Purpose
This document provides information to local communities, emergency managers, elected offices and administrative leaders on available volunteer management best practices and resources to successfully match spontaneous unaffiliated volunteer offers with voluntary agencies involved in response and recovery efforts.

What is Spontaneous Unaffiliated Volunteer Coordination?
A coordination system that successfully captures spontaneous volunteer offers from the public (following a disaster) and makes these volunteers available to recognized local disaster-response voluntary organizations and/or government departments. Volunteers are then managed and overseen by the organization to which they have been affiliated.

Why Worry About Spontaneous Unaffiliated Volunteers?
When a disaster happens, the public comes forward in an effort to help, often in the form of Spontaneous Unaffiliated Volunteers (SUVs). Volunteers can assist efforts, but if not properly managed, SUVs can ‘show-up’ in the middle of the disaster area, hinder response efforts and potentially put themselves or others, in harm’s way. With little or no experience in volunteer coordination, it is easy for local jurisdictions to quickly become overwhelmed with coordinating SUVs.
The Importance of Effective Volunteer Coordination
Well-managed volunteer coordination will help your community utilize valuable volunteer offers, facilitate the response and recovery processes, enable the local and extended community to assist and avoid SUVs from creating safety and liability issues. Colorado’s Division of Homeland Security and Emergency Management (DHSEM) and Colorado Volunteer Center Network (CVCN) are available upon request to assist your community with the effective coordination of SUVs.

Available Services for Volunteer Coordination
Colorado’s DHSEM is available to assist your community with the coordination of SUVs in conjunction with CVCN, its lead partner for volunteer coordination. There are many levels of support available from CVCN depending on your specific community’s needs, circumstances and resources.

Colorado Volunteer Center Network: A Resource for Your Community
CVCN is the State of Colorado’s lead agency for the coordination of SUVs in response to disasters – as outlined in the State’s Emergency Operations Plan (EOP). CVCN is available upon request to assist in establishing a volunteer coordination system that will help capture and process offers from spontaneous unaffiliated volunteers and match their skills with agencies in need of assistance. This may include technical guidance, coordinating volunteer offers via web database tool and set-up, oversight and management of a Volunteer Reception Center (VRC).

Other important considerations about CVCN:
- CVCN is an association of non-profit volunteer centers with subject matter expertise in volunteer coordination
- CVCN aims to affiliate volunteers with credible agencies
- CVCN does NOT directly manage or task volunteers on behalf of agencies or organizations
- Cost associated with CVCN services will be negotiated based on level of support requested and the size and duration of event
‘Menu of Options’

**Level of Support:** Minimal

**Type of Support:** Technical Consultation – Initial consultation, provide ‘tool kit’ and share best practices

<table>
<thead>
<tr>
<th>Most Appropriate When</th>
<th>What Support May Look Like</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Local jurisdictions have significant capacity to manage SUVs</td>
<td>• Initial consultation to: discuss options for processing and coordinating SUVs, best practices, information on liability issues and general guidance</td>
<td>• VRC needed to support response and recovery</td>
</tr>
<tr>
<td>• SUVs are anticipated or ‘showing-up’</td>
<td>• Provide ‘tool kit’ for setting-up a Volunteer Reception Center (VRC)</td>
<td>• Total local control</td>
</tr>
<tr>
<td>• Local jurisdictions want full control of coordinating SUVs</td>
<td></td>
<td>• Existing local capacity</td>
</tr>
<tr>
<td>• Local jurisdictions seek technical guidance in volunteer coordination</td>
<td></td>
<td>• Scalable</td>
</tr>
<tr>
<td>• Events are small to medium in size</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Duration of disaster may be extended</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Limited to moderate amount of media attention</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## ‘Menu of Options’

**Level of Support:** Limited  
**Type of Support:** Remote Web Database Support – Remote assistance in the ‘virtual’ coordination of volunteer offers via use of web-based tool (no physical VRC)

<table>
<thead>
<tr>
<th>Most Appropriate When</th>
<th>What Support May Look Like</th>
<th>Other Considerations</th>
</tr>
</thead>
</table>
| • Local jurisdictions have limited capacity to manage volunteers  
• Some SUVs are anticipated or ‘showing-up’  
• Outpouring of SUVs not anticipated  
• Local jurisdictions seek support in use and oversight of web database  
• Physical VRC difficult to set-up due to limited capacity and resources  
• The need for volunteer to assist in response and recovery efforts is likely to be limited  
• Events are small to medium in size  
• Duration of disaster is limited  
• Limited to moderate amount of media attention | • Assist in setting-up 'Virtual' volunteer coordination system through use of web-based tool (database)  
• Oversee and provide administrative support for web database tool  
• Process volunteer offers entered into web tool and, when possible, match offers with credible voluntary organization and/or government agencies | • No need for physical VRC  
• Level of local involvement and oversight can vary  
• Limited local capacity  
• Roles and responsibilities of support agencies need to be defined  
• Agencies accepting volunteers need to pass basic vetting process (i.e. have volunteer liability coverage) |
**Menu of Options**

**Level of Support:** Maximum

**Type of Support:** Set-up and Manage VRC - Set-up, staff, and manage physical Volunteer Reception Centers

<table>
<thead>
<tr>
<th>Most Appropriate When</th>
<th>What Support May Look Like</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Local jurisdictions are overwhelmed or have limited capacity to manage SUVs</td>
<td>• Set-up, oversight and management of a physical VRC</td>
<td>• Operational costs associated with rental of facility, utilities, equipment and staffing, need to be considered</td>
</tr>
<tr>
<td>• Local jurisdictions seek on-site technical guidance and support</td>
<td>• Process SUVs by capturing their information and, when possible, ‘affiliate’ with credible voluntary organization and/or government agencies</td>
<td>• CVCN responsible for direct management, staffing and daily oversight of facility</td>
</tr>
<tr>
<td>• SUVs are anticipated or ‘showing-up’</td>
<td>• Make tool kit available for setting-up a Volunteer Reception Center (VRC)</td>
<td>• Management of VRC may be transitioned to local community depending on local capacity and size/duration of event</td>
</tr>
<tr>
<td>• Outpouring of SUVs anticipated</td>
<td>• Assist in identifying suitable facility space</td>
<td>• Written Delegation of Responsibility and/or MOU must be in place upon activation</td>
</tr>
<tr>
<td>• Physical VRC needed to support response and recovery efforts</td>
<td>• Assist voluntary organizations and other responding agencies with meeting specific volunteer needs</td>
<td>• Contingent on capacity and other commitments of CVCN at given time</td>
</tr>
<tr>
<td>• Volunteers will be needed to assist in response and recovery</td>
<td>• Where appropriate, transition the coordination and management of SUVs to local organizations supporting ongoing efforts</td>
<td>• May not be available in all regions of state</td>
</tr>
<tr>
<td>• Events are medium to larger in size</td>
<td>• May be used in conjunction with web database tool to capture volunteer offers</td>
<td>• Scalable</td>
</tr>
<tr>
<td>• Duration of disaster may be extended</td>
<td>• Actual management and tasking of volunteers not provided by CVCN</td>
<td>• Agencies accepting volunteers need to pass basic vetting process (i.e. have volunteer liability coverage)</td>
</tr>
<tr>
<td>• Moderate to significant amount of media attention</td>
<td></td>
<td>• CVCN does NOT directly manage, task or oversee SUVs</td>
</tr>
</tbody>
</table>
# Colorado’s Spontaneous Unaffiliated Volunteer Coordination Resource Guide

For More information, or to Activate Volunteer Coordination Resources and Support, Contact:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Primary Contact</th>
<th>Other Contact</th>
</tr>
</thead>
</table>
| **Colorado’s Division of Homeland Security and Emergency Management (DHSEM)** | Iain Hyde  
720.852.6600 (O)  
303.482.7295 (C)  
Iain.Hyde@state.co.us  
9195 E. Mineral Avenue, Suite 200  
Centennial, CO 80112 | You may also connect with services available from DHSEM and CVCN through one of the State’s Regional Field Coordinators |
| **Colorado Volunteer Center Network (CVCN)** | Kristy Judd  
Metro Volunteers  
303.282.1234 (O)  
720.879.3256  
Kristy@MetroVolunteers.org | Emma Wood  
United Way Weld County  
970-304-6198 (O)  
ewood@unitedway-weld.org |