



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

Operations Management (OM)	DRO Director OM//DIR			Red Cross Coordinating Officer OM//RCCO	Chief of Staff OM//COS	Generalist Manager OM//GEN/MN	Elected Official Liaison OM//EOL	SAF Liaison OM//SAF	
	Assistant Director (AD) Operations			AD Workforce	AD Logistics		AD Information & Planning	AD External Relations	AD Finance
Response (RES)	Mass Care (MC) CH	Client Care (CC) CH	Recovery (REC)	Staff Services (SS) CH	Logistics (LOG) CH	Disaster Svcs Technology (DST) CH	Information & Planning (IP)	External Relations (ER)	Finance (FIN) CH
Disaster Action Team (DAT) MN, SV, SA, SP	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
DAT Duty Officer (DDO) SA	Feeding (FF) MN, SV, SA	Disaster Mental Health (DMH) MN, SV, SA, AC	Community Recovery (CMR) SV	Training (TR) MN, SV, SA	Facilities (FAC) MN, SV, SA	Communications (CM) MN, SV, SA	Disaster Assessment (DA) MN, SV, SA	Public Affairs (PA) CH, MN, SV, SA	
	Sheltering (SH) MN, SV, SA	Disaster Health Services (DHS) MN, SV, SA, AC	Reviewer (REV) SA	Local Community Volunteers (LCV) MN, SV, SA	Transportation (TRA) MN, SV, SA	Computer Operations (CO) MN, SV, SA		Community Engagement & Partnerships (CEP) CH, MN, SV, SA	<b>KEY</b> Blue Bold: Group
	Distribution of Emergency Supplies (DES) MN, SV, SA	Disaster Disability Integration (DDI) MN, SV, SA	Intake (INT) SA	Staff Planning & Support (SPS) MN, SV, SA	Sourcing (SOU) MN, SV, SA	Customer Service (CS) MN, SV, SA		Advanced Public Affairs Team (APAT) MN, SV, SA	Purple Bold: Sections
	Reunification (REU) MN, SV, SA			Disaster Event-Based Volunteers (DEBV) MN, SV, SA	In-Kind Donations (IKD) MN, SV, SA	Networking (NT) MN, SV, SA		Fundraising (FR) MN, SV, SA	Black Bold: Activity
	Shelter Resident Transition (SRT) MN, SV, SA			Staff Relations (SR) MN, SV, SA	Warehousing (WHS) MN, SV, SA				Red Bold: Position
					Fulfillment (FUL) MN, SV, SA				Blue Shaded: OM

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

**Response (RES):**

- **Disaster Action Team (DAT):** Responds to the immediate disaster related needs on a regional response such as single family and multifamily home fires.
- **DAT Duty Officer (DDO):** Is the primary point of contact for local and regional disaster response requests; ensures timely activation and monitoring of local and regional DAT responses and supports DAT responders on responses through ongoing communication and monitoring.

**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.
- **Shelter Resident Transition (SRT):** Provides shelter residents with casework services – including empowerment, transition planning, information, resources & referrals, advocacy, case conferencing, and needs-based financial assistance – to support their individualized transition from the shelter to a more sustainable living solution, in support of their longer-term recovery.

**Client Care (CC):** Responsible for the strategic communication, coordination, planning, and delivery of approved Client Care Program services on disaster relief operations. Provides leadership and oversight for Disaster Health Services, Disaster Mental Health, Disaster Spiritual Care, Disability Integration, Recovery, and Quality Control.

- **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.
- **Disaster Disability Integration (DDI):** 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.

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

- **Client Care (CARE):** Client Care meets the disaster-caused needs of individuals and families with casework and recovery planning by matching Red Cross and community resources and assistance to these needs.

- **Community Recovery (CMR):** Provides information, leadership, and technical expertise when collaborating with community-based organizations and government agencies to support the long-term recovery efforts in affected communities.
- **Review (REV):** Based on the required specialty, provides completes required case and document reviews related to the RC Care system.
- **Intake (INT):** Supports the recovery of disaster affected individuals, households, and communities by assessing a client's immediate disaster-caused needs. This includes conducting an intake interview, the initial activity in creating a client record and case in the RC Care system while providing care, comfort, and concern to the clients on Disaster Relief Operations.

**Workforce (WF):** 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.
- **Disaster Event-Based Volunteers (DEBV):** 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):** Obtains and manages offers of donated goods from partners and companies.
- **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.
- **Sourcing (SOU):** Receives, obtains, and delivers materials and services requested from DRO teams on the disaster operation.
- **Fulfillment (FUL):** Supports congregate shelter sites by resourcing and delivering materials during daily site visits throughout the disaster operation.

**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 provides users with technology orientation and provides a 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 & 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.
- **Fundraising (FR):** Support various regional fundraising needs, develop a Disaster Fundraising strategy appropriate for the event, and implementation of the Disaster Fundraising plan.
- **Public Affairs (PA):** Coordinating group that ensures all 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.