

PDA'S NATIONAL CALL CENTER

The Presbyterian Disaster Assistance (PDA) National Call Center (NCC) is located at Ferncliff Camp and Conference Center in Little Rock, AR. The NCC provides a vital connection between volunteer work teams and disaster rebuilding efforts in the U.S. by serving as a touch-point for teams to learn about a multitude of disaster recovery opportunities — and to schedule trips for teams to work in rebuilding missions. The NCC helps alleviate the time demands of recruiting and scheduling teams for the host sites.

At the time of scheduling a trip, the NCC staff distributes preparatory materials to the team's leader to help manage the group's expectations for their work and stay. It is also within the scope of the NCC's work to convey information from the team to the worksite and vice versa, when requested. The primary role of the NCC is to provide a caring, knowledgeable, live contact person who is available to help communicate between volunteer host sites and prospective and scheduled volunteers.

PDA's NCC is not exclusive to Presbyterians. We serve Lutheran groups, Methodist groups, Mennonite groups, school groups, etc. The NCC can also schedule for other groups with prior approval from the Associate for National Response.

The NCC is not only a call center, but also an information center. The NCC receives all sorts of calls from congregations across the United States. The NCC is equipped with software that generates reports of volunteer numbers and hours. News of the NCC's capabilities is spreading through the world of disaster response and other denominations are now asking to utilize our services; for instance, a majority of the sites for which we are scheduling in Oklahoma are United Methodist churches.

The NCC Manager also oversees the Disaster Assistance Center (warehouse) at Ferncliff, Church World Service's Gift of the Heart program for this location (flood buckets and other kits), and the licensing and maintenance of PDA equipment in AR.

The NCC Manager is responsible for ensuring each host site has a PDA banner and a supply of blue PDA T-shirts for the volunteers.