

Appendix A Donations / Unsolicited Volunteer Management

PRIMARY AGENCIES

Mohave County Finance Department
Mohave County Board of Supervisors
Mohave County Emergency Management
The Salvation Army
American Red Cross
Mohave County Community Organizations Active in Disasters
Incorporated Cities

I.Purpose, Scope, Situation, and Assumptions

Purpose

- Coordinate private volunteer organizational activities to react to the needs of disaster victims in an efficient and timely manner. This support annex will not interfere with any individual or private community volunteer organization's policies concerning gifts or donations.

Situation and Assumptions

- Disasters create a need to coordinate donations of goods, money, and volunteer services. When circumstances warrant, a united and cooperative effort by private volunteer organizations and the donor community is necessary for the successful management of donations campaigns and relief supplies.
- This support annex outlines a system for managing the distribution of unsolicited goods and spontaneous unsolicited volunteers.
- Private relief organizations are experienced in managing donations and can receive, process, and distribute goods and services to disaster victims. The county will rely on those organizations to administer the donations management system; specifically, the Salvation Army as lead agency and the donations management component of the Mohave County Community Organizations Active in Disaster organization.
- The county will provide support services to coordinate needs and requests through the Mohave County Emergency Operations Center (MCEOC).
- Unsolicited volunteers will come forward during emergencies and must be identified and managed in an organized manner to mitigate risk to volunteers and responders, to avoid unintentional interference with response/recovery operations, and to utilize volunteer services most efficiently.

II. Concept of Operations

- This support annex and implementing procedures may be activated in a disaster/emergency. Mohave County Emergency Management (MCEM), in cooperation with Mohave County Community Organizations Active in Disasters (MCCOAD), The Salvation Army, and City EOC's, will determine the implementation of the procedures and notify the appropriate federal/state/local

government and related participating volunteer organizations before a public announcement.

- The Mohave County Multi-Agency Distribution of Emergency Supplies Plan has been developed as a guide to managing emergency supplies in large emergencies. Key elements of this plan include the following:
 - Designation of a Mass Care/Emergency Assistance Coordinator in the County EOC or City EOC's and/or a Human Services Branch under EOC Operations.
 - Determination of the need to establish a Food Supply Task Force, Shelter Assistance Task Force, Donations Coordination Task Force, or other task force to manage supply distribution, including donated items.
 - Designation, staffing, and operation of supply staging areas and distribution points, possibly including Donations Coordination Centers (DCCs), Donations Reception Centers (DRCs), Local Distribution Centers (LDCs), and Donations Staging Areas (DSAs). Potential facilities for these activities are listed on the Mohave County Resource List.
- A Donations Management Coordinator from The Salvation Army, as lead donations management agency, will be designated for County or City events, who will report to the Mass Care/Emergency Assistance Coordinator.

Local Disasters

- In a localized disaster, individual incorporated cities may call upon local branches of the MCCOAD, if active, or develop local coordinating committees or task forces involving local volunteer agencies to provide donations management or volunteer coordination assistance.
- Cities may designate local donations or volunteer staging areas and local Donations Coordination Centers (DCC), with liaison to the city EOC. In a county-wide disaster, these local operations, staging areas, and DCC's will tie into the county DCC, MCCOAD, and/or donations/volunteer coordination system as described below.
- Cities may wish to establish their own structures, distinct from the county structure explained below, for receipt and distribution of cash donations designated solely for the city emergency.
- Cities may also request mutual aid from Mohave County Emergency Management for assistance in managing local disasters.

County-wide Disaster – Donations Management:

- The Donations Management Coordinator (typically the lead Salvation Army official), MCCOAD liaisons, and representatives of MCCOAD members and other volunteer agencies will assemble at the Donations Coordination Center (DCC)

to form the Donations Coordination Task Force (DCTF). DCC will serve as the central location for management of the system. A representative from FEMA may join DCTF when a Presidential Declaration is received.

- The primary facility for a DCC will be the Mohave County Fairgrounds, 2600 Fairgrounds Blvd, Kingman, which is also a primary staging area and primary location of the Food Supply Task Force if one is activated. Backup DCC is the Mohave County Administrative Building, 700 W. Beale Street, Kingman (not a staging/distribution center).
- The Donations Management Coordinator and/or the Donations Coordination Task Force will operate under the direction of MCEM or the Mass Care/Emergency Assistance Coordinator if one is designated. The DM Coordinator will report to the Mass Care/Emergency Assistance Coordinator in the MCEOC Operations Human Services Branch.
- The Donations Coordination Task Force will work directly with the Food Supply Task Force collocated at the Fairgrounds to ensure coordination of donated food with the food supply needs and resources identified by the Food Supply Task Force, which will also report to the Mass Care/Emergency Assistance Coordinator in the MCEOC.
- MCCOAD will compile contact phone numbers and other pertinent information in advance to establish an effective communications structure. This information will be managed by the DCC.
- The DCTF is responsible for administering the donated goods and services with participating distribution organizations. The Salvation Army chapters will have trained donations management personnel available to take a lead role in donations management for county operated distribution centers, under the DCTF and for individual city centers. Trained personnel from other MCCOAD or other volunteer organizations will also help provide staffing for distribution centers.
- Enquiries regarding donations from the public or public service groups received by the public information phone bank or other county departments will be forwarded to the DCC. Phone numbers at the DCC for this purpose will be provided to Public Health, the Sheriff's Office, and county and city PIO's upon activation of the DCC.
- A standardized data form will be utilized for documenting donated resources and establishing a database. Donation information will be made available to participating agencies, volunteer organizations, emergency responders, and the public.

- Information regarding individuals and businesses soliciting contracts for relief goods or services will be recorded separately from donated goods and services.
- Facilities will be identified as Donations Coordination Center (DCC), Donations Reception Centers (DRCs), Local Distribution Centers (LDCs), and Donations Staging Areas (DSAs). Potential facilities for these activities are listed on the Mohave County Resource List and the Multi-Agency Distribution of Emergency Supplies Plan under separate covers. Selection of these centers and areas will be done in coordination with the co-located Food Supply Task Force to ensure integration of donated food supplies with other feeding resources and locations.
- LDCs may be operated by churches, community-based organizations, volunteer agencies, and local government to provide donated goods directly to disaster victims. In a county disaster, these will come under the overall direction of the DCT.
- Twenty-four-hour security will be provided if possible, for Donations Management facilities and personnel. MCEM will coordinate with city police and MCSO for security provisions.
- Public health and sanitation facilities for volunteers, staff and the public will be available at facilities. County Environmental Health will ensure facilities meet all relevant regulations and requirements.
- News releases and flyers will be used to manage public donations. Information provided to the media will be coordinated in advance by the participating agencies

through the County Joint Information System or the Joint Information Center (JIC, if activated, before being distributed to the public.

- MCCOAD agencies may operate independent facilities for controlling donations that are specifically solicited by their organizations.
- The procedures regarding designated donations will include:
 - All inquiries concerning donations for a specified organization will be referred to that organization.
 - An organization accepting/receiving designated donations will follow its organizational donations policy.
- The procedures regarding non-designated cash donations will include:

- Mohave County will not accept cash donations but will advise donors to contact incorporated cities or non-governmental organizations providing assistance/relief to individuals, families, or businesses affected by the disaster and to designate any cash donations for use specifically for the current disaster event related needs and expenses;
- Organizations which could receive donations may include:
 - Churches, volunteer and other 501(c) (3) nonprofit organizations.
 - Community groups formed for and/or dedicated to providing relief for a specific disaster and possessing a formal structure with a steering or governing body that includes an organization director, secretary, and treasurer.
- Procedures for unsolicited/non-designated in-kind donations will include:
 - Donors will be discouraged from sending unsolicited in-kind donations directly to the disaster site.
 - Donors who insist on donating unsolicited or unwanted goods will be advised that the goods cannot be accepted. The information regarding these goods will be entered into the DCC data base and made available to federal/state/county/volunteer agencies. Should a need arise for the goods, the requesting agency will contact the donor directly.
 - Goods not requested, which could be utilized, will be made available to participating volunteer 501(c) (3) nonprofit organizations (such as Goodwill Industries or community food banks).
 - Unneeded goods, such as clothing, will be recycled/redistributed to others in need.
 - Guidelines will be established for tracking the receipt and distribution of unsolicited and non-designated goods.
- The procedures for corporate donations will include:
 - Bulk items will be accepted if the items can be used in disaster response/relief efforts.
 - Information concerning offers of bulk items will be entered into the resource data base.

- Information concerning the proper use of items being donated and expiration dates will be entered in the resource data base.
- Advising donors to label all goods and provide detailed inventory lists with all shipments; and
- Information on these resources to be made available to all private volunteer organizations, emergency responders, and ESF agencies, through the resource data base.
- Tax deductible status for charitable contributions, Section 170 of the Internal Revenue Code states that donations made to nonprofit, tax exempt organizations can be deducted on tax returns, to the extent allowed by law. New rules in effect as of January 1, 1994, place the burden on the nonprofit, tax exempt organizations for reporting contributions and providing the individual/corporation with a receipt showing the amount and type of donation.

County-wide Disaster – Unsolicited Volunteer Management:

- A designated Volunteer Management Coordinator, working under the MCEOC Operations Section, will coordinate with county agencies that have associated volunteers to match existing county resources to needs and communicate with MCCOAD and non-MCCOAD agencies to acquire and assign additional resources.
- Interested individuals will be encouraged through pre-disaster public information to pre-affiliate with a recognized private volunteer organization or other organized group of their choice, under the MCCOAD umbrella.
- A Volunteer Coordination structure will be established within MCCOAD, including MCCOAD Volunteer Coordinator(s) to liaise with the MCEOC Volunteer Coordinator (and possibly city EOC's), and qualified Just in Time trainers for various functions.
- An MCCOAD check-in procedure will be pre-established for spontaneous unaffiliated volunteers including completion of a registration/background information form and provision to the volunteer of information on individual MCCOAD and other volunteer agencies and the types of volunteer work needed for the disaster.
- For large events, a Volunteer Reception Center (VRC) may be designated for individual volunteer check-in and Just in Time (JIT) training; the VRC location will be provided via the county PIO to media, phone banks, and Incident Command Posts.
- For smaller events, pre-planning at mass care reception centers and shelters should include provisions to provide JIT shelter operations training to shelter

occupants or unsolicited volunteers, in case trained shelter staffers are inadequate in number.

- VRC's locations will be established a safe distance from disaster scenes but as close as possible to potential volunteer work sites; volunteer transportation plans should be developed by the MCEOC Volunteer Management Coordinator.
- MCCOAD organizations should give volunteers easily recognizable identification or provide volunteer badges upon completion of JIT training.
- Disaster affected area(s) should submit their requests for volunteers to the Volunteer Coordinator in the MCEOC, who will forward them to either the MCCOAD Volunteer Coordinator or the VRC Coordinator, according to the circumstances.
- Volunteers registered through AZEIN.gov or other means will be integrated with the MCCOAD volunteer system.

III. Organization and Assignment of Responsibilities

- **County**
 - **MCEM will:**
 - Assign staff to serve on a need's assessment team, maintain this ESF, and monitor related activities.
 - Designate staff members as the Mass Care/Emergency Assistance Coordinator, Volunteer Management Coordinator, and Donations Management Coordinator (the latter from The Salvation Army).
 - In coordination with the Coordinators listed above, MCCOAD, and local governments identify appropriate facilities to serve as DRCs, LDCs, VRC's, and DSAs.
 - In coordination with the Mass Care/Emergency Assistance and Donations Management Coordinators, establish the DCC with direct links to the MCEOC and JIC and with the Disaster Field Office.
 - Work as needed with the Coordinators mentioned above to organize the emergency supply and donations management effort.
 - **The Mass Care/Emergency Assistance Coordinator will:**
 - Oversee the implementation of the Multi-Agency Distribution of Emergency Supplies Plan, in coordination MCEM and the Cities.

- Assess the need for and activate as needed a Food Supply Task Force, Shelter Assistance Task Force, or other task force to manage specific mass care and supply functions.
- Supervise the Volunteer Management Coordinator, Donations Management Coordinator, and any other Task Force Leaders.
- Report to MCEOC or City EOC Operations Section Chiefs.
- Coordinate the selection of supply staging areas and distribution sites, the acquisition of staff, and the integration and deconfliction of operations involving volunteers, donations, shelter assistance, and other supply functions.
- Coordinate with site staff and with local police, MCSO, or security companies (through MCEM) for 24-hour security for facilities.
- In coordination with MCEM, the Mohave County Sheriff's Office (MCSO), state agencies, and local government, identify and manage checkpoints and staging areas for incoming supplies and donations.
- Coordinate with MCSO and Public Works Traffic Control to direct vehicles and trucks bringing donations or other supplies into the county. Road signage should be clearly marked.
- Work with the Mohave County Public Works and local waste management companies to coordinate waste disposal operations contracts to dispose of cardboard, paper, metal and spoiled, damaged, or unsafe containers of goods.
- Coordinate through MCEM with local volunteer radio operator organizations, such as ARES and RACES, to provide communications with truck drivers transporting donated goods. Volunteer radio operators could be stationed at weigh stations or rest areas on major highways to establish communications with drivers transporting donated goods and direct them to the appropriate staging areas.
- **The Donations Management Coordinator will:**
 - Direct the Donations Coordination Task Force or equivalent organization at either the County or City level and report to the Mass Care/Emergency Assistance Coordinator.
 - Coordinate with a Food Supply Task Force or other task forces, if established, or MCEM to integrate the donation process with the procurement of needed supplies from other sources.

- Coordinate with MCCOAD and non-MCCOAD volunteer organizations to identify donation needs and donations sources; inform the public on donations needs and unneeded items and manage receipt and distribution of donations.
- Direct the selection and establishment as needed of Donations Coordination Center (DCC), Donations Reception Centers (DRCs), Local Distribution Centers (LDCs), and Donations Staging Areas (DSAs).
- Direct that all donations enquiries and deliveries be managed through the Donations Coordination TF at the DCC.
- Maintain a donations data base which can be accessed and/or maintained by DCC. The data base will provide county/local government with listings of available donated resources.

- **The Volunteer Management Coordinator will:**

- Coordinate and direct all volunteer organization activities through MCCOAD, other coordinating groups, or contact with individual volunteer organizations (MCCOAD County Coordinator may serve as Volunteer Management Coordinator).
- Establish working procedures to receive, vet, and supervise unsolicited volunteers, including recommending individual volunteers for service in the appropriate volunteer agency.
- Ensure that necessary Just in Time training is provided to new volunteers.
- Work with Donations Management Coordinator to provide volunteers for needed duties and coordinate volunteer agency activities with donation management operations.
- Report to Mass Care/Emergency Assistance Coordinator.

- **Volunteer Organizations**

- **MCCOAD will:**

- Assist with the implementation and administration of this support annex.
- Establish in advance communications links and contact information lists with member agencies involved in donations activities.

- Conduct pre-planning with member agencies for donations management, including establishment of a donation's management structure throughout the county, with The Salvation Army chapters serving as lead agencies.
- Provide information to and help manage the donations data base.
- Establish a volunteer management system, including volunteer coordinators at county and city levels, JIT trainers for various functions, volunteer registration/background forms, ID badges, and pre-identification of volunteer staging areas.
- Establish and operate a MCCOAD section or liaison at the DCC to participate as part of the DCTF.
- Appoint branch directors, as needed due to organizational growth, for each incorporated city to liaise directly with city emergency management personnel for disasters limited to the city's jurisdiction.
- Provide a liaison to the MCEOC if requested.
- **The Salvation Army will:**
 - Serve as lead agency for Donations Management and provide a TSA official to serve as Donations Management Coordinator.
 - Train in-county personnel in the donation's management function.
 - Provide donations management support to individual cities where TSA chapters are located.

IV. Direction, Control, and Coordination

- Overall Direction will be provided by a Mass Care/Emergency Assistance Coordinator at the County EOC Human Services Branch, who will supervise the Volunteer Management Coordinator and Donations Management Coordinator.
- The MCCOAD County Chair will report to the Volunteer Management Coordinator.
- The MCCOAD County Chair will direct MCCOAD Branch Coordinators in the incorporated cities in countywide emergencies.
- For City only emergencies, the MCCOAD Branch Coordinator for the city will report to the designated Volunteer Management Coordinator in the City EOC,

while keeping the County MCCOAD Chair informed of incident status and unmet needs with which other branches may be able to assist.

- In lieu of an MCCOAD city branch, the Volunteer Management Coordinator in the City EOC will establish a structure and communication links for city volunteer agencies.

V. Information Collection and Dissemination

Public Information

- MCEM, through the Mohave County PIO or Joint Information Center, in coordination with the MCCOAD and volunteer organizations, will maintain an outreach program to educate the media and the public concerning donations and volunteers.
- The public information program will be directed to promote monetary donations and limit the flow of unneeded goods and services.
- The public awareness program will reach a variety of organizations such as civic and religious groups, unions, social organizations and interested community-based groups.
- Press releases will be issued immediately following a Major Disaster. These press releases will encourage donations to private volunteer organizations if appropriate and will discourage unsolicited donations of unwanted goods and deliveries.
- The frequency of press releases will be determined by an assessment of needs and the impact of the disaster on the public.
- Volunteer organizations are responsible for representing their own organizations. Coordination between agencies should take place through MCCOAD and the County PIO or JIC to ensure that messages to the public are consistent.

Donor Recognition

- To emphasize the importance of donated goods and services to the overall response, relief, and recovery efforts, MCEM and MCCOAD will publish a roster of the donors that have contributed to the relief efforts.
- Public recognition of in-kind gifts, donations, and services will probably be the only method that can be utilized to thank the donors.

V. Administration, Finance, and Logistics

Administrative Support and Audits

- Administrative support will be provided by the Mohave County Board of Supervisors, DEMA, FEMA, state agencies, and volunteer organizations in implementing this support annex. Temporary personnel may be employed as needed.

- Organizations accepting donated goods, cash, and services will follow their own policies and procedures for internal audits.