This chart will help to define agencies that help during and after disasters.

The left row indicates the agency, the top row indicates the type of assistance that agency provides.

A list of definitions for the types of assistance is contained on page two of this document.

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<th>San Diego Voluntary Organizations Active in Disaster</th>
<th>SDVOAD Quick Reference Chart</th>
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211 San Diego
Amateur Radio Emergency Services San Diego
American Red Cross San Diego
CERT North County
CERT Ramona
Council of Community Clinics
CERT (Community Recovery Team)
ElderHelp of San Diego
Feeding America SD
HOPE Coalition America
Interfaith Community Services
International Relief Teams
Jewish Family Services of SD
Lutheran Social Services of the SW
Nazarene Disaster Response
North Coast Calvary Chapel
PetCo Foundation
Presbytery of San Diego
RB United Coalition
Rescue Task Force
ROARS
San Diego Sheriff’s Department
Save the Children
Southern Baptist Disaster Relief
Southwestern REACT of SD Co.
The Salvation Army
TIP San Diego
Tzu Chi Foundation
United Jewish Federation of SD Co.
United Policyholders
United Way of San Diego County
Volunteer San Diego

Affiliates:
San Diego Co. HHSA, Behav Health Svcs
## Definitions of Roles & Services

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<th>Role</th>
<th>Description</th>
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<tr>
<td>Advocacy</td>
<td>Some voluntary agencies work on behalf of disaster victims (particularly those with limited resources, the disabled, and older persons) to obtain needed resources and services, meals on wheels. Voluntary agencies may also act as advocates for change to local and State governments.</td>
</tr>
<tr>
<td>Bulk Distribution</td>
<td>Some voluntary agencies purchase and distribute basic commodities in bulk that are not available locally. This may include but are not limited to, food, water, health and sanitary needs, baby items, household items. These supplies cannot be purchased locally because stores and other merchandising outlets are unable to supply them.</td>
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<td>Case Management</td>
<td>Some voluntary agencies help individuals complete the documentation that is required through the Resource Coordination Committee Process.</td>
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<tr>
<td>Childcare</td>
<td>Some voluntary agencies establish and professionally staff temporary childcare centers, helping individuals reorganize their personal affairs.</td>
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<td>Clean-Up</td>
<td>Some voluntary agencies do disaster cleanup.</td>
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<tr>
<td>Community Disaster Education</td>
<td>Some voluntary agencies are involved in community disaster education. For example, they may present presentations to community groups on how to prepare for disaster or they send speakers to address local businesses.</td>
</tr>
<tr>
<td>Community Outreach</td>
<td>Some voluntary agencies contact individuals and organizations, such as local businesses, to help them understand and support the local disaster relief operation, the existing, damage, and the possible ways they can support the community.</td>
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<tr>
<td>Counseling</td>
<td>Some voluntary agencies provide individual and family counseling and emotional support.</td>
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<td>Damage Assessment</td>
<td>Some voluntary agencies physically review area affected by disaster in order to assess resources required for rebuilding or reconstruction.</td>
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<td>Debris Removal</td>
<td>Some voluntary agencies provide debris removal such as mucking out and cutting and clearing debris.</td>
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<tr>
<td>Disaster Planning</td>
<td>Some voluntary agencies work with communities before the disasters occur to help disaster and prepare.</td>
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<tr>
<td>Donations and Management</td>
<td>Many agencies have their own internal systems for donation management for both address, receiving, transporting, warehousing and distributing donations during disaster.</td>
</tr>
<tr>
<td><strong>Elder Care</strong></td>
<td>Some voluntary agencies provide a variety of support advocacy, casework, counseling,</td>
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<tr>
<td><strong>Emergency Assistance</strong></td>
<td>Some voluntary agencies provide emergency assistance immediately following a disaster, supplies, comfort kits, first aid, and medical care.</td>
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<tr>
<td><strong>Emergency Repairs</strong></td>
<td>Some voluntary agencies provide funds, staff, equipment, or tools to make emergency repairs (e.g., placing tarps on roof to avoid further damage to the home).</td>
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<tr>
<td><strong>Financial Assistance</strong></td>
<td>Some voluntary agencies provide financial assistance to local church councils including rehabilitation grants</td>
</tr>
<tr>
<td><strong>Financial Planning</strong></td>
<td>Some voluntary agencies help disaster victims locate personal financial records, review advice to help them recover from the financial effects of disaster.</td>
</tr>
<tr>
<td><strong>Funeral Services</strong></td>
<td>Some voluntary agencies help disaster victims locate personal financial records, review advice to help them recover from the financial effects of disaster.</td>
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<tr>
<td><strong>Health Care</strong></td>
<td>Some voluntary agencies help disaster victims locate personal financial records, review advice to help them recover from the financial effects of disaster.</td>
</tr>
<tr>
<td><strong>Identification/Location</strong></td>
<td>Some voluntary agencies help locate disaster victims and provide information to inquire area.</td>
</tr>
<tr>
<td><strong>Insurance Advocacy</strong></td>
<td>Some voluntary agencies provide comprehensive information about the disaster recovery process.</td>
</tr>
<tr>
<td><strong>International Services</strong></td>
<td>Some voluntary agencies provide tracing services when individuals need to locate relatives after a disaster. Voluntary agencies may also provide disaster relief assistance to foreign countries to the U.S. during disasters. For more information on international disaster relief, please contact your local voluntary agency.</td>
</tr>
<tr>
<td><strong>Long Term Recovery</strong></td>
<td>Some voluntary agencies assist to stand up and facilitate the Long Term Recovery process.</td>
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<tr>
<td><strong>Massage Therapy</strong></td>
<td>Some voluntary agencies arrange for relief workers to have massages by trained and licensed professionals.</td>
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<td><strong>Mass Care</strong></td>
<td>Some voluntary agencies provide a variety of mass care activities. Some of these activities include:</td>
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<td>- Identifying and setting up shelter facilities</td>
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<td>- Staffing shelters with skilled staff including feeders, registrars, mental health workers, and support staff</td>
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<td></td>
<td>- Distributing food and other goods to the shelters</td>
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<td></td>
<td>- Feeding disaster victims (either in the shelter or through mobile feeding units).</td>
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<td></td>
<td>- Providing temporary shelter for disaster victims</td>
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<td>- Providing housing for disaster relief workers.</td>
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<td></td>
<td>- Rendering First Aid when necessary</td>
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<tr>
<td><strong>Mental Health Services</strong></td>
<td>Some voluntary agencies provide professional assistance to disaster victims and their families, including counseling, support groups, and psychiatric care.</td>
</tr>
<tr>
<td>Service Type</td>
<td>Description</td>
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<tr>
<td>Mitigation Planning</td>
<td>Mitigation planning is a relatively new role for voluntary agencies. More and more, voluntary agencies are involved in the mitigation phase of emergency management by doing such things as: rebuilding homes in earthquake prone zones, and educating families on mitigation measures in the home.</td>
</tr>
<tr>
<td>Mobile Feeding</td>
<td>Some voluntary organizations use feeding units to serve hot meals to disaster victims at mobile feeding stations.</td>
</tr>
<tr>
<td>Organizational Mentoring</td>
<td>Some voluntary agencies work with local agencies, community based organizations, and government personnel to provide organizational mentoring to disaster victims to help them develop their abilities and respond effectively to the new disaster experience.</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>Many faith-based voluntary agencies provide spiritual counseling from clergy. People seeking assistance from the clergy are twice as likely to seek assistance from the clergy as from other counselors. Spiritual issues such as discouragement are addressed through active listening and a supporting presence that helps victims regain hope.</td>
</tr>
<tr>
<td>Pet Care</td>
<td>Some voluntary agencies focus on the care of animals during disaster including reuse of animals who have lost pets. They may also provide resources for different types of animal food.</td>
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<tr>
<td>Radio Communication Services</td>
<td>Some voluntary agencies have licensed radio amateurs to provide emergency radio communication services to government personnel who are responding to the disaster.</td>
</tr>
<tr>
<td>Rebuilding</td>
<td>Some voluntary agencies provide rebuilding labor.</td>
</tr>
<tr>
<td>Relocation Services</td>
<td>Some voluntary agencies help move individuals and families from damaged areas to temporary housing facilities.</td>
</tr>
<tr>
<td>Resource Coordination</td>
<td>Before, during and after an emergency or disaster, voluntary agencies exchange information and material resources. This information helps provide for the effective and efficient duplication of services.</td>
</tr>
<tr>
<td>Sanitation Services</td>
<td>Some voluntary agencies provide portable toilets, shower units, clean-up kits, comfort stations, and other sanitation services to disaster victims.</td>
</tr>
<tr>
<td>Special Needs</td>
<td>Some voluntary agencies assist in identifying population that has special needs (e.g., individuals in a religious group with special dietary needs.)</td>
</tr>
<tr>
<td>Technical Assistance</td>
<td>Some voluntary agencies provide telecommunications and management information services to disaster victims.</td>
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<tr>
<td>Training</td>
<td>Some voluntary agencies train community-based volunteers in major response and recovery efforts to support disaster affected individuals.</td>
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<tr>
<td>Transportation Services</td>
<td>Some voluntary agencies provide transportation services for disaster victims, particularly the elderly and physically disabled. Some of these voluntary agencies may also use their service from outside the disaster area to areas in need.</td>
</tr>
<tr>
<td>Voluntary Assistance</td>
<td>Some voluntary agencies provide trained volunteers to support response and recovery efforts. Some of these volunteers may be affiliated with religious organizations, while others are unaffiliated.</td>
</tr>
</tbody>
</table>
| Voluntary Services | Voluntary agencies provide many services to their volunteers some of which include:  
- Recruiting and training volunteers  
- Matching volunteers’ skills to the needs of individuals and the community  
- Providing housing and meals to volunteers  
- Counseling volunteers to help relieve the stress of disaster operations  
- Placing spontaneous volunteers within their organizational structure |
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<td>Warehousing</td>
<td>Some voluntary agencies locate and set up central locations for storing and organizing materials.</td>
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</table>
cial problems such as a single parent families and services (e.g. home, health care, translation) by representing the needs of the community.

Services are readily available at the time of need. These include childcare products, medicines, and bedding. Facilities are closed due to the disaster.

For assistance and then assist in tracking that

iters for victim of disaster as they deal with

ample they distribute pamphlets and give
rs to talk with school children.

ses and churches, to educate them about the
port the relief effort.

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assign a value that can be used to estimate

clearing trees from entryways.

them take steps to minimize the effects of

cash and in-kind donations. These systems

asters. The voluntary agencies also work
and entertainment to the elderly population.

ster including food, clothing, shelter, cleaning

y repairs to homes immediately following the

ing relief grants, financial aid, and long-term

w their current financial situation and provide

w their current financial situation and provide

w their current financial situation and provide

ring family and friends outside the impacted

y insurance claim process.

atives outside the United States in times of
tries and coordinate assistance from foreign
ief, see www. Interaction.org.

ess.

ensed therapist to help reduce stress.

ties include:

and health care providers

elief workers to alleviate mental stress and
Voluntary agencies are becoming involved in the provision of disaster relief personnel on site.

Voluntary agencies are also supporting the needs of disaster victims.

In addition, voluntary agencies are providing emergency services, such as food, shelter, and grief counseling for people affected by disasters.

Voluntary agencies are also providing education systems support to the emergency recovery activities and provide job skills training to voluntary individuals with special needs such as the elderly, disabled, or orphaned; a particularly vulnerable group.

Voluntary agencies are also providing communication to fellow agencies and local organizations to coordinate spontaneous, non-governmental organizations that lack funds to support disaster relief efforts.

Voluntary agencies are retrofitting building in disaster zones and helping to reduce the allocation of resources and expenses for disaster victims.

Voluntary agencies are providing personal hygiene kits to disaster victims, especially elderly, disabled, or orphaned individuals; a particular vulnerable group.

Voluntary agencies are also offering spiritual care and understanding to those with serious personal problems, such as lack of faith and other related issues.
donated goods including food, clothing, and