resources or capabilities during an emergency incident.

The State of New Hampshire also maintains agreements and mutual aid compacts on behalf of various organizations. These may be activated, as the situation warrants.

Attachments

Plans/Procedures, Etc.

1. New Hampshire RSA 508:17 Volunteers; Nonprofit Organizations; Liability Limited

Record of Update

Date	Title and Agency of ESF Lead Approving Update