

**Memorandum of Understanding
Between United Way of Volusia-Flagler Counties, Inc.
and Volusia County Division of Emergency Management**

Purpose

The purpose of this document is to establish a working relationship between the United Way of Volusia-Flagler Counties, Inc. (UWVFC) and the Volusia County Division of Emergency Management (VCDEM). In the event of a disaster, UWVFC will operate as Co-Lead for ESF-15, as outlined in the 2007 Volusia County Comprehensive Emergency Management Plan's ESF-15 Annex. This document is intended to outline specific expectations, roles and responsibilities of these two organizations as they cooperate in meeting the community's needs for volunteer recruitment, assignment and recognition as related to a disaster.

Definition of Disaster

In the purposes of this agreement, a disaster is defined as an occurrence such as a tornado, hurricane, storm, flood, high water, wind-driven water, tidal wave, earthquake, tsunami, drought, blizzard, pestilence, famine, fire, explosion, building collapse, transportation accident, or other similar situation that causes human suffering or creates catastrophic human needs that victims cannot alleviate without assistance.

Definition of a Spontaneous Unaffiliated Volunteer

A spontaneous unaffiliated volunteer is an individual not associated with a formal disaster response agency who offers to volunteer in response to a particular emergency situation.

Activation of Plan

Upon direction from VCDEM, the United Way will staff the ESF-15 desk, as detailed in the above mentioned ESF-15 annex. The United Way will proceed to recruit volunteers, match these convergent volunteers to appropriate tasks and maintain accurate records of volunteers referred.

In the event of a catastrophic disaster, where the need for large numbers of volunteers has been identified, UWVFC shall establish a Volunteer Reception Center (VRC) to facilitate the timely recruitment and referral of volunteers where necessary in Volusia County and/or other neighboring counties, upon request and as resources permit.

Concept of Operations

Each party to this MOU is separate and independent from the other party. As such, each party retains its own identity in providing service and each is responsible for establishing its own policies. This MOU does not create a partnership or a joint venture, and neither party has the authority to bind the other.

During disaster response, UWVFC will...

- Staff the ESF-15 Volunteer desk at the Emergency Operations Center as needed;
- Refer volunteers to agencies that have requested volunteer services;
- Contact agencies to inquire if they have a need for volunteers;
- Direct affiliated/recognized disaster response groups to handle impacted areas, as determined by damage assessment reports;
- To the maximum extent possible, match volunteers with particular skills to areas where those skills can best be utilized;
- Provide updated information on the need for volunteers to the media for publicizing;
- Maintain a database of skilled and spontaneous volunteer resources, including as an example fork lift operators, truck drivers, electricians, medical professionals, child care providers, etc.
- Serve as a communications link between community needs and state/national command centers (i.e. Volunteer Florida).

- After a large scale disaster response is completed, UWFVC will organize a recognition event for the volunteers, independently or jointly with VCDEM and/or other local agencies.
- Refer donation offers to agencies accepting donated goods; as coordinated by ESF-15 Co-Lead, Volusia County Financial Services Department, Revenue Division.

During disaster response, UWFVC will not...

- Refer spontaneous unaffiliated individual volunteers to individuals in need of assistance;
- Do background checks on volunteers;
- Transport volunteers;
- Provide food or housing for volunteers, however, UWFVC may be able to refer volunteers to agencies/organizations that are providing housing and food for volunteers;
- Train or orient volunteers for each individual receiving organization.

Volusia County Division of Emergency Management will...

- Include UWFVC in all Disaster related trainings, workshops and conferences;
- In the event of a disaster and activation of the Emergency Operations Center, provide UWFVC with a seat at the ESF-15 Volunteer desk;
- Facilitate the development of and support the actions of additional MOUs between UWFVC and the other designated ESF-15 support agencies;
- Advise UWFVC, in advance, of any standing MOUs or agreements where volunteers may be deployed to assist the County’s response;
- Maintain solid contact with UWFVC, as information is distributed through but not limited to advisories, briefings, telephone conferences, etc.

Cost Recovery

In the event the County of Volusia is declared an official disaster area, the Volunteer Center will be eligible for recovery of documented costs beyond normal operating expenses as deemed appropriate by administrating state and federal agencies. The County of Volusia will assist with this recovery of documented costs.

Other Agreements

This MOU places no restrictions on either party from participation in similar agreements and/or activities with other public or private entities. If such agreements are developed, each party will update the other as they relate to each other’s responsibilities.

UWFVC and VCDEM will meet annually to review and revise this Memorandum as needed. UWFVC will also organize an annual VRC training exercise concurrent but complimentary to the VCDEM’s annual Hurricane exercise, prior to the start of Hurricane Season.

This Memorandum of Understanding shall be in effect as of the date indicated below and shall remain in effect until 30 days after written notification from either party that they desire to cancel or change the provisions of this Memorandum.

 President, United Way of Volusia-Flagler Counties, Inc.

 Date

 Director, Volusia County Emergency Management

 Date