

## Investment and Impact

CNCS partners with communities facing natural disasters to provide trained volunteers that can assist in feeding and shelter operations, home repairs, environmental cleanup, needs assessments, client casework, and long-term recovery. Through these partnerships, national service is a powerful force-multiplier for mobilizing local resources to respond to disaster. Examples of our impact include:

- Since 2000, AmeriCorps NCCC members have provided more than 3.6 million disaster service hours, coordinated 280,000 volunteers, and refurbished more than 16,000 homes.
- During the response to Joplin, CNCS leveraged \$3.71 in savings for every dollar expended.
- In response to Hurricane Sandy in New York and New Jersey, CNCS mobilized more than 180,000 hours of volunteer service valued at more than \$4 million.

## Information and Resources

### DISASTER SERVICES UNIT

For more information on what CNCS assets and programs can do to assist your community or organization before, during, and after disaster, please contact the Disaster Services Unit. [dsu@cns.gov](mailto:dsu@cns.gov)

### DISASTER SERVICES UPDATES

Sign up for Disaster Services updates and view our archive of CNCS Disaster Briefs [www.NationalService.gov/focus-areas/disaster-services](http://www.NationalService.gov/focus-areas/disaster-services)

### CNCS DISASTER SERVICES KNOWLEDGE NETWORK

This online network provides a place to share what works at the intersection of disaster services and national service. [www.NationalServiceResources.org/disaster-services](http://www.NationalServiceResources.org/disaster-services)

Corporation for  
NATIONAL &  
COMMUNITY  
SERVICE ★★ ★

# National Service and Disaster

The Corporation for National and Community Service (CNCS), the federal agency for service and volunteering, helps communities to prepare for, mitigate, respond, and recover from disasters. Through its work with nonprofits, educational institutions, faith-based organizations, and other groups, CNCS engages citizens in meeting economic, health, social, and environmental needs caused by disasters.

Through our programs AmeriCorps and Senior Corps, CNCS responds to natural and manmade disasters including forest fires, floods, hurricanes, tornadoes, terror attacks, and oil spills. Since 1994, CNCS programs have provided critical support to millions of Americans affected by disasters. Reflecting the agency's growing expertise and commitment in disaster services, the CNCS Board of Directors designated disaster services as one the agency's principal focus areas for the 2011-2015 Strategic Plan.

## Our Work

CNCS's Disaster Services Unit (DSU) has agency-wide responsibility for coordination of disaster services activities. We provide expertise, ongoing support, and access to a network of dedicated volunteers. We believe that all disasters are local and our focus is on enhancing and adding value to existing community infrastructure. By working together with State Service Commissions, local government, nonprofits, and faith-based organizations, CNCS helps communities help themselves.

As one example, more than **110,000** participants in CNCS's programs have contributed more than **10 million** hours to relief, recovery, and rebuilding efforts in response to Hurricane Katrina. They assisted more than **3 million** people, recruited or managed **650,000** volunteers, completed nearly **55,000** damage assessments, refurbished more than **10,500** homes, constructed **2,000** new homes, served **1.6 million** meals, and distributed more than **6,000** tons of food.



Corporation for  
NATIONAL &  
COMMUNITY  
SERVICE ★★ ★

1201 New York Ave., NW ★ Washington, DC 20525 ★ 202-606-5000  
[NationalService.gov](http://NationalService.gov)



## Activities

CNCS programs AmeriCorps and Senior Corps regularly provide essential services across the nation including:

### PREPAREDNESS

- Preparedness education
- Accessibility improvements on homes and shelters

### MITIGATION

- Public information outreach
- Fuel reduction and prescribed burning to mitigate wildland fires
- Environmental projects to mitigate the effects of flooding and hurricanes

### RESPONSE

- Volunteer base camp setup and operation
- Operations center setup and support
- Special needs assistance
- Call center support/setup/operations

- Shelter operations
- Pet shelter operations
- Volunteer coordination
- Debris removal
- Warehouse management
- Public information outreach

### RECOVERY

- Home construction/repair
- Public facilities renovation
- Needs assessment
- Case management
- Disaster recovery center support
- Long-Term Recovery Committee support
- Volunteer reception center support

## Increasing Coordination at the Federal, State, and Local Levels

- We support and work with the Department of Homeland Security and FEMA on the National Response Framework and National Disaster Recovery Framework.
- We work with the National Response Team, a group of 17 federal agencies, to provide training and technical assistance in managing volunteers during oil spills and other hazardous material disasters.
- We engage in White House task forces, including those created to respond to Hurricane Sandy and the Deepwater Horizon Oil Spill.
- We work with mayors, county officials, and other local governments to respond to disasters and support long term recovery efforts.
- We have agreements with many national organizations and federal agencies including the National Voluntary Organizations Active in Disaster and the National Response Team. We are always looking for new partners to enable smarter, faster cooperation, and to provide efficient mechanisms for volunteer coordination.
- We have a team of specially trained CNCS staff available to deploy to disaster zones to coordinate national service assets and FEMA mission assignments.
- We provide technical expertise including coordinating trainings and webinars for our state, local, and nonprofit partners.

## FEMA Corps

The Department of Homeland Security's Federal Emergency Management Agency (FEMA) and CNCS have joined together to create FEMA Corps, an innovative partnership. The 1,600 FEMA Corps members are part of the AmeriCorps National Civilian Community Corps (NCCC) and augment FEMA's Reservist Program to support disaster preparedness, response, and recovery.

This partnership builds on the historic collaboration between the two agencies and:

- enhances the federal government's disaster capabilities
- increases the reliability and diversity of the disaster workforce
- promotes an ethic of service, expands education and economic opportunity for young people



# National Service In Action

### Joplin Tornado

■ Hours after the nation's deadliest tornado in 60 years struck Joplin, Missouri on May 22, 2011, AmeriCorps members arrived on the scene. In the first year, more than 350 AmeriCorps members provided vital services including homeowner assistance and case-work, removing tons of debris, offering legal services, operating donation and distribution warehouses, and coordinating donations. AmeriCorps members mobilized or supervised more than 75,000 volunteers who gave 520,000 hours of service and provided disaster assistance to more than 2,200 Joplin households. AmeriCorps was instrumental in mobilizing volunteers and donations which saved the city \$17.7 million it would have otherwise had to pay in matching costs for recovery funds.



### West, Texas Explosion

■ Following the fertilizer plant explosion in West, Texas on April 17, 2013, 66 Senior Corps RSVP volunteers from the community sprang into action: evacuating nursing homes, establishing a respite center, staffing a 2-1-1 call center, supporting a food distribution headquarters, coordinating a media command post, and providing comfort and aid to the effected community members.



### Hurricane Sandy

■ More than 3,600 AmeriCorps members from programs across the nation participated in the federal response in six states affected by Hurricane Sandy. They have mucked and gutted more than 3,700 homes, including 1,443 in New Jersey and 1,958 in New York. They also have leveraged the help of 30,000 volunteers, collaborated with the American Red Cross in operating 45 shelters, and coordinated with more than 200 nonprofits and community-based organizations.



### Tuscaloosa Tornado

■ In Tuscaloosa, Alabama more than 150 RSVP volunteers coordinated over 8,500 community volunteers who served approximately 200,000 volunteer hours supporting the relief efforts of the April 2011 tornado. The RSVP volunteers served approximately 5,000 hours. Community improvement and recovery is still going on as a result of the tornado and RSVP volunteers remain active in this area.

