

CONTENTS

Administrative Information

The Federal Emergency Management Agency.....	I
The Emergency Management Institute.....	III
Course Overview	VI
Course Pretest and Final Examination	IX
Pretest	X

Unit One: Introduction to Disaster Relief Voluntary Agencies

Overview	1-1
An Example of Voluntary Agencies in Action.....	1-3
Voluntary Agencies: Strong Emergency Management Partners.....	1-5
Common Misconceptions About Voluntary Agencies and Their Disaster Relief Assistance	1-9
Summary	1-11
Check Your Memory	1-12

Unit Two: The History of Disaster Relief Voluntary Agencies

Introduction.....	2-1
Volunteerism in the U.S.: A Long and Proud Tradition	2-2
The Role of Voluntary Agencies in Historical Disasters	2-7
The History of NVOAD Member Agencies	2-15
Summary	2-28
Check Your Memory	2-29

Unit Three: Roles and Services of Disaster Relief Voluntary Agencies

Introduction.....	3-1
The Emergency Management Cycle	3-2
The Roles and Services of Voluntary Agencies.....	3-5
The Primary Mission of Each NVOAD Member Agency	3-23
Summary	3-32
Check Your Memory	3-33

Unit Four: Working Together

Introduction..... 4-1
 The Benefits of Voluntary Agency Coordination..... 4-3
 Strategies for Successful Voluntary Agency Coordination..... 4-5
 National Voluntary Organizations Active in Disaster 4-7
 State and Local Voluntary Organizations Active in Disaster..... 4-12
 FEMA Voluntary Agency Liaison 4-19
 The Donations Coordination Team 4-21
 The Resource Coordination Committee/Unmet Needs Committee..... 4-26
 Project Impact..... 4-29
 Summary 4-32
 Check Your Memory 4-33

Appendices

Appendix A: Acronym List..... A-1
 Appendix B: NVOAD Membership B-1
 Appendix C: Steps for Developing a VOAD..... C-1
 Appendix D: Additional Resources.....D-1
 Appendix E: Answers to Pretest and Check Your Memory..... E-1
 Appendix F: Final Exam..... F-1