

AGENCY VOLUNTEER CAPACITY ASSESSMENT CHART

- Business Resumption and Recovery:** Working with agency staff, come up with a list of internal activities that keep the agency open for business that can be assigned to spontaneous volunteers:

- Client Service Delivery:** List all of those activities that focus on clients and agency programs to which spontaneous volunteers might be assigned.

- Volunteer Capacity:** Insert the tasks that you have identified above into the table below under tasks, assign a role or job title, and estimate the number of people you will need and for how long.

Task	Volunteer Role/Title	Days Needed	Time Needed	Number Needed
Total				

VOLUNTEER ANNEX TO EMERGENCY RESPONSE PLAN FOR

1. Management of volunteer program during disasters
 - Who's in charge? Go 2-3 deep
 - Other staff
2. Agency needs
 - General description
 - Specific jobs (make job descriptions an attachment)
3. Sources of volunteers
 - Volunteer Center
 - Other sources
4. Logistics
 - Volunteer reception area
 - Go kit
 - Other
5. Forms and records
 - Volunteer registration form
 - Other forms
 - Method of record-keeping (computerized database, etc.)
6. Policies applicable to volunteers
7. Procedures—use checklists for
 - Interviewing and placement
 - Orienting
 - Training
 - Supervising
 - Evaluating and thanking
8. Risk management
 - General description
 - Applicable insurance
 - Accident/injury reports
9. Training and exercising