



Statewide Volunteer Reception Center Directory



Purpose

Michigan Department of Health and Human Services (MDHHS) Bureau of EMS, Trauma and Preparedness (BETP), Michigan Community Service Commission (MCSC), and Michigan State Police Emergency Management and Homeland Security Division (MSP-EMHSD) have jointly developed this Statewide Volunteer Reception Center (VRC) Directory to support local Emergency Operation Centers (EOCs), the State Emergency Operations Center (SEOC), and the Community Health Emergency Coordination Center (CHECC) response to emergencies in which volunteers may be needed. MDHHS human services county directors, local health departments (LHDs), emergency management (EM) agencies, and partners contributed to the directory development, identification of those having a lead role in VRC operations and the management of volunteers.

The directory is a living document and will be periodically updated. It is accessible on the [BETP](#), [MCSC](#), and [MSP](#) Websites. For more information or for questions, please contact the BETP (checcdeptcoor@michigan.gov), Chad Veerer at the MCSC (VeererC@michigan.gov), or MacKenzie Angus at MSP-EMHSD (AngusM@michigan.gov).

Emergency Preparedness Region 1 Clinton, Eaton, Gratiot, Hillsdale, Ingham, Jackson, Livingston, Lenawee and Shiawassee Counties	
County	Gratiot
Coordinating Agency	MDHHS of Gratiot County in cooperation with Emergency Management
Contact	Dan Carley carleyd2@michigan.gov , 989-875-8228
Set up and operational (excluding travel time)	48 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Spontaneous/Unaffiliated
Self-sufficiency (Resources and staffing)	24-48 hours
Lenawee County	
County	Lenawee
Coordinating Agency	MDHHS of Monroe County
Contact	Tim Kelly, Director kellyt1@michigan.gov , 734-243-7200
Set up and operational (excluding travel time)	24 hours or less

Volunteers able to be processed per hour	Unknown
Volunteer types able to be processed	Spontaneous/Unaffiliated, Non-Medical
Self-sufficiency (Resources and staffing)	24-48 hours
County	Livingston
Coordinating Agency	Multi-Agency partnership
Contact	United Way jkramer@livgov.com , 517-552-6819
Set up and operational (excluding travel time)	48 hours or less
Volunteers able to be processed per hour	Unknown
Volunteer types able to be processed	Spontaneous/Unaffiliated
Self-sufficiency (Resources and staffing)	TBD, still in planning phase
County	Shiawassee
Coordinating Agency	Being established and transitioning to an agency
Contact	Jodi DeFrenn, Shiawassee County Emergency Preparedness Coordinator jdefrenn@shiawasseechd.net , 989-743-2484
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	Unknown
Volunteer types able to be processed	All
Self-sufficiency (Resources and staffing)	24-48 hours before re-supply, just in time training available for volunteers

Emergency Preparedness Region 2N
Macomb, Oakland and St. Clair Counties

County	Macomb
Coordinating Agency	Emergency Management/Communications of Macomb County
Contact	Vicki Wolber, Director vicki.wolber@macombgov.org , 586-469-6390
Set up and operational (excluding travel time)	More than 48 hours
Volunteers able to be processed per hour	Unknown
Volunteer types able to be processed	Affiliated
Self-sufficiency (Resources and staffing)	2-3 weeks

Emergency Preparedness Region 2S
Monroe, Washtenaw and Wayne Counties

County	Monroe
Coordinating Agency	MDHHS of Monroe County
Contact	Tim Kelly, Director kellyt1@michigan.gov , 734-243-7200
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	Unknown
Volunteer types able to be processed	Spontaneous/Unaffiliated, Non-Medical
Self-sufficiency (Resources and staffing)	24-48 hours
Self-sufficiency (Resources and staffing)	2-3 weeks
County	Wayne
Coordinating Agency	Department of Neighborhoods at Mayor's Office, City of Detroit
Contact	Victoria Kovari, General Manager kovariv@detroitmi.gov , 313-224-4787
Set up and operational (excluding travel time)	12 hours or less
Volunteers able to be processed per hour	100 or less
Volunteer types able to be processed	Spontaneous/Unaffiliated, Non-Medical (the volunteers will provide a support role)
Self-sufficiency (Resources and staffing)	Homeland Security and the health department are the City's official VRCs. The Department of Neighborhoods provides a supportive role.

Emergency Preparedness Region 3

Alcona, Arenac, Bay, Genesee, Gladwin, Huron, Iosco, Lapeer, Midland, Ogemaw, Oscoda, Saginaw,
Sanilac and Tuscola Counties

County	Genesee
Coordinating Agency	United Way of Genesee County
Contact	Diane Woodruff dwoodruff@unitedwaygenesee.org , 810-762-5821
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	50 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Non-Medical
Self-sufficiency (Resources and staffing)	3-4 weeks
County	Lapeer
Coordinating Agency	Request through County Emergency Management. If unavailable, contact back up listed.
Contact	Mary Piorunek, Lapeer County Emergency Management, mpiorunek@lapeercounty.org , 810-667-0242. <i>Contact back up is Marilyn Szost, Lapeer LHD Emergency Preparedness Coordinator, mszost@LapeerCounty.org, 810-245-5578</i>
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	25 to 40 volunteers, depending on staffing and request complexity
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	Initial 24 hours
County	Tuscola
Coordinating Agency	Tuscola County Emergency Services
Contact	Steve Anderson, Emergency Services Coordinator, tcemanderson@tuscolacounty.org , 989-673-5181
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	50 or less, depending on the number of staff available

Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	Initial 24 hours
Region 3 Counties	Alcona, Arenac, Bay, Genesee, Gladwin, Huron, Iosco, Lapeer, Midland, Ogemaw, Oscoda, Saginaw, Sanilac, Tuscola
Coordinating Agency	Region 3 Local Health Departments, Region 3 County Emergency Management and Region 3 Healthcare Coalition
Contact	<p>Region 3 County Emergency Management</p> <p>A County EOC will request activation of the Region 3 VRC plan and contact Region 3 Local Emergency Management Directors</p> <p>https://www.michigan.gov/documents/msp/11-29-2018_LocalDir_External_Report_639447_7.pdf</p> <p>to request availability and the deployment of trained VRC teams to set up and operate in the affected county.</p>
Set up and operational (excluding travel time)	Time TBD based on each request
Volunteers able to be processed per hour	Approximately 30
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	TBD based on each request

Emergency Preparedness Region 5

Allegan, Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph and Van Buren Counties

County	Allegan
Coordinating Agency	Allegan County Emergency Management
Contact	Scott Corbin, Director scorbin@allegancounty.org , 269-673-0571
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	3-5 days

Emergency Preparedness Region 6 Clare, Ionia, Isabella, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola and Ottawa Counties	
County	Clare
Coordinating Agency	Emergency Management Homeland Security of Clare County Division
Contact	Jerry Becker, Director CCEMHS beckerj@clareco.net , (989) 539-6161
Set up and operational (excluding travel time)	6 hours or less
Volunteers able to be processed per hour	50 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	24-48 hours
County	
County	Kent
Coordinating Agency	Medical Reserve Corps (MRC) of Kent County
Contact	Ann Ward, Director aaward@comcast.net , 616-485-3665
Set up and operational (excluding travel time)	24 hours or less
Volunteers able to be processed per hour	50 or less, depending on how many people would be available to process the volunteers
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	24-48 hours
County	
County	Montcalm-Ionia
Coordinating Agency	Citizen Corps Program of Montcalm-Ionia
Contact	Robert Hornbrook, Team Coordinator montcalmioniaCC@gmail.com , 616-299-6555
Set up and operational (excluding travel time)	6 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Non-Medical
Self-sufficiency	24-48 hours

(Resources and staffing)	
County	Muskegon
Coordinating Agency	Citizen Corps Program of Muskegon County
Contact	Rhona Colbert, Director colbertrj@gmail.com , 231-724-6597
Set up and operational (excluding travel time)	6 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	24-48 hours
County	Newaygo
Coordinating Agency	Newaygo County Emergency Services Community Emergency Response Team (CERT)/Medical Reserve Corps (MRC)
Contact	Renee Gavin, Deputy Director esdeputydirector@co.newaygo.mi.us , 231-689-7354
Set up and operational (excluding travel time)	6 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	24 hours-48 hours
County	Ottawa
Coordinating Agency	Ottawa County Sheriffs Office, Emergency Management Division
Contact	Nick Bonstell, Director of Emergency Management nbonstell@miottawa.org , 616-738-4050
Set up and operational (excluding travel time)	48 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	3-5 days

Emergency Preparedness Region 7

Alpena, Antrim, Benzie, Charlevoix, Cheboygan, Crawford, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, Montmorency, Otsego, Presque Isle, Roscommon and Wexford Counties

County	Antrim
Coordinating Agency	Emergency Management of Antrim County. Qualified and vetted CERT, with VRC training and capabilities in development.
Contact	Leslie Meyers, Emergency Services Coordinator, meyersl@antrimcounty.org , 231-533-6569
Set up and operational (excluding travel time)	More than 48 hours
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Unknown
Self-sufficiency (Resources and staffing)	Unknown
County	Benzie
Coordinating Agency	Emergency Management of Benzie County
Contact	Frank Post, Emergency Management Coordinator fpost@benzieco.net , 231-882-0567
Set up and operational (excluding travel time)	6 hours or less
Volunteers able to be processed per hour	50 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	3-5 days
County	Otsego
Coordinating Agency	Community Emergency Response Team (CERT) of Otsego County
Contact	John Clements, Manager jwc123@gmail.com , 989-619-4499
Set up and operational (excluding travel time)	12 hours or less
Volunteers able to be processed per hour	25 or less
Volunteer types able to be processed	Spontaneous/Unaffiliated

Self-sufficiency (Resources and staffing)	Initial 24 hours
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Emergency Preparedness Region 8 Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon and Schoolcraft Counties	
Coordinating Agency	United Way of the Eastern Upper Peninsula
Contact	Jade Osborn, Office Assistant volunteer@unitedwayeup.org , 906-632-3700 Ext. 4
Set up and operational (excluding travel time)	6 hours or less
Volunteers able to be processed per hour	100 or less
Volunteer types able to be processed	Affiliated, Spontaneous/Unaffiliated, Medical, Non-Medical
Self-sufficiency (Resources and staffing)	2-3 weeks

Additional Contacts	
County	All Michigan Counties
Coordinating Agency	American Red Cross
Contact	Tony Lasher, Regional Disaster Officer Tony.Lasher@redcross.org , 810-766-3746
Comment	The needs of a community are best served when a VRC is run by a neutral party which funnels volunteers through an unbiased process for placement. The American Red Cross welcomes the opportunity to support any agency leading a VRC by having seat at the VRC planning table.