



**National
Voluntary Organizations
Active in Disaster**

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

TRIENNIAL MEMBER REVIEW

Sharing Our Collective Impact

NOVEMBER 2023

VOAD MOVEMENT IN FOCUS

National VOAD — an association of organizations that mitigate and alleviate the impact of disasters — provides a forum promoting cooperation, communication, coordination, and collaboration; and fosters more effective delivery of services to communities affected by disaster.

National VOAD is comprised of 132 disaster relief and recovery member organizations (as of 11/10/2023) of varying sizes, scopes, and services including VOAD networks in 56 states and territories across the United States and 76 national organizations. In total, these organizations reflect the VOAD movement, facilitating and/or providing timely aid to communities impacted by disaster events. The capabilities of these voluntary organizations range from providing emergency sheltering, hot meals, emotional and spiritual care to disaster case management, home repairs and long-term recovery support.

The purpose of this report is to provide a snapshot of the impact of National VOAD member organizations — demonstrating the impact of the VOAD movement as a whole — and to understand the collective capacity and capabilities of the voluntary sector.

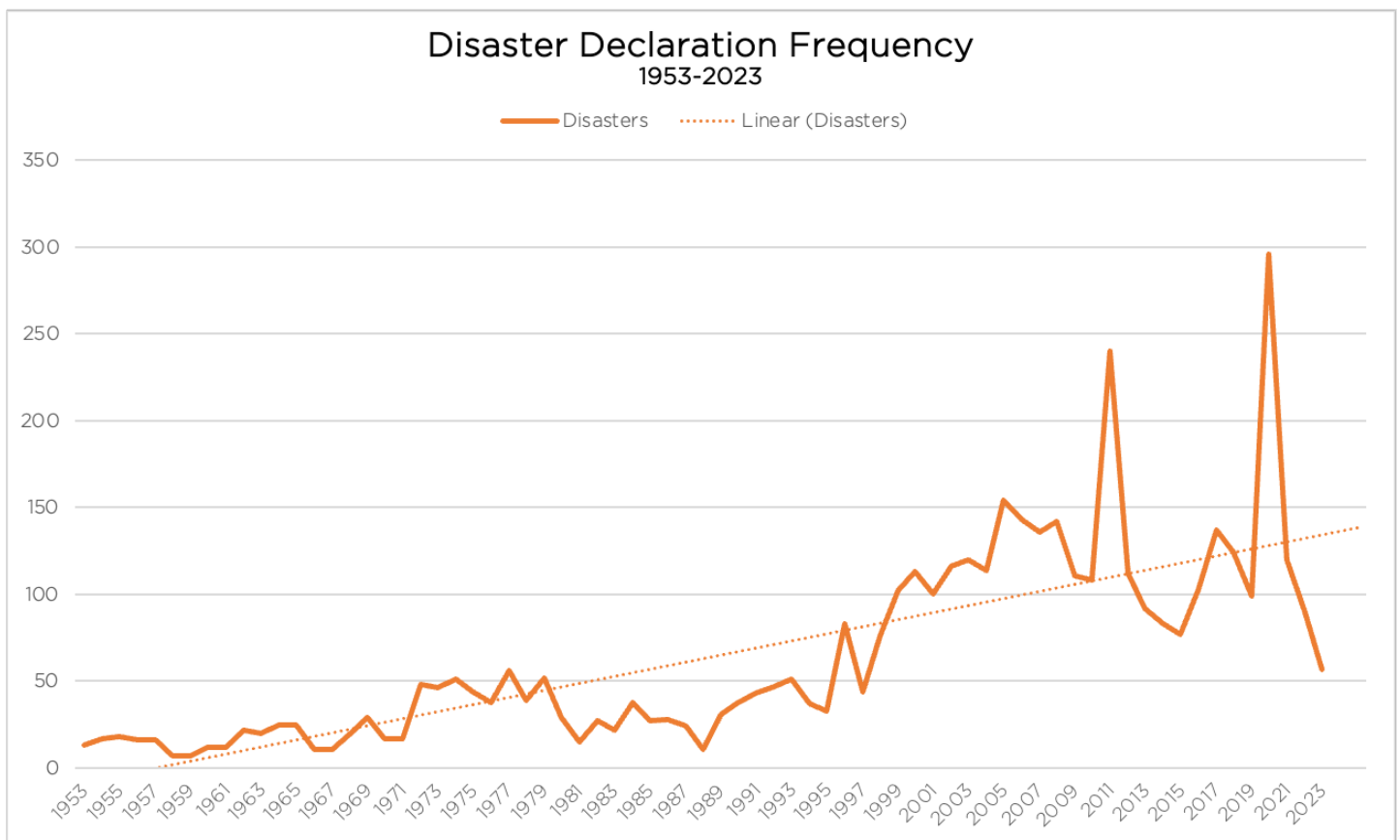


DISASTERS ARE INCREASING...

Have you noticed disasters happening more often, more intensely, and in areas not accustomed to the risks? You are not imagining things. Since the last Triennial Member Review published in 2021, National VOAD has continued to see more frequent, more intense, and more unprecedented disaster events in the United States and across the globe.

Since the Federal Emergency Management Agency (FEMA) began tracking federal disaster declarations with the first declaration in 1953, there has been an increase in the frequency of declared disasters in the United States. Figure 1 below provides visual evidence of this gradual increase, demonstrating the number of declared disasters since record-keeping first began. From 1980-2021, the average number of billion-dollar disasters was 8.4 events a year; the annual average number of billion-dollar disasters for the last five years has been 18 events a year.¹

Figure 1: Frequency of Disaster Events²



Disasters are producing more losses. According to the National Oceanic and Atmospheric Administration (NOAA), climate change and increased risk exposure is leading to greater disaster losses. In the last three years alone (2020-2022)³, there have been 60 billion-dollar disaster events,

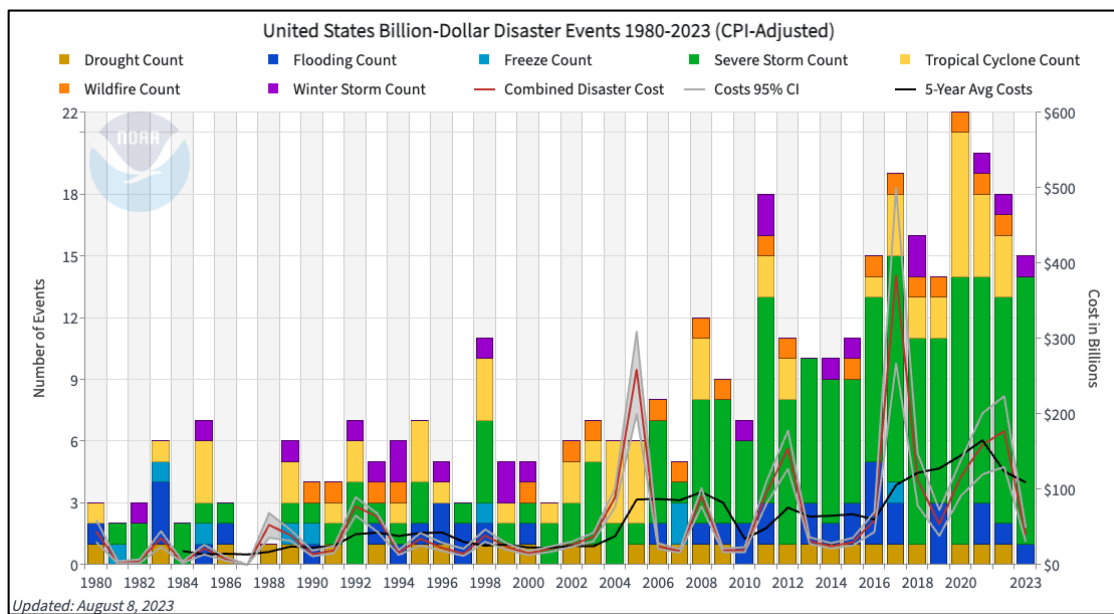
¹ National Oceanic and Atmospheric Administration, "Billion-Dollar Weather and Climate Disasters."

² Federal Emergency Management Agency, "OpenFEMA Dataset: Disaster Declarations Summaries - V1."

³ National Oceanic and Atmospheric Administration, "Billion-Dollar Weather and Climate Disasters."

costing \$453.3 billion and causing 1,460 deaths. As demonstrated in Figure 2, the costs of disasters has been on the rise for many years.

Figure 2: United States Billion-Dollar Disaster Events 1980-2023 (CPI-Adjusted), NOAA.⁴



One need not look far to see unprecedented events happening all around the United States: extreme heat events, droughts, wildfires, winter storms, the COVID-19 pandemic. Meanwhile, we continue to experience social crises: homelessness⁵, the opioid crisis⁶, inflation⁷, declining volunteerism⁸. Though not colloquially associated with disasters, these crises continue to exacerbate the effects of extreme events. All these extremes combined are hypothesized to increase fatigue and exhaustion amongst nonprofit agencies⁹, volunteers¹⁰, and emergency managers¹¹ alike.

These challenges are not going away. There is an urgent need to unite efforts, increasing our capacity to cooperate, communicate, coordinate, and collaborate. This is the power of the National VOAD movement.

⁴ National Oceanic and Atmospheric Administration, "Billion-Dollar Weather and Climate Disasters."

⁵ National Alliance to End Homelessness, "State of Homelessness: 2023 Edition."

⁶ CDC, "Understanding the Opioid Overdose Epidemic."

⁷ DeSilver, "In the U.S. and around the World, Inflation Is High and Getting Higher."

⁸ Lenkowsky, "Americans Are Volunteering Less. What Can Nonprofits Do to Bring Them Back?"

⁹ Pixley et al., "The Role of Homelessness Community Based Organizations during COVID-19."

¹⁰ Pixley et al.

¹¹ Merlo et al., "Burnout in the Disaster Response Workforce: The Impact of Work Roles and the COVID-19 Pandemic."

Thank You

National VOAD would like to thank all members who participated in this effort. Participation in the 2022 Triennial Review included 62 National/Associate Members (82% of the total¹²) and 42 State/Territory VOADs (75% of the total¹³).

The focus of this review is on National VOAD member activity that took place in 2020, 2021, and 2022. However, where appropriate, the report draws upon data collected in previous triennial reviews to help display impact over time.

Limitations

The data contained in this report have some unavoidable limitations. These limitations include:

- **Gaps in the data:** National VOAD was unable to obtain complete data for fourteen National/Associate member organizations and fourteen State/Territory VOADs. While organizations were strongly urged to complete the triennial review survey, National VOAD realizes organizations are often operating with limited capacity to complete tasks outside their normal scope, especially when disaster events are occurring, as was the case for the most recent triennial review cycle.
- **Data duplication:** Data may be duplicated in instances where organizations have collaborated with one another, especially in instances in which individuals have volunteered with multiple organizations simultaneously.
- **Data measurement discrepancies:** Each organization tracks its internal data differently. Given the diversity of reporting tools, mechanisms, and procedures, there is no standardized way to collect and track disaster-related data amongst member organizations. For instance, some members tracked the amount of relief supplies distributed by pounds, while others tracked the individual items distributed. National VOAD used discretion in processing these discrepancies and acknowledges data may possess some inaccuracies.
- **Changes over time not tracked for all respondents:** This report also examines the change in activity over the past nine years of data collected via the triennial review process. Whenever data is compared across time, only respondents that participated in all surveys were included in the analyses. While this reduces the potential bias in the results, any findings presented here may not be widely applicable to all members of National VOAD.
- **Data reliability:** While the National VOAD team meticulously cleaned the data provided in this survey and made attempts to verify what seemed unusual, there is some uncertainty around the reliability of numbers. Similarly, some respondents noted they did not track particular metrics, or their record-keeping was incomplete, indicating there could be a severe underreporting of metrics in several categories.
- **Sample size:** Even if all members of National VOAD responded to the survey, the number of respondents is relatively low in the context of statistical analysis. This poses challenges for statistical comparison.

¹² There were 3 incomplete Triennial Review Survey responses from National/Associate Members. Where appropriate, information from the incomplete surveys (typically descriptive organizational information) were utilized in the analysis.

¹³ There were 4 incomplete Triennial Review Survey responses from State/Territory VOADs.

Considering (and in spite of) these limitations, National VOAD ultimately believes the full impact of member organizations and State/Territory VOADs is understated in this report.

How to Read This Report

The report is divided into two major sections: National/Associate Members and State/Territory VOADs. Two triennial review surveys were distributed to National VOAD organizations: one for National/Associate Members and the other for State/Territory VOADs. Given the scope, tasks, and challenges faced by these groups are very different from one another, the questions in each survey differed from each other. Analysis and interpretation of these results were completed in two separate stages; this review is organized to reflect this divide.

National/Associate Members

As in previous surveys, this year's triennial review survey reveals the incredible diversity of National VOAD member organizations, as demonstrated in Table 1 below. On average, National VOAD member organizations have 36 years of experience working in disasters. In total, 2022 Triennial respondents (n=64) reported 2,310 years of experience responding to disasters.

As shown in Table 1, National/Associate members, on average, have been with National VOAD for 17 years; several respondents are founding members who have been with National VOAD since 1970, the year the organization was established. Figure 3 provides a visual aid to show the change in National VOAD membership since its founding in 1970.

Both organization budgets and disaster-specific budgets ranged widely amongst respondents. On average, organizations operate with \$178 million organization and \$14 million disaster budgets; however, some organizations operate with no budgetary funds.

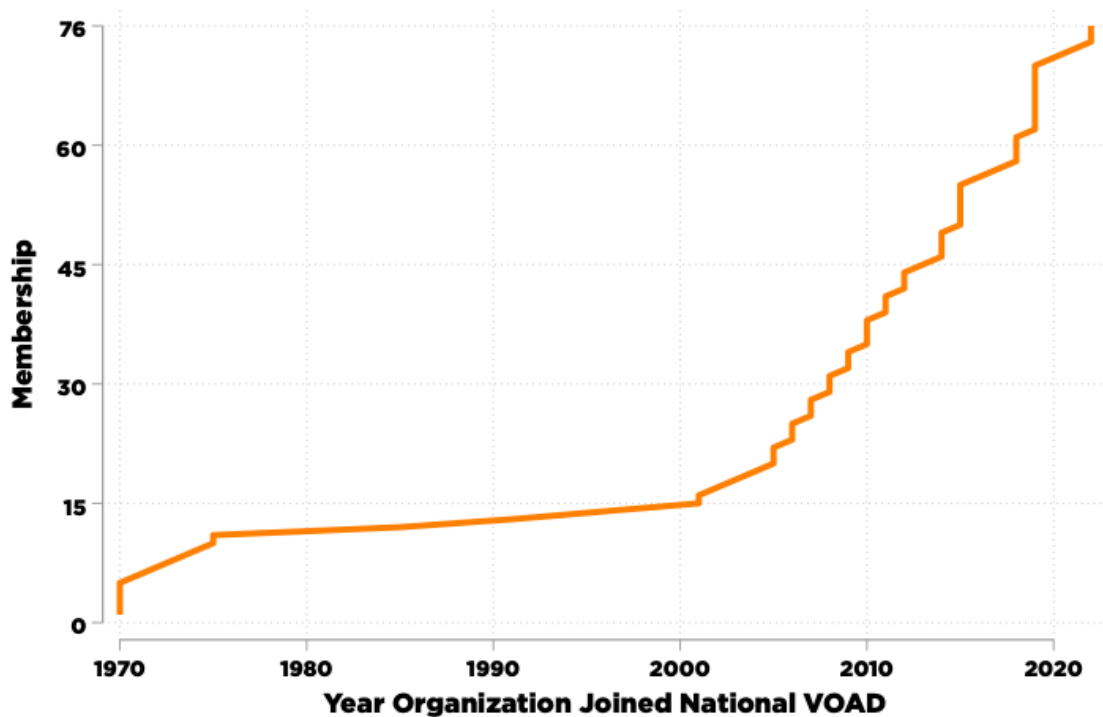
As may be expected with a diversity in budgets, there is also a diversity in the number of staff members, with some organizations having very large teams and others having no staff at all.

Table 1: Descriptive Statistics for National/Associate Member Organization Characteristics.

Measure	# of Observations	Average	Median/50 th Percentile	Min.	Max.
Years in Disaster Response Work	64	36.1 years	24 years	0 years	163 years
Years with National VOAD	75	17 years	13 years	1 year	53 years
Organization Budget	57	\$178 million	\$15 million	\$0	\$2.65 billion
Disaster Budget	52	\$14 million	\$1.55 million	\$0	\$443 million
Staff	62	1,318 staff members	53 staff members	0 staff members	49,772 staff members

Undeclared Disaster Responses	51	3,456 events	10 events	0 events	175,000 events
Declared Disaster Responses	55	53 events	19 events	0 events	570 events

Figure 3: National VOAD Membership Change, 1970-2023



Volunteerism Reported by National/Associate Member Organizations

In 2022, National VOAD members reported utilizing the help of 2,406,065 volunteers (n=58) who contributed 44,900,000 volunteer hours (n=54). That equates to a value of over \$1.427 billion in donated labor to response and recovery efforts across the United States in 2022 (volunteer hour valued at \$31.80¹⁴). Table 2 below provides a detailed breakdown of volunteerism statistics reported for the 2022 Triennial Review.

¹⁴ Independent Sector, "Value of Volunteer Time."

Table 2: Descriptive Statistics for Volunteer Hours and Total Number of Volunteers Reported in 2022.

Measure	# of Responses	Average	Median/50 th Percentile	Min. Reported for a Single Organization	Max. Reported for a Single Organization	Total Reported
Volunteer Hours	54	830,955 hours	24,464 hours	0 hours	16.7 million hours*	44.5 million* hours
Volunteers	58	41,484* volunteers	1,522.5 volunteers	0 volunteers	806,418 volunteers	2,406,065 volunteers

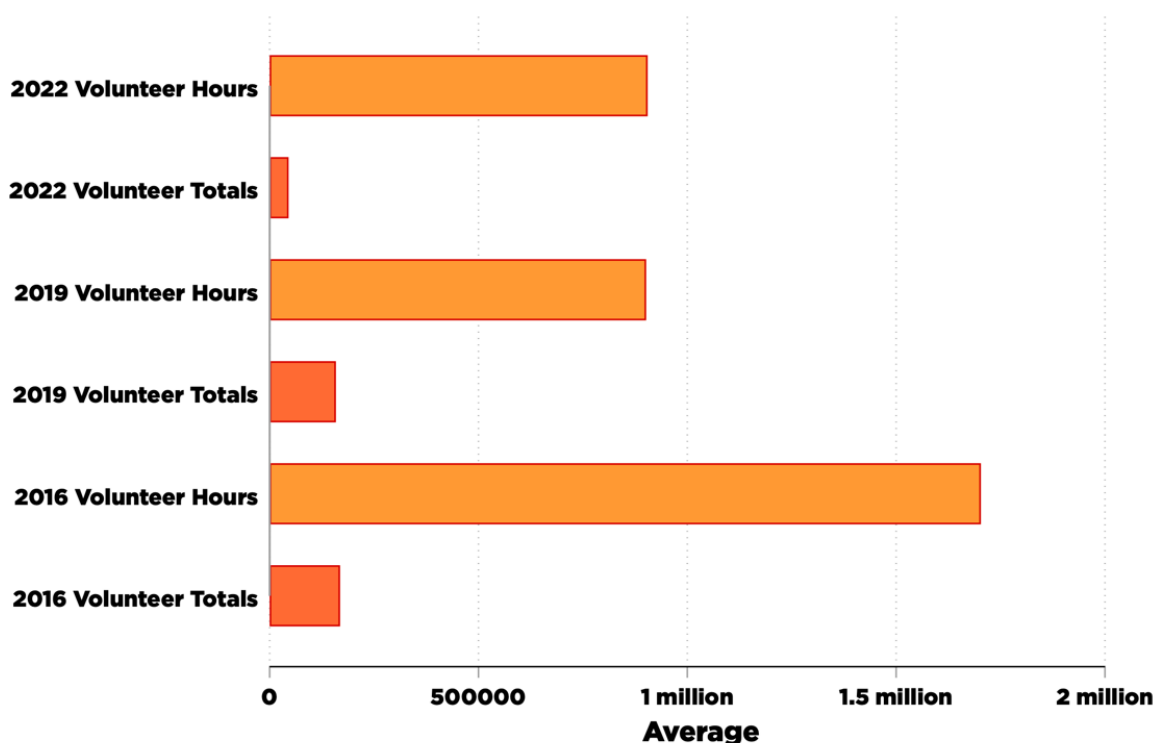
*=Rounded estimate

These numbers are impressive, though the average number of volunteer hours has remained steady since the last triennial review. Compared to the 2019 Triennial Review, latest statistics show there was a decrease in volunteer hours contributed by 1.7%, though this change is minimal. Meanwhile, when we assess the average number of volunteers between this triennial and the prior triennial, we find a substantial decrease of 76% in recorded volunteers. Table 3 provides a breakdown of the number of volunteers and volunteer hours contributed between the last three triennial reviews when analyzing only organizations that completed all three triennial reviews (n=32 or 42% of National VOAD's National/Associate members); Figure 5 provides visualization of these trends.

Table 3: Changes in Average Number of Volunteers and Volunteer Hours Contributed in the Last Three Triennial Reviews.

Triennial Review Year	Average Number of Volunteers	Percent change from previous review	Average Number of Volunteer Hours Contributed	Percent change from previous review
2022	45,306.21	-71%	904,881.2	0%
2019	158,535.4	-6%	901,336.3	-47%
2016	168,581.3		1,702,870	

Figure 5: Volunteer Trends Across Last Three Triennial Reviews (2016, 2019, 2022), Excluding Those Who Did Not Respond to All Triennials.



What do these results suggest?

These numbers reveal – on average – the amount worked by individual volunteers has increased. In 2022, on average, each volunteer contributed 24.61 hours. In 2019, an individual volunteer contributed an average of 3.44 hours; in 2016, 5.52 hours¹⁵. These numbers may indicate several possibilities:

- **Post-COVID volunteers may be more dedicated to the cause or may not have COVID-related health concerns.** COVID-19 may not be the only contributor to decreased volunteerism, but it seems likely COVID-19 may have dissuaded involvement from many individuals, especially those with health concerns.
- **Current volunteers may have more financial means or temporal bandwidth to volunteer.** In light of recent inflation, many working-class individuals have been stretched thin financially and, in turn, may have had less time to commit to volunteer efforts. Those who remained volunteering through this period may be individuals who are not in the labor force.
- **Dedicated volunteers may be working harder to fill gaps.** As discussed earlier in this report, disasters are increasing in frequency and severity. Meanwhile, budgets and overall volunteer trends have been decreasing. It seems possible dedicated volunteers have been working harder to fill the gaps. If this outcome is true, nonprofits may need to carefully consider and mitigate volunteer fatigue or mental health impacts.

¹⁵ These findings based on simple linear regressions. Findings provided were statistically significant at the $p < 0.01$ level. Regression table included in Appendix A, Table 1.

The statements above are merely possibilities; without additional data, there is no way to make causal statements or claims about these trends. Nonetheless, future research should continue to explore these trends to develop a better understanding of the causal relationships behind decreasing volunteerism in the United States.

Services Provided

In the 2022 Triennial Review, National/Associate Member organizations reported the following service metrics. NOTE: A comparison of these numbers against other triennial reviews is available in a later section, *Understanding the Change in Service Provision Over Time*.

In reviewing the metrics presented in Table 4, one should also consider the major disaster events that occurred in 2020, 2021, and 2022. A search via the Federal Emergency Management Agency's Declared Disasters website for declarations between 2020 and 2022 returns 525 results¹⁶, 209 of those being Major Disaster Declarations. While any of these 209 results may have been responded to by National VOAD members, the following events may have had a major influence on the metrics gathered in this triennial review.

- COVID-19 Pandemic, 2020
- Hurricane Laura, 2020
- Hurricane Zeta, 2020
- Hurricane Sally, 2020
- Tropical Storm Isaias, 2020
- Hurricane Ida, 2021
- Winter Storm Uri, 2021
- Hurricane Ian, 2022
- Hurricane Fiona, 2022
- Hermits Peak-Calf Canyon Fire, 2022

As is evident in Table 4, 2020 was a significant year for many of the service areas, specifically Meals, Relief Supplies, and Casework. Presumably, COVID-19 caused unprecedented issues and needs that National VOAD member organizations were poised to fill. These numbers are quite incredible and speak to the impressive and adaptable capabilities of National VOAD membership to address evolving needs.

Table 4: Total and year-by-year breakdown of service metrics reported 2020-2022.

Service	2020	2021	2022	Total
Meals	10,000,000,000*	5,010,000,000*	15,200,000*	15,025,200,000*
Fixed Feeding	1,956	1,908	1,910	5,724
Mobile Feeding	1,250	1,460	1,485	4,195
Kitchens	238	235	246	711
Emergency Response Vehicles	2,876	2,675	2,652	7,830
Clean Up Kits	78,634	41,068	43,686	132,188

¹⁶ Federal Emergency Management Agency, "Declared Disasters." Search performed in September 2023

Relief Supplies	165,000,000*	29,500,000*	31,600,000*	226,000,000*
Medical Supplies	240,000,000*	278,000,000*	233,000,000*	751,000,000*
Muck Outs	17,233	13,920	16,096	47,027
Casework	1,177,283	861,481	732,515	2,760,631
Case Management	125,482	130,447	106,842	350,036
Shelters	613	445	126	1,174
Overnight Shelter Stays	601,079	3,738,762	913,662	5,251,944
Homes Rebuilt	1,996	4,869	2,002	8,795
Homes Repaired	8,090	3,951	3,818	15,367
In-Kind Provided	54,600,000*	74,700,000*	47,500,000*	\$173,000,000*
Direct Financial Assistance Provided	297,000,000*	275,000,000*	218,000,000*	\$773,000,000*

*=Rounded estimate

Understanding the Change in Service Provision Over Time

While a three-year snapshot of service metrics is helpful for understanding the work of National VOAD member agencies, these snapshots lack a broader context that would reveal trends. To place data collected by this triennial into the broader context of service provision over time, National VOAD staff pulled in data from the previous two triennials (2016 and 2019) to construct the graphics provided in the following sections.

Each bar shows the total services provided each year by organizations that have consistently participated in the triennial review. It is important to note that these graphs are constructed only from data provided by organizations that completed all three triennial review cycles (2016, 2019, and 2022). If an organization completed the 2022 Triennial Review but did not complete one or both prior triennials, they were removed from the analysis. In total, 32 out of 76 (or 42.11%) of the current National VOAD National/Associate members completed all three reviews.

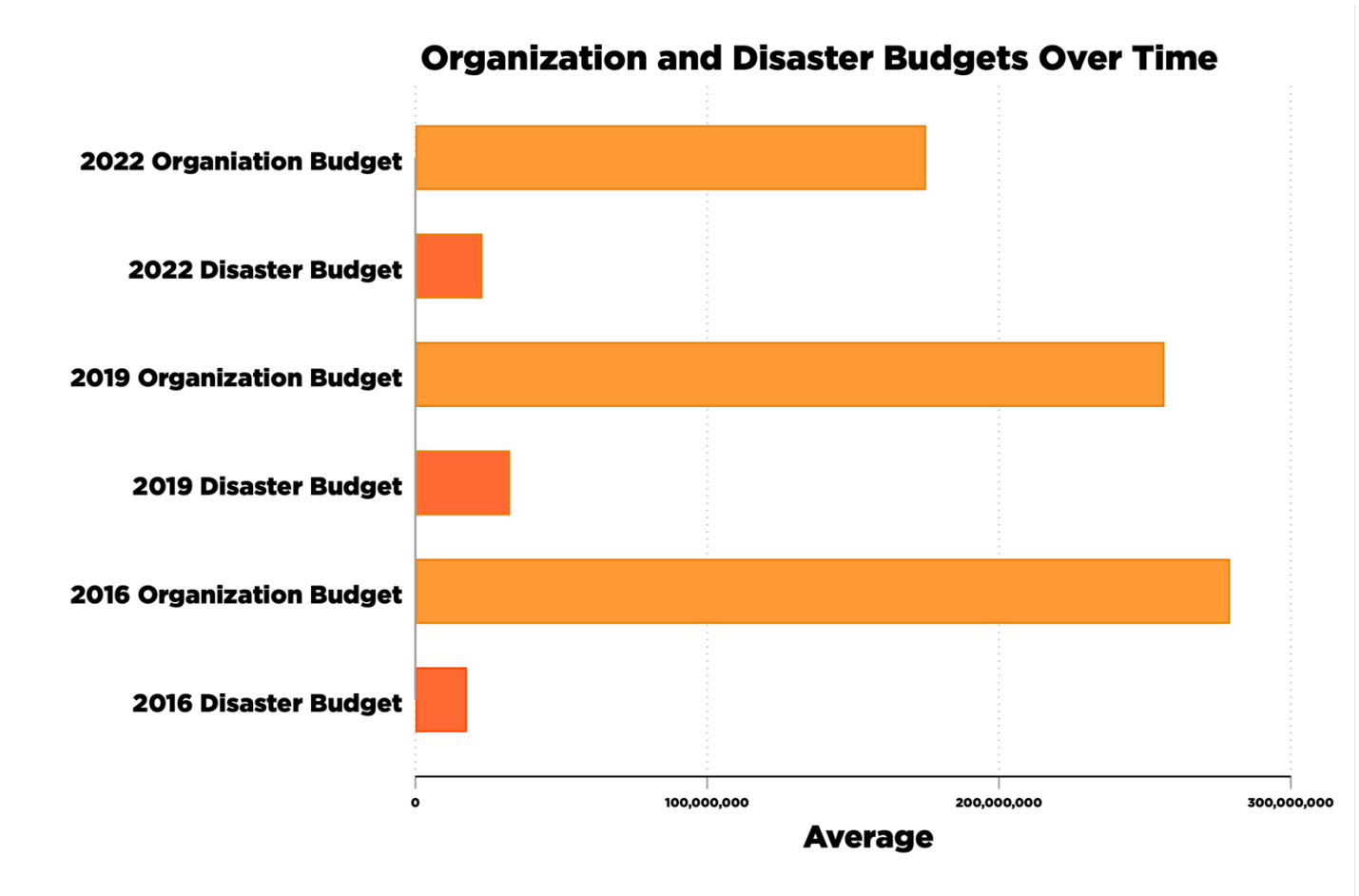
When reviewing the graphics, do not focus on the totals provided along the sides of the graph; instead, pay attention to the changing shape of the distribution overall.

NOTE: As stated previously in this review, all data in this document has limitations. By removing organizations that did not complete all three triennials, National VOAD can reduce bias in the sample and see a more accurate image of the change in need for services. However, it is very possible there would be very different results in the data if all members had completed all triennials. These results should not be broadly generalized to all National VOAD members or nonprofits working in disasters.

Budgets: Overall Decreasing

Overall, National/Associate members are witnessing a decrease in overall budgets and disaster-specific budgets. These decreases are concerning, especially considering increasing disaster frequency and severity. Figure 6 provides a visual representation of this change.

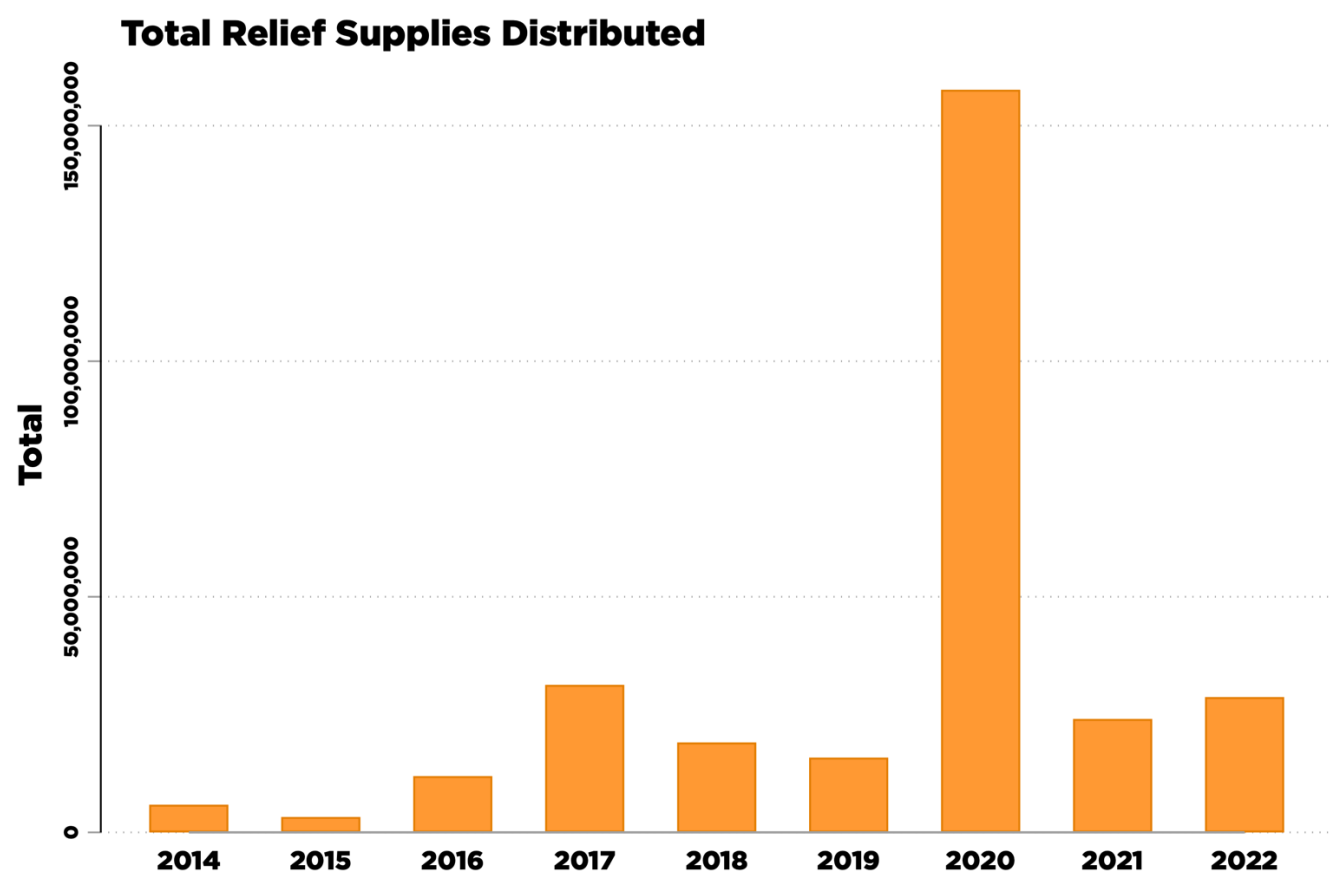
Figure 6: Changing Organization and Disaster Budgets Over Time (2016, 2019, 2022).



Relief Supplies: Steady Increase, Controlling for COVID-19

Relief supplies may encompass any number of physical items collected and distributed to disaster impacted communities. As shown in Figure 7, relief supplies have varied overtime. In 2017, there is an increase, expectedly due to Hurricane Harvey, Hurricane Michael, California wildfires, and other devastating disasters that caused significant loss of homes and personal property in 2017. While there was a decline in 2018 and 2019, there was an unprecedented jump in 2020 as organizations responded to the COVID-19 pandemic. While there was a sharp decline in 2021 from the 2020 numbers, there is a slight trend upward between 2019 to 2021 and again in 2022, indicating an upward trend has held, if one were to control for COVID-19 related relief distributions.

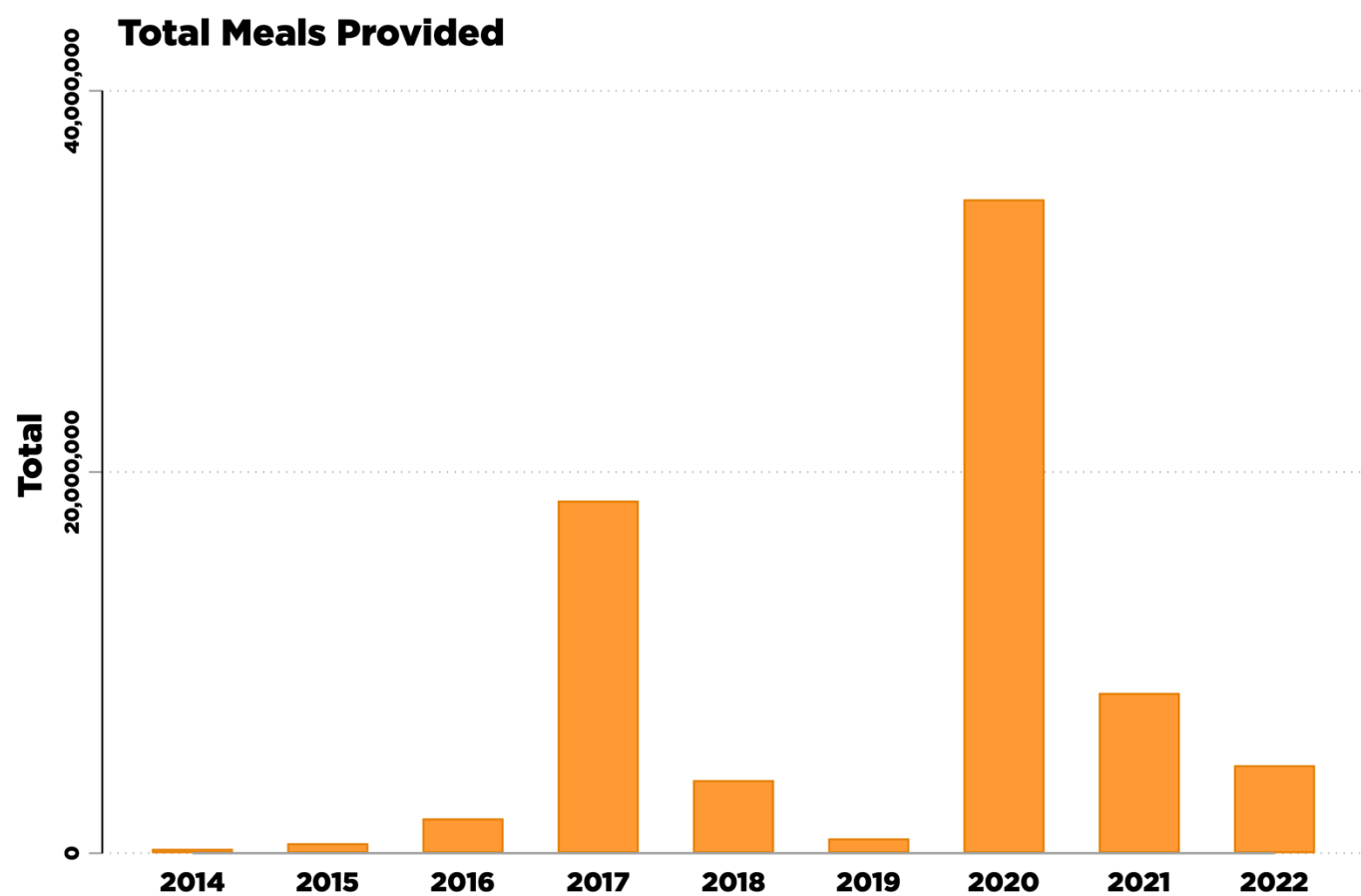
Figure 7: Total Relief Supplies Distributed by National/Associate Members that Completed All Three Past Triennial Review Surveys, 2014-2022.



Meals: Spikes During Major Events

Looking over the last nine years, it is evident that meals experienced an upward spike during years with multiple extreme events; for example, 2017 – with its historic hurricane season – and 2020 – with COVID-19, hurricanes, and wildfires – each saw significant spikes in meals provided. Since 2020, meals have been provided at a slightly higher rate than what was offered in prior years.

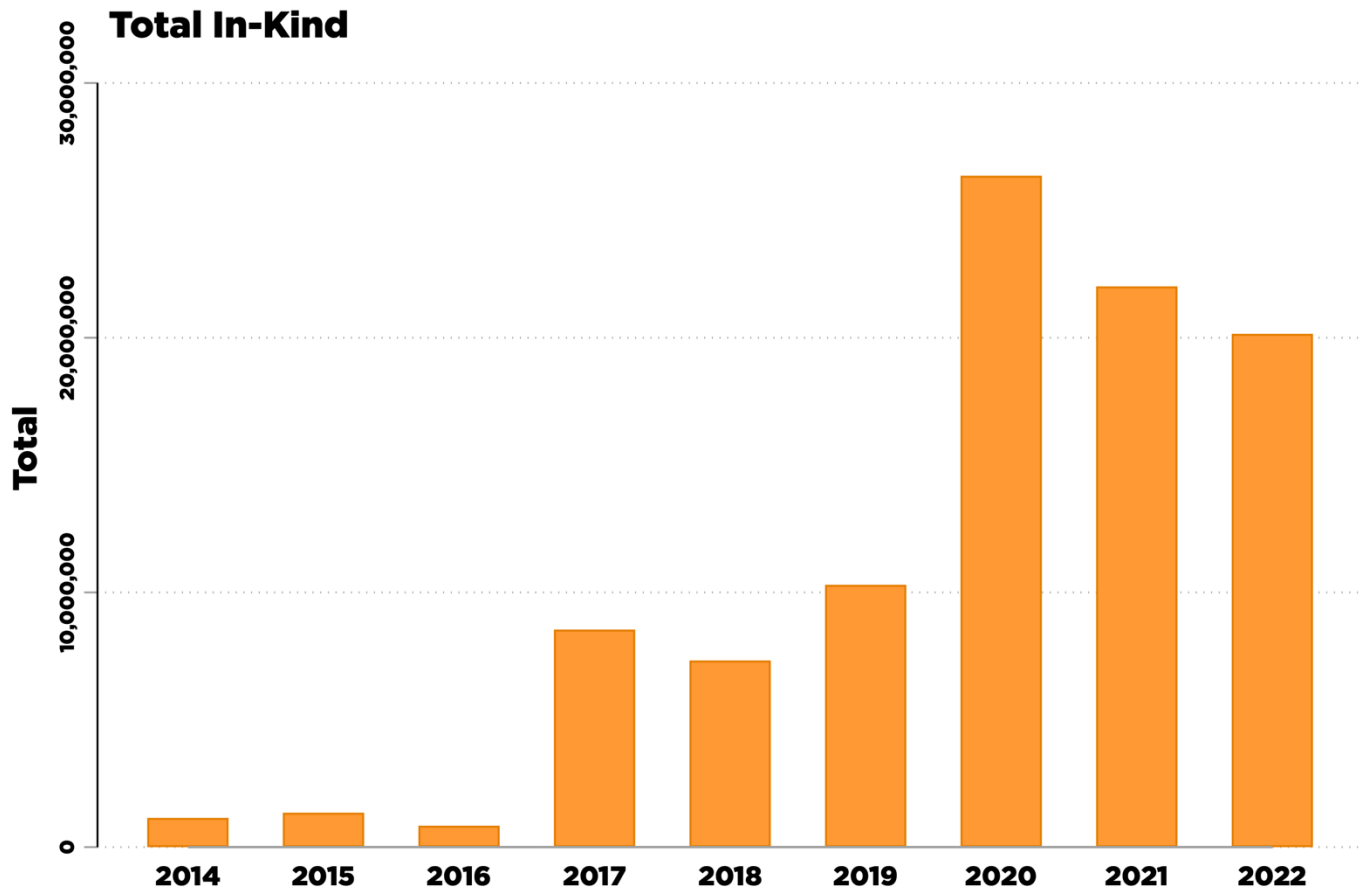
Figure 8: Total Number of Meals Provided by National/Associate Members that Completed All Three Past Triennial Review Surveys, 2014-2022



In-Kind Aid: On the Rise

While the 2019 Triennial Review reported a decrease in in-kind aid provided, this analysis reveals in-kind aid provision over the last three years has risen, with a peak in 2020, when only accounting for organizations that participated in all three triennial reviews (see Figure 9). Though the totals have decreased since 2020, these numbers remain quite a bit larger than those reported prior to COVID-19.

Figure 9: Total In-Kind Assistance Provided by National/Associate Members that Completed All Three Past Triennial Review Surveys, 2014-2022.



Home Repairs, Rebuilds, and Muckouts: Potentially Impacted by Decreasing Capacity

COVID-19 directly impacted the operations of countless organizations in 2020. While in many areas normal operations have returned, there may still be reverberating impacts in how services are provided. In 2020, the number of homes repaired (see Figure 10) and the number of homes rebuilt (see Figure 11) decreased. Considering increasing disasters and decreasing budgets/volunteer numbers, organizations may have less capacity to maintain home repair and rebuild programs, even in the face of rising needs. Some may argue it is possible there have not been as many major events necessitating the need for home rebuilds (and certain events, like the COVID-19 pandemic, have little to no impact on physical structures); however, as shown in Figure 12, the need for muck outs has not declined, indicating home damage may still be occurring. Future research should explore this trend to understand the causal mechanisms that underpin it.

Figure 10: Total Number of Home Repairs Provided by National/Associate Members that Completed All Three Past Triennial Review Surveys, 2014-2022

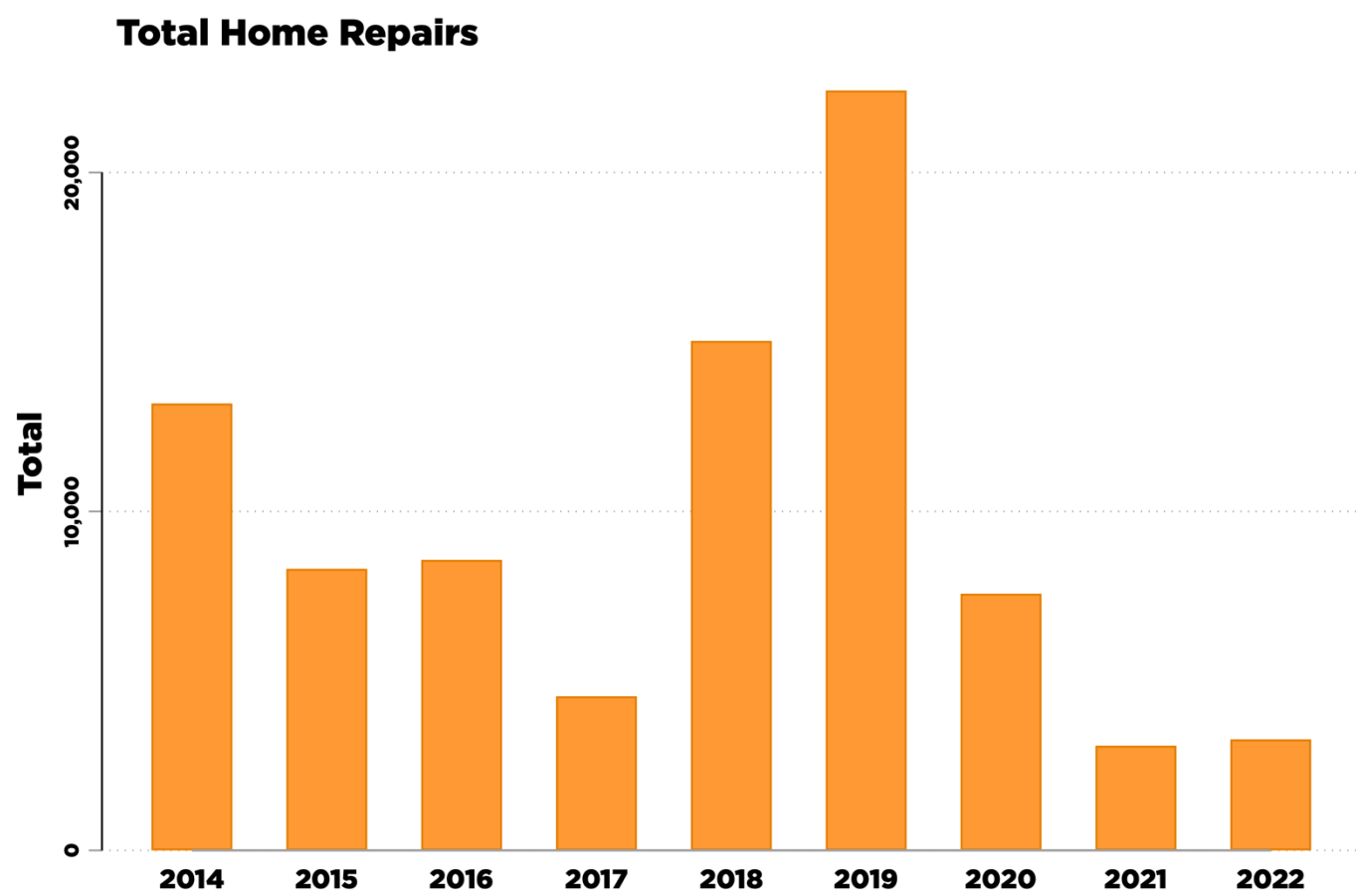


Figure 11: Total Number of Homes Rebuilt by National/Associate Members that Completed All Three Past Triennial Review Surveys, 2014-2022

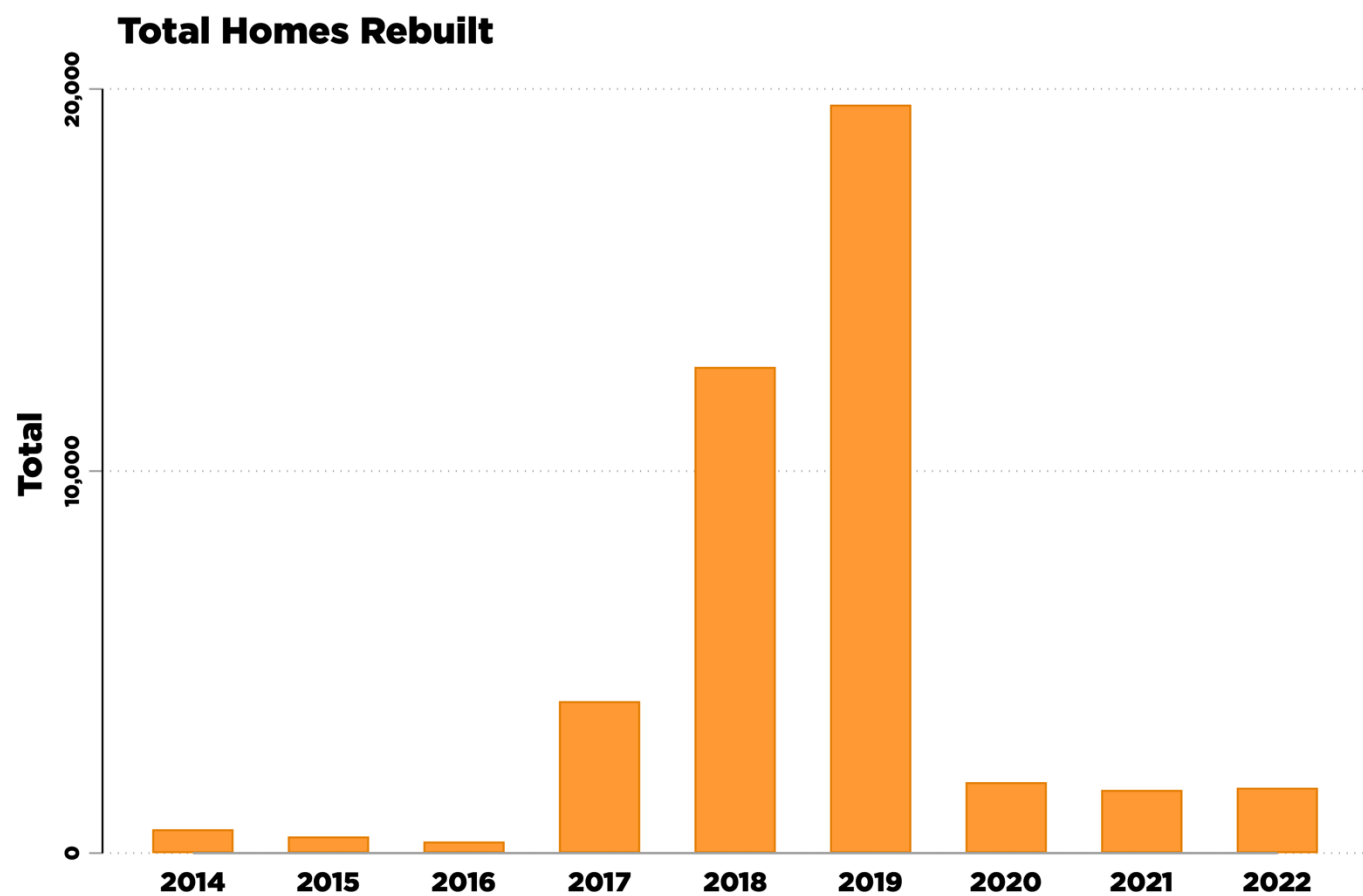
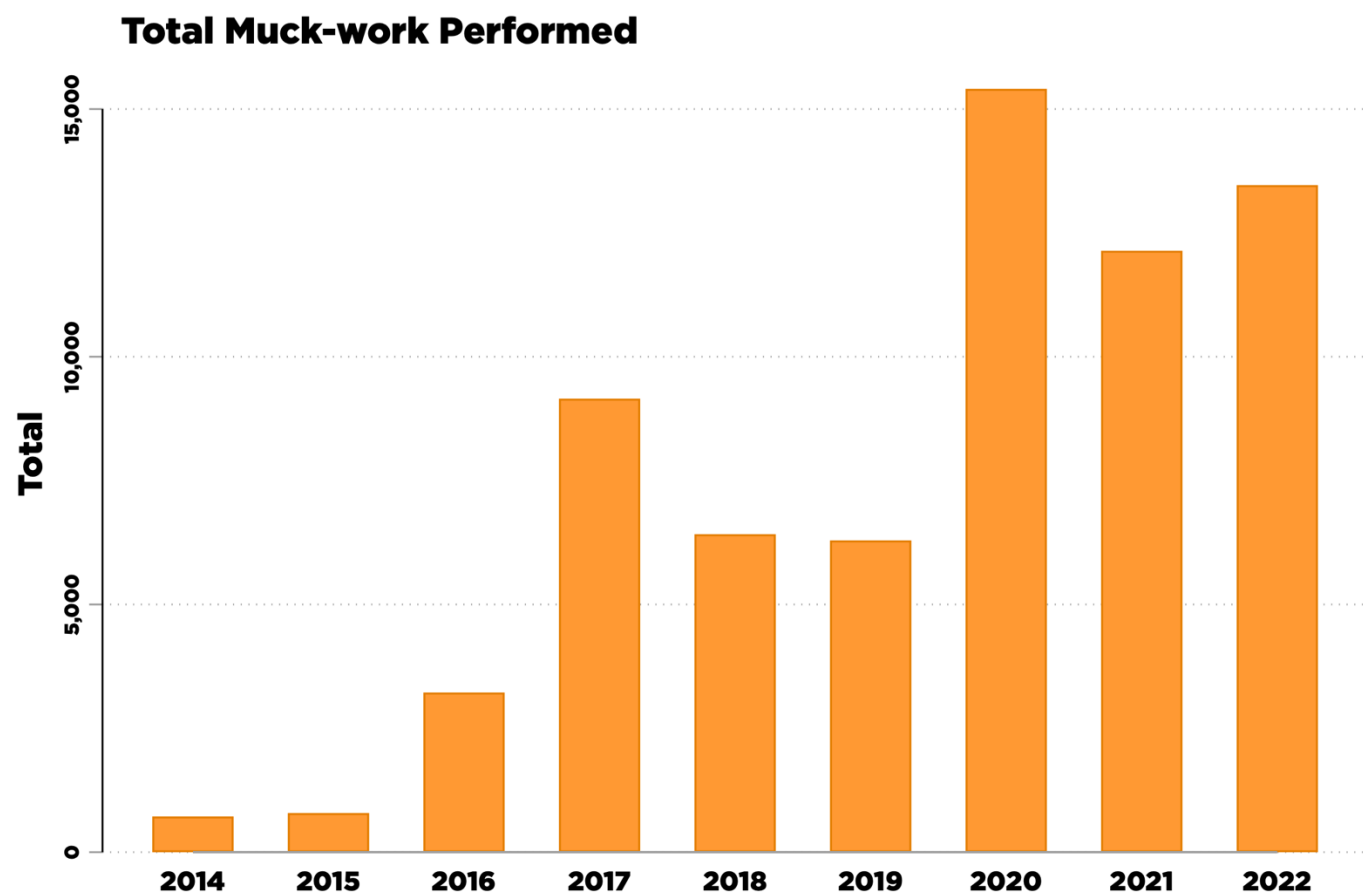


Figure 12: Total Muck-work Performed by National/Associate Members that Completed All Three Past Triennial Review Surveys, 2014-2022



National VOAD Member Capabilities

National VOAD members provide a wide variety of services and training to their affiliates, National VOAD partners, and the public. The VOAD Movement is truly a national movement, and this graph is evidence of these efforts. Like the data collected in the prior triennial review, the most prominent member capability is Disaster Emotional/Spiritual Care, with 39% of respondents noting it as a Primary Capability, 31% noting it as a Secondary Capability, and 31% indicating they offer training in the area. The second highest Primary Capability was Repair/Rebuild, with 34% of respondents noting it as a Primary Capability; this is in line with the previous Triennial Review. Overall, the member capabilities found in this triennial review closely mirror those capabilities highlighted in the previous triennial reviews.

National/Associate Capabilities

Table 5: National/Associate Member Capabilities.

	Primary		Secondary		Training Available	
	# of organizations	% of respondents	# of organizations	% of respondents	# of organizations	% of respondents
Disaster Casework/ Case Management	15	24%	16	26%	12	19%
Donations Management	13	21%	15	24.2%	10	18%
Emergency Communications	9	15%	13	21%	9	15%
Technology Support	8	13%	12	19.4%	9	15%
Debris Removal/ Gutting/Chainsaw	19	31%	17	27.4%	11	18%
Mold Remediation and Sanitizing	11	18%	17	27.4%	9	15%
Disaster Emotional/ Spiritual Care	24	39%	19	31%	19	31%
Financial Assistance	15	24%	13	21%	9	15%
Childcare	8	13%	12	19.4%	7	11.3%
Dental Care	7	11.3%	9	15%	5	8.1%
Medical Care	10	16.1%	11	18%	5	8.1%
Medication Replacement/Durable Medical Equipment	7	11.3%	9	15%	5	8.1%
Relocation Services	6	10%	13	21%	5	8.1%

	Primary		Secondary		Training Available	
	# of organizations	% of respondents	# of organizations	% of respondents	# of organizations	% of respondents
Public Health	8	13%	9	15%	6	10%
Family Reunification	7	11.3%	10	16%	7	11.3%
Feeding	12	19.4%	14	23%	9	15%
Bulk Distribution	15	24.2%	12	20%	9	15%
Laundry Units	6	10%	9	15%	5	8%
Shower Units	7	11.3%	16	26%	5	8%
Sheltering	7	11.3%	11	18%	7	11.3%
Pet Care/Sheltering	5	8%	8	13%	6	10%
Long-Term Recovery Group Support	17	27.4%	20	32.3%	11	18%
Rebuild/Repair	21	34%	19	31%	11	18%
Unaffiliated Volunteer Management	14	23%	14	23%	8	13%
Volunteer Housing	10	16%	14	23%	7	11.3%
Volunteer Reception Center	7	11.3%	13	21%	5	8%
Logistics	13	21%	19	31%	8	13%
Refugee Resettlement	9	15%	11	18%	7	11.3%
Legal Support	8	13%	9	15%	10	16%

State/Territory VOADs

State/Territory VOADs are the backbone of the VOAD movement. As in previous triennial reviews, this year's survey shows the diversity of State/Territory VOADs. Table 5, below, provides a breakdown of the number of members, budgets, and number of Local VOADs/LTRGs in each State/Territory VOAD that responded to the survey (n=42).

The average membership for each State VOAD is 50 members; the minimum membership reported was 13 (excluding VOADs that do not keep membership at all); the maximum, 98. The State/Territory VOADs that responded to the triennial review indicated a total membership of 2,090. This number has increased slightly from the last triennial when there were 2,071 total members reported.

Budgets also varied significantly among VOAD members, with some State VOADs reporting no budget. The average State VOAD budget was \$62,138.11.

Local VOADs and Long-Term Recovery Groups (LTRGs) are often separate organizations; however, in some jurisdictions, these groups are one-in-the-same. For ease of analysis and reporting, Table 5 lumps Local VOADs and LTRGs into one row. Some states had several of these groups, others very few; the average reported was 17.13 Local VOADs/LTRGs.

Table 6: State/Territory VOAD Descriptive Statistics.

Measure	# of Responses	Average	Min.	Max.
Number of Members	42	49.8	13	98
Budget	38	\$62,138.11	\$0	\$1,728,964
Local VOADs and Long-Term Recovery Groups	15	17.13	1	52

Nonprofit Status

The data collected regarding the governance processes of State/Territory VOADs is providing invaluable insights that will improve the collaboration and coordination between National members and State/Territory VOAD members, as well as the day-to-day operations and capabilities of State/Territory VOAD members. State/Territory VOADs were asked several questions that shed light on their governance practices, including 501(c)(3) status, if there is a

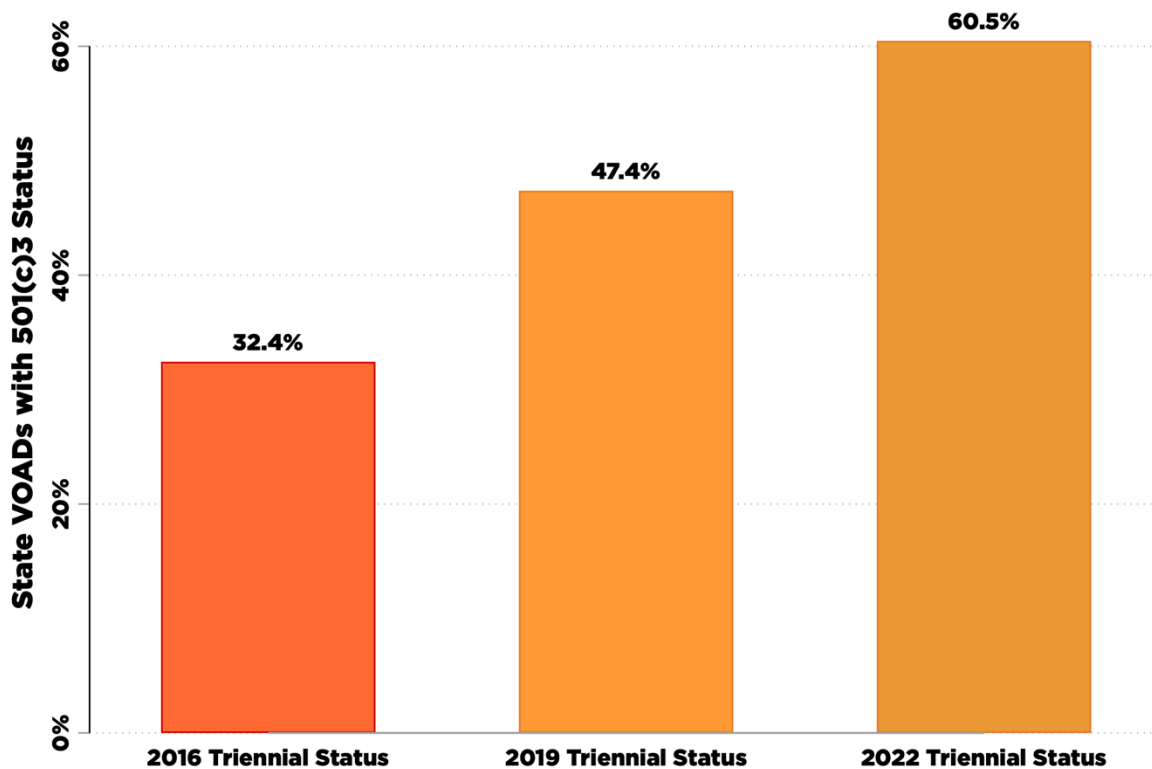
dedicated fiscal agent for the VOAD, frequency of meetings, and the last time the State/Territory VOAD's bylaws were updated.

Nonprofit 501(c)(3) status has increased among State/Territory VOAD respondents, with 60.4% reporting to have official nonprofit status; 7% reported they are currently seeking 501(c)(3) status, and 32.6% reported not having 501(c)(3) status. Table 6 and Figure 13 show the change in State/Territory VOAD 501(c)(3) status over the past triennials.

Table 7: Frequency and Percentage of State/Territory VOADs with 501(c)(3) status

Status	Frequency	Percent
Designated 501(c)(3)	26	60.4%
Seeking 501(c)(3) Status	3	7%
NOT designated 501(c)(3)	14	32.6%

Figure 13: Average number of State/Territory VOADs with 501(c)(3) Status.

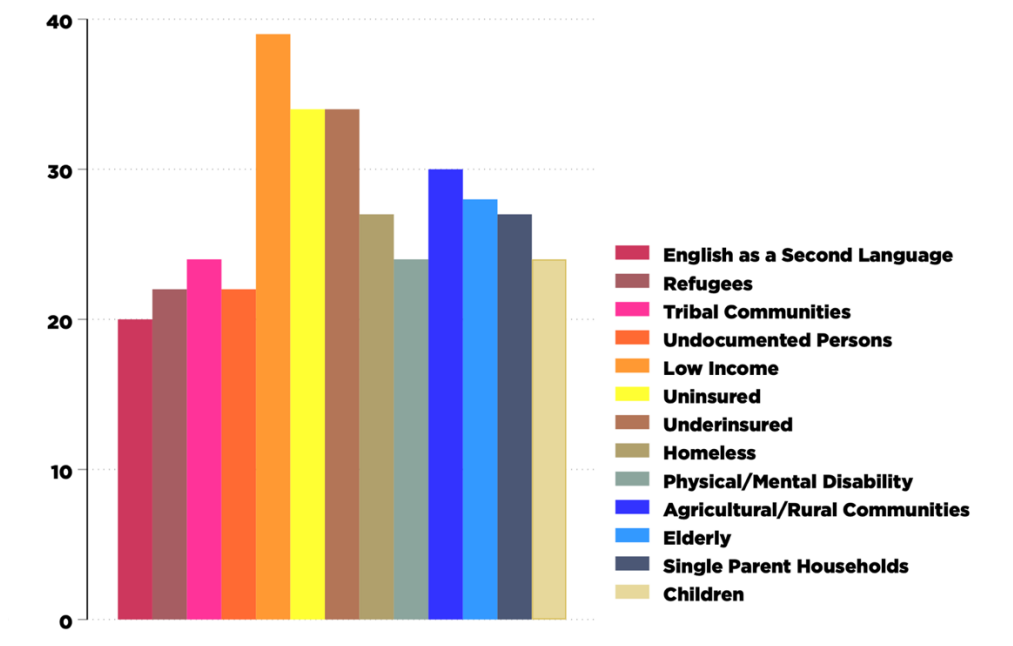


Communities Served

National VOAD and National VOAD members are committed to providing services without discrimination as well as providing culturally appropriate forums and services honoring all individuals from different backgrounds. This is reflected in the communities that State/Territory VOADs serve. National VOAD asked State/Territory VOAD respondents to

identify underserved groups they routinely serve following disasters. Low-income, uninsured/underinsured, rural communities and elderly/aging populations are served by a high number of respondents whereas tribal communities, refugee populations, and English as a Second Language (ESL) populations are groups that State/Territory VOADs can increase focus on moving forward.

Figure 14: Populations Served by State/Territory VOADs.



Languages Served

State/Territory VOADs serve a wide variety of communities, with different needs and different languages to express those needs. The word map below highlights the diversity of the communities that National VOAD members serve. English and Spanish were the primary languages reported, but Arabic, Vietnamese, Korean, Chinese, Portuguese, and Tagalog were also identified by membership.

Figure 15: Languages Served by State/Territory VOADs.



State/Territory Capabilities

State/Territory VOADs provide a wide variety of services and training to their jurisdictions, member organizations, and the public. The most prominent State/Territory VOAD member capability reported in this triennial was Disaster Emotional/Spiritual Care, with 52.6% of respondents noting it as a Primary Capability, 15.8% noting it as a Secondary Capability, and 17.5% indicating they offer training in the area. There was a tie for the second highest Primary Capability between Feeding and Debris Removal/Gutting/Chainsaw, with 35% of respondents noting both as a Primary Capability. Certain capabilities were notably lacking among State/Territory VOADs—including childcare, dental care, medical care, medication support, legal support, refugee services, and relocation services—indicating a need to recruit more member organizations specializing in these areas.

Table 8: State/Territory VOAD Capabilities

	Primary		Secondary		Training Available	
	# of organizations	% of respondents	# of organizations	% of respondents	# of organizations	% of respondents
Disaster Casework/ Case Management	20	35.1%	9	15.8%	13	22.8%
Donations Management	18	31.6%	10	17.5%	8	14%
Emergency Communications	16	28%	11	19.3%	3	5.3%
Technology Support	6	10.5%	10	17.5%	4	7%
Debris Removal/ Gutting/Chainsaw	25	43.9%	8	14%	8	14%
Mold Remediation and Sanitizing	15	26.3%	13	22.8%	6	10.5%

	Primary		Secondary		Training Available	
	# of organizations	% of respondents	# of organizations	% of respondents	# of organizations	% of respondents
Disaster Emotional/ Spiritual Care	30	52.6%	9	15.8%	10	17.5%
Financial Assistance	10	17.5%	14	24.6%	2	3.5%
Childcare	4	7%	5	8.8%	2	3.5%
Dental Care	1	1.8%	2	3.5%	3	5.3%
Medical Care	2	3.5%	3	5.3%	3	5.3%
Medication Replacement/Durable Medical Equipment	3	5.3%	9	15.8%	0	0
Relocation Services	2	3.5%	11	19.3%	0	0
Public Health	5	8.8%	5	8.8%	2	3.5%
Family Reunification	9	15.8%	8	14%	1	1.8%
Feeding	25	43.9%	5	8.8%	4	7%
Bulk Distribution	16	28.1%	9	15.8%	3	5.3%
Laundry Units	8	14%	8	14%	1	1.8%
Shower Units	8	14%	11	19.3%	1	1.8%
Sheltering	19	33.3%	10	17.5%	6	10.5%
Pet Care/Sheltering	10	17.5%	11	19.3%	1	1.8%
Long-Term Recovery Group Support	19	33.3%	11	19.3%	10	17.5%
Rebuild/Repair	16	28.1%	10	17.5%	3	5.3%
Unaffiliated Volunteer Management	13	22.8%	9	15.8%	4	7%
Volunteer Housing	3	5.3%	9	15.8%	2	3.5%
Volunteer Reception Center	12	21.1%	5	8.8%	2	3.5%

	Primary		Secondary		Training Available	
	# of organizations	% of respondents	# of organizations	% of respondents	# of organizations	% of respondents
Logistics	7	12.3%	12	21.1%	1	1.8%
Refugee Resettlement	4	7%	8	14%	2	3.5%
Legal Support	2	3.5%	10	17.5%	2	3.5%

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Appendix A

Volunteerism Regressions

As discussed in the report, in 2022, on average, each volunteer contributed 24.61 hours. In 2019, an individual volunteer contributed an average of 3.44 hours; in 2016, 5.51 hours. Table 1 below provides a detailed regression output.

Table 1: Regression Output for Volunteer Hours (Dependent Variable) and Total Reported Number of Volunteers in the Corresponding Year (Independent Variable).

	(1)	(2)	(3)
Variables	Volunteer Hours in 2022	Volunteer Hours in 2019	Volunteer Hours in 2016
Volunteers in 2022	24.605*** (2.060)	-	-
Volunteers in 2019	-	3.443*** (0.951)	-
Volunteers in 2016	-	-	5.519*** (1.010)
Constant	43,918 (75,277)	245,744 (171,257)	696,056** (298,195)
Observations	53	55	32
R-squared	0.614	0.622	0.736

Robust standard errors in parentheses

*** p<0.01, ** p<0.05, * p<0.1

NOTE: Given the small sample size and weak levels of statistical significance, all results should be taken with some uncertainty. There is not enough data or evidence to make causal statements or claims, these are merely associations based on available data.

Thank you

A special thank you to all the member organizations & representatives that generously gave of their time to contribute to this report, our collective voice and the National VOAD movement.

Sincerely,
The National VOAD Staff



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