

Group/Activity/Position (GAP) Chart Disaster Cycle Services

Operations Management (OM)	DRO Director OM / DIR		Deputy Director OM / DD		Generalist Manager OM/GEN/MN		Generalist Supervisor OM/GEN/SV		
	Red Cross Coordinating Officer OM / RCCO			Chief of Staff OM / COS		Elected Official Liaison OM / EOL		Staff Advocate OM / STA	
Assistant Director (AD) Operations				AD Workforce	AD Logistics		AD Information & Planning	AD External Relations	AD Finance
Response (RES)	Mass Care (MC) CH	Individual Disaster Care (IDC)	Recovery (REC) CH	Staff Services (SS) CH	Logistics (LOG) CH	Disaster Svcs Technology (DST) CH	Information & Planning (IP)	External Relations (ER)	Finance (FIN) CH
Disability Integration (DI) MN, SV, SA	Generalist (GEN) MN	Disaster Spiritual Care (DSC) MN, SV, SA	Client Care Program (CARE) MN, SV, SA	Generalist (GEN) MN	Generalist (GEN) MN	Generalist (GEN) MN	Generalist (GEN) MN, SV, SA	Government Operations (GO) CH, MN, SV, SA	Generalist (GEN) MN
	Feeding (FF) MN, SV, SA			Training (TR) MN, SV, SA	Facilities (FAC) MN, SV, SA				
Disaster Action Team (DAT) MN, SV, SA	Sheltering (SH) MN, SV, SA	Disaster Mental Health (DMH) CH, MN, SV, SA	Community Recovery (CM) MN, SV	Local Community Volunteers (LCV) MN, SV, SA	Transportation (TRA) MN, SV, SA	Communications (CM) MN, SV, SA	Disaster Assessment (DA) MN, SV, SA	Public Affairs (PA) CH, MN, SV, SA	KEY
					Supply (SU) MN, SV, SA				Blue Bold Text: Group
Distribution of Emergency Supplies (DES) MN, SV, SA	Disaster Health Services (DHS) CH, MN, SV, SA, AC	Reviewer (REV) SA	Staff Planning & Support (SPS) MN, SV, SA	In-Kind Donations (IKD) MN, SV, SA	Procurement (PRO) MN, SV, SA	Computer Operations (CO) MN, SV, SA	Community Engagement & Partnerships (CEP) CH, MN, SV, SA	Advanced Public Affairs Team (APAT) MN, SV, SA	Purple Bold Text: Sections
									Event-Based Volunteers (EBV) MN, SV, SA
Reunification (REU) MN, SV, SA	Staff Relations (SR) MN, SV, SA	Warehousing (WH) MN, SV, SA	Customer Service (CS) MN, SV, SA	Fundraising (FR) MN, SV, SA	Blue Shaded Box: OM	Red Text: Positions			

Operations Management (OM): Responsible for providing operational oversight and direction to the disaster relief operation.

Response (RES):

- **Disability Integration (DI):** Supports all Disaster Services by assessing, monitoring, and offering guidance on the accessibility of all facilities, programs and communications, to ensure equal access for all clients and staff.
- **Disaster Action Team (DAT):** Responds to the immediate disaster related needs on a regional response such as single family and multifamily home fires.

Mass Care (MC): Provides activities and services on a congregate basis to the community as a whole.

- **Sheltering (SH):** Provides a temporary, safe, and comforting refuge where people affected by the disaster can come for food, emergency supplies, information, sleeping accommodations and recovery services in time of disaster or emergency.
- **Feeding (FF):** Provides snacks, meals, drinks, and water using ERVs or other vehicles on routes within the impacted area or at a fixed location such as community center.
- **Distribution of Emergency Supplies (DES):** Provides needed items like clean-up items, flashlights, food coolers, gloves, etc.
- **Reunification (REU):** Provides human and technological resources to reconnect individuals as quickly as possible following a disaster.

Individual Disaster Care (IDC):

- **Disaster Health Services DHS):** Provides health services interventions by licensed professionals that focus on assessment, care, support, comfort and education of individuals and communities experiencing disaster-related health needs and Red Cross workers.
- **Disaster Mental Health (DMH):** Responds to the psychosocial and emotional needs of people affected by disaster, including Red Cross disaster workers.
- **Disaster Spiritual Care (DSC):** Provides interfaith support, comfort, and care to address spiritual needs of people impacted by disaster.

Recovery (REC): Supports the disaster recovery of individuals, families, and communities through the Client Care Program and the Community Recovery activity.

- **Client Care Program (CARE):** From a single-family fire to large-scale hurricane or flood, the Client Care Program meets the disaster-caused needs of individuals and families by matching Red Cross resources and assistance to disaster caused needs. Assistance is provided in a consistent, scalable, and repeatable manner so that all our clients receive similar services. When resources allow, additional financial assistance may become available through the Client Care Program to address complex needs, many months after a large-scale disaster.
- **Community Recovery (CMR):** Provides leadership and technical expertise to support the long-term recovery efforts in affected communities.
- **Review (REV):** Based on the required specialty, provides completes required reviews related to the RC Care system.

Staff Services (SS): Performs support functions as the Human Resources dept. for the DRO by providing support to all assigned staff.

- **Local Community Volunteers (LCV):** Calls and schedules local volunteers to work on the DRO.
- **Staff Relations (SR):** Supports supervisors with coaching and feedback tips and work performance.
- **Staff Planning & Support (SPS):** Responsible for the coordination and fulfillment of requested staffing needs for all activities and support for visiting staff on a disaster relief operation.
- **Training (TR):** Provides orientation, training and tools to support the workforce in service delivery.
- **Event Based Volunteers (EBV):** Responsible for recruiting and scheduling local people wanting to support their affected community by working on the DRO.

Logistics (LOG): Provides a logistics system that is accountable, flexible, and standardized in the acquisition and management of the wide variety of material, equipment, facilities and services required to provide quality service delivery in a timely manner.

- **Facilities Management (FAC):** Manages the facilities required to support the disaster relief operation
- **In-Kind Donations (IKD):** Fundraise for in-kind materials and supplies required for DRO.
- **Warehousing (WHS):** Manages the inventory of materials and supplies including distribution, transportation and/or installation, as appropriate.
- **Transportation (TRA):** Maintains the disaster relief operations fleet of vehicles including rental and Red Cross vehicles, tractor trailers, wheeled storage, refrigerated units and box trucks.
- **Life Safety & Asset Protection (LSAP):** Ensures that the disaster relief operation environment is as safe and secure as is reasonably possible.
- **Procurement (PRO):** Procures and/or replenishes purchased or in-kind materials and supplies required for DRO.
- **Supply (SUP):** Provides disaster relief operation with a conduit for gathering and disbursing supplies into disaster relief operations.

Disaster Services Technology (DST): Provides technology support to the DRO workforce. Deploys and supports technology equipment and personnel.

- **Computer Operations (CO):** Installs and support Laptops and tablets in both wired and wireless environments, CO manages the DRO Server, Printers, DRO Server user accounts and systems administration support.
- **Networking (NT):** Designs and installs network infrastructure, troubleshoots issues, monitors traffic and maintain network security. NT provides WAN connectivity via satellite/Cradlepoint/3rd-party internet provider in wired and wireless environments.
- **Customer Service (CS):** Receives and inventories all Disaster IT equipment, personnel management, and issues equipment to DRO Staff. CS provide users with technology orientation and provides and single point of contact for user support issues on an operation.
- **Communications (CM):** Installs communications equipment (radios, antennas, repeaters, Smartphone, Satellite Phones, etc.) including the support, repair & maintenance of communications equipment in the American Red Cross vehicles and field units across the country, provide radio operators, and provide liaisons to Amateur Radio groups supporting the affected area.

Information & Planning (IP): Provides assessment and operational data required for effective management, including information about the scope of the disaster.

- **Disaster Assessment (DA):** Gather, analyze, interpret, and distribute accurate and timely information about the extent of damage, overall impact, and scope of the incident.
- **Information & Planning:** Gathers, processes, analyzes, and maps operational service delivery, finances and needs and disaster area geographic and demographic affects and needs. Prepares future projections of incident growth, maps, and intelligence information.

External Relations (ER): Coordination of information and services, and necessary liaison activities with, government and private agencies.

- **Community Engagement and Partnerships (CEP):** Engages partners and other community stakeholders in service delivery, developing community resources, information sharing and coordination.
- **Government Operations (GO):** Coordinate information sharing and services with local, state, federal, and Tribal government partners, as well as internal ARC partners, for the benefit of disaster survivors.
- **Fund Raising (FR):** Support various regional fundraising needs, develop a Disaster Fund Raising strategy appropriate for the event, and implementation of the Disaster Fund Raising plan.
- **Public Affairs (PA):** Coordinating group that ensures all of our constituents- clients, donors, partners, volunteers, and the public are fully informed about Red Cross activities. Provides external messaging, news releases, social media content, photos and stories, internal communications, and coordinate VIP visits. Pursue, capture, and maximize media coverage. May represent the Red Cross in Local, state and/or national Joint Information Center/Joint Operation Center (JIC/JOC).
- **Advanced Public Affairs Team (APAT):** Specialized team that reports to National Headquarters Communications Department rather than the disaster relief operations Public Affairs work unit. Deployment may include national spokesperson – working directly with national media outlets or story producer – working directly with contract video crew or photographer.

Finance (FIN): Monitors the financial control environment including safeguarding of assets on a DRO. Finance provides assistance with financial tools and assists the operation in being cost efficient all while ensuring good stewardship of the donor dollar.