

# RESPONSE TEAM WORKSHEET

In each area name the first person who would be called upon to serve in this capacity and at least one back up person in case the first person is unable. If possible, do not make a person responsible for more than one area. Utilize the skills of other staff, board members, and volunteers to provide much needed support to each of these teams.

## 1. PUBLIC AND MEDIA RELATIONS:

Respond to public inquiry, explain situation to donors and board, alert community partners, spokesperson to the media, primary contact for public concerns, reviews all external communications.

*(Consider: CEO, board chair, senior marketing)*

PRIMARY	
BACKUP	
SUPPORT	

## 2. PROGRAMS AND SERVICES

Responsibility to clients/members, and customers, prepare and adjust program delivery, prepare for client response, makes adjustments to programs, aids in mobilization of any new services or expansions of service, provides messages for disruptions in service.

*(Consider: CEO, Program Director, key volunteer)*

PRIMARY	
BACKUP	
SUPPORT	

## 3. OPERATIONS AND SYSTEMS

Responsibility to agency's employees and volunteers, alert and check on staff, monitor operating systems such as data bases, remote access, equipment, and property, makes decisions about possibly needing to move office/locations in light of damage, works with vendors

*(Consider: COO, Director of Operations, HR)*

PRIMARY	
BACKUP	
SUPPORT	

4. BUILDING STRUCTURE

May be combined with Operations (above), but if not, Responsibility to the physical building and equipment, campus, office locations, respond to physical damage, liaison to relief agencies (FEMA) and insurance providers

*(Consider: Chief Financial Operator, accountant, building manager, Director of Operations)*

PRIMARY	
BACKUP	
SUPPORT	

5. DONATION RECIPIENT

Responsible for organizing the receiving of donations specific to the emergency, whether in-kind (goods) or cash, establishes system for accounting and inventorying donations, mobilizing distribution of donations, may involve mobilizing volunteers

*(Consider: Director of Fundraising, Program Director, COO/CFO)*

PRIMARY	
BACKUP	
SUPPORT	

6. COMMUNITY COLLABORATIONS

May be combined with Public and media relations, but sometimes event necessitates specific community collaborations. Responsible for attending community meetings, advocacy or policy changes, representative of agency at other convening meetings.

PRIMARY	
BACKUP	
SUPPORT	

7. OTHER FUNCTIONS SPECIFIC TO YOUR AGENCY