

RELATED TERMS

- Hurricane Katrina
- Evacuee



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PRIMARY DISCIPLINES

- Volunteer and Donations Management
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LESSON LEARNED

Citizen Corps Councils: Creating a Volunteer Directory

SUMMARY

Citizen Corps Councils should develop and maintain a member directory that contains potential volunteers' contact information, skill sets, and available resources. A member directory will enable Citizen Corps coordinators to rapidly mobilize volunteers with relevant qualifications during an emergency.

DESCRIPTION

In the aftermath of Hurricane Katrina, approximately 27,000 New Orleans evacuees were transported to the Reliant Stadium complex in Houston, Texas. The arrival of such a large number of evacuees required a massive response from public officials, representatives of the American Red Cross (ARC), and the citizens of Houston. The ARC requested volunteers from the Harris County Citizen Corps to prepare the shelter and to process the evacuees upon their arrival.

Prior to the incident, the Harris County Citizen Corps Council had created an online database that served as a repository for volunteer information and affiliate organizations. By August 2005, the directory contained over 10,000 member profiles including each member's skill sets and any resources he or she might be able to provide during a disaster. The Citizen Corps Coordinator used this member directory to quickly contact a large pool of potential volunteers. In approximately one hour, the Citizen Corps Coordinator mobilized more than 1,000 Houston-area volunteers to staff the temporary shelters. Many of these Citizen Corps volunteers prepared for and processed the evacuees, while others managed the flow of spontaneous volunteers. The Harris County Citizen Corps subsequently remained a part of the support staff at the Reliant Complex for the next several weeks.

For more information please see the *Lessons Learned Information Sharing* Good Story entitled "[Harris County, Texas Citizen Corps' Response to Hurricane Katrina.](#)"

Citizen Corps Councils should develop and maintain an online member directory. The information should identify potential volunteers' contact information, skill sets, and available resources for easy accessibility during an emergency.

CITATION

Sloan, Mark. Harris County, TX Citizen Corps Coordinator. Interview with *Lessons Learned Information Sharing*. 7 Sep 2005.

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