

Operations Management (OM)			Red Cross Coordinating Officer Appointed - (OM/ /RCCO)		Elected Official Liaison (EOL)- Appointed – (OM/ /EOL)	Director (OM/ /DIR)	Deputy Director (OM/ /DD)	Generalist Manager (OM/GEN/MN)	Site Director (OM/GEN/SV)
			Chief of Staff-Appointed - (OM/ /COS)						
			Staff Advocate-Appointed - (OM/ /STA)						
Assistant Director Operations (OM/OPS/AD)					Assistant Director Workforce (OM/WF/AD)	Assistant Director Logistics (OM/LOG/AD)	Assistant Director Information & Planning (OM/IP/AD)	Assistant Director External Relations (OM/ER/AD)	Assistant Director Finance (OM/FIN/AD)
MASS CARE	INDIVIDUAL DISASTER CARE	RECOVERY	LOGISTICS			INFORMATION & PLANNING	EXTERNAL RELATIONS	FINANCE	
Mass Care (MC) Chief (CH)	IDC /Disability Integration (DI) (MN, SV, SA)	Recovery (REC) Chief (CH)	Logistics (LOG) Chief (CH)	Disaster Services Technology (DST) Chief (CH)		Information & Planning/ GEN (MN, SA)	External Relations (ER) Chief (CH)	Finance Chief (FIN) (CH)	
Mass Care Generalist (MN)	IDC/Disaster Health Services (DHS) (CH, MN, SV, SA)	REC/Casework and Recovery Planning (CRP) (MN, SV,)	LOG/ Generalist (MN)	DST/Generalist Manager (MN)		IP/Disaster Assessment (DA) (MN, SV, SA)	Community Engagement & Partnerships (CEP) (CH, MN, SV, SA)	FIN/ Manager (MN)	
				DST/Computer Operations (CO) (MN, SV, SA)					
MC/Feeding (FF) (MN, SV, SA)	IDC/DHS/Ancillary Care (AC)	REC/Community Recovery (CMR) (MN, SV)	LOG/ Facilities (FAC) (MN, SV, SA)	DST/Networking (NT) (MN, SV, SA)		IP/Financial & Statistical Information (FSI) (MN, SV, SA)	Government Operations (GO) (CH, MN, SV, SA)		
MC/Sheltering (SH) (MN, SV, SA)	IDC/Disaster Mental Health (DMH) (CH, MN, SV, SA)	REC/Systems (SYS) (MN, SV)	LOG/Warehousing (WHS) (MN, SV, SA)	DST/Customer Service (CS) (MN, SV, SA)		IP/Information Dissemination (ID) (MN, SV, SA)	Fundraising (FR) (MN, SV, SA)		
MC/Distribution of Emergency Supplies (DES) (MN, SV, SA)		REC/Generalist (SA)	LOG/Transportation (TRA) (MN, SV, SA)	DST/Communications (CM) (MN, SV, SA)		IP/Situation Unit (SU) (MN, SV, SA)	Public Affairs (PA) (CH, MN, SV, SA)		
	IDC/Disaster Spiritual Care (DSC) (MN, SV, SA)	Staff Services (SS) Chief (CH)		PA/Advanced Public Affairs Team (APAT) (MN, SV, SA)					
		SS/Generalist Manager (MN)							
MC/Reunification (REU) (MN, SV, SA)	RESPONSE Response /Disaster Action Team (DAT) (MN, SV, SA)		LOG/ In Kind Donations (IKD) (MN, SV, SA)	SS/Staff Planning& Support (SPS) (MN, SV, SA)					
			LOG/ Supply (SUP) (MN, SV, SA)	SS/Staff Relations (SR) (MN, SV, SA)					
			LOG/ Life Safety & Asset Protection (LSAP) (MN, SV, SA)	SS/Local Community Volunteers (LCV) (MN, SV, SA)					
				SS/Event-Based Volunteers (EBV) (MN, SV, SA)					
			LOG/Procurement (PRO) (MN, SV, SA)	SS/Training (TR) (MN, SV, SA)					

Group / Activity / Position (GAP) Chart Definitions

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

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

Sheltering (SH): Provides congregate care including safe sleeping accommodations for people displaced due to disaster.

Feeding (FF): Provides snacks, meals, drinks and water using emergency response vehicles (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 more than one item to more than one individual at one time. Traditionally, items have included clean up items, flashlights, food coolers, gloves, etc.

Reunification (RE): Provides human and technological resources to reconnect individuals as quickly as possible following a disaster.

Individual Disaster Care (IDC)

Disability Integration (DI): Supports steady state and disaster response operations 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 Health Services DHS): Provides health services interventions from 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 individuals impacted by disaster.

Response

Disaster Action Team (DAT): Responds to the immediate disaster-related needs on a regional response, such as single-family and multi-family home fires.

Recovery (REC): Supports the disaster recovery of individuals, families, and communities through the activities of Casework and Recovery Planning, Systems and Reporting, and Community Recovery.

Casework and Recovery Planning (CRP): Assesses the needs of individuals and families and works with them in developing recovery plans, accessing community and government resources, providing advocacy, problem solving and direct client assistance.

Recovery Systems Support (SYS): Supports the delivery of standardized recovery services through advanced use of disaster data systems; developing routine reports, and providing analysis and accurate guidance on system usage. This activity works with CAS 2.0, CAN Tools and RC View. The activity includes work in Fiscal Review, Compliance and Monitoring, and CAS Account Authorizers.

Community Recovery (CMR): Provide information, support, technical assistance to recovery partners and work with long-term recovery groups, government, and non-profit organizations to support the long-term recovery efforts in affected communities.

Logistics (LOG): Provide 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 and systems required to support the disaster relief operation. Facilities are accountable to look after and keep in good condition all appropriate resources.

In-Kind Donations (IKD): Fundraise for in-kind materials and supplies required for disaster operation.

Warehousing (WHS): Manages the inventory of materials and supplies required for the disaster operation. They distribute, transport and/or install, as appropriate, materials and supplies.

Transportation (TRA): Maintains the disaster relief operations fleet of vehicles including rental and national vehicles, tractor trailers, wheeled storage, refrigerated units and box trucks.

Life Safety & Asset Protection (LSAP): Ensures that the disaster 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 the disaster operation.

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, RCO manages the disaster operation server, printers, and disaster operation server user accounts and systems administration support.

Networking (NT): Designs and installs network infrastructure, troubleshoots issues, monitors traffic and maintain network security. RNT provides wide area network (WAN) connectivity via satellite/Cradlepoint/third-party internet provider in wired and wireless environments.

Customer Service (CS): Receives and inventories all Disaster IT equipment, personnel management, and issues equipment to disaster operation staff. RCS 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.) Supports, repairs and maintains communications equipment in the Red Cross vehicles and field units across the country, provide radio operators, and provides liaisons to amateur radio groups supporting the affected area.

Staff Services (SS): Activities and services necessary to recruit and support needed staff, including event-based volunteers and ensures the ability of Red Cross to meet the needs of our clients on a disaster relief operation.

Local Community Volunteers (LCV): Responsible for recruiting, placing, processing, assigning and recognizing all local disaster responders and working with the EBV Lead to discuss when to open the DRO Shift Tool to engage local disaster responders who are unable to be assigned to the disaster operation.

Event-Based Volunteers (DEBV) Responsible for recruiting and scheduling disaster event-based volunteers and local non-disaster volunteers to work on disaster relief operations.

Staff Relations (SR): Responsible for supporting supervisors and workers with issues on a disaster relief operation, investigating and providing recommendations, solutions, and the referral, when appropriate and in accordance with policy, for resolution of personnel issues and complaints.

Staff Planning & Support (SPS): Responsible for the coordination and fulfillment of 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.

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

Disaster Assessment (DA): Gathers, analyzes, interprets, and distributes accurate and timely information about the extent of damage, impact, and scope of the incident.

Information Dissemination (ID): Captures data and information from a multitude of sources to analyze, synthesize, organize into logical formats, and disseminate reports internally.

Financial and Statistical Information (FSI): Obtains accurate, timely and consistent statistical and financial information.

Situation Unit (SU): Responsible for the collection, processing and organizing of all incident information. The Situation Unit may prepare future projections of incident growth, maps and intelligence information. Within the Situation Unit lies the GIS functions (RC View mapping) and Power BI use.

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

Government Operations (LG): Coordinates information sharing and services with local, state, federal, and tribal government partners, as well as internal Red Cross partners, for the benefit of disaster clients.

Community Engagement and Partnerships (CEP): Engages partners and other community stakeholders in service delivery, developing community resources, information sharing and coordination.

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 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 coordinates VIP visits. Pursues, captures, and maximizes 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 operation Public Affairs work unit. Deployment may include national spokesperson working directly with national media outlets or story producer and/or working directly with contract video crew or photographer.

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