# National VOAD Members Resource Directory

The following lists each National VOAD member organizations and the types of services provided during emergencies and disasters. This is not a guarantee of services nor does it list every possible service provided. Much is dependent upon the type of disaster, services provided by other coordinating nonprofits, and local resources.

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<tr>
<th>Agency</th>
<th>Function</th>
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<tr>
<td><strong>National Voluntary Organizations Active in Disaster</strong>&lt;br&gt; Promoting Cooperation, Communication, Coordination and Collaboration in Disaster Response</td>
<td>• Facilitates and encourage collaboration, communication, cooperation, and coordination, and builds relationships among members while groups plan and prepare for emergencies and disaster incidents.&lt;br&gt;• Assists in communicating to the government and the public the services provided by its national member organizations.&lt;br&gt;• Facilitates information sharing during planning, and preparedness, response, and recovery after a disaster incident.&lt;br&gt;• Provides members with information pertaining to the severity of the disaster, needs identified, and actions of volunteers throughout the response, relief, and recovery process.</td>
<td><strong>National Voluntary Organizations Active in Disaster</strong>&lt;br&gt;1501 Lee Highway, Suite 206&lt;br&gt;Arlington, VA 22209-1109&lt;br&gt;703-778-5088 phone&lt;br&gt;703-778-5091 fax&lt;br&gt;www.nvoad.org</td>
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<td><strong>Adventist Community Services (ACS)</strong></td>
<td>• Distributes relief items such as: drinking water, groceries, clothing and more.&lt;br&gt;• Provides warehousing &amp; other donation coordination services such as Points of Distribution centers (PODs). Operates volunteer centers where community members can volunteer during disaster response.&lt;br&gt;• Provides victims with Emotional &amp; Spiritual counseling.</td>
<td><strong>Adventist Community Services (ACS)</strong>&lt;br&gt;www.communityservices.org</td>
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| **American Baptist Men/USA** | • Provides cleanup, repair and initial rebuilding. Short-term volunteers work cooperatively with Church World Service.  
• Provides financial assistance to victims during both the relief & recovery stages.  
• Operates volunteer centers to serve as clearing houses for relief teams. |
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<tr>
<td><img src="http://www.abc-usa.org/" alt="American Baptist Men/USA" /></td>
<td><img src="http://www.abc-usa.org/" alt="American Baptist Men/USA" /></td>
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| **American Radio Relay League (ARRL)**  
**Amateur Radio Emergency Services (ARES)** | • Operators setup and run organized communication networks locally for governmental and emergency officials, as well as non-commercial communication for private citizens affected by the disaster. They activate after disasters damage regular lines of communications due to power outages and destruction of telephone, cellular and other infrastructure-dependent systems.  
• ARRL volunteers act as communications volunteers with local public safety organizations. In addition, in some disasters, radio frequencies are not coordinated among relief officials and Amateur Radio operators step in to coordinate communication when radio towers and other elements in the communication infrastructure are damaged.  
• At the local level, Hams may participate in local emergency organizations, or organize local “traffic nets.” |
|------------------------------------------|--------------------------------------------------------------------------------------------------|
| ![American Radio Relay League (ARRL)](http://www.arrl.org)  
![Amateur Radio Emergency Services (ARES)](http://www.arrl.org) |

http://www.abc-usa.org/  
http://www.arrl.org
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<tr>
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<td>American Red Cross</td>
<td>- Provides Mass Care operations such as: shelter, fixed and mobile feeding services for disaster victims and emergency workers in the affected area, and the distribution of supplies and commodities.&lt;br&gt;- Provides emergency and preventive health services to people affected by disaster.&lt;br&gt;- Provides individual assistance at service delivery sites and through outreach, by referral to government and/or voluntary agencies through distribution or financial assistance.&lt;br&gt;- Provides services leading to reunification of family members in the affected area.&lt;br&gt;- Performs damage assessments.&lt;br&gt;- Provides emergency and preventive mental health services.</td>
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<tr>
<td>Ananda Marga Universal Relief Team (AMURT)</td>
<td>- Provides food and clothing, shelters, counseling; it also renders emergency medical services, sanitation, short-term case management.</td>
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http://www.redcross.org

Contact: 301-984-0217
http://www.amurt.net
| Brethren Disaster Ministries | • Provides clean-up and debris removal from damaged or destroyed homes and personal property.  
• Trains volunteers through the Cooperative Disaster Child Care Program to establish child care centers following major disasters.  
• Performs warehousing & distribution services to include: medical supplies & equipments, disaster recovery supplies, cold storage etc.  
• Provides crisis intervention for young children in shelters  
• Grants funds to enable its volunteers to assist in rebuilding disaster damaged homes for low income owners.  

Contact: 1800-451-4407x4  
http://www.brethren.org/genbd/BDM/ |
|---|---|
| Catholic Charities, USA | • Provides assistance including direct financial assistance to communities in addressing the crisis and recovery needs of local families.  
• Performs initial damage assessments.  
• Provides ongoing and long-term recovery services for individuals and families, including temporary & permanent housing assistance for low income families, counseling programs for children and the elderly, and special counseling for disaster relief workers.  
• Provides relief stage services including shelter and emergency food.  

www.catholiccharitiesusa.org |
| Christian Disaster Response | • Initial on-site disaster assessment program.  
• Emergency food service: fixed-site kitchen/feeding and mobile food service.  
• In-kind donations of disaster recovery supplies.  
• Advocacy for disaster victims (elderly, poor, minorities).  
• Home repair or rebuilding.  

Contact:941-956-5183  
Volunteer: 1-863-967-4357  
http://www.cdresponse.org |
| **Christian Reformed World Relief Committee (CRWRC)** | • Fully equipped & trained Rapid Response teams for clean up, chain saw & mucking out  
• Trained volunteer managers assist local community in the formation and operation of long term recovery organizations.  
• Provides community wide Unmet needs assessments for long term recovery organizations  
• Provide construction estimating services using skilled volunteers  
• Provide accounting services for long term recovery and VOAD organizations using volunteer CPA’s  
• Provide skilled teams for long term housing repair and construction.  
• Chaplaincy services  
• Community Development consultants after the recovery. |
| --- |
| **Churches of Scientology Disaster Response** | • Assists relief crews in providing food and water.  
• Emotional and Spiritual care. |
| **Church World Service** | • Provides advocacy services for survivors.  
• Provides case management for low income & marginalized groups.  
• Provides emotional and spiritual care as well as physical rebuilding programs.  
• Assists in long-term recovery of those in need.  
• Restores and build community relationships. |
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<th><strong>City Team Ministries</strong></th>
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| **Supports first responders during rescue phase.**  
**Provides food, water & shelter during the relief phase.**  
**Provides emotional & spiritual care and case management to assess the needs of victims.**  
**Is committed to the effort of rebuilding homes and communities.** |
| Contact: 408-232-5600  
Volunteer: 408-232-5637  

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<th><strong>Convoy of Hope</strong></th>
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| **Facilitates relief efforts between churches and other organizations to help best serve the needs of survivors.**  
With our fleet of trucks, 300,000 square foot warehouse, Mobile Command Center, and utilizing the first response P.O.D. (Points of Distribution) model, USDR has become an active and efficient disaster relief organization, providing resources and help to victims in the first days of a disaster. |
| Contact: 417-823-8998  
Donate: 1800-988-0664  

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<th><strong>Disaster Psychiatry Outreach</strong></th>
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| **Provides education and training in disaster mental health to a range of professionals in the emergency management sector.**  
**Organizes volunteer psychiatrists who provide immediate mental health services in the aftermath of disasters.** |
| Donate: 212-598-9995  
[http://www.disasterpsych.org](http://www.disasterpsych.org) |
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<th>Episcopal Relief and Development</th>
<th>Feeding America</th>
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<td>• Sends immediate relief grants for such basics as food, water, medical assistance, and financial aid within the first 90 days following a disaster.</td>
<td>• Collects, transports, warehouses, and distributes donated food and grocery products for other agencies involved in both feeding operations and distribution of relief supplies through its national network of food banks.</td>
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<td>• Provides on-going recovery activities through rehabilitation grants, which offer the means to rebuild, replant ruined crops, and counsel those in trauma.</td>
<td>• Processes food products collected in food drives by communities wishing to help another disaster-affected community.</td>
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<td>• Delivers relief kits and other emergency supplies and food to emergency shelters &amp; camps.</td>
<td>• Develops, certifies, and supports their food banks.</td>
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<td>• Works primarily through Church World Service in providing its disaster-related services.</td>
<td>• Positions frequently used emergency food</td>
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<td>• Does rebuilding for individual homes damaged during disasters.</td>
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<td>• Helps residents restore the social and economic fabric of their communities by providing economic and educational opportunities and improving access to legal services and home ownership.</td>
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<td>• Trains &amp; equip local denominations to prepare for and respond to disasters that devastate their communities.</td>
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Donate: 1-800-334-7626 X 5129 (M – F)
http://www.er-d.org

Contact: 1800-771-2303
Donate: 312-641-6668
http://feedingamerica.org/?sho w_nce=1
| **Feed the Children** | products and personal care items in strategic locations and regularly cycles inventories to ensure usage by survivors immediately following a disaster  
- Serves as a liaison between the food banks and the donors.  
- Educates the public about the problems and solutions of hunger.  
- Specializes in disaster training for its network, and continually improves standard operating procedures that enable member food banks to develop seamless, coordinated approaches to delivering disaster assistance.  
  
  **Contact**: 405-945-4084  
  **Donate**: 1-800-627-4556  
  [http://www.feedthechildren.org](http://www.feedthechildren.org) |
| **Friends Disaster Service (FDS)** | • Provides help to survivors of natural disasters occurring in the United States and around the world.  
• Provides food, water, blankets, cleaning supplies or other relief supplies to individuals and families affected.  
• Through a subsidiary, picks up in-kind contributions from corporate warehouses and individual donors, to any of its six regional distribution centers for either bulk distribution or directly to individual relief boxes for families.  
  
  **Contact**: 330-332-2381  
  [http://www.friendsdisasterservice.net](http://www.friendsdisasterservice.net) |
| **Habitat for Humanity** | • Conducts community housing assessments for long-term recovery.  
• Works with partner families to build or rehabilitate simple, decent, and affordable homes after a disaster.  
• Offers construction and development technical assistance to communities.  
• Facilitates community involvement and support during the long-term recovery process.  
• Introduces alternative construction technologies (modular, panelized/SIP housing, etc) to communities to speed up the delivery of permanent housing solutions.  
Contact: 1-800-422-4828  
http://www.habitat.org/disaster/default.aspx |
| --- | --- |
| **HOPE Coalition America** | • Supports disaster survivors by assisting with budgeting and developing financial recovery plans:  
  o Pre-disaster preparedness seminars  
  o Emergency budget counseling  
  o Emergency Credit Management  
  o Assistance with working with creditors  
  o Referrals to government and private agencies  
  o Assistance with obtaining copies of destroyed financial documents  
  o Insurance claim assistance  
Contact: 1-877-592-4673  
http://www.operationhope.org/smdev/ |
| **Humane Society of the United States** | Provides assistance with animal rescue, handling and transport in a timely and humane way:  
• Assessment of animal related needs.  
• Establishment & management of temporary emergency animal shelters.  
• Evacuation support.  
• Veterinary evaluation of animals.  
• Relocation and support of disaster affected  
Contact: 202-452-1100  
http://www.hsus.org |
| **International Aid** | animal facilities.  
| | • Transition of support to local resources during the recovery phase.  
| | • Donations & volunteer management including emergent volunteers.  
| | • Serves as resource for individuals, animal-related organizations, and others concerned about the urgent needs of animals before, during and after disasters.  
| **International Critical Incident Stress Foundation** | Emotional and Spiritual Care:  
| | • Pre & post-incident training.  
| | • Risk & Crisis Communication.  
| | • Crisis planning & intervention with communities & organizations.  
| | • Spiritual assessment and care.  
| **International Relief & Development** | • Distributes food and critical relief supplies.  
| | • Helps communities develop effective social services through collaborative efforts to improve roads, renovate schools, rebuild utilities: water and sewage systems, and establish health facilities.  
| | • Collaborates with other organizations to provide shelter and necessary tools such as financial counseling to disaster victims.  
| | • Performs needs assessment and mapping.  

Volunteer: 1-800-968-7490  
http://www.internationalaid.org  

Donate: 410-750-9600  
http://www.icisf.org  

Contact: 703-248-0161  
http://www.ird-dc.org
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<tr>
<td>International Relief Friendship</td>
<td>Provides needs assessment, case management, distribution of designated relief supplies, and spiritual care and counseling.</td>
<td>Volunteer or Donate: 917-319-6802 <a href="http://www.irff.org/">http://www.irff.org/</a></td>
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<td>Foundation</td>
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<td>Latter Day Saints Charities</td>
<td>Provides food and other emergency supplies &amp; kits during response.</td>
<td>Contact: 801-240-5567 <a href="http://www.lds.org">http://www.lds.org</a></td>
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<tr>
<td>Lutheran Disaster Response</td>
<td>• Provides response efforts through a pre-selected group of Lutheran social service agencies with established standing in the affected communities.</td>
<td>Contact: 800-638-3522 Volunteer: 1-800-664-3848 <a href="http://www.ldr.org">http://www.ldr.org</a></td>
</tr>
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<td>Mennonite Disaster Services</td>
<td>• Assists disaster victims by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and personal property.</td>
<td>Contact: 717-859-2210 Volunteer: 1-800-241-8111 <a href="http://www.mds.mennonite.net">http://www.mds.mennonite.net</a></td>
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| **Mercy Medical Airlift (Angel Flight)** | “MMA’s mission is to ensure that no needy patient is denied access to distant specialized medical evaluation, diagnosis or treatment for lack of a means of long-distance medical air transportation; further, to ensure the provision of urgent transportation in situations of compelling human need and homeland security emergencies.” | Contact: 703-361-1191  
http://www.mercymedical.org |
| **National Association of Jewish Chaplains (NAJC)** | Provides spiritual crisis counseling, short term pastoral care and long term pastoral counseling through its board certified chaplains and professionally trained chaplains.  
Provides education and training in disaster spiritual care.  
Helps organize volunteer disaster chaplains, through its association with American Red Cross’ Critical Response Team and other professional chaplaincy organizations, who wish to provide immediate disaster spiritual care services in the aftermath of disasters. | Contact: 973-929-3168  
http://www.najc.org |
| **National Emergency Response Team (NERT)** | • Provides coordinated emergency services with federal, state and local government agencies and non-profit agencies.  
• Transports food and other disaster goods through trailer units.  
• Provides communication services through trailers equipped with ham radios, scanners etc.  
• Provides direct financial aid to victims.  
• Home repair services for special needs | Contact: 1-888-NERT USA  
http://www.ner-USA.org |
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<td><strong>Nazarene Disaster Response (NDR)</strong></td>
<td>- Provides clean-up and rebuilding assistance, especially to the elderly, persons with disabilities, the widowed, and those least able to help themselves.  - Works in the recovery phase by assisting with the emotional needs of disaster victims.</td>
<td>Contact: 1-877-626-4145  <a href="http://www.ndrusa.org">www.ndrusa.org</a></td>
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<td><strong>Points of Light Institute and the Hands On Network</strong></td>
<td>- Creates innovative, actionable models for citizen-centered problem solving, and direct, tangible tools and opportunities for people and organizations to apply their interests and passions to make a difference.  - Serves 83% of the American population and 12 international communities in nine countries through hundreds of affiliates — places where people can get connected, get involved and make change happen in their communities.  - Focus on helping people plug into volunteer opportunities in their local community, helping non-profits manage volunteer resources and developing the leadership capacity of volunteers.</td>
<td>Volunteer: 800-VOLUNTEER  (<a href="http://www.1800volunteer.org">www.1800volunteer.org</a>)  <a href="http://www.handsonnetwork.org">http://www.handsonnetwork.org</a></td>
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| Presbyterian Disaster Assistance (PDA) | - Works primarily through Church World Service in providing volunteers to serve as disaster consultants.  
- Funding for local recovery projects that meet certain guidelines.  
- Provides trained volunteers who participate in the Cooperative Disaster Child Care program.  
- Provide volunteer labor and material assistance at the local level.  
- Supports volunteer base camps for volunteer groups assisting with the rebuilding efforts. | 1-800-872-3283   | [http://www.pcusa.org/](http://www.pcusa.org/) |
| REACT International        | - Provides emergency communication facilities for other agencies through its national network of Citizen Band radio operators and volunteer teams. | 301-316-2900     | [http://www.reactintl.org](http://www.reactintl.org) |
| The Salvation Army         | - Provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance.  
- Provides warehousing services including the distribution of donated goods including food, clothing, and household items.  
- Provides referrals to government and private agencies for special services.  
- Does individual & family counseling.  
- Recruits, trains, house, and transports volunteers.  
- Coordinates economic reconstruction efforts.  
- Provides financial assistance to victims through case management to include: housing needs, disaster related medical & funeral expenses. Emotional & Spiritual care. | 800-728-7825     | [www.salvationarmyusa.org](http://www.salvationarmyusa.org) |
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<th>Donate</th>
<th>Website</th>
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<td>Samaritan’s Purse</td>
<td>• Emotional and Spiritual Care. &lt;br&gt;• Provides cleanup assistance. &lt;br&gt;• Emergency home repairs.</td>
<td>828-262-1980</td>
<td>1-800-728-3843</td>
<td><a href="http://www.samaritans.org">http://www.samaritans.org</a></td>
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<td>Save the Children</td>
<td>• Provides disaster relief services for children in shelters including food, clothing, diapers, evacuation backpacks. &lt;br&gt;• Also provides supervision in designated areas within shelters.</td>
<td>202-640-6600</td>
<td>1-800-728-3843</td>
<td><a href="http://www.savethechildren.org/">http://www.savethechildren.org/</a></td>
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<td>Society of St. Vincent de Paul</td>
<td>• Provides social services to individuals and families, and collects and distributes donated goods. &lt;br&gt;• Makes store merchandise available to disaster victims. Operates retail stores, homeless shelters, and feeding facilities that are similar to those run by the Salvation Army. &lt;br&gt;• Provides warehousing facilities for storing and sorting donated merchandise during the emergency period.</td>
<td>314-576-3993</td>
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<td><a href="http://www.svdpusa.org/">http://www.svdpusa.org/</a></td>
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<td>Southern Baptist Convention – North American Mission Board</td>
<td>• Provides mobile feeding units staffed by volunteers who prepare and distribute thousands of meals a day. &lt;br&gt;• Provide disaster childcare – mobile units transport equipment and supplies to a facility where trained workers provide safe and secure care for children. &lt;br&gt;• Provide units and trained volunteers to assist with clean-up activities, temporary repairs, reconstruction, chaplains, command/communication, and bilingual services. &lt;br&gt;Provide water purification, shower and laundry units and trained volunteers for disaster responses.</td>
<td>800-462-8657</td>
<td>1-866-407-6262</td>
<td><a href="http://www.namb.net">http://www.namb.net</a></td>
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<td><strong>Taiwan Buddhist Tzu Chi Foundation USA</strong></td>
<td>• Emotional and Spiritual Care. Provides Medical and Financial assistance.</td>
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<td><strong>United Church of Christ – Wider Church Ministries</strong></td>
<td>• Coordinators help to organize volunteers for clean-up and rebuilding efforts; as well as participate in response and long term recovery efforts in communities affected by natural disasters.</td>
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| **United Jewish Communities** | • Organizes direct assistance, such as financial and social services, to Jewish and general communities in the U.S. following disaster.  
• Provides rebuilding services to neighborhoods and enters into long-term recovery partnerships with residents. |
| **United Methodist Committee on Relief (UMCOR)** | • Raises and distributes funds equitably to the most vulnerable populations in affected communities.  
• Provides case management services and related training for the long term recovery of victims.  
• Coordinates shipments of disaster relief supplies and kits, including cleanup supplies.  
• Provides spiritual and emotional care to disaster victims and long-term care of children impacted by disaster.  
• Offers training in support of volunteer activities in disaster recovery. |
| **United Way of America** | • Provides experience, expertise, and resources to local United Ways facing local, regional, state or national emergencies.  
• Gives direct grants to support disaster recovery, such as: home repairs, food vouchers, counseling.  
• Acts as a resource & information guide for survivors, through its 2-1-1 call centers. | Volunteer or Donate: 1-866-404-5826  
http://www.liveunited.org |
| **Volunteers of America (VOA)** | • Makes trucks available for transporting victims and supplies to designated shelters.  
• Collects and distributes donated goods and provides mental health care for survivors of disaster.  
• Provides case management services modeled from the CAN database. | Contact: 703-341-5000  
Donate: 1-800-899-0089  
http://www.voa.org/ |
| **World Vision** | • Trains and mobilizes community-based volunteers in major response and recovery activities.  
• Provides consultant services to local unaffiliated churches and Christian charities involved in locally-designed recovery projects.  
• Collects, manages, and organizes community based distribution for donated goods. | Volunteer or Donate: 1-888-511-6548  
http://www.worldvision.org |