

Personnel Surge Capacity

Public Health & Medical Volunteer Management System

The George Washington University
*Institute for Crisis, Disaster and Risk
Management*



Volunteer

A person agreeing to provide a service outside of their usual job position, without additional or specific compensation for this voluntary commitment. This differentiates the 'volunteer' from the 'professional' even if the volunteer's time is compensated through his/her usual employment and compensation rate

Volunteer Management

Actions required to effectively direct & coordinate all activities related to the processing, integration and oversight of volunteers needed to provide personnel surge.

Systems Approach



*Volunteer Management
Issues & Opportunities Model*

Goals/Objectives

Goal:

An effective, efficient Volunteer Management System to process both pre-registered and spontaneous volunteers who wish to assist during disasters.

Objectives to achieve the goal

Fulfill
incident
response
personnel
needs

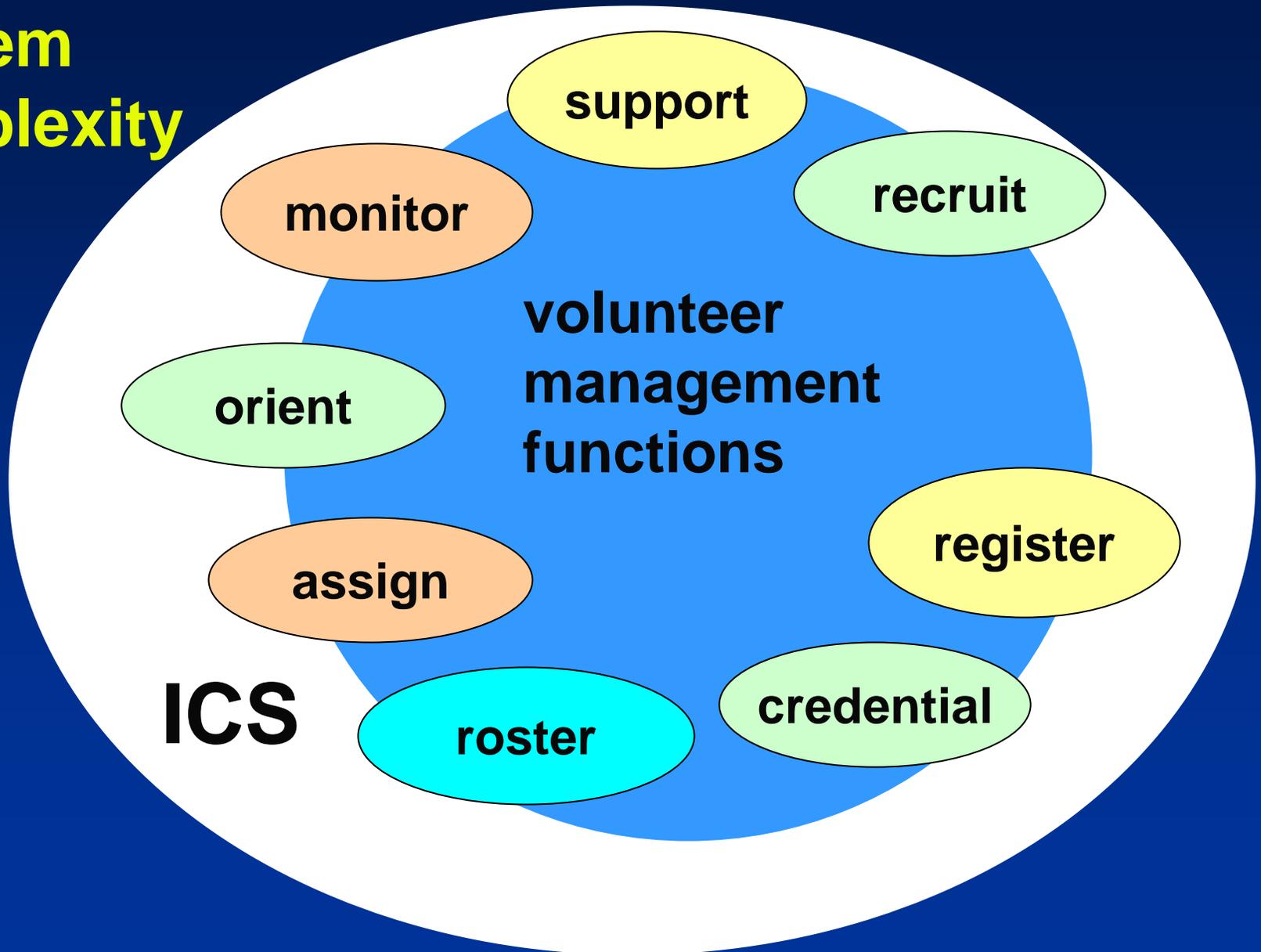
Provide for
safety: of
volunteers and
community

Minimize
disruption to
responders

Maximize
volunteer
experience



System complexity



System Requirements

- Comprehensive, functionally inclusive system
- Direct integration into incident response.
- Capable of managing all types of volunteers
- NIMS compliant and ICS based/integrated
- Flexible
- Adaptable to reflect local practices
- User friendly

Public Health and Medical Volunteer Management System

Core System Documents

‘System Description & Concept of Operation’

Tools that “drive” the system

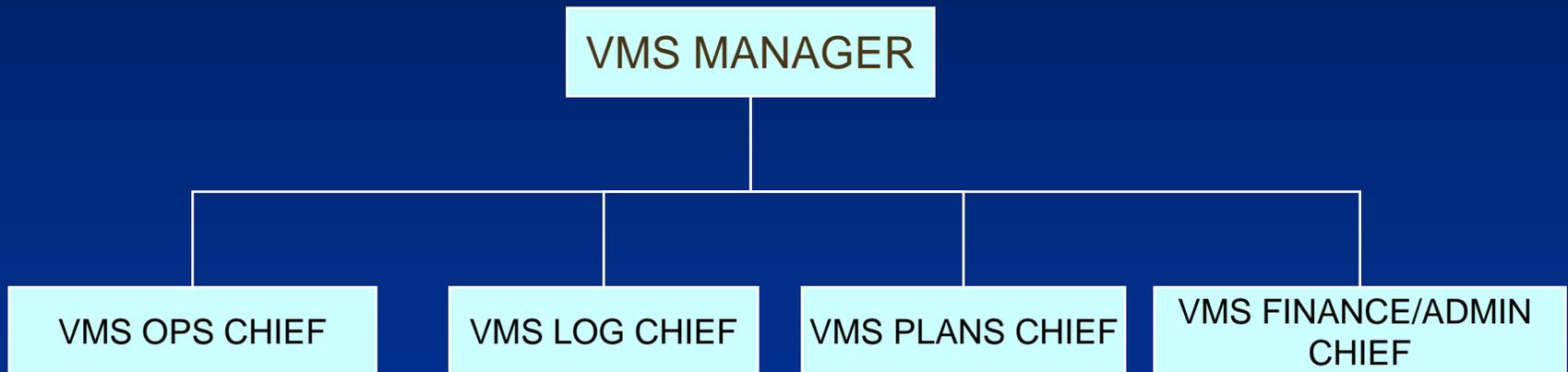
‘Position Description/Qualifications’

‘Job Action Sheets’

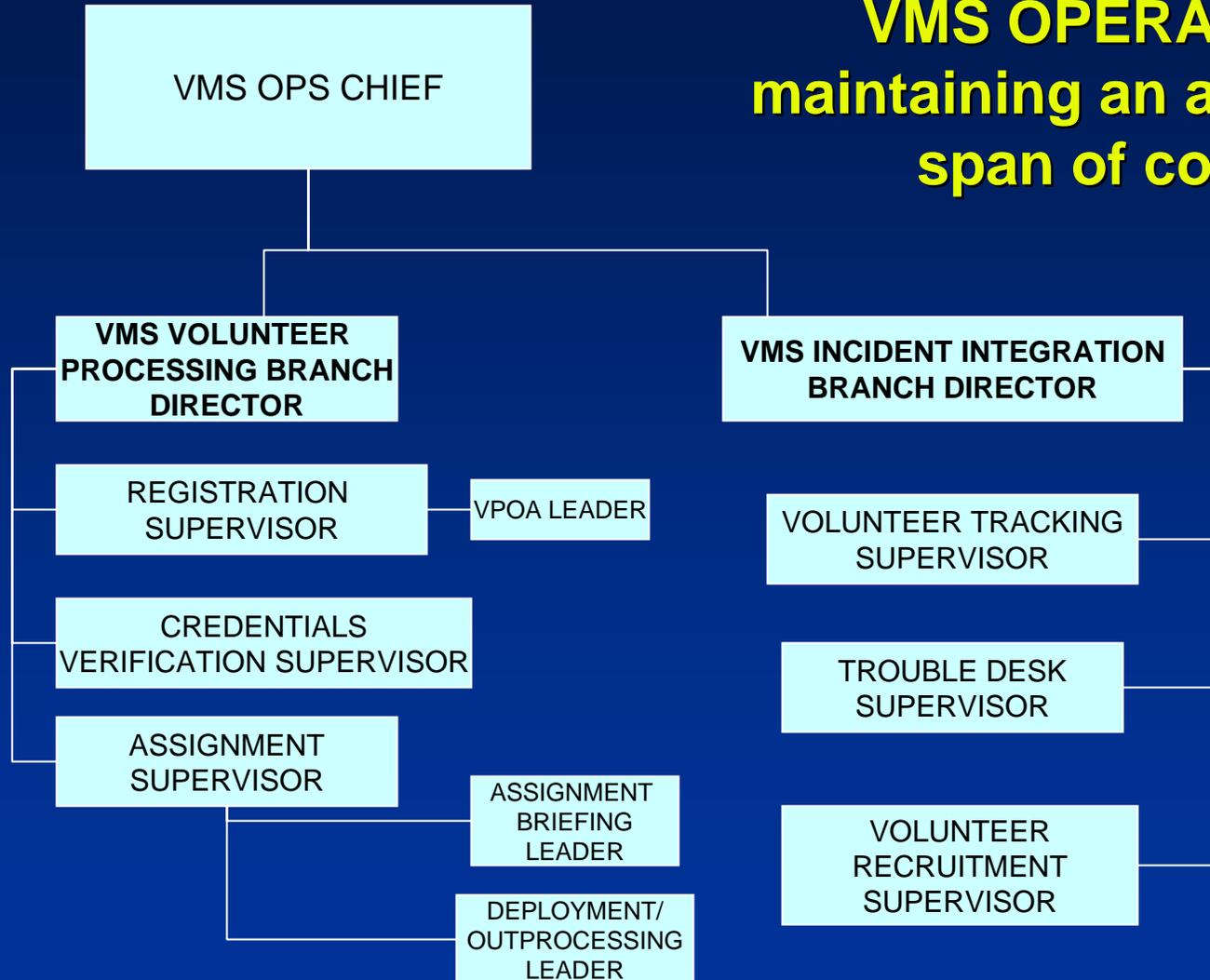
‘Forms and Checklist Guides’



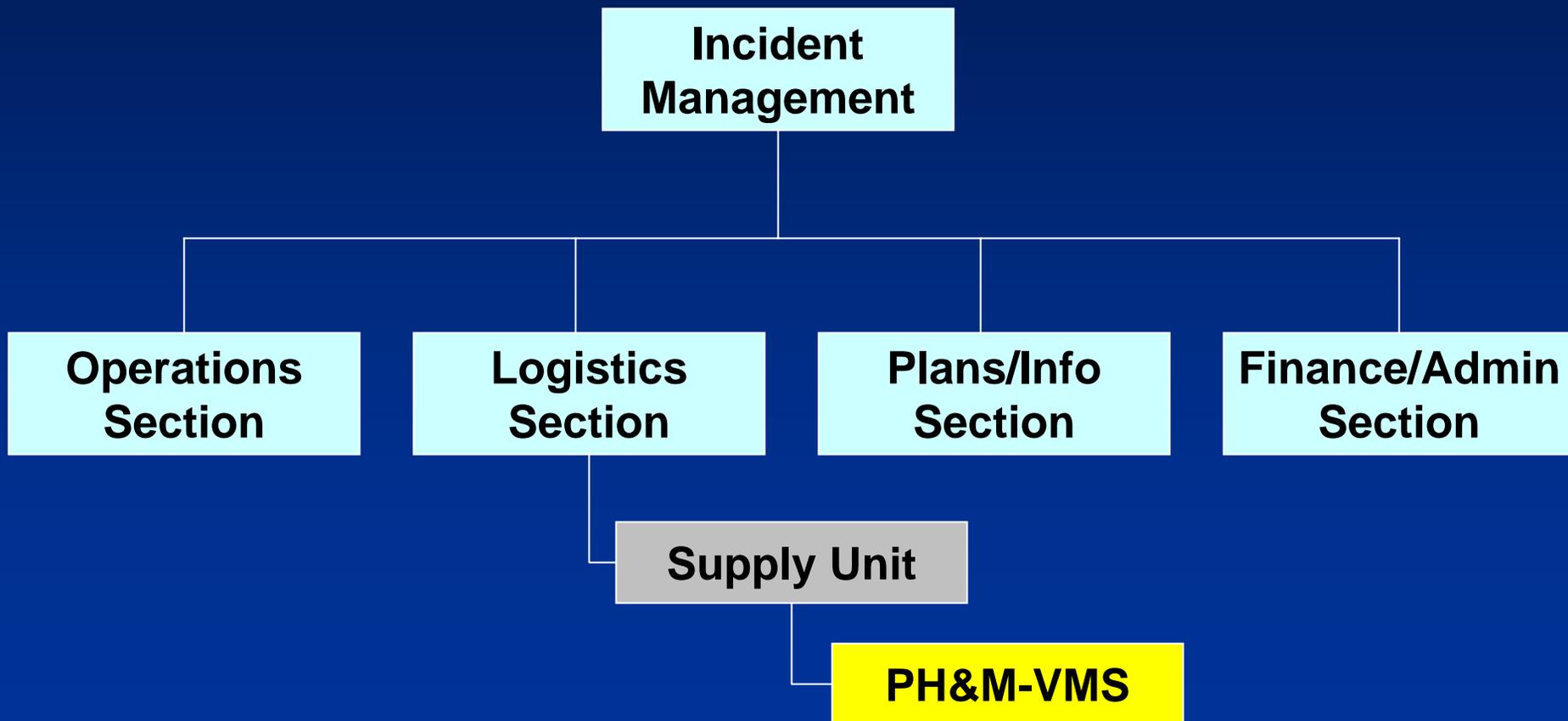
VMS Organization - Management and Command



VMS OPERATIONS maintaining an appropriate span of control



VMS Integration into the ICS





**Arlington County Public Health
Volunteer Management System**



ACPH-VMS Operations Chief

Sample tools to “drive”
the system

Position Description
and
Job Action Sheet

Position Description	Rev. 9/24/05
<ul style="list-style-type: none"> • Reports to the ACPH-VMS Manager • Oversees all Operations functions in the ACPH-VMS - Volunteer processing and Incident Integrations 	
Qualifications	
<p>Key considerations:</p> <ul style="list-style-type: none"> • Operational level proficiency in ICS/IMS • Operational level of proficiency with the ACPH-VMS • Operational level of proficiency with PH Emergency Operations Plans and response functions • Good human resources and organizational skills 	



Arlington County Public Health
Volunteer Management System



ACPH-VMS Operations Chief Job Action Sheet

Job Actions	Rev. 9/24/05						
<u>Reports to: ACPH-VMS Manager</u>							
<ul style="list-style-type: none"> ▪ Receive brief from ACPH-VMS Manager ▪ Determine Operations section structure as presented in pre-plan and assign positions based on incident parameters – may involve the merging of positions based on assessed needs ▪ Assist ACPH-VMS Logistics with input on physical set up and supply and equipment needs of ACPH-VMS, if alterations from the pre-plan layout are required ▪ Brief operations staff and ensure all operations staff understand their roles and responsibilities ▪ Ensure that a basic processing capability is in place to process early-arriving volunteers and expedited volunteer registration ▪ Monitor Operations of Volunteer Processing Branch and Incident Integration Branch. Key issues to assess: <ul style="list-style-type: none"> ○ Are volunteer needs, as requested through ICS/IMS, being fulfilled by the VMS system? (using Situation Update VMS 209) ○ Are both the ACPH-VMS and the onsite ICS/IMS orientation process effective in providing volunteers adequate information to complete their assignments safely and effectively? Is it current and consistent with other briefings? (using Trouble Desk Information Form VMS T2; Volunteer Performance Evaluation Form VMS 226; and Volunteer Feedback Form VMS P12) ○ Is the tracking system adequate to maintain accountability of deployed volunteers? ○ Does the tracking system meet the needs for tracking training, site of deployment, and safety issues? ▪ Monitor resource needs related to Volunteer Processing and Incident Integrations for ongoing ACPH-VMS operations and relay to ACPH-VMS Logistics as necessary 							
<p>Supporting Tools:</p> <table border="0"> <tr> <td>General Message (VMS 213)</td> <td>Volunteer Performance Evaluation Form (VMS 226)</td> </tr> <tr> <td>Trouble Desk Information Form (VMS T2)</td> <td>Volunteer Feedback Form (VMS P12)</td> </tr> <tr> <td></td> <td>Situation Update (VMS 209)</td> </tr> </table>		General Message (VMS 213)	Volunteer Performance Evaluation Form (VMS 226)	Trouble Desk Information Form (VMS T2)	Volunteer Feedback Form (VMS P12)		Situation Update (VMS 209)
General Message (VMS 213)	Volunteer Performance Evaluation Form (VMS 226)						
Trouble Desk Information Form (VMS T2)	Volunteer Feedback Form (VMS P12)						
	Situation Update (VMS 209)						

Sample ICS-
Based Tool



**Arlington County Public Health
Volunteer Management System**



ACPH-VMS ASSIGNMENT LIST		VMS 203 Rev. 9/25/05
<i>This form documents the personnel assigned to specific positions within the ACPH-VMS. A VMS-203 is completed for each operational period and included in the ACPH-VMS Action Plan.</i>		VMS PLANS Distribution to Section Chiefs and include in Action Plan.
1. INCIDENT:	2. DATE AND TIME PREPARED:	3. OPERATIONAL PERIOD:
4. VMS COMMAND AND GENERAL STAFF		
VMS Manager		
VMS Safety Officer		
VMS Plans Chief		
VMS Logistics Chief		
VMS Admin/Finance Chief		
VMS Operations Chief		
5. VMS OPERATIONS BRANCH – PROCESSING		
Volunteer Processing Branch Director		
Registration (Supervisor)		
VPOA Leader		
Credential Verification Supervisor		
Assignment Supervisor		
Assignment Briefing Leader		
Volunteer Deployment/Out-processing Supervisor		
Other		
6. VMS OPERATIONS BRANCH – INCIDENT INTEGRATION		
Incident Integration Branch Director		
Volunteer Tracking Supervisor		
Trouble Desk Supervisor		
Other		
7. OTHERS		
Volunteer Recruitment Supervisor		
Other		
8. PREPARED BY:	9. REVIEWED BY (VMS Manager):	

Sample
Process
Tool

		Arlington County Public Health Volunteer Management System			
TROUBLE DESK INFORMATION FORM			VMS T2 Rev. 9/25/05		
<i>This form is intended to capture all the information related to possible problems with deployed ACPH volunteers working at the incident site under ICS/IMS supervision. The Trouble Desk Supervisor is responsible for the completion of this form and forwarding the form to the VMS Manager for final review. The Trouble Desk investigates/intervenes as indicated.</i>			TROUBLE DESK SUPERVISOR Distribution to VMS Manager, VMS Plans, Volunteer Processing Branch		
1. INCIDENT:		2. DATE/TIME PREPARED:		3. OPERATIONAL PERIOD (Date/Time):	
4. Contact made by: <input type="checkbox"/> VMS Volunteer <input type="checkbox"/> VMS Staff <input type="checkbox"/> IMS Supervisor <input type="checkbox"/> other _____					
5. SUPERVISOR NAME:			6. VOLUNTEER NAME:		
7. VOLUNTEER ID #:			8. VOLUNTEER POSITION:		
9. LOCATION OF DUTIES:					
10. ISSUE					
11. BACKGROUND					
12. SUGGESTED SOLUTION					
13. RESOLUTION					
14. TROUBLE DESK OPERATOR SIGNATURE:				15. ISSUE RESOLVED <input type="checkbox"/> YES <input type="checkbox"/> NO	
16. DATE:		17. ACPH-VMS MANAGER SIGNATURE:			

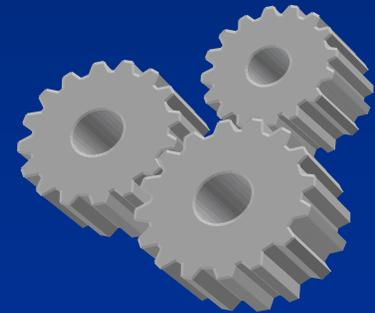
**Instructions for:
VMS T2 - Trouble Desk Information Form**

- *Section 1: Document the name given by ICS/IMS management to the name of the incident.*
- *Section 2: Document the time and date the form is being prepared.*
- *Section 3: Document the operational period the form applies to. For instance, if operating on a 12 hour cycle, then put 0700-1900 or 1900-0700 as appropriate. If operating on a 24 hour cycle, then 0700-0700 as appropriate.*
- *Section 4: Document the position of the person who filed the form.*
- *Section 5: Document the name of the ICS/IMS Supervisor overseeing the volunteer involved in the trouble report.*
- *Section 6: Document the name of the volunteer involved in the trouble report.*
- *Section 7: Document the ACPH volunteer identification number of the volunteer involved in the trouble report.*
- *Section 8: Document the assigned position of the volunteer involved in the trouble report.*
- *Section 9: Document the location of the duties performed by the volunteer involved in the trouble report.*
- *Section 10: Document the problem encountered with the volunteer involved in the trouble report.*
- *Section 11: Document the background of the problem to clarify the context of the situation in which the problem occurred.*
- *Section 12: Document the suggested solutions offered by the ICS/IMS Supervisor to remedy the problem.*
- *Section 13: Document the suggested responsible party for implementing the solutions to the stated problem.*
- *Section 14: Insert the signature of the Trouble Desk Operator who completed the form.*
- *Section 15: Document whether and the problem was resolved and effective solutions implemented. This should be acknowledged by the VMS Manager via a signature.*
- *Section 16: Document the date on which this form was completed.*
- *Section 17: Insert the signature of the VMS Manager.*

VMS Processes

There are 3 major components:

- Management
- Incident Integration
- Volunteer Processing



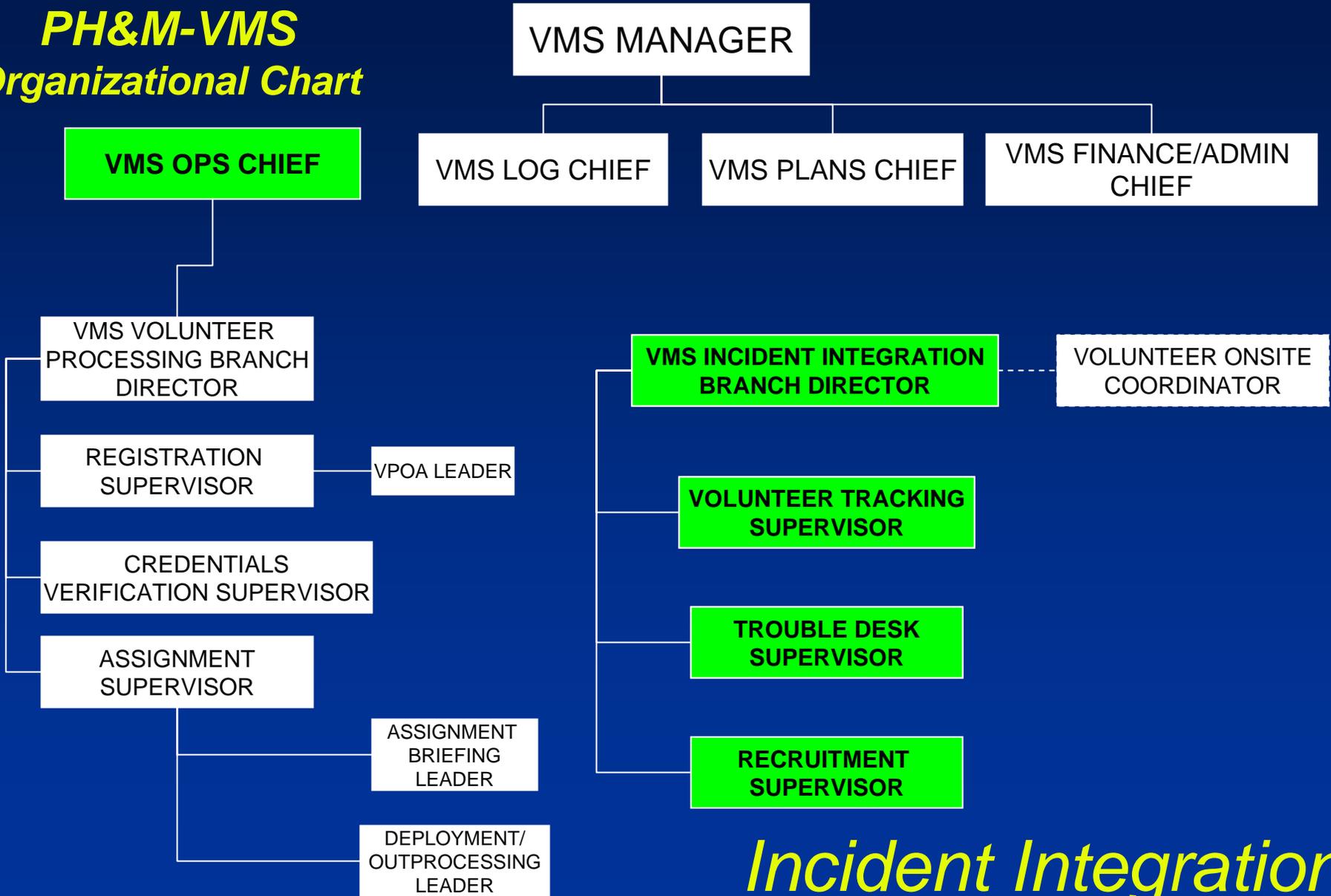
PH&M-VMS Management

process #1

- Assures adequate overall function of VMS
- Oversees mobilization/demobilization
- Sets operational periods, planning cycles & objectives
- Assures safety of volunteers & VMS staff
- Public information & liaison



PH&M-VMS Organizational Chart



Incident Integration



PH&M-VMS

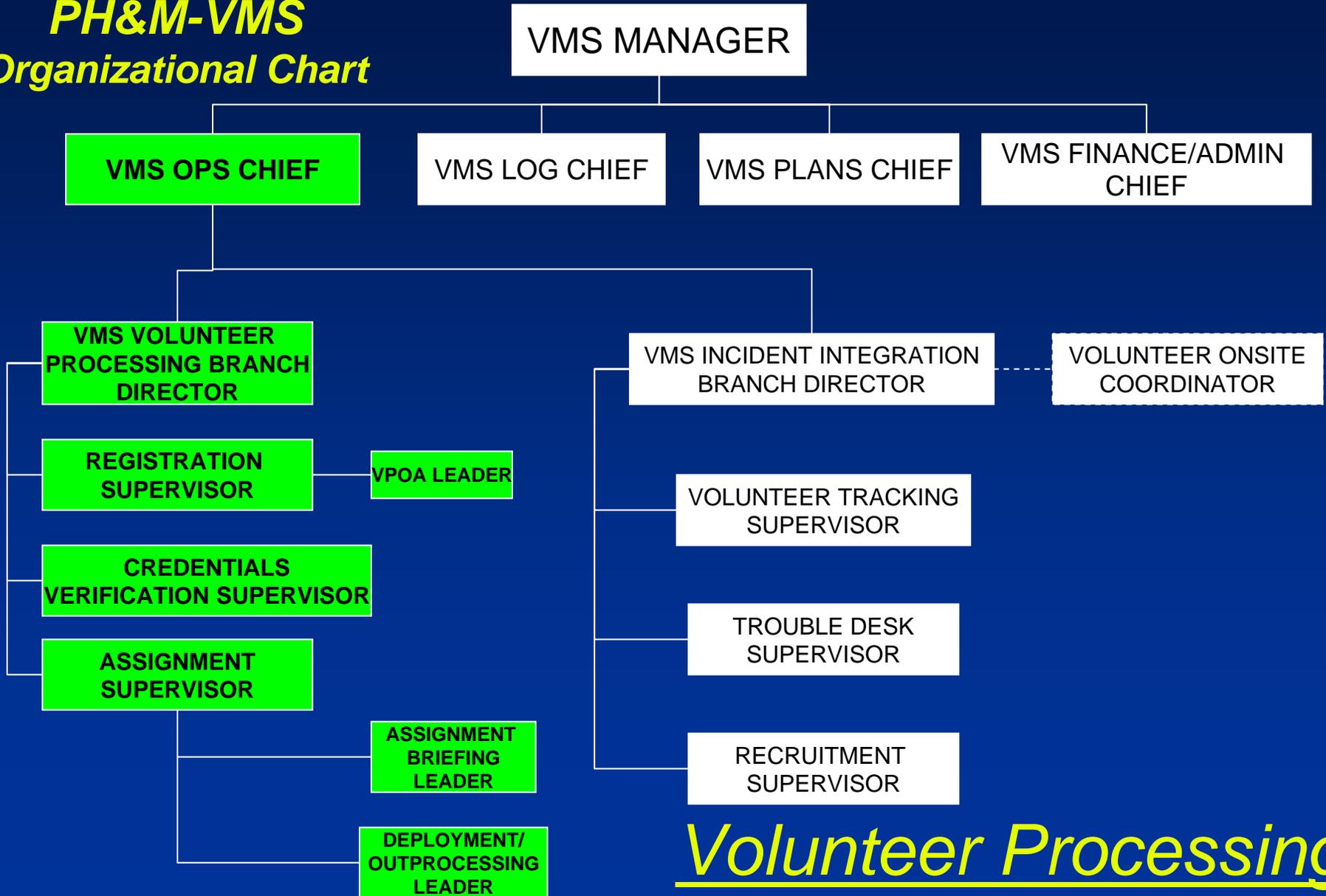
Incident Integration

Process # 2

- Identifies volunteer needs
- Informs Processing Branch about positions to be filled
- Monitors and tracks volunteers
- Maintains “trouble desk” function
 - Answers questions
 - Address adverse volunteer incidents



PH&M-VMS Organizational Chart



Volunteer Processing

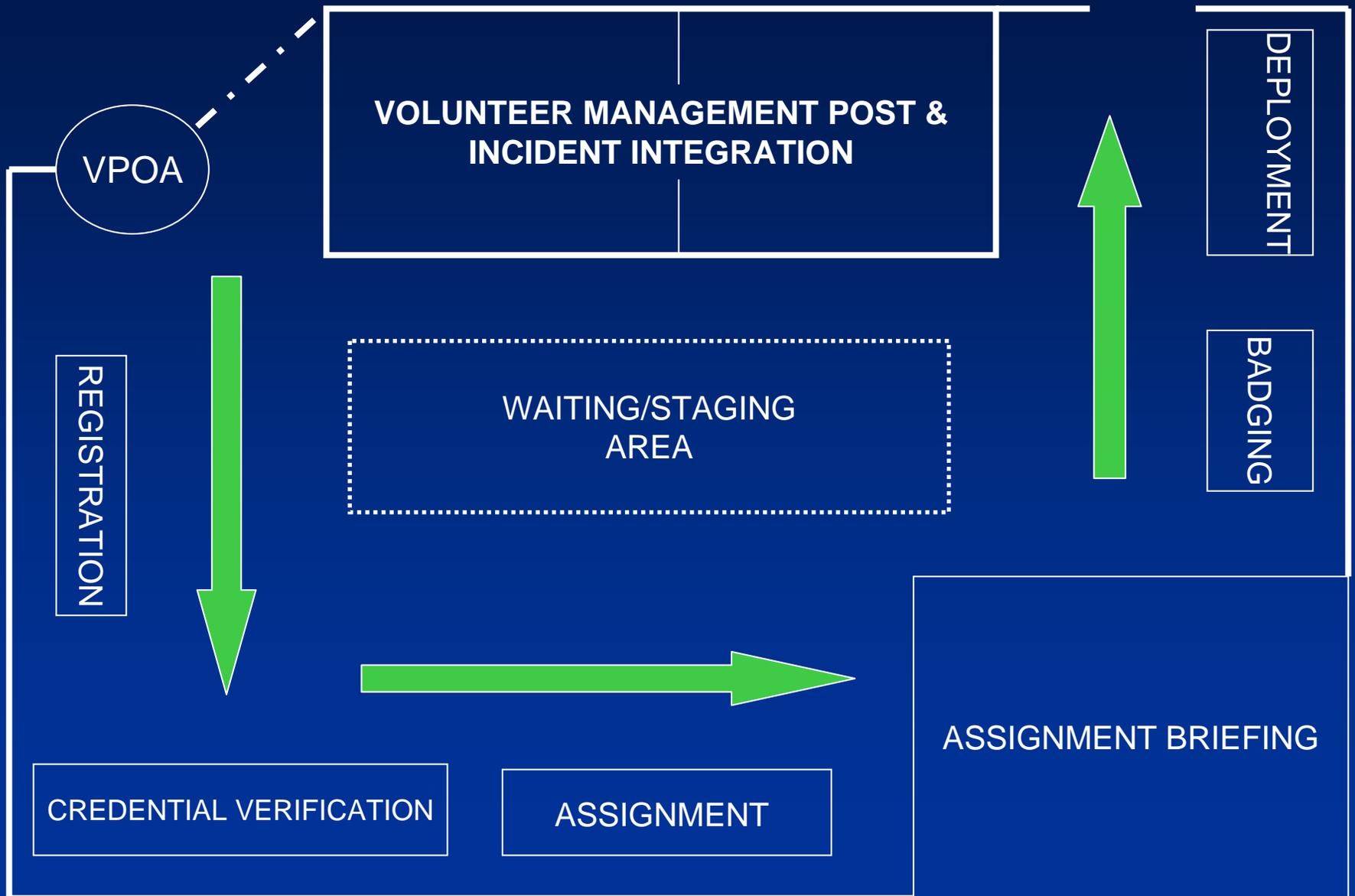
PH&M-VMS

Volunteer Processing

Process #3

“Steps for Processing & Managing the Volunteer”





Preparing ICS to use Volunteers

- Train ICS on how to ask for volunteers
- Train ICS on how to use volunteers
- Train ICS on how to supervise volunteers
- Train ICS on the need for job specific training



Implementation Issues to be addressed within the VMS

- Defining needs
- Credentialing
- Liability
- Worker's Compensation

Ongoing developments

- Expand the scope
- Improve and expand the systems description and conops
- Provide implementation issues/options
- Modify and improve the tools
- Create an electronic format

Public Health & Medical Volunteer Management System

available at:

<http://www.gwu.edu/~icdrm/>

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