



## Pennsylvania State Fire Academy

1150 Riverside Drive  
Lewistown, PA 17044-1979

## Pennsylvania Emergency Management Agency

2605 Interstate Drive  
Harrisburg, PA 17110

# Minimum Standard for Accreditation (MSA)

**Original program:** 6/1998

**Revised:** 3/2015

**Course Title:** G-288 Local Volunteer and Donations Management (G-288)

**Length of Course:** 12 Hours

**Lecture/Lab Breakdown:** 11 Hours / 1 Hour

**Target Audience:** This course is designed for local-level staffs to include Local Volunteer/Donations Coordinators, Coordinator's Alternate, Leading stakeholders of voluntary organizations, State/local VOAD (Voluntary Organizations Active in Disaster) Chair or Designee, Public Information Officer or Liaison, Program Functional Leads, and Government-Private Sector Liaisons

**Prerequisites:** FEMA Independent Study 288, 700.a, and 100.b

**Referenced Texts:** FEMA G-288 Homeland Security Exercise Evaluation Program Student Manual. Instructor Guide and PowerPoint provided on CD by PEMA.

**Course Goal:** To provide local emergency management personnel and voluntary agency representatives with the knowledge and skills necessary to develop and execute an effective volunteer and donations management program as well as develop a volunteer and donations management support annex.

**Course Description:** The course is designed to strengthen the abilities of local jurisdictions to successfully prepare for and handle volunteer and donations management issues that may arise. The course content and activities may also serve as a template, thereby enhancing uniformity in addressing areas of donated unsolicited goods, unaffiliated volunteers, and undesignated cash.

**Description of Methodology:** Instructional methodology will include interactive lectures, group discussions, and practical activities using disaster scenarios, daily reviews and assessments, and optional Web demonstration on information management used by the local jurisdiction.

**Student Equipment/Supply Needs:** Note taking materials (Pen, Pencil, and paper).

**Equipment/Audiovisual/Supply requirements:**

1. Laptop/desktop computer
2. LCD Projector
3. Tables/chairs
4. Easels/pads, paper and pencils/markers, Post-it notes
5. Classroom (adequate for learning environment)

**Special Notes & Conditions for Students:** This course is designed for local-level staffs to include:

1. Local Volunteer/Donations Coordinator
2. Coordinator's Alternate
3. Leading stakeholders of voluntary organizations
4. State/local VOAD (Voluntary Organizations Active in Disaster) Chair or Designee
5. Public Information Officer or Liaison
6. Program Functional Leads
7. Government-Private Sector Liaison

**Special Notes & Conditions for Instructors:** Lead Instructors will be chosen based on a combination of their Volunteer and Donations Management training, qualifications, and experience.

**1. Lead Instructors (3)**

- a. All instructors to be approved by the State Volunteer/Donations Coordinator, in concert with the State Training Officer, prior to course offering
- b. Composition of instructors: one individual from State, one individual from a local jurisdiction, and one individual from non-profit sector
- c. Training experience using adult learning principles
- d. Positive attitude
- e. Enthusiasm about subject
- f. Good communication skills

**2. Subject Area Instructors (Guest Presenters; Panelists)**

- a. Expertise in subject matter
- b. Understand expectations of course objectives
- c. Good communication skills
- d. Engaging speaker

**3. Areas of Subject Matter Expertise**

Overview of local Volunteer and Donations Management

**COURSE OUTLINE**

<b><u>Time</u></b>	<b><u>Content</u></b>	<b><u>Notes</u></b>
	<b><u>DAY 1</u></b>	
01:00	Introduction and Welcome	
01:30	Unit 1 Volunteer and Donations Strategies and Management	
01:30	Unit 2 Collaboration and Partnership	
01:00	Unit 3 Managing Public Education and Information	
01:00	Unit 4 Managing Unsolicited Donated Goods	
01:00	Unit 5 Managing Unaffiliated Volunteers	
01:00	Unit 6 Managing Undesignated Cash	

**DAY 2**

01:15	Unit 7	Information Management
01:15	Unit 8	Local Plans
00:45		Course Review
00:45		Exam

**Competency Evaluation Mechanism:** A 10 question open book exam. Exam is considered passing with a score of 70%. Candidate has one (1) retest attempt to pass.

**Learning Outcomes (Behavioral Objectives):** At the completion of this course students will be able to:

1. Identify key organizations and individuals who have a role in managing unaffiliated volunteers, unsolicited goods, and undesignated cash donations in disasters.
2. Identify specific agencies and organizations and how they collaborate to form a Volunteer and Donations Coordination Team (VDCT).
3. Develop an effective public education and information structure to support the successful management of unaffiliated volunteers, unsolicited goods, and undesignated cash donations in disasters.
4. Identify how to effectively manage the surge of unsolicited goods.
5. Gather information from organizations, agencies, volunteers, media, and others for donations intelligence purposes.
6. Facilitate the matching of unaffiliated volunteers with appropriate organizations or agencies during program implementation.
7. List the planning considerations for cash donations.
8. Incorporate technology needed to successfully manage information on unaffiliated volunteers and unsolicited goods.
9. Relate volunteer and donations management program responsibilities to the planning components of the annex.

**Questions or Comments: Please contact the Assistant State Fire Academy  
Administrator**