



## ***E0289: State Volunteer and Donations Management*** ***E0489: Management of Spontaneous Volunteers in Disasters***

### **Course Dates:**

E0289: State Volunteer and Donations Management – January 6–9, 2025

E0489: Management of Spontaneous Volunteers in Disasters – January 10, 2025

### **Travel Dates:**

Travel days are Sunday, January 5 and Saturday, January 11.

### **Course Length:**

E0289: State Volunteer and Donations Management – 3.5 days

E0489: Management of Spontaneous Volunteers in Disasters – 1 day

**Students must register for both classes.**

### **Location:**

Emergency Management Institute (EMI), National Emergency Training Center (NETC), Emmitsburg, Maryland

### **Course Descriptions:**

#### **E0289: State Volunteer and Donations Management**

This course supports state, tribal, and territorial governments and their Emergency Management partners in preparing for, responding to, and recovering from disaster events at the state, tribal, or territorial level. The course is designed to strengthen states' abilities to successfully prepare for and handle volunteer and donations management issues that may arise after a disaster event, including managing the offers of things, people, and money and matching them according to donor intent and area of greatest need. The course content and activities may also serve as a template for procedures, thereby

enhancing uniformity among states in addressing areas of unsolicited donated items, unaffiliated volunteers, and undesignated cash. This training also provides information regarding FEMA's volunteer and donations management responsibilities, which are designed to help build relationships between government and non-government organizations.

#### **E0489: Management of Spontaneous Volunteers in Disasters**

This course introduces the skills and planning considerations required to manage large numbers of people who are not affiliated with an experienced relief organization, but who want to help in disasters. These helpers or "spontaneous volunteers" are generally well motivated and sincerely want to help, but their efforts and resources need to be coordinated and integrated effectively.

### **Course Goals:**

#### **E0289: State Volunteer and Donations Management**

To provide state emergency management personnel and state-level voluntary agency representatives with the knowledge and skills necessary to develop and execute (a) an effective volunteer and donations management program and (b) a state volunteer and donations management annex to the state Emergency Operations Plan. Given these tools, participants will be better equipped to create a program to effectively manage unaffiliated volunteers, unsolicited goods, and offers of undesignated cash donations.

# TRAINING OPPORTUNITY

## **E0489: Management of Spontaneous Volunteers in Disasters**

The purpose of this course is to introduce the skills and planning considerations that are required to manage large numbers of people who are not affiliated with an experienced relief organization, but who want to help in disasters.

### **Course Objectives:**

#### **E0289: State Volunteer and Donations Management**

- Identify key organizations and individuals who have a role in managing unaffiliated volunteers, unsolicited donated items, and undesignated cash donations after disasters.
- Identify specific agencies and organizations and how they collaborate to form a Volunteer and Donations Coordination Task Force (VDCTF).
- List the planning considerations for cash donations.
- Identify how to effectively manage the surge of unsolicited donated items.
- Gather information from organizations, agencies, volunteers, media, and others for donations intelligence purposes.
- Facilitate the matching of unaffiliated volunteers with appropriate organizations or agencies during program implementation.
- Develop an effective public education and information structure to support the successful management of unaffiliated volunteers, unsolicited donated items, and undesignated cash donations after disasters.
- Incorporate technology needed to successfully manage data and information about unaffiliated volunteers and unsolicited donated items.
- Relate volunteer and donations management program responsibilities to the planning components of the annex.

## **E0489: Management of Spontaneous Volunteers in Disasters Course Objectives**

- Identify issues and challenges in the management of spontaneous volunteers
- Identify the elements of a spontaneous volunteer management plan.
- Identify best practices for the management of spontaneous volunteers in disasters.
- Develop and implement a spontaneous volunteer management plan.
- Explain the role of the Volunteer Reception Center (VRC) and virtual VRC in the transition from response to recovery.

### **Prerequisites:**

#### **E0289: State Volunteer and Donations Management**

There are no prerequisites. However, the following courses are recommended before taking this course:

- IS0288.a: The Role of Voluntary Organizations in Emergency Management
- IS0700.b: An Introduction to the National Incident Management System (NIMS)
- IS0100.c: Introduction to the Incident Command System (ICS), ICS-100
- IS0230.e: Fundamentals of Emergency Management
- IS0244.b: Developing and Managing Volunteers
- IS0289: Voluntary Agency Liaison (VAL) Overview

## **E0489: Management of Spontaneous Volunteers in Disasters**

None

### **Continuing Education Units (CEUs): E0289: State Volunteer and Donations Management**

EMI awards 2.5 CEUs for completion of this course.

# TRAINING OPPORTUNITY

## **E0489: Management of Spontaneous Volunteers in Disasters**

EMI awards .7 CEUs for completion of this course.

### **Target Audience:**

## **E0289: State Volunteer and Donations Management:**

This course is designed for personnel to include:

- State Volunteer/Donations Coordinator
- State Coordinator's Alternate
- Leading stakeholders of statewide voluntary organizations
- State Voluntary Organizations Active in Disaster (VOAD) Chair or Designee
- Public Information Officer or Liaison
- Program Functional Leads (e.g., Warehousing, Phone Bank)
- FEMA Human Services staff (e.g., Voluntary Agency Liaison, Donations Specialist)
- Government-Private Sector Liaison
- Others to include Federal, state, territorial, and tribal Emergency Management personnel

## **E0489: Management of Spontaneous Volunteers in Disasters**

This course is designed for emergency managers and voluntary organizations responsible for the management of spontaneous volunteers.

### **To Apply:**

Participants must apply using the National Emergency Training Center (NETC) Online Admissions System to gain access to the course. Before applying through the NETC Online Admissions System, a valid FEMA Student Identification Number (SID) is required.

[Apply for a FEMA SID or find a forgotten FEMA SID.](#)

Access the [NETC online admissions system.](#)

**Note:** Classes taking place between October 1 and March 31 are considered Semester 1, and classes taking place between April 1 and September 30 are considered Semester 2 in the NETC Online Admissions System.

All EMI applications require an electronic approval from the head of your sponsoring organization.

You will need the name, title, and email address of this person to submit the application. Once your application is submitted, the head of your sponsoring organization that you listed will receive an email from NETC Admissions requesting that they endorse your application. The head of organization will have 14 days to endorse the application.

Non-Federal applicants for EMI courses must use the appropriate [State Training Officer \(STO\)](#) as "Head of Organization."

### **Application Review:**

To be evaluated for admission into this course, block #16 on the application form must be completed. Please refer to the Target Audience above and indicate how you meet the requirements based upon your position and experience.

**Please Note:** NETC Admissions will notify you of your acceptance into this course via email with an Acceptance Letter/Welcome Package. A separate email will be sent prior to the course outlining additional information to ensure you have a successful experience.

### **Request for Accommodation:**

If you require a reasonable accommodation (sign language interpreters, Braille, CART, etc.), please make the request NLT 15 days prior to the class start date. When making any requests, please provide details on the accommodation; however, DO NOT include medical or other personal information that is protected under the Privacy Act of 1974 or the Health Information Privacy Protection Act (45 CFR Part 160 Subparts A and E of Part 164). Last-minute requests will be accepted; however, they may not be possible to fulfill. Please email these requests to [fema-emi-randr@fema.dhs.gov](mailto:fema-emi-randr@fema.dhs.gov).

### **EMI Training Point of Contact:**

For additional information, contact the Response and Recovery Branch at [fema-emi-randr@fema.dhs.gov](mailto:fema-emi-randr@fema.dhs.gov)

# TRAINING OPPORTUNITY