

Mesa County VOAD
Disaster Response Plan
2010

General

The Mesa County Voluntary Organizations Active in Disaster (MCVOAD) disaster response plan operates on the principle that volunteer response to emergencies and disasters must be coordinated. As a product of this principle, MCVOAD was formed and will be connected to Mesa County's Emergency Action Plan through Emergency Support Function 6 which encompasses mass care, housing, and human services and is coordinated by the Mesa County Department of Human Services.

Purpose

The MCVOAD disaster response plan establishes the organizational concepts for the activation, coordination, cooperation, collaboration, and communication of voluntary organizations that have a disaster and/or emergency mission.

Scope

This plan encompasses the following:

- How MCVOAD is activated
- How activities of MCVOAD are coordinated through the Mesa County Emergency Operations Center
- The response roles of member organizations
- A method for member organizations to communicate

Authorities

With the exception of the American National Red Cross, voluntary organizations operate without statutory authority or congressional charter. The American National Red Cross operates under the Congressional Charter of The American National Red Cross.

While voluntary organizations operate without authority, recent events in Colorado, such as the Windsor tornado and the Four Mile Fire, highlight the need for well coordinated voluntary organizations.

Situation and Assumptions

Mesa County rarely experiences significant disasters but a hazard analysis of Mesa County has identified the hazards that exist in Mesa County and has evaluated them based on their geographic location, prior occurrence and magnitude/severity. A mathematical formula was applied and hazards were assigned a high, medium, or low hazard level based on ranges for hazard scores. The following table details the findings of this hazard analysis.

Hazard Type	Geographic Location	Occurrences	Magnitude/Severity	Total Score	Hazard Level
Avalanche	2	4	6	32	M
Drought	8	4	4	48	M
Earthquake	6	4	4	40	M
Expansive Soils	2	4	2	16	L
Extreme Heat	8	4	2	40	M
WildFire	6	8	4	80	H
Flood	6	8	4	80	H
Hail Storm	4	4	2	24	L
Land Subsidence	2	4	4	24	L
Landslide/Rockfall	4	8	6	80	H
Lightning	2	8	4	48	M
Tornado	2	4	2	16	L
Wind Storm	4	6	4	48	M
Winter Storm	6	6	2	48	M
Dam Failure	4	4	6	40	M
Hazardous Materials	2	8	4	48	M

Geographic Location	
Large: greater than 50%	8
Medium: 25-50%	6
Small: 10-25%	4
Isolated: less than 10%	2

Magnitude/Severity	
Catastrophic	8
Critical:	6
Limited:	4
Negligible:	2

Occurrence	
Highly Likely:	8
Likely:	6
Occasional:	4
Unlikely:	2

Formula: Total Score = Occurrences x Impacts
Occurrences x (Geographic Location + Magnitude/Severity)
Hazard Level is based on Total Score.

Total Score:
L = 8 – 28
M = 32 – 64
H = 72 – 128

Source: 2010 Mesa County Hazard Mitigation Plan

Some assumptions that can be taken from disasters in Colorado and elsewhere in the nation include:

- Natural and manmade hazards will cause disasters that destroy homes and critical infrastructure necessitating short-term and long-term sheltering of people and companion animals
- Citizen preparedness level varies and many individuals and families will not have a means to feed themselves necessitating the provision of mass feeding
- Natural and manmade disasters will lead to excessive debris that may overwhelm local authorities necessitating the use of voluntary organizations to assist with debris removal and clean up
- Natural and manmade disasters motivate people to spontaneously volunteer and donate goods and services, necessitating the use of voluntary organizations to manage and coordinate volunteers and donations
- Response agencies will return to their regular duties following the stabilization of an incident or disaster. Long-term recovery of our community will depend on the coordinated services of voluntary organizations

Concept of Operations

The responsibility of activating the MCVOAD rests with the Mesa County Emergency Manager, directly, or indirectly through the Mesa County ESF 6 coordinator. The ESF 6 coordinator will represent the MCVOAD in the Mesa County Emergency Operations Center and request MCVOAD member liaisons as necessary and as the incident evolves.

Communications between the Mesa County Emergency Manager, ESF 6 coordinator, and MCVOAD agencies will be carried out by using the MCVOAD agency contact information detailed in Annex B of this plan.

MCVOAD member agencies have the capability to provide a variety of disaster response and relief services. Annex A of this plan includes a matrix of responsibilities for MCVOAD member agencies. The intent of this matrix is to coordinate disaster response and relief efforts prior to an incident or disaster, thereby allowing for a coordinated response.

Plan Maintenance and Upkeep

At a minimum, the MCVOAD shall review this disaster response plan annually and make necessary updates and changes. Copies of the updated plan shall be distributed to regular and associate MCVOAD members and the COVOAD.

Annex A

MCVOAD Matrix of Responsibilities

	MC Emergency Management	MC Dept. of Human Services	American Red Cross	Salvation Army	Adventist Community Services	United Methodist Church	WC 211	Medical Reserve Corps	Southern Baptist Disaster Relief
Coordination with County Plan	X	X							
Mass Shelter			X	X					
Volunteer Management				X	X	X	X		
Donations Management			X	X	X	X	X		
Mass Feeding				X					X
Bulk Distribution			X	X	X	X			
Case Management			X	X		X			
Clean-up and Debris Removal						X			X
Rebuilding						X			
Emergency cash Assistance			X	X					
Reunification									
Health Care						X		X	
Mental Health Services						X			
Pastoral/Spiritual Care				X		X			
Pet Care									
Radio Communications				X					
Information Resource and Referral			X	X			X		
Child Care						X	X		

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency: UMCOR

Address: 527 Village Way, Grand Junction, CO 81507

Primary Contact – Name:

Primary Contact – Phone Number:

Scope of Work

Areas of Service

<input type="checkbox"/> Coordination	<input type="checkbox"/> Mass Shelter	<input checked="" type="checkbox"/> Volunteer Management	<input checked="" type="checkbox"/> Donations Management
<input type="checkbox"/> Mass Feeding	<input checked="" type="checkbox"/> Bulk Distribution	<input checked="" type="checkbox"/> Case Management	<input checked="" type="checkbox"/> Clean-up/Debris Removal
<input checked="" type="checkbox"/> Rebuilding	<input type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input checked="" type="checkbox"/> Health Care
<input checked="" type="checkbox"/> Mental Health Services	<input checked="" type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input type="checkbox"/> Radio Communications
<input type="checkbox"/> Information Resource & Referral	<input checked="" type="checkbox"/> Child Care	<input checked="" type="checkbox"/> Other: Money, training, volunteers, skills, etc.	

Description of Services

Name of Service: Volunteer Management

Contact:

Who does this service assist? : Whoever the volunteers are to help clients

How many people can you help? : As many as needed

How long can you provide this service? : Short or long period

Name of Service: Donations Management

Contact:

Who does this service assist? : People in need

How many people can you help? : As many as needed

How long can you provide this service? : Short or long period

Name of Service: Bulk Distribution

Contact:

Who does this service assist? : People in need

How many people can you help? : As many as needed for materials as needed

How long can you provide this service? : Short or long period

Name of Service: Case Management

Contact: Gary Haddock

Who does this service assist? : Clients

How many people can you help? : As many as needed

How long can you provide this service? : Short or long period

Name of Service: Clean-up/Debris Removal

Contact:

Who does this service assist? : Survivors and clients
How many people can you help? : As many as needed
How long can you provide this service? : Short or long period

Name of Service: Rebuilding
Contact:
Who does this service assist? : Clients
How many people can you help? : As many as needed
How long can you provide this service? : Short or long period

Name of Service: Mental Health Services
Contact:
Who does this service assist? : Clients
How many people can you help? : As many as needed
How long can you provide this service? : Short or long period

Name of Service: Pastoral Care
Contact:
Who does this service assist? : Clients
How many people can you help? : As many as needed
How long can you provide this service? : Short or long period

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency: The Salvation Army
 Address: 1235 N. 4th St., Grand Junction, CO, 81501
 Primary Contact – Name:
 Primary Contact – Phone Number:
 Scope of Work

Areas of Service

<input checked="" type="checkbox"/> Coordination	<input checked="" type="checkbox"/> Mass Shelter	<input checked="" type="checkbox"/> Volunteer Management	<input checked="" type="checkbox"/> Donations Management
<input checked="" type="checkbox"/> Mass Feeding	<input checked="" type="checkbox"/> Bulk Distribution	<input checked="" type="checkbox"/> Case Management	<input type="checkbox"/> Clean-up/Debris Removal
<input type="checkbox"/> Rebuilding	<input checked="" type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input type="checkbox"/> Health Care
<input type="checkbox"/> Mental Health Services	<input checked="" type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input checked="" type="checkbox"/> Radio Communications
<input checked="" type="checkbox"/> Information Resource & Referral	<input type="checkbox"/> Child Care	<input type="checkbox"/> Other:	

Description of Services:

Name of Service: Mass/Canteen Feeding

Contact:

Who does this service assist? : First Responders, Responders, Agency Members, Victims, Volunteers, Staff

How many people can you help? : 1-500+. Other units can be called to expand services as needed

How long can you provide this service? : Days to weeks

Name of Service: Donations Management

Contact:

Who does this service assist? : Handling food or material goods in special situation

How many people can you help? : 1-500+

How long can you provide this service? : Days to weeks.

Name of Service: Emergency Services/Food Pantry

Contact:

Who does this service assist? : If the disaster is in the Grand Junction area or within Mesa County we can handle it through our offices. If disaster is further away, we would set up a base of operations

How many people can you help? : 1-500+

How long can you provide this service? : Days to weeks

Name of Service: Pastoral/Emotional & Spiritual Care & Coordination

Contact:

Who does this service assist? : People needing pastoral, emotional and spiritual care

How many people can you help? : In disasters, The Salvation Army often helps coordinate pastoral care with other denominations. Through this coordinator role, we have been able to help meet the total need in pastoral areas.

How long can you provide this service? : Continually

Name of Service: Disaster Shelter

Contact:

Who does this service assist? : People needing shelter

How many people can you help? : 25+

How long can you provide this service? : 1 week or more

Name of Service: Emergency Communications

Contact:

Who does this service assist? : N/A

How many people can you help? : N/A

How long can you provide this service? : N/A

Name of Service: Long-term Recovery Case Management

Contact:

Who does this service assist? : People in need

How many people can you help? : 100+

How long can you provide this service? : From days to years

Name of Service: Clean-up and Reconstruction

Contact: Capt.

Who does this service assist? : Those who are in the clean-up and reconstruction mode

How many people can you help? : Many

How long can you provide this service? : Days to years

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency: Adventist Community Services Disaster Response (ACS DR)

Address: 2520 South Downing, Denver, CO., 81210

Primary Contact – Name:

Primary Contact – Phone Number:

Scope of Work

Areas of Service

<input type="checkbox"/> Coordination	<input type="checkbox"/> Mass Shelter	<input type="checkbox"/> Volunteer Management	<input checked="" type="checkbox"/> Donations Management
<input type="checkbox"/> Mass Feeding	<input checked="" type="checkbox"/> Bulk Distribution	<input type="checkbox"/> Case Management	<input type="checkbox"/> Clean-up/Debris Removal
<input type="checkbox"/> Rebuilding	<input type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input type="checkbox"/> Health Care
<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input type="checkbox"/> Radio Communications
<input type="checkbox"/> Information Resource & Referral	<input type="checkbox"/> Child Care	<input type="checkbox"/> Other:	

Description of Services:

Name of Service: Bulk Distribution

Contact:

Who does this service assist? : Those impacted by the event

How many people can you help? : As many as who are in need

How long can you provide this service? : 6-8 weeks

Name of Service: Donations Management

Contact:

Who does this service assist? : Those impacted by the event

How many people can you help? : As many as who are in need

How long can you provide this service? : 6-8 weeks

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency: Mesa County Medical Reserve Corps

Address: 510 29 1/2 Rd, Grand Junction, CO., 81504

Primary Contact – Name:

Primary Contact – Phone Number:

Scope of Work: The Mesa County Medical Reserve Corps (MRC) provides highly skilled, well-trained civilian volunteers to ensure safety of our community, to promote preparedness among our citizens, and to respond in the event of an emergency. Our goals are to (1) have a pre-identified, pre-credentialed pool of volunteers ready to respond to any emergency situation, and (2) assure appropriate skill sets and competencies of our volunteers to meet the safety and promotional needs of our community. MRC members, who consist of both medically trained and non-medically trained volunteers, may provide education, outreach, and various health services throughout the year.

Areas of Service

<input type="checkbox"/> Coordination	<input type="checkbox"/> Mass Shelter	<input type="checkbox"/> Volunteer Management	<input type="checkbox"/> Donations Management
<input type="checkbox"/> Mass Feeding	<input type="checkbox"/> Bulk Distribution	<input type="checkbox"/> Case Management	<input type="checkbox"/> Clean-up/Debris Removal
<input type="checkbox"/> Rebuilding	<input type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input checked="" type="checkbox"/> Health Care
<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input type="checkbox"/> Radio Communications
<input type="checkbox"/> Information Resource & Referral	<input type="checkbox"/> Child Care	<input checked="" type="checkbox"/> Other: Non-medical support to all other areas of response	

Description of Services:

Name of Service: Health Care

Contact:

Who does this service assist? : Supports public health response efforts in the community

How many people can you help? : In a supporting role, the MRC can leverage scale of a response

How long can you provide this service? : Shift work

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency: American Red Cross Western Colorado Chapter

Address: 506 Gunnison Ave, Grand Junction, CO, 81501

Primary Contact – Name:

Primary Contact – Phone Number:

Scope of Work: Immediate relief to disaster victims

Areas of Service

<input type="checkbox"/> Coordination	<input checked="" type="checkbox"/> Mass Shelter	<input type="checkbox"/> Volunteer Management	<input checked="" type="checkbox"/> Donations Management
<input type="checkbox"/> Mass Feeding	<input checked="" type="checkbox"/> Bulk Distribution	<input checked="" type="checkbox"/> Case Management	<input type="checkbox"/> Clean-up/Debris Removal
<input type="checkbox"/> Rebuilding	<input checked="" type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input type="checkbox"/> Health Care
<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input type="checkbox"/> Radio Communications
<input checked="" type="checkbox"/> Information Resource & Referral	<input type="checkbox"/> Child Care	<input type="checkbox"/> Other:	

Description of Services:

Name of Service: Mass Shelter

Contact:

Who does this service assist? : Clients displaced by disaster

How many people can you help? : Up to 14,000 sheltering capacity, local ARC resources 300

How long can you provide this service? : Short term sufficient to allow for recovery

Name of Service: Bulk Distribution

Contact:

Who does this service assist? : Disaster clients

How many people can you help? :

How long can you provide this service? : Short term sufficient to allow for recovery

Name of Service: Emergency Assistance

Contact:

Who does this service assist? : Single families/small scale disasters that displace clients from their homes

How many people can you help? : Single families/up to 10 members

How long can you provide this service? : up to 3 nights

Name of Service: Case Management

Contact:

Who does this service assist? : Disaster clients

How many people can you help? :

How long can you provide this service? :

Name of Service: Information Resource and Referral

Contact:

Who does this service assist? : Linking disaster victims with their families

How many people can you help? :

How long can you provide this service? :

Name of Service: Donations Management

Contact:

Who does this service assist? : Disaster victims

How many people can you help? :

How long can you provide this service? : Year long

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency: Western Colorado 2-1-1

Address: 2897 North Ave, Grand Junction, CO 81501

Primary Contact – Name:

Primary Contact – Phone Number:

Scope of Work: 2-1-1 acts as a non-emergency public call center in times of disaster. Our mission is to:

- Connect people with the specific services they need, relieving first responder organizations
- Helping federal, state, and local governments get accurate, current information to the public
- Provide reassurance to callers by responding to rumors and letting callers know where they can access support
- Working directly with service providers to ensure the dissemination of accurate information about the availability of services
- Coordinate community resource information (i.e. recovery guides, etc...)
- Channel the efforts of those who want to help – from spontaneous volunteers to people wishing to donate material goods or money – to the right places that can benefit most immediately and directly
- During long term recovery and rebuilding, 2-1-1 remains a critical piece of the community fabric, assisting citizens suffering through the “second disasters,” the period of helplessness that remains long after the emergency responders are gone

Areas of Service

<input type="checkbox"/> Coordination	<input type="checkbox"/> Mass Shelter	<input checked="" type="checkbox"/> Volunteer Management	<input checked="" type="checkbox"/> Donations Management
<input type="checkbox"/> Mass Feeding	<input type="checkbox"/> Bulk Distribution	<input type="checkbox"/> Case Management	<input type="checkbox"/> Clean-up/Debris Removal
<input type="checkbox"/> Rebuilding	<input type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input type="checkbox"/> Health Care
<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input type="checkbox"/> Radio Communications
<input checked="" type="checkbox"/> Information Resource & Referral	<input checked="" type="checkbox"/> Child Care	<input type="checkbox"/> Other:	

Description of Services:

Name of Service: Child Care

Contact: Charity Brockman

Who does this service assist? : Service providers and the public. Coordinated child care with licensed care providers and volunteer agencies

How many people can you help? : Mesa County

How long can you provide this service? : During incident and recovery period

Name of Service: Volunteer Management

Contact: Charity Brockman

Who does this service assist? : Service providers and the public. Utilize Aid Matrix to directly enter information

How many people can you help? : Mesa County

How long can you provide this service? : During incident and recovery period

Name of Service: Information Referral

Contact: Charity Brockman

Who does this service assist? : Service providers and the public

How many people can you help? : Mesa County

How long can you provide this service? : During incident and recovery period

Name of Service: Donations Management

Contact: Charity Brockman

Who does this service assist? : Service providers and the public

How many people can you help? : Mesa County

How long can you provide this service? : During incident and recovery period

MCVOAD

Agency Scope of Work

Agency Resources

Name of Agency:

Address:

Primary Contact – Name:

Primary Contact – Phone Number:

Scope of Work

Areas of Service

<input type="checkbox"/> Coordination	<input type="checkbox"/> Mass Shelter	<input type="checkbox"/> Volunteer Management	<input type="checkbox"/> Donations Management
<input type="checkbox"/> Mass Feeding	<input type="checkbox"/> Bulk Distribution	<input type="checkbox"/> Case Management	<input type="checkbox"/> Clean-up/Debris Removal
<input type="checkbox"/> Rebuilding	<input type="checkbox"/> Emergency Assistance	<input type="checkbox"/> Reunification	<input type="checkbox"/> Health Care
<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Pastoral Care	<input type="checkbox"/> Pet Care	<input type="checkbox"/> Radio Communications
<input type="checkbox"/> Information Resource & Referral	<input type="checkbox"/> Child Care	<input type="checkbox"/> Other:	

Description of Services:

Name of Service:

Contact:

Who does this service assist? :

How many people can you help? :

How long can you provide this service? :

Annex B
Communications Plan

This section not for public release