



Disaster Volunteer Network (DVN)

User's Manual

May 1, 2012

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Introduction

Thank you for registering to use the Disaster Volunteer Network (DVN).

The DVN provides:

- A free online volunteer management tool for emergency managers and volunteer programs involved in disaster or emergency management.
- A statewide, regional, and local view of public, private, and nonprofit volunteer resources, making it faster and more efficient to locate the volunteer resources needed during an emergency and putting them to work.
- The most up-to-date and accurate information about volunteer resources and capabilities.

Potential DVN users are:

- Volunteer program coordinators
 - Government-affiliated programs, such as Citizen Corps and RACES
 - Nonprofit programs
 - Community-based programs
 - Faith-based programs
 - College and university programs
 - Private-sector programs
- Emergency managers
 - Local government
 - State government
 - Tribal government

The DVN functions as:

- A tool for volunteer programs to use to manage their volunteers and events on a daily basis
- A directory of volunteer programs, including contact information for each
- A search engine to quickly identify specified volunteer resources, programs, and contact information
- A reporting tool for volunteer programs and emergency managers
- A snapshot of volunteer resources in the State of California

The DVN is developed on ESI's WebEOC platform. WebEOC is a web-enabled crisis information management system for secure real-time information sharing, helping managers make quick, sound decisions.

Section 1

DVN Basics

Chapter 1: Accessing the DVN

1.1 User Names and Passwords

To gain access to the DVN, an organization or agency submits a DVN user access form to the DVN Administrator at CaliforniaVolunteers. Upon approval, the administrator issues user names and passwords to the organization or agency.

Passwords will need to be reset every ninety days.

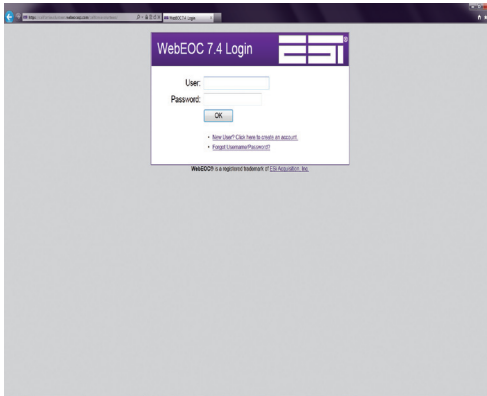
1.2 Logging In

The DVN is accessed through the Internet via an Internet browser. Internet Explorer, Firefox, and Safari are currently all supported.

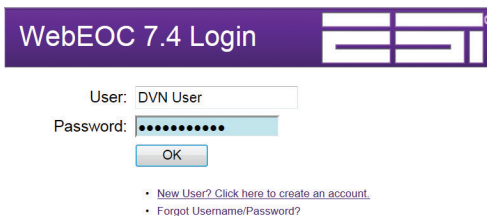
Note: As each WebEOC server acts independently, your DVN user name and password will only give you access to the CaliforniaVolunteers WebEOC server. Conversely, user names and passwords for other WebEOC servers will not give you access to the DVN.

Enter this web address into your browser:
<https://californiavolunteers.webeocasp.com>.

The following screen should appear:



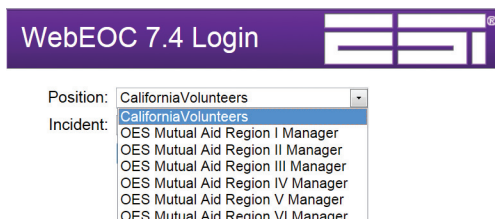
In the login screen, enter your user name and password.



Note: Passwords are case sensitive. If you forget your password, you can e-mail the DVN administrator at dvnl@cv.ca.gov to obtain a new one.

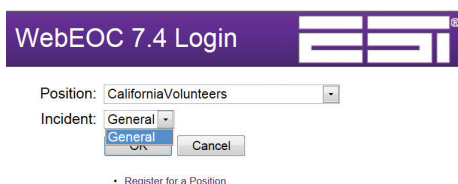
To contact the DVN Administrator during emergencies, check the DVN website at www.californiavolunteers.org/DVN for current emergency contact information.

Select your position from the drop-down list. This will determine what you can access. Positions with your volunteer program's name will grant you rights as a volunteer program manager for your organization. Positions ending with *Manager* will grant you rights as an emergency manager in a CalEMA Mutual Aid Region.



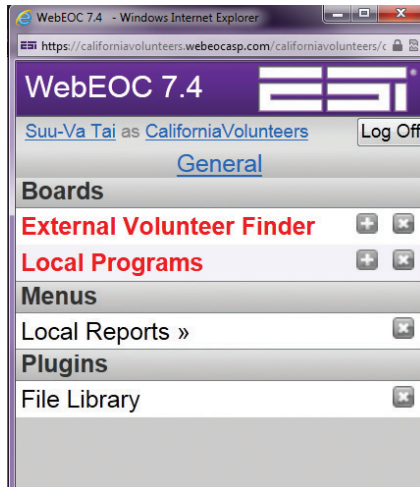
The image shows the WebEOC 7.4 Login interface. It features a purple header with the text "WebEOC 7.4 Login" and the ESI logo. Below the header, there are two dropdown menus. The first menu, labeled "Position:", has "CaliforniaVolunteers" selected. The second menu, labeled "Incident:", has a list of options: "CaliforniaVolunteers", "OES Mutual Aid Region I Manager", "OES Mutual Aid Region II Manager", "OES Mutual Aid Region III Manager", "OES Mutual Aid Region IV Manager", "OES Mutual Aid Region V Manager", and "OES Mutual Aid Region VI Manager".

After selecting your position, select an incident from the drop-down list.



The image shows the WebEOC 7.4 Login interface. It features a purple header with the text "WebEOC 7.4 Login" and the ESI logo. Below the header, there are two dropdown menus. The first menu, labeled "Position:", has "CaliforniaVolunteers" selected. The second menu, labeled "Incident:", has "General" selected. Below the "Incident:" menu, there is a "General" button and a "Cancel" button. At the bottom, there is a link that says "Register for a Position".

Note: Only those positions and incidents that your administrator has given you access to will appear. Currently the DVN only uses a single incident: General.



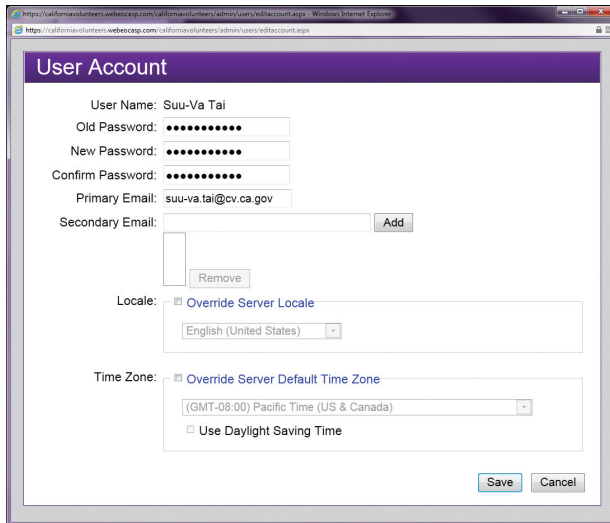
1.3 Resetting Your Password

You will need to reset your password every ninety days or when you are locked out of your user account. This happens if you incorrectly enter your password ten times. Section 2.4 addresses resetting your password.

1.4 Changing Your Account Information

You can change your password and e-mail address as desired. To do so, log in to the DVN. In the *Views* menu, click on your name in the upper left-hand corner.

The user account window will open. Enter changes and click **Save**.



The screenshot shows a web browser window with the address bar displaying `https://californiaschools.usbecap.com/californiaschools/admin/users/editaccount.aspx`. The page title is "User Account". The form contains the following fields and controls:

- User Name: Suu-Va Tai
- Old Password: [password field]
- New Password: [password field]
- Confirm Password: [password field]
- Primary Email: suu-va.tai@cv.ca.gov
- Secondary Email: [text field] [Add button]
- [text field] [Remove button]
- Locale: ☐ Override Server Locale
[English (United States) dropdown]
- Time Zone: ☐ Override Server Default Time Zone
[(GMT-08:00) Pacific Time (US & Canada) dropdown]
☐ Use Daylight Saving Time
- [Save button] [Cancel button]

Chapter 2: WebEOC Basics

2.1 DVN Terminology

Below are some WebEOC terms you may find helpful when using the DVN.

Boards: Various display views in the DVN. Some boards are interactive, while some are read-only. The position you logged in under will determine which boards are available to you and how you can interact with them.

Menus: Lists of additional boards that are available to you. These include reports and file downloads.

Reports: Generated on the aggregate data compiled by all the volunteer program information entered. See chapters 6 and 10 for more information on available reports.

Boards list: The first window that pops up after you log in and select your position and incident. This is the list of views that is available to you.

Local program list: Displays a list of programs in your CalEMA Mutual Aid Region (when logged in as a volunteer program). Here you can access your program's detailed information page and volunteer list, volunteer finder tool, and events tool.

Regional program list: Shows you a list of programs in your mutual aid region (for those logged in as emergency managers).

Volunteers list: Provides a list of your program's volunteers. In this view, you can add new volunteers, edit existing volunteers, e-mail volunteers, and assign volunteers to events.

External volunteer finder: Enables you to search for programs with volunteers matching a specific search string. The search results will return program names and contact information as well as the number of volunteers matching the search string. The emergency manager will only see the programs' contact information.

Local volunteer finder: Allows you to search your own program for volunteers matching a specific search string. The search results will return the volunteers' names and allow you to quickly view their information, edit their profiles, and assign them to events.

Event/activation tracker: Allows volunteer programs to track volunteer participation for specific events including local emergencies or disasters, trainings, or preparedness activities.

2.2 Navigating in WebEOC

To use the DVN, you must turn off your browser's pop-up blocker. The DVN will often open a new browser window when you click on a link. Pop-up blockers prevent the browser from opening these new windows.

To return to a previous screen, do not use your browser's back button; instead, use the button embedded in each window, often located in an upper corner. This button may say, *Cancel*, *Return*, or *Back*.

In the DVN, some lists are too long for one page. In this case, in the bottom left corner of the screen, you will see a navigation bar with arrows pointing right and left. These allow you to view the list's other pages. The button on the far left will return you to the list's first page. The navigation bar also tells you which page you are on and how many pages there are total.



Section 2

DVN for Volunteer Coordinators

Chapter 3: DVN for Volunteer Coordinators

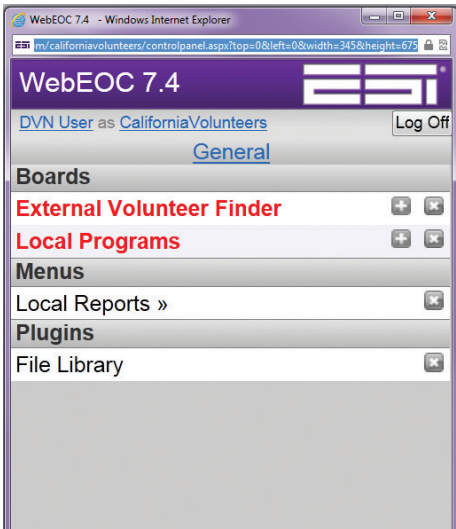
The DVN was designed for two types of users: volunteer coordinators and emergency managers. This section is intended for volunteer coordinators.

The DVN is designed to be a useful volunteer management tool for volunteer programs. This feature may be used on a regular basis or as volunteer programs see fit.

This section will discuss the available boards, how to add or edit your program’s information, how to add or edit volunteers, how to create and edit events, and how to generate local reports. For more information on the volunteer finder see chapters 7 and 9.

3.1 Available Boards

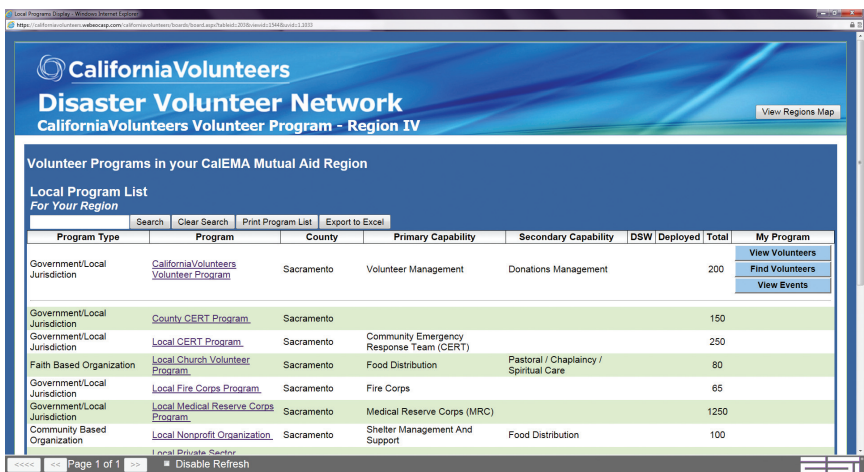
Users logging in as a volunteer coordinator (under *Position*) can access *Local Programs* and *External Volunteer Finder*.



3.2 Local Program List

If you click on *Local Programs* in your boards list view, you can access the following:

- Program directory
- Your program's volunteer list
- Your program's volunteer finder
- Your program's events module



The screenshot shows the CaliforniaVolunteers Disaster Volunteer Network interface. The header includes the logo and the text "Disaster Volunteer Network" and "CaliforniaVolunteers Volunteer Program - Region IV". Below the header, there is a section titled "Volunteer Programs in your CalEMA Mutual Aid Region" and "Local Program List For Your Region". A table lists various volunteer programs with columns for Program Type, Program, County, Primary Capability, Secondary Capability, DSW, Deployed, Total, and My Program. The table includes programs like CaliforniaVolunteers Volunteer Program, County CERT Program, Local CERT Program, Local Church Volunteer Program, Local Fire Corps Program, Local Medical Reserve Corps Program, and Local Nonprofit Organization. At the bottom left, there is a "Page 1 of 1" indicator and a "Disable Refresh" button.

Program Type	Program	County	Primary Capability	Secondary Capability	DSW	Deployed	Total	My Program
Government/Local Jurisdiction	CaliforniaVolunteers Volunteer Program	Sacramento	Volunteer Management	Donations Management			200	View Volunteers Find Volunteers View Events
Government/Local Jurisdiction	County CERT Program	Sacramento					150	
Government/Local Jurisdiction	Local CERT Program	Sacramento	Community Emergency Response Team (CERT)				250	
Faith Based Organization	Local Church Volunteer Program	Sacramento	Food Distribution	Pastoral / Chaplaincy / Spiritual Care			80	
Government/Local Jurisdiction	Local Fire Corps Program	Sacramento	Fire Corps				65	
Government/Local Jurisdiction	Local Medical Reserve Corps Program	Sacramento	Medical Reserve Corps (MRC)				1250	
Community Based Organization	Local Nonprofit Organization	Sacramento	Shelter Management And Support	Food Distribution			100	

Note: If you do not see your volunteer program at the top of the list, click on the next-page arrow at the bottom left of the screen. Sometimes your program will be listed on a different page.

3.3 Program Directory

The program directory functions much like a telephone book for volunteer programs. The list of programs you can see is determined by your login position.

This view shows you the programs' names and types, the counties they are located in, their primary and secondary capabilities, and their number of Disaster Service Worker volunteers, engaged volunteers, and total volunteers.

Clicking on the name of a volunteer program in this view will bring up that program's detailed information.

The *My Program* column contains three buttons. *View Volunteers* provides access to your volunteer management screen, *Find Volunteers* is linked to the volunteer finder module, and *View Events* brings up the events module.



3.4 Program Information

When you first log in, you are asked to check your program's information and to change or update it as needed. Information you enter here is available to DVN users with the appropriate view permissions.

The following sections list available fields for the entry of volunteer program information. Fields marked with an asterisk (on the screen) are required fields.

Local Program Entry - Webform Internet Edition

Save Spell Check Cancel

Registration Additional Information

* = Required field

Program/Organization Information

Program Name:*
Program Type:*
Do you want the DVN to capture the total number of volunteers for your program here?
(Select Yes to have the DVN show your total number of volunteers based on the number inputted here.
Select No to have the DVN show your total number of volunteers based on the volunteer records created for your program*)

California/Volunteers
Government/Local Jurisdiction
☐ Yes
☒ No

Program Contact Information

Main Phone Number:* 916-323-7646
Program E-mail:* citizencorp@cv.ca.gov
Address Line 1:* 770 L Street
Address Line 2: Suite 1160
City: Sacramento
State: CA
Zip Code:* 95814
County:* Sacramento
CalEMA Mutual Aid Region:* IV
CalEMA Administration Region:* Inland

Program/Organization Main Point of Contact

First Name:*
Middle Initial:

Page 1 of 1 Disable Refresh

3.5 Program/Organization Information

Program Name: The proper name of your organization as listed on any legal documentation.

Note: Do not change the name of your program without first notifying the DVN administrator. Your permissions are linked with your login and program names. Changing one without changing the other will result in loss of access to your program.

Program Type: Choose one of the following from the drop-down menu:

- *Community Based Organization*
- *Faith Based Organization*
- *Government/Local Jurisdiction*
- *Tribal Government*
- *Private Sector*
- *National Organization*

Do you want the DVN to capture the total number of volunteers for your program here? Click yes if you want the DVN to use the number you enter as the number of volunteers in your program. Click *no* if you want the DVN to use the number of volunteer records that you have created to capture the number of volunteers in your program.

If yes, how many? If you clicked yes for the question above, this box will be used to determine the number of volunteers in your program.

Do you want the DVN to capture the total number of volunteers for your program here?
(Select Yes to have the DVN show your total number of volunteers based on the number inputted here.
Select No to have the DVN show your total number of volunteers based on the volunteer records created for your program)*

☐ Yes 
☐ No

3.6 Program Contact Information

These fields capture the contact information for your program. The fields marked with an asterisk (on the screen) are required fields. For more information on these fields, consult the appendix.

Program Contact Information

Main Phone Number:*

Program E-mail:*

Address Line 1:*

Address Line 2:

City:*

State:

Zip Code:*

County:*

CalEMA Mutual Aid Region:*

CalEMA Administration Region:*

3.7 Program/Organization Main Point of Contact

In this section, enter the contact information for the person serving as the program's primary contact person. The DVN will list this person as the contact for the program except in the case of a disaster. The required fields are marked by asterisks. For more information on these fields, consult the appendix.

Program/Organization Main Point of Contact

First Name:		
Middle Initial:		
Last Name:		
Office Phone Number:		
Mobile Phone Number:		
Additional Phone Number:		
Fax Number:		
Office E-mail:		
Additional E-mail:		
Address Line 1:		
Address Line 2:		
City:		
State:	(Select State) 	
Zip Code:		

3.8 Program/Organization 24 Hour Emergency Contact Information

This is where you input the program's contact information for use outside of normal business hours. This information is intended to be used during disasters only. For more information on these fields, consult the appendix.

Program/Organization 24 Hour Emergency Contact Information ¹

First Name:	
Middle Initial:	
Last Name:	
Office Number:	¹
Mobile Number:	¹
Additional Phone:	¹
Fax Number:	¹
Office E-mail:	
Additional E-mail:	
Address Line 1:	
Address Line 2:	
City:	
State:	(Select State) ¹
Zip Code:	

3.9 Sponsoring Organization

Government-affiliated volunteer programs need approval from their sponsoring organizations to join the DVN. Click the button on the right and enter the sponsoring organization's information in the fields. **For all volunteer programs not affiliated with the government, do not click the button on the right and leave the fields blank.** For more information on these fields, consult the appendix.

Sponsoring Organization (Required for all government programs only)

Same As Program Contact Information?

Different From Program Contact Information?

Sponsoring Organization Name:

Sponsoring Organization POC First Name: 

Sponsoring Organization POC Middle Initial:

Sponsoring Organization POC Last Name:

Title:

Phone Number:

E-mail:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Does the program/organization have a formal agreement with local government?

3.10 Program Capabilities

The DVN will capture up to two capabilities for each volunteer program—one primary and one secondary capability. Capabilities allow users to quickly identify a volunteer program's main functions.

- **Primary Capability:** The function that the volunteer program performs most often. For example, choose *CERT Training* for a CERT program, or *Mass Feeding* for a community-based volunteer organization.
- **Secondary Capability:** The function that the volunteer program performs second most often. In some cases, this would be a function performed only during certain seasons or disasters. For example, you could select *Flu POD* for a program performing that task in the winter, or *Shelter Operations* to indicate your program performs that task during disasters.

Program Capabilities ⓘ

Primary Capability:

ⓘ

Secondary Capability:

ⓘ

Note: A list of capabilities with options for each is available in the appendix.

3.11 Program Logo

This section will let you upload your program's logo. Your logo will be shown on your program's quick profile view as well as in certain list views and report screens. To upload your program's logo, click *Browse* and select a file from your computer.

Program Logo: 

3.12 Program Website

Input the address of your volunteer program's website here. Type the address into the field as it would show up in your Internet browser or paste in the URL. There are also fields for your program's Facebook and Twitter accounts, if applicable.

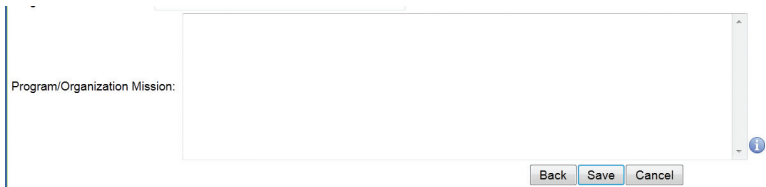
Program Website:
(ex.: "http://URL.com")

Program Facebook Page:

Program Twitter Account:

3.13 Program/Organization Mission

Enter your program's mission in this field. This is the organization's general vision or mission statement; it may or may not be directly related to the organization's disaster role or interest. Your mission will be shown on your program's quick profile view as well as in certain list views and report screens.



The screenshot shows a web form for entering a mission statement. On the left, there is a vertical blue line. To its right, the text "Program/Organization Mission:" is displayed. Further right is a large, empty rectangular text input area. At the bottom right of the input area, there is a small blue circular icon with a white lowercase 'i'. Below the input area, there are three buttons: "Back", "Save", and "Cancel". The "Save" button is highlighted with a blue border.

Chapter 4: Volunteer Management

The DVN provides several tools to facilitate everyday management of your volunteers. Program coordinators can build profiles for individual volunteers, including:

- Picture
- Contact information
- Skills and training
- Activity and event history
- Event availability
- General availability
- Disaster Service Worker Volunteer Program status
- File attachments

Note: The individual volunteer profiles will only be visible to program coordinators in charge of the programs that the volunteers belong to.



4.1 Volunteer List View

This view shows the volunteers in your program, including their e-mails, photos, names, event status, general skills, availability, and languages. From this screen, you can add volunteers, import a list of volunteers from an Excel file, export a volunteer list, and e-mail volunteers.

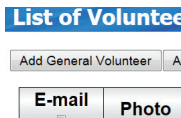
Using the drop-down menu next to the e-mail button, you can sort volunteers based on activity status.



4.2 Adding a Volunteer

To add a volunteer, click *Add General Volunteer* in the volunteer list view.

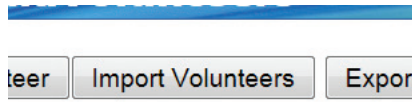
Note: Disaster Corps Programs will see an additional tab here, Add Disaster Corps Volunteer. Use this option if you are adding a Disaster Corps volunteer or candidate. Refer to chapter 11 for more information.



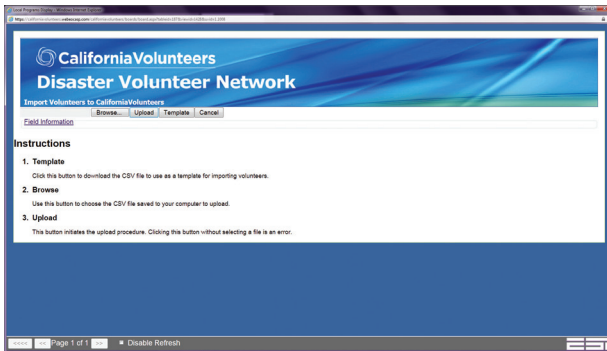
A new window will open with fields to build the volunteer's profile. To create the profile, you must at least enter the volunteer's name and phone number. Make sure you click *Save*.

4.3 Importing a Volunteer

To import a volunteer or a list of volunteers, click *Import Volunteers*, located above the volunteer list next to *Add General Volunteer*.



Volunteer information must be formatted to match the template provided by the DVN, which can be found in the *Import Volunteers* screen. Make sure the volunteer information is in the CSV format.



Once the volunteer information is formatted, click *Browse* to select the saved CSV file from your computer, and then click *Upload* to import the data to the DVN.

To go back to the volunteer program list, click *Cancel* at the bottom of the page.

4.4 Editing an Existing Volunteer

To edit an existing volunteer profile, click on *View Registration* for the volunteer whose profile you want to edit. This will bring you to the volunteer profile screen. Only the program coordinator has the ability to edit the individual volunteer profiles.



The DVN allows users to track a wide range of volunteer information, including contact information, skills, languages, licenses, and training. For a more detailed description of the fields, refer to the appendix.

The volunteer registration is broken up into 9 entry tabs: *Contact Information, Program Affiliations, Availability, Driver’s License, Languages, DSWVP, Training, Professional Licenses, and Attachments*. Click on each to enter information.

Contact Information	Program Affiliations	Availability	Driver's License	Languages	DSWVP	Training	Professional Licenses	Attachments
---------------------	----------------------	--------------	------------------	-----------	-------	----------	-----------------------	-------------

* = Required

Contact Information

Volunteer's Information

This is demographic information specific to the individual volunteer.

Volunteer's Information:

First Name:		Last Name:		Middle Initial	
Date of Birth:		Gender:	Male		
Photo:	Browse...	Inactive	☐		

Volunteer's Contact Information

These fields are used for capturing the different ways that a volunteer would like to be contacted.

Volunteer's Contact Information:

Address Line 1:		Address Line 2:		Zip Code:		County:	
City:		State:	(Select State)	Additional Phone:			
Home Phone:		Mobile Phone:		Text Number:			
Primary E-mail:		Additional E-mail:					
Waiting Address different from Home Address?:		☐ Yes ☐ No					
Address Line 1:	Address Line 2:	City:		State:	(Select State)	Zip Code:	County:

Volunteer's Employment Information

These fields capture the volunteer's employment information, including the type of job that the volunteer holds and any work contact information.

Volunteer's Employment Information:

Company Name:		Job Title:			
Address Line 1:		Address Line 2:		Zip Code:	
City:		State:	(Select State)	County:	
Work Phone:		Work E-mail:		Work Text Number:	

Volunteer's Emergency Contact Information

Here you can designate a person the volunteer would like to have notified if the volunteer is hurt or in an emergency situation.

Volunteer's Emergency Contact Information:

First Name:		Last Name:		Relation to Volunteer:	
Primary Phone:		Additional Phone:		Text Number:	
Primary E-mail:		Additional E-mail:			

Program Affiliations

Volunteer's Program Information

These fields are used to describe the volunteer's role in the organization.

Volunteer's Program Information

What is the volunteer's position/role in this program?

Volunteer's Team Assignments

This section can be used in a variety of ways:

- For volunteer coordinators who manage several different programs, this allows the coordinator to log in once and simultaneously manage the volunteers for all their programs.
- For volunteer coordinators who manage several branches or locations of the same program, this allows the coordinator to log in once and simultaneously manage the volunteers for all locations.
- For programs that separate their volunteers into teams, this allows the coordinator to note which team the volunteer is on.

Volunteer's Team Assignments

Assignment 1:

Assignment 2:

Assignment 3:

Assignment 4:

Assignment 5:

Note: Most programs will leave this section blank.

Availability

Volunteer Is Deployable Within

This captures where the volunteer may be assigned during an event. Availability is separated into two broad categories: Disasters/Emergencies and All Other Activities. Only select an option if your program is willing to assign the volunteer to that jurisdiction and the volunteer is willing to be go. The options are:

- *Local Program Only:* Volunteer is available to participate in events and disasters in his or her program's jurisdiction under the program's supervision.
- *County:* Volunteer is available to participate in events and disasters anywhere within the county's jurisdiction. County or operational areas are defined as the county where the program physically resides and all political subdivisions within its geographic boundaries.
- *Mutual Aid Region:* Volunteer is available to participate in events and disasters in the mutual aid region where the program resides. There are six mutual aid regions as defined by the California Emergency Management Agency.
- *Statewide:* Volunteer is available to participate in events and disasters anywhere in the State of California.

Volunteer's Availability

Volunteer is deployable within:

☐ Local Program Only ☐ County ☐ Mutual Aid Region ☐ Statewide

Volunteer Is Willing to Participate In

This differentiates the type of events that the volunteer is willing to participate in.

- *Disaster/Emergencies:* Used to show that the volunteer is available during disasters and emergencies
- *All Other Activities:* Used to show that the volunteer is available during all other activities, including preparedness events, training, or exercises

Availability can be captured in two ways.

- *Yes/No*: Selecting *yes* or *no* under *Disaster/Emergencies* or *All Other Activities* causes the DVN to simply show the volunteer as available or unavailable for each type of event.
- *From/To*: Selecting times for each day of the week allows the DVN to capture the volunteer's availability in more detail.

Volunteer is willing to participate in:

	Disaster/Emergencies		All Other Activities	
	☐ Yes ☐ No		☐ Yes ☐ No	
Available for All				
Monday	From:	To:	From:	To:
Tuesday	From:	To:	From:	To:
Wednesday	From:	To:	From:	To:
Thursday	From:	To:	From:	To:
Friday	From:	To:	From:	To:
Saturday	From:	To:	From:	To:
Sunday	From:	To:	From:	To:
Holidays	From:	To:	From:	To:

Note: The DVN can mix and match these methods for the different event types as well as for individual volunteers.

Driver's License

This section captures if the volunteer holds a valid driver's license, and if so, which of the four types:

- *Non-Commercial License (Class C)*
- *Motorcycle License (Class M1)*
- *Commercial Driver License (CDL)*
- *Restricted Driver License*

For each class, there are fields for the driver's license number, the issuing state, and the expiration date.

Volunteer's Driver License Info

Does the Volunteer have a Driver's License? ☒ Yes ☐ No

Driver's License Type	License Number	Issuing State	Expiration Date
Noncommercial License (Class C) ☐ Yes ☐ No		(Select State) ▾	
Motorcycle License (Class M1) ☐ Yes ☐ No		(Select State) ▾	
Commercial Driver License (CDL) ☐ Yes ☐ No		(Select State) ▾	
Restricted Driver License ☐ Yes ☐ No		(Select State) ▾	

Languages

This section captures the languages that the volunteer knows as well as his or her proficiency.

Does the Volunteer Speak English?

This is a simple yes or no. Selecting Yes will prompt the proficiency and language options to pop up.

Volunteer's Languages

Does Volunteer Speak English? ☒ Yes ☐ No

Proficiencies: Speak: ▾ Read: ▾ Write: ▾

Another Language? ☐

None/Unavailable

Basic

Intermediate

Fluent

Notes

Proficiencies: Captures how well the volunteer can speak, read, or write each language.

- *None/Unavailable*
- *Basic*
- *Intermediate*
- *Fluent*

Another Language: The DVN can capture up to two languages in addition to or instead of English. Select the language(s) from the drop-down menu.

DSWVP

The state's Disaster Service Worker Volunteer Program (DSWVP) provides worker's compensation benefits to registered DSW volunteers who are injured while performing authorized disaster service duties pursuant to the California Emergency Services Act.

The requirements, guidelines, and other information associated with the DSWVP can be found here: <http://www.calema.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx>.

Is the Volunteer a Disaster Service Worker?

The information on this page should only be completed if the volunteer is registered as a DSW volunteer for your program. If your program does not use registered DSW volunteers, select *No*.

Disaster Service Worker Volunteer Program Information

Is the volunteer registered as a Disaster Service Worker Volunteer?		☒ Yes ☐ No
Has the volunteer taken the DSW Volunteer Oath?	☐ Yes ☐ No	Date Oath Taken:
County Oath was taken in:		
DSW Classification(Primary):		
DSW Classification(Secondary):		
Upload Signed Oath:	Browse...	

Has the Volunteer taken the DSW Volunteer Oath?

This is a simple yes or no. The oath is a statutory requirement of the DSWVP.

Date Oath Taken

This field captures the date the oath was taken and signed.

County Oath was taken in

In certain instances, a volunteer may have taken the oath multiple times in several jurisdictions. This field captures where the volunteer took the oath as a volunteer for your program.

DSW Classification (Primary)

There are thirteen DSWVP classifications:

1. Animal Rescue, Care and Shelter
2. Communications
3. Community Emergency Response Team Member
4. Finance and Administrative Staff
5. Fire
6. Human Services
7. Laborer
8. Law Enforcement
9. Logistics
10. Medical & Environmental Health
11. Safety Assessment Inspector
12. Search & Rescue
13. Utilities

This field captures the volunteer's primary DSWVP classification.

DSW Classification (Secondary)

This field captures the volunteer's secondary DSWVP classification from above the thirteen listed above.

Note: Your program may classify a DSW volunteer in more than two classifications; however, only the primary and secondary ones will be captured in the DVN.

Upload Signed Oath

This allows you to upload a signed copy of the DSW volunteer's oath for your program's recordkeeping purposes. No other programs or emergency managers have access to the signed oaths for DSW volunteers.

Training

This section is used to capture a Volunteer's general skills

Does the volunteer have a General Skill? Select [Yes] here to capture a general skill.

Primary General Skill: General skills appear in a drop-down menu. If the skill you want to capture is not listed, use the additional notes section at the bottom of the page to note the volunteer's skill. You can also e-mail the general skill to the DVN support team at dvncv@cv.ca.gov for consideration for inclusion on the master general skills list.

Skill Related Training

This captures the specific training relating to the general skill.

Skill Related Licensing/Certification

This field captures any information relating to licenses or certifications.

Additional General Skill

Check this to add more skills, up to a total of five.

Volunteer's General Skills

Does the Volunteer have a General Skill(s)?

☒ Yes ☐ No

Primary General Skill Type:

Skill Related Training:

Skill Related Licensing/Certification:

License Information:

Expiration Date:

4/20/2012

Issuing Body:

☐ California

☐ Other (Select State)

Additional General Skill?

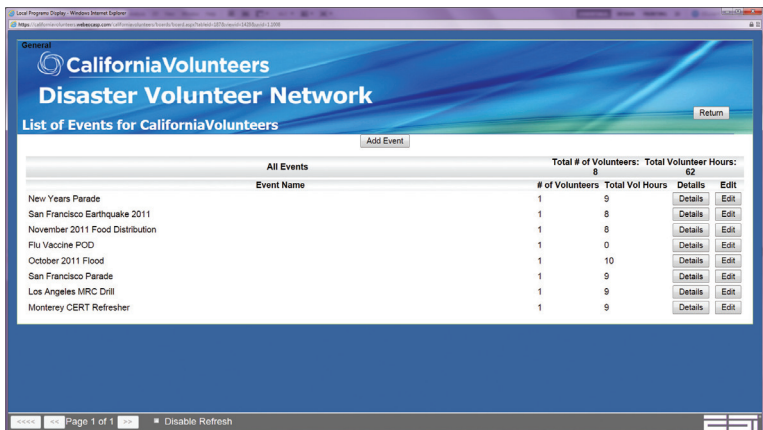
☐

Ham Radio callsign (for Ham Radio Operators only):

Chapter 5: Event Tracking

The DVN allows users to track volunteers' hours by assigning them to events. Events can include anything from training and preparedness activities to disaster response.

To view, edit, or create an event, go to the volunteer list page and then click *View Event* next to your program. This will bring up the event tracking screen. The event tracking screen will list the events your program has created, the number of volunteers that have participated in each, and the total number of volunteer hours for each.



General
CaliforniaVolunteers
Disaster Volunteer Network
List of Events for CaliforniaVolunteers

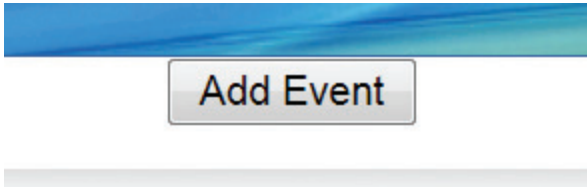
[Add Event](#)

All Events	Total # of Volunteers: Total Volunteer Hours:			
Event Name	# of Volunteers	Total Vol Hours	Details	Edit
New Years Parade	1	9	Details	Edit
San Francisco Earthquake 2011	1	8	Details	Edit
November 2011 Food Distribution	1	8	Details	Edit
Flu Vaccine POD	1	0	Details	Edit
October 2011 Flood	1	10	Details	Edit
San Francisco Parade	1	9	Details	Edit
Los Angeles MRC Drill	1	9	Details	Edit
Monterey CERT Refresher	1	9	Details	Edit

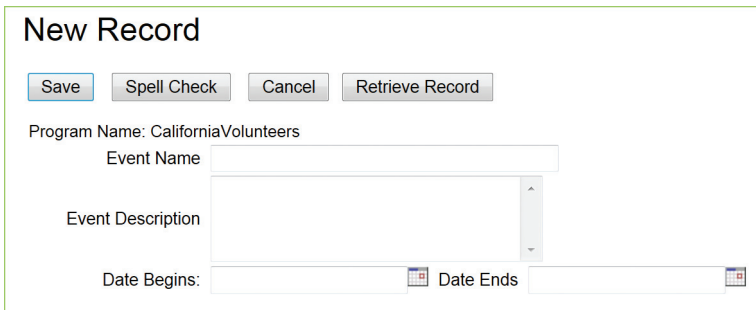
Page 1 of 1 [Disable Refresh](#)

5.1 Creating an Event

To create an event, click *Add Event*.



This will bring up the new record screen. Here you can input the event name, a description, and the start and end dates and times. Clicking *Retrieve Record* allows you to enter an event identification number that will bring up event information for you. Click *Save* to store your information or *Cancel* to discard the information.

A screenshot of a web form titled "New Record" in a bold, black, sans-serif font. Below the title is a row of four buttons: "Save" (blue gradient), "Spell Check" (grey gradient), "Cancel" (grey gradient), and "Retrieve Record" (grey gradient). Below the buttons is a label "Program Name: CaliforniaVolunteers" followed by a text input field. Below that is a label "Event Name" followed by a text input field. Below that is a label "Event Description" followed by a large text area with a vertical scrollbar. Below that is a label "Date Begins:" followed by a date picker icon and a text input field, and a label "Date Ends" followed by a date picker icon and a text input field.

5.2 Editing the Event

To edit the event, click on that event's *Edit* button. This brings up a screen similar to the new record one, which will allow you to change the event's name, description, start and end times and dates. Be sure to click *Save*.

5.3 Adding Volunteers to an Event

To add a volunteer to an event, go back to the program list page and select *View Volunteers*.

Last Updated: 4/18/2012 at 14:28:58
Current Status: Available

Deployment Start Date and Time: 4/20/2012 13:22:39

Deployment End Date and Time:

Deployment Notes:

Deploy To: Los Angeles MRC Drill

Mission Tracking/Request #:

Requesting Agency:

Requesting Agency Contact Info:

☐ Email Volunteer about Deployment

In this screen, the volunteer administrator can see the last update to the event, its current status, its start and end dates, a field for event notes, the mission tracking number, the requesting agency, and the requesting agency's point of contact.

After filling in information, press *Deploy* to save the information and signify that the volunteer has been assigned to an event. On the volunteer list, any volunteers currently assigned to an event will have a new button that says *Demobilize/Update*.

Chapter 6: Local Report Generator

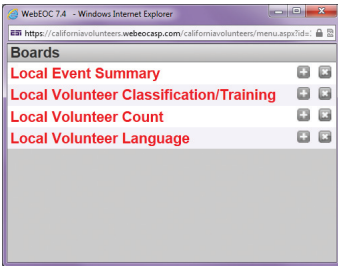
The local report generator is used to generate reports about the program you administer. The DVN can create reports based on local event summary, local volunteer classifications or trainings, local volunteer count, and local volunteer language. The local report generator will not show data from other volunteer programs.

6.1 Accessing Your Reports

To access the reports, return to the boards list. Select *Local Program List*.



Then select *Local Reports* from the menu section. This will bring up the report menu.



6.2 Generating Reports

The DVN enables you to generate four types of local reports. Click on one to generate that report.

- *Local Event Summary*: Shows events your program has created and participated in.
- *Local Volunteer Classification/Training*: Shows the classifications and trainings your program's volunteers have completed. This will list individual volunteers and their trainings.
- *Local Volunteer Count*: Shows the number of available, engaged in an event, DSW, and total volunteers.
- *Local Volunteer Language*: Shows the various language abilities of volunteers in your program. This report lists individual volunteers and their language proficiencies.

6.3 Printing Reports

In the report you have generated, there is a green button labeled *Print Report* at the top of the screen.



When you click on it, the DVN generates a PDF of the report, which you can save to your computer. For help on printing the PDF, consult the Adobe help guide located at <http://www.adobe.com/support/reader/>.

Chapter 7: Local Volunteer Finder

The DVN contains two ways to search for volunteers. The external volunteer finder, covered in chapter 9, assists users in finding information on other programs' volunteer capacities.

The local volunteer finder enables you to search for individual volunteers in your own program. The local volunteer finder displays volunteers' names and current event participation statuses and allows you to assign volunteers to events.

Note: The local volunteer finder is only available to program managers.

7.1 Using the Local Volunteer Finder

In the program list view, under *My Program* (on the right-hand side), select *Find Volunteers*.



The local volunteer finder will pop up.

CaliforniaVolunteers
Disaster Volunteer Network
 Volunteer Finder - CaliforniaVolunteers - Region IV

Return to Program List

County: [Dropdown] Zip Code: [Text] Language: [Dropdown] Travel: [Dropdown]

DC Classification

- CERT Monitor
- Law Enforcement
- Mass Care - Feeding
- Mass Care - Shelter Operations
- Radio Operator
- Traffic Control

Skills

CERT

- CERT Advanced
- CERT Basic
- CERT Program Manager
- CERT Team Leader
- CERT Tech Specialist
- CERT Trainer Operator
- CERT Train the Trainer
- Communications
- Communication Systems Operatic
- Communications
- Idem Backup Operator

Available

Availability

- Local Program Only
- County
- Multiple Adj. Region
- Statewide

Disasters

- Any Day
- Other Activities
- Any Day

Search Clear

7.2 Searching for Volunteers

To search for volunteers, you just need to input the search criteria and click *Search*. The criteria you can search by are:

- County
- Zip Code
- Language
- Travel
- DC Classification
- Skills (*Note: To search by this criterion, you must select skills you want from the list and click on the right arrow button to add them to the list.*)
- Availability

7.3 Volunteer Search Results

The search results will appear at the bottom of the screen. The search will produce the volunteers' names and event statuses and give you the option to deploy volunteers to events.

Local Programs Display - Windows Internet Explorer

https://california.volunteercenter.org/volunteercenter/programs/regionIV/regionIV.html

Disaster Volunteer Network

Volunteer Finder - CaliforniaVolunteers - Region IV

Return to Program List

County

Sacramento

Zip Code

Language

English

DC Classification

CERT Member

Law Enforcement

Mass Care - Feeding

Mass Care - Shelter Operations

Radio Operator

Traffic Control

Skills

Available

CERT

CERT Advanced

CERT Basic

CERT Program Manager

CERT Team Leader

CERT Tech Specialist

CERT Trailer Operator

CERT Train the Trainer

Communications

Communication Systems Operatc

Communications

Mom Radio Operator

Selected

CERT Basic

Travel

Local Program Only

County

Multi-Ad Region

Statewide

Availability

Disasters

Any Day

Other Activities

Any Day

Search

Clear

Last Name	First Name	Status		
Trumly	Alicia	Available	Edit	Deploy
Zambrano	Alex	Available	Edit	Deploy
Vanderby	Jose	Available	Edit	Deploy
Green	Jessica	Available	Edit	Deploy
Hancock	Jane	Available	Edit	Deploy

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Section 3

DVN for Emergency Managers

Chapter 8: DVN Basics for Emergency Managers

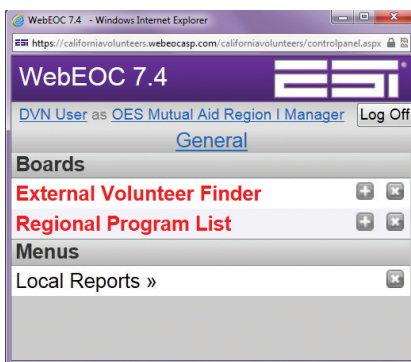
Section 2, intended for volunteer coordinators, covers editing program information, adding or editing volunteer profiles, creating or editing events, and generating local reports. This section covers DVN use for emergency managers. Section 4 is intended for Disaster Corps volunteers. For access and log-in help, refer to sections 1.1 and 1.2.

For emergency managers, the DVN is meant to be a map of volunteer resources. This section details how to use the DVN to see the volunteer resources that are available and how to contact volunteer programs to access volunteers. The DVN provides two main tools for emergency managers that this section covers: the external volunteer finder (chapter 9) and the report generator (chapter 10).

Emergency managers do not have access to individual volunteers' information. The DVN does allow the emergency manager to see aggregate data and programs whose volunteers have certain capabilities. To access individuals' information, the emergency manager must contact the local program coordinators.

8.1 Emergency Manager Menu

Once you have logged on to the DVN as an emergency manager, you will see the emergency manager board list.



Three boards are available here:

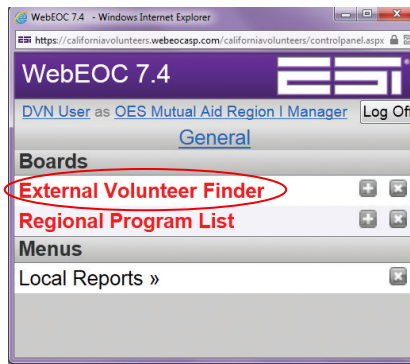
- *Regional Program List*: Lists programs in your CalEMA mutual aid region.
- *Volunteer Finder*: A tool to find volunteer resources and the programs they are associated with.
- *Reports*: A list of report templates that you can generate for your region.

Chapter 9: External Volunteer Finder

This tool enables you to find programs with volunteer resources matching your search criteria. It does not show individual volunteers' contact information, but it does supply contact information for the programs that volunteers are affiliated with. The external volunteer finder is especially useful for emergency managers who are looking for volunteers with a specific skill.

9.1 Using the External Volunteer Finder

To use the external volunteer finder, select *External Volunteer Finder* in the emergency manager board list (the volunteer program list if you are a program coordinator).



A search screen will pop up.

California Volunteers
Disaster Volunteer Network
Volunteer Finder

County	Mutual Aid Region	Zip Code	Language	Travel	Program Type
				☐ Local Program Only ☐ County ☐ Mutual Aid Region ☐ Statewide	☐ Community Based Organization ☐ Faith Based Organization ☐ Government/Local Jurisdiction ☐ Private Sector ☐ National Organization ☐ Other
DC Classification ☐ CERT Member ☐ Law Enforcement ☐ Mass Care - Feeding ☐ Mass Care - Shelter Operations ☐ Radio Operator ☐ Traffic Control	Skills Available CERT CERT Advanced CERT Basic CERT Program Manager CERT Team Leader CERT Tech Specialist CERT Trailer Operator CERT Train the Trainer Communications Communication Systems Operator Communications Ham Radio Operator Selected → ←	Availability ☐ Disasters Any Day ☐ Other Activities Any Day			

9.2 Searching for Volunteers

To search for volunteers, you just need to input the search criteria and click *Search*. The criteria you can search by are:

- County
- Mutual Aid Region
- Zip Code
- Language
- Travel
- Program Type
- DC Classification
- Skills (*Note: To search by this criterion, you must select skills you want from the list and click on the right arrow button to add them to the list.*)
- Availability

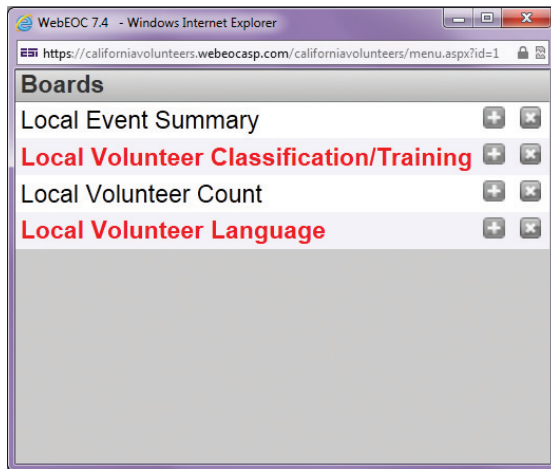
9.3 Volunteer Search Results

The search results appear at the bottom of the screen. The search will produce the contact information for programs associated with the volunteer resource and the number of volunteers each program has matching the search criteria. If your search does not return any matches, try expanding your search by eliminating some of your criteria.

Note: The accuracy of the search results is dependent on the accuracy of the information inputted by volunteer program coordinators.

Chapter 10: Reports

The DVN can produce reports showing the aggregate data of the volunteer resources in the state and by CalEMA Mutual Aid Region. Clicking on the report generator option in the emergency manager board list will produce another board list that looks like this.



The reports available are:

- *Organization Report*: Lists the volunteer programs in your mutual aid region.
- *State Classification/Training*: Lists volunteer programs in the state and the number of volunteers statewide, based on classification and type. Can also be narrowed by CalEMA mutual aid region.
- *State Level Event*: Lists state-level events.
- *State Volunteer Count*: Provides a snapshot of the number of volunteers available, currently engaged in an event, and the total for each volunteer program in California.
- *State Volunteer Language*: Lists the language abilities of volunteers associated with the volunteer programs in the state.

10.1 Exporting Reports to Excel

To export a report to Microsoft Excel, click on *Export to Excel*. This produces a file you can save to your computer.

10.2 Printing Reports

In the report you have generated, at the top of the screen, there is a button labeled *Print Report*. Clicking on it will generate a PDF of the report, which you can save to your computer. For help on printing the PDF, consult the Adobe help guide located at <http://www.adobe.com/support/reader/>.

Section 4

DVN for Disaster Corps

Chapter 11: DVN for Disaster Corps

Disaster Corps programs can use the DVN to manage Disaster Corps volunteers, including their classification, type, and training. For access and log-in help, refer to sections 1.1 and 1.2.

11.1 Activating Disaster Corps Program Options

Users can designate their programs as Disaster Corps programs on the user access forms (see chapter 1). Users can also e-mail dvn@cv.ca.gov to request that the DVN administrator turn this option on or off after registration.

11.2 Disaster Corps Volunteer Tab

Programs with the Disaster Corps options turned on will have an extra option in their volunteer list view (only available to Disaster Corps users): *Add Disaster Corps Volunteer*.



Clicking on *Add Disaster Corps Volunteer* causes an additional tab to show up among the buttons across the top of the general volunteer registration screen: *Disaster Corps*. This tab allows you to track the volunteer's Disaster Corps information and training.

Save | Spell Check | Cancel

Program Name: California/Volunteers

Disaster Corps Information

Is Volunteer a Disaster Corps Member or Candidate?

Classification:

Volunteer Type:

Disaster Corps Training Status: Date Started:

Additional Classification:

Volunteer Type:

Disaster Corps Training Status: Date Started:

☐ Another Classification?

☒ Member ☐ Candidate ☐ Neither

Training Information

Basic Required Courses:

Disaster Awareness Training	☐ Yes ☐ No
Introduction to Disaster Corps	☐ Yes ☐ No
ICS 100	☐ Yes ☐ No
IS 700A	☐ Yes ☐ No
SEMS Introductory Course	☐ Yes ☐ No
First Aid/CPR Training	☐ Yes ☐ No

Advanced Specialist Courses:

ICS 200	☐ Yes ☐ No
National Response Framework - IS 800.b	☐ Yes ☐ No

Page 1 of 1 | Disable Refresh

11.3 Disaster Corps Information

Disaster Corps Information

Is Volunteer a Disaster Corps Member or Candidate?

☒ Member ☐ Candidate ☐ Neither

Classification:

Volunteer Type:

Disaster Corps Training Status: Date Started:

Additional Classification:

Volunteer Type:

Disaster Corps Training Status: Date Started:

☐ Another Classification?

Is the Volunteer a Disaster Corps Member or Candidate?

A volunteer can be designated in one of three ways:

- **Member:** Select this option if the volunteer has met all the minimum requirements to be a Disaster Corps volunteer. Disaster Corps volunteers are required to be registered as DSW volunteers. Refer to section 4.4 for more information on DWV volunteers.
- **Candidate:** Select this option if the volunteer has not met all the minimum requirements to be a Disaster Corps volunteer, but is in the process of doing so. This option is useful for tracking training progress.
- **Neither:** Select this option for volunteers in your program who are not Disaster Corps volunteers.

11.4 Classification and Type

The DVN can track all six Disaster Corps classifications for each volunteer, along with the volunteer’s type within each classification.

11.5 Training

This section allows you to track the required training for Disaster Corps volunteers across all classifications and types.

Training Information

Basic Required Courses:

Disaster Awareness Training

☐ Yes ☐ No

Introduction to Disaster Corps

☐ Yes ☐ No

ICS 100

☐ Yes ☐ No

IS 700.A

☐ Yes ☐ No

SEMS Introductory Course

☐ Yes ☐ No

First Aid/CPR Training

☐ Yes ☐ No

Advanced Specialist Courses:

ICS 200

☐ Yes ☐ No

National Response Framework - IS 800.b

☐ Yes ☐ No

Disaster Volunteer Management (TBD)

☐ Yes ☐ No

Mass Care Overview

☐ Yes ☐ No

Shelter Operations

☐ Yes ☐ No

Child Friendly Spaces

☐ Yes ☐ No

Serve Safe - Basic

☐ Yes ☐ No

Serve Safe - Advanced

☐ Yes ☐ No

Basic CERT

☐ Yes ☐ No

Citizens Academy

☐ Yes ☐ No

Traffic Control

☐ Yes ☐ No

AARL's Intro to Emergency Communication EC-001

☐ Yes ☐ No

Amateur Radio Emergency Communication Course - Level 1

☐ Yes ☐ No

Additional Information

Glossary

CalEMA: The California Emergency Management Agency. CalEMA is responsible for coordinating the overall state agency response to major disasters in support of local governments. The agency is responsible for assuring the state's readiness to respond to and recover from all hazards—natural or man-made emergencies and disasters or those caused by war—and for assisting local governments in their emergency preparedness, response, recovery, and hazard-mitigation efforts. For more information on CalEMA, visit their website at: <http://www.calema.ca.gov/>.

CalEMA mutual aid region: As a component of the Standardized Emergency Management System (SEMS), the CalEMA mutual aid system is based on four organizational levels: cities, counties, regions and the state. California's counties are divided into six mutual aid regions.

DSWVP: The State Disaster Service Worker Volunteer Program (DSWVP). This program provides worker's compensation benefits to registered Disaster Service Worker (DSW) volunteers who are injured while performing authorized disaster service duties pursuant to the California Emergency Services Act. The requirements, guidelines, and other information associated with the DSWVP can be found at: <http://www.calema.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx>.

Disaster Corps: The California Disaster Corps is the first program of its kind in the nation. It represents an effort to harness the power and passion of Californians to ensure our communities are safer, stronger, and more resilient by professionalizing, coordinating, and connecting trained disaster volunteers. The Disaster Corps is a state-sponsored effort to integrate, strengthen, and unify existing government-affiliated disaster volunteer programs under one name, one identity, and one brand.

The California Disaster Corps is comprised of government-affiliated volunteers meeting Disaster Corps guidelines for classifying, typing, training, credentialing, and security screening.

The program's objective is to create a trained, trusted, and engaged volunteer force that can support local first responders and their communities in all phases of emergency management. This program is administered by CaliforniaVolunteers, a governmental entity with responsibility for the coordination of volunteers during response and recovery (Governor's Executive Order S-04-06).

Appendix

Program Information Details

This section covers the fields captured in the program registration.

3.6 Program Contact Information

- **Main Phone Number:** The organization's main phone line
- **E-mail:** The organization's primary or general e-mail address
- **Address Line 1:** The organization's physical street address
- **Address Line 2:** May be used for suite/room numbers or P.O. boxes
- **City:** The city where the organization physically resides
- **State:** The state where the organization physically resides
- **Zip Code:** The zip code for the physical address
- **County:** Which county the organization is physically located in
- **CalEMA Mutual Aid Region:** This field is auto-populated based on the county selected. CalEMA mutual aid regions are defined by CalEMA and numbered I through VI.
- **CalEMA Administrative Region:** This field is also auto-populated based on the county selected. CalEMA administrative regions, defined by CalEMA, will appear as either *North* or *South*.

3.7 Program/Organization Main Point Of Contact

The person who information is entered into this section serves as the primary contact for the program in all cases except for during a disaster.

- **Name:** The main contact person's first and last names (Middle initials are optional and should be followed by a period if included.)
- **Office Phone Number:** The person's office number or main number

- **Mobile Phone Number:** The person's mobile number
- **Additional Phone Number:** Any additional phone number
- **Fax Number:** The main point of contact's fax number
- **Office E-mail:** The person's work e-mail address
- **Secondary E-mail:** An additional e-mail address, usually a personal one
- **Address Line 1:** The physical address where the main point of contact works and receives mail for the organization
- **Address Line 2:** This line can be used for suite/room numbers and P.O. boxes.
- **City:** The city for the person's work address
- **State:** The state for the person's work address
- **Zip Code:** The zip code corresponding to the contact person's address

3.8 Program/Organization 24 Hour Emergency Contact Information

This section is for the program's after-hours contact information. This information will be used during disasters only.

- **Name:** First and last names of the emergency contact person (Middle initials are optional and should be accompanied by a period if included.)
- **Office Phone Number:** The emergency contact person's office number or main number
- **Mobile Phone Number:** The person's mobile number
- **Additional Phone Number:** Any additional phone number
- **Fax Number:** The person's fax number
- **Office E-mail:** The person's work e-mail address
- **Secondary E-mail:** An additional e-mail address, usually a personal one
- **Address Line 1:** The physical address where the emergency contact may be reached or receive mail for the organization

- **Address Line 2:** This line can be used for suite/room numbers and P.O. boxes.
- **City:** The city for the address above
- **State:** The state for the address
- **Zip Code:** The zip code corresponding to the address

3.9 Sponsoring Organization

Note: All volunteer programs that are not affiliated with the government leave the button empty and these sections blank.

Government-affiliated volunteer programs need approval from their sponsoring organizations to join the DVN.

- **Sponsoring Organization Name:** Government-affiliated volunteer programs must be sponsored by a fire, police, or sheriff's department or an office of emergency services. Name of the sponsoring organization
- **Sponsoring Organization Point of Contact Name:** The primary contact person must be a paid employee of the sponsoring agency.
- **Title:** The primary contact person's title at the sponsoring agency
- **Phone Number:** CaliforniaVolunteers will use this number to verify the sponsoring organization's information.
- **E-Mail:** CaliforniaVolunteers will use this e-mail address to verify the sponsoring organization's information.
- **Address Line 1:** The sponsoring organization's physical address
- **Address Line 2:** This line can be used for suite/room numbers and P.O. boxes.
- **City:** The city where the sponsoring organization is physically located
- **State:** The state where the sponsoring organization is physically located
- **Zip Code:** The zip code corresponding to the address above

3.10 Program Capabilities

These are the available program capabilities, along with options for each when applicable.

- **Access and Functional Needs**
- **Administration/Office Support**
- **Building trades/Home construction**
 - Dry wall
 - Roof Repair
 - Carpentry
 - Painting
 - Plumbing
 - HVAC
 - Electrical
 - Concrete
 - Heavy Equipment
 - Other
- **CERT Training:** For volunteer programs that are community emergency response team (CERT) programs and provide CERT training to the community
- **Case Management**
- **Children Services**
 - Infant Care (Licensed)
 - Child Care (Licensed)
 - Temporary and Respite Care
 - Other
- **Communications**
 - Information and referral services
 - HAM Radio
 - Other
- **Debris Removal/Clean Up**
- **Disaster Stress Management/CISM**
- **Donations Management**
 - Financial
 - In-Kind
 - Other
- **Emergency Roof Repairs (Tarps)**
- **Financial Consulting/Assistance**
- **Food Distribution**

- **Food Preparation/Mass Feeding**
 - Fixed Feeding
 - Mobile Feeding
 - Other
- **Hand Crews**
 - Chainsaw Team
 - General Labor
 - Debris Removal
 - Sand Bagging
 - Other
- **In Home Supportive Services**
- **Information Technology**
 - Hardware
 - Software
 - Networks/Networking
 - Other
- **Language Services** (offers a drop-down menu for selecting a language)
- **Long Term Recovery**
- **Pantry Operations/Food Bank**
- **Pastoral/Chaplaincy/Spiritual Care**
- **Pet/Animal Operations**
 - Large Animal Operations
 - Small Animal Operations
 - Exotic Animal Rescue
 - Animal Sheltering
 - Animal
 - Veterinary Services
 - Other
- **Point of Distribution (POD) Team**
- **Shelter Management and Support**
 - Medical Sheltering
 - Child/Juvenile Sheltering
 - General Sheltering
 - Other
- **Training**
 - Emergency Preparedness
 - Safety
 - Other

- **Transportation**
 - Passenger Transport
 - Cargo/Materials Transport
 - Other
- **Volunteer Management**
 - Volunteer Center
 - Emergency Volunteer Center
 - Other
- **Warehouse Operations**
- **Fire Corps**
- **Medical Reserve Corps**
- **VIPS**

Volunteer Management Details

This section covers the fields captured in the volunteer management section. Fields marked with an asterisk (*) are required fields.

4.4 Individual Volunteer Information Details

Volunteer's Information

- **First Name:** Volunteer's legal first name
- **Last Name:** Volunteer's legal last name
- **Middle Initial:** First letter of the volunteer's middle name
- **Date of Birth:** Volunteer's date of birth
- **Gender:** Volunteer's gender
- **Photo:** A photo of the volunteer, used for the volunteer's profile page and the volunteer list view. Headshots are recommended.
- **Inactive:** Designates the volunteer as inactive. Volunteer will not show up in searches and is not included in report numbers.

Volunteer's Contact Information

- **Address Line 1:** Volunteer's home street address
- **Address Line 2:** May be used for apartment or room numbers or P.O. Box
- **Zip Code:** The zip code for the volunteer's home address
- **County:** County where the volunteer resides
- **Home Phone:** A required field, but any number can be substituted that the volunteer wishes to designate as his or her primary line
- **Mobile Phone:** The volunteer's mobile or cell phone number
- **Additional Phone:** Any additional phone number
- **Primary E-mail:** The e-mail address to which the volunteer coordinator can send e-mails

- **Additional E-mail:** A secondary e-mail address, to be used if e-mails sent to the primary address fail to reach the volunteer
- **Mailing Address Different from Home Address?**
Selecting Yes here will bring up fields to enter the volunteer's mailing address.

Volunteer's Employment Information

- **Company Name:** The name of the company or organization that employs the volunteer
- **Job Title:** The volunteer's title in the company
- **Address Line 1:** The physical address of the volunteer's place of work.
- **Address Line 2:** Additional address information for the place of work
- **City:** The city accompanying the physical address
- **State:** The city accompanying the physical address
- **Zip Code:** The zip code accompanying the physical address
- **County:** The county where the volunteer's place of work is located
- **Work Phone:** The best number for reaching the volunteer at work.
- **Work E-mail:** The best e-mail for reaching the volunteer at work.
- **Work Text Number:** The best number for reaching the volunteer via text while he or she is at work. Only include this number if the volunteer wants to receive texts.

Volunteer's Emergency Contact Information

- **First Name:** The first name of the volunteer's emergency contact person
- **Last Name:** The last name of the volunteer's emergency contact
- **Relation to Volunteer:** How the emergency contact person is related to the volunteer (i.e., *friend* or *spouse*)
- **Primary Phone:** The best number for reaching the emergency contact person

- **Additional Phone:** The next best number to use when trying to reach the emergency contact if contact is not made using the primary phone number
- **Text Number:** The best number for reaching the emergency contact via text. Only include this number if the emergency contact wants to receive texts.
- **Primary E-mail:** The best way to reach the emergency contact via e-mail
- **Additional E-mail:** The next best way to reach the emergency contact via e-mail, used if the primary e-mail fails

