

# Appendix F

---

## Final Exam

### HOW TO TAKE THE FINAL EXAMINATION

The following final examination is designed to find out how much you have learned about the role of voluntary agencies in emergency management.

While taking the final examination, read each question carefully and select the answer that you think is correct after reading all the possible choices. Complete all of the questions. You may refer to the course materials to help you answer the questions.

When you have answered all of the questions, log onto the Independent Study website and submit your final exam. Your answers will be scored and the results returned to you as quickly as possible. If you score 75 percent or higher, you will receive a certificate of completion from FEMA. If you score less than 75 percent, you will be given another chance to take the test.

The final examination consists of 50 questions and should take you no more than 60 minutes to complete. Find a quiet spot where you will not be interrupted during this time.

## THE FINAL EXAMINATION

### THE ROLE OF VOLUNTARY AGENCIES IN EMERGENCY MANAGEMENT

*Carefully read each question and all of the possible answers before marking your responses on the answer sheet. There is only one correct response for each test item. Mark each answer on the answer sheet by filling in the appropriate space with a soft lead #2 pencil.*

1. Financial support for voluntary agencies is generally provided through donations.
  - a. True
  - b. False
  
2. Which of the following is **not** a type of disaster relief voluntary agency?
  - a. Church organizations
  - b. Community-based organizations
  - c. Local emergency management agencies
  - d. Community service groups
  
3. During which emergency management phase do voluntary agencies assist in developing community disaster plans, train disaster responders, and provide community disaster education?
  - a. Response
  - b. Preparedness
  - c. Recovery
  - d. Mitigation
  
4. FEMA's programs and authorities are described in which act?
  - a. The Volunteer Protection Act
  - b. The McKinney Act
  - c. The Hatch Act
  - d. The Robert T. Stafford Act
  
5. Voluntary agencies should be able to address all of the needs of disaster victims.
  - a. True
  - b. False

6. Voluntary agencies are trusted by the public for which of the following reasons?
  - a. They are knowledgeable about the local community and its unique circumstances.
  - b. They have staff and volunteers who are representative of the many different populations in the community.
  - c. They are skilled in listening to the concerns of others.
  - d. All of the above.
  
7. In the sequence of delivery of disaster services, the activities of the Resource Coordination Committee/Unmet Needs Committee occur after the provision of emergency relief services.
  - a. True
  - b. False
  
8. Which level of government and voluntary agencies should be the first line of defense in responding to disasters?
  - a. State
  - b. Federal
  - c. Local
  - d. Regional
  
9. When a disaster occurs, people should help by cleaning out their closets, pantries, and garages for any type of donated good.
  - a. True
  - b. False
  
10. Who began the first U.S. volunteer fire fighting company?
  - a. Benjamin Franklin
  - b. John Adams
  - c. Patrick Henry
  - d. Thomas Jefferson
  
11. Which voluntary agency had women volunteers during World War I serve as chaplains and "doughnut girls"?
  - a. The American Red Cross
  - b. The YWCA
  - c. Catholic Charities USA Disaster Response
  - d. The Salvation Army

12. Which period marked the beginning of more Federal social service assistance because churches and voluntary agencies were incapable of meeting the needs of people in their communities?
- a. The Industrialization period
  - b. World War I
  - c. The Great Depression
  - d. World War II
13. Which U.S. President launched ACTION, a peacetime effort to stimulate a major American volunteer force?
- a. President Nixon
  - b. President Ford
  - c. President Bush
  - d. President Carter
14. The American Red Cross responds to over 64,000 disasters and emergencies every year.
- a. True
  - b. False
15. Which of the following is the deadliest flood in U.S. history, claiming over 2,200 lives?
- a. The Great Mississippi Flood (1927)
  - b. The Johnstown Flood (1889)
  - c. The Red River Floods (1997)
  - d. The Midwest Floods (1993)

For questions 16-20, please match the description in the left-hand column with the correct historical disaster on the right.

---

16. The Salvation Army developed local, regional, and national disaster services programs after this disaster.	a. Anchorage Alaska Earthquake (1964)
17. This disaster marked the beginning of more Federal involvement in the recovery phase of disaster work.	b. Oklahoma City Bombing (1995)
18. This disaster led to the emergence of the Resource Coordination Committee/Unmet Needs Committee	c. Hurricane Hugo (1989)
19. This disaster led to the first serious effort to address the problem of unsolicited donated goods.	d. Galveston Hurricane (1900)
20. The disaster required the long-term counseling skills of voluntary agencies for disaster victims and workers	e. Hurricane Andrew (1992)

---

21. Which voluntary agency has its origin in India?

- a. Church of the Brethren Disaster Response
- b. Church World Service Disaster Response
- c. Ananda Marga Universal Relief Team
- d. Nazarene Disaster Response

22. Which voluntary agency was formed by four brothers in direct response to the devastating effects of Hurricane Andrew?

- a. The Northwest Medical Teams International
- b. Christian Disaster Response
- c. American Radio Relay League
- d. National Emergency Response Team

23. Which voluntary agency developed in response to the sporadic and unorganized assistance provided after Hurricane Beulah in 1967?

- a. Adventist Community Services
- b. Second Harvest National Network of Food Banks
- c. Southern Baptist Disaster Relief
- d. Mennonite Disaster Services

24. Which voluntary agency began as an evangelical group that preached to poor people living in London's East End?
- Catholic Charities USA Disaster Response
  - The Salvation Army
  - Christian Reformed World Relief Committee
  - The Episcopal Church Presiding Bishop's Fund for World Relief
25. Every voluntary agency participates in each phase of the emergency management cycle.
- True
  - False
26. Which of the following is a benefit of effective mitigation activities?
- Reduced damage to property
  - Accelerated economic recovery
  - Reduced number of lost lives
  - All of the above
27. What is the first step in implementing Project Impact—a FEMA-initiated multi-million dollar mitigation effort?
- Advocate for stronger building codes
  - Assess communities' risks for disaster
  - Build community partnerships
  - Develop plans to build disaster resistant communities
28. Which disaster relief service may be provided by voluntary agencies during all four emergency management phases?
- Child care
  - Debris removal
  - Advocacy
  - Emergency assistance
29. Which voluntary agency provides counseling to disaster-affected individuals and families?
- Lutheran Disaster Response
  - National Organization for Victim Assistance
  - United Methodist Committee on Relief
  - All of the above

30. Which voluntary agency does **not** provide debris removal services after disasters?
- Points of Light Foundation
  - Lutheran Disaster Response
  - Church of the Brethren Disaster Response
  - Mennonite Disaster Services

For questions 31-35, please match the disaster relief service described in the left-hand column with the correct voluntary agency on the right.

---

31. Establishes child care centers following disasters through its Cooperative Disaster Child Care Program	a. Church World Service Disaster Response
32. Forms interfaith organizations to respond to unmet needs during the recovery phase.	b. REACT International
33. Provides a broad spectrum of training and employment initiatives needed in disasters.	c. Second Harvest National Network of Food Banks
34. Provides emergency communication facilities for other agencies.	d. Church of the Brethren Disaster Response
35. Collects, transports, warehouses, and distributes donated groceries for other agencies.	e. International Association of Jewish Vocational Services

---

36. Coordination among all sectors of the emergency management community must occur during all four phases of the emergency management cycle.

- True
- False

37. Which of the following is required for successful voluntary agency coordination?

- A commitment to shared decision-making
- A willingness to share information and resources
- Respect for each other's mission and diversity
- All of the above

38. Organizations involved in disaster relief may have different goals and priorities.

- True
- False

39. For the most part, the source of volunteer labor remains stable.

- a. True
- b. False

For questions 40-44, please match the description in the left-hand column with the correct item on the right.

---

40. Provides guidance to the FEMA regional offices on the role of voluntary agencies.	a. FEMA Voluntary Agency Liaison
41. Manages unsolicited donated goods and spontaneous volunteers during a disaster.	b. NVOAD
42. Is a consortium of recognized national voluntary agencies active in disaster.	c. The VOAD Movement
43. Addresses the long-term unmet needs of families affected by disasters.	d. Donations Coordination Team
44. Came about in order to ensure an effective response to disasters at the State and local levels.	e. Resource Coordination Committee/ Unmet Needs Committee

---

45. NVOAD's mission is based on which of the following values?

- a. Cooperation
- b. Communication
- c. Coordination
- d. All of the above

46. The first State VOAD was formed in what year?

- a. 1970
- b. 1985
- c. 1975
- d. 1990

47. Which of the following would be the most likely starting point in a local community for the Resource Coordination Committee/Unmet Needs Committee?
- The State emergency management agency
  - The regional FEMA office
  - Local interfaith organizations
  - A consortium of other Federal agencies
48. Which of the following would a voluntary agency contact with regard to training issues.
- The EMI Voluntary Agency Liaison
  - The FEMA Voluntary Agency Liaison
  - The State Donations Coordinator
  - None of the above
49. Which of the following is one of the National Donations Management Strategy's key points?
- Donations don't begin until after a Federal declaration.
  - It is only unsolicited goods and unaffiliated volunteers that are of concern.
  - The Federal government is ultimately in charge of managing unsolicited donations.
  - Clothing is the preferred donation.
50. The public's involvement and support of voluntary agencies with in-kind and cash donations is essential to the disaster recovery process.
- True
  - False