

## RELATED TERMS

- Hurricane Katrina
- Evacuee



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## PRIMARY DISCIPLINES

- Volunteer and Donations Management
- State and Local Executive Offices

# LESSON LEARNED

## Citizen Corps Councils: Managing Volunteers during Shelter Operations

### SUMMARY

Citizen Corps Councils can use a volunteer request hotline to manage volunteers when operating shelters. This will enable Councils to quickly match requests for volunteers with the available volunteers at the site.

### DESCRIPTION

Approximately 65,000 New Orleans evacuees were transported to Reliant Park in Houston, Texas, in August and September 2005 due to the impact of Hurricane Katrina. Harris County Judge Robert Eckels tasked the Harris County Citizen Corps with the organization and management of the Houston-area volunteers staffing the Reliant Park shelters. Volunteers performed a variety of tasks at the shelters including processing evacuees, preparing and serving food, and sorting donated clothing.

The Harris County Citizen Corps established a volunteer request hotline to manage the assignment of the volunteers at Reliant Park. The incident commander distributed the hotline's number to American Red Cross managers and other agency coordinators to call when they needed volunteers for specific tasks. A Citizen Corps volunteer answered the calls and filled the requests with the available number of volunteers. By using this system, the Harris County Citizen Corps quickly met demands for volunteers within the Reliant Park Complex.

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For more general information on volunteer management please see the *Lessons Learned Information Sharing Good Story* entitled "[Harris County, Texas Citizen Corps' Response to Hurricane Katrina](#)." For more specific information on volunteer management please see the Lesson Learned "Citizen Corps Councils: Pre-Ordering Identification Clothing for Volunteers."

Citizen Corps Councils can set up a hotline to manage volunteer requests at shelters. The number should be distributed to all relevant personnel and shelter operators.

### CITATION

Sloan, Mark. Coordinator, Harris County Citizen Corps. Interview with *Lessons Learned Information Sharing*, 07 Sep 2005.

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