

ANNEX T

DONATIONS MANAGEMENT

**Waller County
and Cities adhering to this plan**

APPROVAL & IMPLEMENTATION

Annex T

Donations Management

A handwritten signature in black ink, appearing to read "B. Cantrell", with a large, stylized flourish at the end.

Brian Cantrell – Emergency Management Coordinator

Date 9/18/12

**ANNEX T
DONATIONS MANAGEMENT**

I. AUTHORITY

- A. See the Waller County Basic Plan for general authorities.
- B. Annex T (Donations Management), State of Texas Emergency Management Plan.

II. PURPOSE

The purpose of this annex is to outline the concept of operation, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and local government to manage donations of goods and services that may occur in the aftermath of an emergency situation.

III. EXPLANATION OF TERMS

A. Acronyms

ACS	Adventist Community Services
ARC	American Red Cross
CBO	Community-Based (Volunteer) Organization (see VOLAG)
DC	Donations Coordinator
DSG	Donations Steering Group
EOC	Emergency Operations Center
PIO	Public Information Office/Officer
PSA	Public Service Announcement
RSA	Resource Staging Area
TSA	The Salvation Army
VOAD	Voluntary Organizations Active in Disaster
VOLAG	Voluntary Agency (charitable organization that meets the provisions of IRS Code 501(c)(3))

B. Definitions

Donations refer to the following:

1. Cash: Currency, checks, money orders, securities, etc.
2. Goods: Food, water, clothing, equipment, toys, furniture, pharmaceuticals, bedding, cleaning supplies, etc.
3. Volunteers and Services:

- a. Individuals who are not members of any particular volunteer group (often referred to as “spontaneous,” “emergent,” or “non-affiliated” volunteers).
- b. Individuals who are members of recognized disaster relief organizations who have undergone formal training by those organizations (i.e., “affiliated” volunteers).
- c. People with specialized training and expertise (e.g., doctors, nurses, medics, search and rescue, firefighting, heavy equipment operators, etc.) who may either be non-affiliated or members of a disaster relief organization.
- d. Teams that provide specialized equipment or capabilities (e.g., urban search and rescue, dog teams, swift water rescue teams, home repair teams, etc.).

IV. SITUATION & ASSUMPTIONS
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A. Situation

1. As noted in the Waller County Basic Plan, this jurisdiction is at risk from a number of hazards that could threaten public health and safety as well as private and public property. If a major disaster or a lesser emergency where there is high level of media interest occur, many individuals may want to donate money, goods, and/or services to assist the victims or participate in the recovery process. The amount of donations offered could be sizable, and we could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims and supervising volunteer workers desiring to assist in the effort.
2. Waller County and cities adhering to this plan do not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best operated by community-based organizations (CBOs) and other voluntary agencies (VOLAGs) who have successfully handled donations in the past. Local government does, however, desire to coordinate its donation management efforts with volunteer organizations and agencies.
3. According to Chapter 418.074 of the Texas Government Code, our County Judge and City Mayor may accept a donation (in the form of a gift, grant, or loan) on behalf of the County and City for purposes of emergency services or disaster recovery. In turn, our County or Cities adhering to this plan may use all the services, equipment, supplies, materials, and funds to the full extent authorized by the agreement under which they are received.

B. Assumptions

1. If a major emergency or disaster occurs, donations may be given and/or delivered to our County or Cities adhering to this plan whether or not they are requested. In large quantities, such donations may overwhelm the capability of the local community to handle and distribute them.

2. In a catastrophic disaster affecting the jurisdiction, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable flow of donations.
3. Donated goods may be offered to local volunteer groups or simply delivered to local government. Donations of cash for disaster victims may be made to local government.
4. Many individuals donate goods that are not needed by disaster victims or offer services that are not needed in the recovery process. Receiving and sorting unneeded goods or hosting volunteers who do not have needed skills wastes valuable resources; disposing of large quantities of unneeded goods can be a lengthy and very costly process.
5. In some cases, the amount of donations received by a community may relate more to the media attention the emergency situation receives than the magnitude of the disaster or the number of victims.
6. The problem of unneeded donations can be reduced, but not eliminated, by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through the media on current needs and those items and services that are not required.
7. Most personal donations are given little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgment of thanks. However, some donations may be unusable, have “strings attached,” or not really be donations at all. They may:
 - a. Be given with an expectation of some sort of repayment, publicity, or a tax write-off.
 - b. Be items that are out-of-date (such as expired foodstuffs or pharmaceuticals) unusable (broken furniture; dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August).
 - c. Be volunteer services that do not meet the announced or advertised expectations or capabilities; skilled trades that are not properly licensed or certified.
 - d. Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
 - e. Be offered at a “discount” to disaster victims, with any real savings being minimal or nonexistent.
 - f. Be offered in limited quantity as a deception to simply show an “association” with government or disaster relief as a basis for future advertising or publicity.
8. Donated goods may arrive in the local area without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it. They typically want their cargo off-loaded quickly so they can minimize down-time.
9. Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, or garbage bags; some items may be in bins or on pallets. When such goods are received, they must typically be sorted,

repackaged and labeled, temporarily stored, and then transported to distribution points to be picked up by disaster victims.

10. Donors may want to:

- a. Know what is needed in the local area -- cash, goods, and/or services.
- b. Know how they should transport their donation to the local area, or if there is someone who can transport it for them.
- c. Start a "drive for donations" to help disaster victims, but have no knowledge of what to do and how to do it.
- d. Earmark their donation for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know to whom, specifically, received their donation.
- e. Have their donation received by a local official and/or receive a letter of appreciation or public recognition.
- f. Want to be fed and provided with lodging if they are providing volunteer services.

11. Disaster victims may:

- a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
- b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
- c. May have unmet needs which can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of our donations management program are to:

1. Determine the needs of disaster victims and inform potential donors of those needs through the media and a variety of other means.
2. Receive, process, and distribute goods and cash donations to victims that can be used to recover from a disaster.
3. Accept offers of volunteers and donated services that will contribute to the recovery process.
4. Discourage the donations of goods and services that are not needed, so that such donations do not in themselves become a major problem.

B. Operational Concepts

1. Waller County or Cities adhering to this plan do not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best operated by community-based organizations and other volunteer organizations that have successfully handled donations in the past. However, experience has shown that volunteer groups can be overwhelmed by the scale of donations and need certain government assistance (such as traffic control, security, and help in identifying facilities to receive, sort, and distribute donated goods); additionally, large numbers of donations may be sent to the local government itself. Hence, local government desires to coordinate donation management efforts with volunteer organizations and agencies.
2. Recognized local and national charities have been accepting, handling, and distributing donations for many years. These agencies are skilled in the donations management process, and they should be the first recourse for collecting and managing donations after a major emergency or catastrophic disaster. Donors outside the local area should be encouraged to work through recognized community, state, or national social service organizations or voluntary human resource providers in the community in which they live. These organizations are capable of receiving donations in areas across the State or nation and then earmarking assistance for a particular disaster.
3. Donations of cash charities for disaster relief allows those organizations to purchase the specific items needed by disaster victims or provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing. Cash donations also reduce the tasks of transporting, sorting, and distributing donated goods. Therefore, cash is generally the preferred donation for disaster relief.

C. Donations Management Program

The donations management program for Waller County and Cities adhering to this plan is composed of several organizational elements and several operating units that are activated as needed at a level suitable for the anticipated workload. The organizational elements include the Donations Coordinator, Donations Steering Group, and the Unmet Needs Committee. The operating units include: a Donations Operations Office, a Resource Staging Area, a Phone Bank, one or more Distribution Points, and a Volunteer Center.

1. Organizational Elements
 - a. Donations Coordinator (DC). A Donations Coordinator shall coordinate the donation management efforts of volunteer groups and local government. The Donations Coordinator should be appointed in by the Waller County Judge or Mayor of the impacted city adhering to this plan. See Appendix 4, Tab A, for a sample of the DC appointment letter.
 - b. Key Donations Management Personnel. Key donations management personnel should be, to the extent feasible, identified in advance so that they can receive training and assist in the development of operating procedures. In addition to the Donations Coordinator, key personnel include the individuals who will supervise operation of the Resource Staging Area, Phone Bank, Volunteer Center, and

Distribution Point(s), as well as the Donations Financial Manager. See Appendix 4, Tab C, for the list of key donations management personnel.

- c. Donations Steering Group (DSG). The DSG provides policy guidance and general direction for the donations program. Composed of representatives of local volunteer groups and appropriate government officials, it meets periodically to plan for donation management operations. Group members should be selected prior to a disaster, but it may be desirable to update and expand membership once a disaster occurs. Oftentimes the core of the Group is an existing association of local volunteer agencies such as the Voluntary Organizations Active in Disaster (VOAD). The Donations Coordinator is responsible for organizing the DSG and normally chairs the Group. See Appendix 4, Tab B for the DSG membership roster. When a disaster has occurred, the DSG should meet regularly to address policy issues and coordinate the solution to major challenges.
- d. Unmet Needs Committee. The function of the Unmet Needs Committee is to assist disaster victims who need assistance that local government has been unable to provide. The DC is expected to assist in forming the Committee as soon as practicable after a disaster occurs. The Committee may continue to operate for an extended period. The Unmet Needs Committee should consist of representatives from organizations that have provided or can provide money, manpower, or materials to assist in disaster relief. Members would typically include:
 - 1) Representatives of local volunteer organizations.
 - 2) Representatives of the local ministerial alliance.
 - 3) Representatives of corporations that have donated money, staff, or goods for disaster relief.
 - 4) Other interested parties that have donated to disaster relief.

Although the DC should assist in forming the Unmet Needs Committee, its chair should be elected by the members and preferably be a highly regarded and well-known local citizen who does not have other major commitments. As this Committee will decide which individuals receive supplemental aid, it is generally inappropriate for government officials to serve as members of this Committee. If they do, they should play a non-voting advisory or support role only. See Appendix 4, Tab D, for Unmet Needs Committee membership.

2. Operating Units

All of the operating units listed below are established after a disaster has occurred. To facilitate rapid activation of the units, suitable local facilities for each unit should be identified in pre-emergency preparedness planning; see Appendix 4, Tab 1. Some of the operating units listed below may be collocated if suitable facilities are available; for example, the Volunteer Center may be collocated with the Resource Staging Area, if a facility that provides sufficient warehouse and office space is available. In coordinating use of facilities, it is important that those providing facilities understand that some of these facilities may need to continue operations for an extended period – possibly several months. All of these facilities will be largely staffed by volunteers.

- a. The Donations Operations Office.

- 1) The Donations Operations Office coordinates operation of the donations management program in the aftermath of a disaster; it further:
 - a) Maintains a Current Needs List that identifies donations that are needed and donations that are not needed. (See Appendix 1 for a sample of a Current Donations Needs List.)
 - b) Maintains a record of the following, as appropriate:
 - (1) Phone responses and referrals.
 - (2) Cash donations received and distributed.
 - (3) Donated goods received and distributed.
 - (4) Volunteer workers utilized and tasks accomplished.
 - c) Handles correspondence related to the donations management program.
 - d) Ensures an appropriate accounting and disbursing system is established for any cash donations received (see Appendix 4, Tab J).
 - e) Works closely with the Public Information Officer (PIO) to ensure donation needs, information on the availability of donated goods, and pertinent information on the operation of the donations management program is provided to the media for dissemination to the public.
 - 2) See Appendix 4, Tab E, for information on the operation of the Donations Operations Office and the facilities, equipment, and staffing required.
- b. Phone Bank
- 1) A Phone Bank is normally established to receive and respond to offers of donations and disseminate other disaster-related information. Depending on the goods or services offered and the current local situation, the Phone Bank may refer some donors to other agencies that may be better equipped to handle their donations. The Phone Bank may also be used to provide disaster-related information to callers.
 - 2) Donation offers received by phone for goods and services on the Current Needs List will normally be recorded on a Record of Donation Offer, which will be provided to the Donations Operations Office for follow-up action. See Appendix 2 for an example of the Donation Offer Record.
 - 3) The Phone Bank should work closely with the Waller County or impacted City adhering to this plan's Emergency Operations Center (EOC) to advise on items needed and not needed; to obtain official, updated disaster relief information for rumor control and victim assistance referrals; to provide data for government situation reports; etc.
 - 4) See Appendix 4, Tab G, for information on the operation of the Phone Bank and the facilities, equipment, and staffing required.
- c. Resource Staging Area (RSA)

- 1) An RSA may be established to receive, sort, organize, repackage if necessary, and temporarily store donated and other goods and then transport them to Distribution Points where victims can pick them up.
- 2) It is normally located outside of the disaster area and is operated by volunteer workers. Because of their expertise in warehouse management, the Adventist Community Services (ACS) has an agreement with the State to operate regional RSAs, and they also can be asked to operate a local community's RSA.
- 3) A regional RSA may be established to serve a group of affected communities. If a regional RSA is established, volunteers from those communities that receive goods from the facility will normally participate in its operation.
- 4) See Appendix 4, Tab F, for information on the operation of the RSA and the facilities, equipment, and staffing required.

d. Distribution Points

- 1) Distribution Points are sites from which ready-to-use goods (received directly from donor agencies or from an RSA or cash vouchers will be distributed to disaster victims.
- 2) They are typically operated by local community-based (volunteer) organizations (CBOs) or nationally-recognized volunteer agencies (VOLAGs) such as The Salvation Army (TSA) and the American Red Cross (ARC).
- 3) Distribution points are generally located in proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government or in donated space.
- 4) See Appendix 4, Tab H, for information on the operation of Distribution Points and the facilities, equipment, and staffing required.

e. Volunteer Center

- 1) The Volunteer Center is a facility where spontaneous, emergent, unaffiliated volunteers are assembled, registered, assigned recovery tasks, and provided logistical and other support. Volunteers may be assigned to operate various donation management facilities, to provide direct assistance to victims (such as clean-up and home repair), or to assist government departments in recovery operations.
- 2) The Volunteer Center should be located in reasonable proximity to the disaster area, but not in that area.
- 3) See Appendix 4, Tab I, for information on the operation of the Volunteer Center and the facilities, equipment, and staffing required.

D. Actions by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities should occur during the preparedness and response phases of emergency management.

1. Preparedness

- a. Appoint a Donations Coordinator and establish the DSG to oversee pre-disaster donations management planning and assign responsibilities for various donations management activities.
- b. Prepare and update this annex to outline local donations management plans.
- c. Identify possible sites for the Donations Operations Office, Phone Bank, RSA, Distribution Points, and a Volunteer Center.
- d. Develop tentative operating procedures for the Phone Bank, RSA, Distribution Points, and Volunteer Center and determine how those facilities will communicate with each other.
- e. Identify and coordinate with those volunteer organizations that could provide assistance in operating the jurisdiction's donations management program.
- f. Brief elected officials, department heads, and local volunteer groups on a periodic basis about the local donations management program.
- g. Brief the local media so they understand how the donations program will work so they can be prepared to advise the public of specific donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide other information as applicable.
- h. Brief citizen groups on how they can contribute to disaster relief with their donations and how a donations management program typically operates.
- i. Include consideration of donation management in local emergency management exercises to test donations management plans and procedures.
- j. Ensure contingency procedures are established for rapidly activating a bank account to receive and disburse monetary donations.

2. Response

- a. Review the donations management program with senior government officials.
- b. Activate the DSG.
- c. Identify and prepare specific sites for donations management facilities and begin assembling needed equipment and supplies.
- d. Identify and activate staff for donations management facilities.

- e. Provide the media (through the PIO) with information regarding donation needs and procedures, and regularly update that information.

3. Recovery

- a. The DSG should determine which donations management facilities will and will not be activated.
- b. Set up the donations management facilities that are activated and determine how each facility will be logistically supported.
- c. Staff donations management facilities with volunteer or paid workers, conducting on-the-job training as needed.
- d. Collect, sort, store, distribute, and properly dispose of donations, if necessary.
- e. In coordination with the PIO, provide regular updates to the media on donations procedures, progress, status, and the Current Needs List (goods and services that are needed and not needed).
- f. Continually assess donations management operations and determine when the donations management facilities should close down or be consolidated and when the donations management program can be terminated.
- g. Keep records of donations received and, where appropriate, thank donors.
- h. Activate the Unmet Needs Committee to provide continuing assistance to victims in need, depending upon the donations available.
- i. Maintain accounts of expenses, individual work hours, etc. Donations activities and functions are not generally reimbursable; however, if certain expenses are considered for reimbursement, accurate records will have to be submitted.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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A. Organization

1. The organization for donations management in the aftermath of a disaster shall consist of the organizations and facilities described in this annex, supplemented by government personnel and other resources where needed, available and appropriate. The organizations described in this annex are composed largely of volunteers; the facilities described in this annex will be primarily operated by volunteers.
2. Our normal County or City emergency organization, described in Section VI.A of the Waller County Basic Plan and depicted in Attachment 3 to the Waller County Basic Plan, will carry out government activities in support of donation management.
3. The Waller County Judge or Mayor of impacted city adhering to this plan is responsible for managing donations (cash or goods) that are made to the Waller County or the

impacted City government for disaster relief, subject to any regulations that may be enacted by the Waller County Commissioner's Court or the impacted City's Council.

4. The Waller County Judge or impacted City's Mayor shall appoint a Donations Coordinator to manage the overall donations program and coordinate the efforts of volunteer groups and local government. The Donations Coordinator may be a volunteer or government employee familiar with the role of volunteer organizations active in disasters. As the Emergency Management Coordinator (EMC) has demanding duties during emergency response and recovery, the EMC should not be appointed as the Donations Coordinator.

B. Task Assignments

1. The Waller County Judge or Mayor of Cities adhering to this plan will:
 - a. Appoint a Donations Coordinator. See Appendix 4, Tab A.
 - b. Ensure that a donations management program that coordinates the efforts of volunteer groups and local government is planned and ready for activation.
 - c. Monitor the operation of the donations management program when activated.

Resource Staging

2. The Donations Coordinator (DC) will:
 - a. Coordinate planning for and oversee the operation of the donations management program.
 - b. Prepare and keep current this annex.
 - c. Designate members of the DSG, with the advice of senior local officials and local volunteer groups, and chair that group.
 - d. Identify, in conjunction with appropriate senior local officials and the DSG, individuals for the following key donations management positions:
 - 1) Volunteer Coordinator
 - 2) Area Manager
 - 3) Phone Bank Supervisor
 - 4) Donations Financial Manager
 - e. Develop and maintain, in coordination with the DSG, a Donations Management Operations Guide (Appendix 4 to this annex) as a separately published document. In the pre-emergency phase, this Guide will contain general planning information with respect to facilities, equipment, staffing, and general operating guidance. When the donations management program is activated, the Guide will be updated with specific facility and equipment information, updated staff rosters, and detailed operating procedures; copies of the document will be provided to all key donations management program personnel. In the pre-emergency phase, the Guide shall include:

- 1) Potential locations for the Volunteer Center, RSA, Phone Bank, Distribution Points, and Donations Operations Office.
 - 2) Equipment requirements for the facilities listed above.
 - 3) Supply requirements for the facilities listed above.
 - 4) Skeleton staff rosters for the facilities listed above.
 - 5) A list of organizations that could potentially provide volunteers to staff the facilities listed above.
- f. Determine, in conjunction with the Waller County or Cities adhering to this plan's Attorney, the procedures for preparing for and handling liability issues involving volunteers that are assisting the [County/City] in donations management operations. Since these individuals may be performing volunteer services directly for the [County/City], they may be entitled to medical coverage; accident and injury claim compensation; workmen's compensation coverage; reimbursement for stolen property; or even restitution for inappropriate comments, discrimination, or harassment.
 - g. Provide the media, in coordination with the PIO, information on donations management for dissemination to the public.
 - h. Provide local government officials with regular reports on donations management operations.
 - i. Ensure required donations system-related records are maintained.
3. The Donations Steering Group (DSG) will:
 - a. Assist the Donations Coordinator (DC) in developing a donations management program for Waller County and Cities adhering to this plan and in preparing operating procedures for the donations management functions.
 - b. Meet regularly to coordinate, update, and collaborate on the donations system and operational process before, during, and after a disaster.
 - c. Assist the DC in determining which donations management functions should be activated after a disaster occurs.
 - d. Provide advice to the DC on suitable candidates for managing the various donations management functions.
 - e. Assist in locating volunteers to work in the donations management functions.
 - f. Assist the Donations Operations Office in maintaining records on donations activities.
 - g. Provide information to donors regarding voluntary agency operations and needs through the Donations Phone Bank.
 - h. Work together to determine the best method for handling and distributing large-volume or high-value donations received from the public or corporate entities.

- i. Help the DC make decisions on when to terminate or consolidate donations management functions.
4. The Volunteer Coordinator will:
 - a. Select a site for a Volunteer Center and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Volunteer Center.
 - c. Supervise Volunteer Center operations.
 - d. Prepare and keep current Tab I to Appendix 4.
 5. The Resource Staging Area (RSA) Manager will:
 - a. Select a site for an RSA and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the RSA.
 - c. Supervise RSA operations.
 - d. Prepare and keep current Tab F to Appendix 4.
 6. The Phone Bank Supervisor will:
 - a. Select a site for a Phone Bank and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Phone Bank.
 - c. Supervise Phone Bank operations.
 - d. Prepare and keep current Tab G to Appendix 4.
 7. The Donations Financial Officer will:
 - a. Establish a Donations account for receiving monetary donations.
 - b. Establish specific wording for the *"Pay to the Order of"* line for all checks and other securities so that appropriate information can be provided to potential donors.
 - c. Ensure written disbursing procedures are prepared in close coordination with the Unmet Needs Committee so account disbursing officials have a clear mandate on how to prepare assistance checks (e.g., when, how much, to whom, etc.).

VII. DIRECTION and CONTROL

A. General

1. The Waller County Judge and Mayor of the impacted city adhering to this plan is responsible for all governmental activities involved with the jurisdiction's donations management system.
2. The DSG, chaired by the DC, will provide general guidance for donations management operations.
3. The DC will manage the donations management program, supervise key donations management program personnel, and coordinate the efforts of volunteer groups and local government.
4. The work of volunteers and paid government employees at a donations management facility will be directed by the supervisor of that facility.
5. Volunteers working as an integral part of a recognized volunteer group (e.g., the Red Cross, the Adventist Community Services, The Salvation Army, etc.) will respond to direction from those organizations.
6. Each individual supervising a donations management function will select an appropriate assistant or designee to run the operation in his or her absence.

B. Coordination

1. The DC will work out of and communicate from the Donations Operations Office, which should be located in or adjacent to the Waller County and Cities adhering to this plan's Emergency Operations Center (EOC) if possible.
2. Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments and coordinate its activities with the Donations Operations Office.

VIII. INCREASED READINESS LEVELS

A. Level IV – Normal Conditions

See actions recommended in the preparedness activities in Section V.D.1.

B. Level III – Increased Readiness

1. Monitor the situation and inform key donations management personnel of the potential for activating all or portions of the donations management system.
2. Review donation management procedures for currency.
3. Check recall rosters for accuracy and update as required.

C. Level II – High Readiness

1. Continue to monitor the situation.
2. Alert key donations management staff for potential operations.
3. Ensure source lists for volunteer workers are up-to-date.
4. Check potential donations operations facilities for accessibility and availability.

D. Level I - Maximum Readiness

1. Continue to monitor the situation.
2. Activate key donations management staff to update planning.
3. Make tentative donations management facility selections.
4. Review equipment and supply status and alert providers of possible need.
5. Alert organizations that provide volunteer workers of possible activation.

IX. ADMINISTRATION & SUPPORT

A. Reporting

1. During emergency operations, the Donations Operations Office shall compile and provide a daily summary of significant donations management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports (see Annex N). If the EOC has been deactivated, a periodic summary of activities will be provided to local officials and the heads of volunteer organizations participating in the recovery process.
2. Donations management facilities, if government-operated, shall provide a daily report of their activities to the Donations Operations Office. Such reports will include the following information:
 - a. Phone Bank
 - 1) Number of calls by type (donation offer, vendor capabilities, requests for information, etc.)
 - 2) Significant donations offered and their disposition
 - 3) Major issues or challenges
 - b. RSA
 - 1) Number and type of bulk donations received (truckloads, pallets, etc.)
 - 2) Significant donations and disposition
 - 3) Goods delivered to distribution points (truckload, pallets, boxes)

- 4) Unneeded goods delivered to other agencies
 - 5) Current hours of operation
 - 6) Number of persons employed (volunteers and paid workers)
 - 7) Major operational activities
 - 8) Support activities (feeding, lodging, etc.)
 - 9) Major issues or challenges
- c. Distribution Points
- 1) Number of customers served
 - 2) Hours of operation
 - 3) Number of workers (volunteers and paid workers)
 - 4) Major issues or challenges
- d. Volunteer Center
- 1) Hours of operation
 - 2) Number of volunteers assigned to tasks
 - 3) Number of workers within the facility
 - 4) General types of jobs to which workers have been dispatched
 - 5) Support activities (feeding, etc.)
 - 6) Major issues or challenges
- e. Financial Accounting
- 1) Cash received
 - 2) Cash distributed
 - 3) Major issues or challenges

B. Records

1. Activity logs - Each donations facility will maintain a log of major activities at that facility, location including activation and deactivation, arrivals and departure of staff, receipt of or return of major equipment, and the commitment of people, equipment, or materials to specific tasks.
2. The Donations Steering Group shall appoint a Secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group. Those records shall be maintained by the DC.
3. The Unmet Needs Committee shall appoint a Secretary to maintain a written record of its actions. When the recovery process is completed, those records shall be turned over to the DC for retention.
4. Documentation of costs – Expenses incurred in operating the donations management system are generally not recoverable. However, in the event state and/or federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during donations management operations.

C. Resources

Government resources that may be needed to operate the donations management system are listed in Annex M, Resource Management.

D. Post Incident Review

The Basic Plan provides that the Waller County Judge or Mayor of Cities adhering to this plan or their designee shall organize and conduct a review of the emergency operations in the aftermath of major emergency or disaster operations. The purpose of this review is to identify needed improvements in this plan, its procedures, its facilities, and its equipment. When the donations management system has been activated after a major emergency or disaster, donations management program personnel shall participate in the review.

E. Training

1. The DC should attend training in donations management. Such training is offered by the Texas Division of Emergency Management and a number of volunteer groups.
2. Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

F. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a donation management scenario based on the anticipated hazards which could be faced by this jurisdiction.

X. ANNEX DEVELOPMENT & MAINTENANCE

- A.** The Donations Coordinator is responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded as needs become apparent.
- B.** This annex will be revised annually and updated in accordance with the schedule outlined in Section X of the Waller County Basic Plan.
- C.** Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating procedures (SOPs) to carry out those responsibilities.

XI. REFERENCES

- A.** FEMA, *Donations Management Guidance Manual*, Feb 1995
- B.** FEMA, *Donations Management Workshop (Student Manual)*, Oct 1997
- C.** FEMA, *Donations Management Workshop (Toolbox)*, Oct 1997
- D.** FEMA, *Support Annex (DM-1)*, Apr 1999

APPENDICES:

1 Current Donation Needs List
2 Sample Record of Donation Offer
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4 Donations Management Operations Guide (published separately)

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Tab B	Donations Steering Group Members
Tab C	Key Donations Management Personnel
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**SAMPLE
CURRENT DONATION NEEDS LIST
[County/City]**

As of Date/Time: _____

1. Needed

a. Goods

b. Services

2. Unneeded:

**SAMPLE
RECORD OF DONATION OFFER**

Call received by: _____ Date: _____ Time: _____

Donor Name and Information:

Salutation: _____

First Name: _____

Last Name: _____

Title: _____

Organization: _____

Phone 1: _____

Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

Donated (free) Goods or Services

Commercial (vendor) Goods or Services

Type of Resource: (e.g., people, food, equipment): _____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets, chairs): _____

Description/Notes: _____

Total Quantity: Units (#): _____ Measure (e.g., box, each): _____

Packaging _____ Amount (#): _____ Size (e.g., can, dozen, gallon): _____

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: _____

Estimated Value: _____ Available until: _____

Follow-up required: Yes No Action taken: _____

**SAMPLE
PUBLIC INFORMATION RELEASE**

(County/City Letterhead)

(Date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT: [County/City Public Information Officer]

We are receiving citizen and community inquires regarding the [name of disaster]. The calls primarily involve citizens who want to offer assistance or make donations to the [name of disaster] victims. It is important that such good intentions do not create the potential for a disaster within a disaster. Therefore people who wish to offer assistance should do so in as effective a manner as possible.

Individuals or organizations that want to provide assistance to victims of the (name of disaster) should first work through their local disaster relief organizations. These may include the American Red Cross, The Salvation Army, the Texas Baptist Men Feeding Organization, the Adventist Community Services, the Second Harvest Food Banks, etc. People can find these organizations listed in the Telephone Book Yellow Pages under "Social Service Organizations."

Cash is the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. To contribute cash, contributions should be sent to [the precise organization name, address, and account number where cash contributions should go].

If people prefer to donate goods or service, they should still work through their local disaster relief organizations. These organizations know the immediate needs of people in the affected areas, how best to meet those needs, and how to ensure assistance is appropriate, adequate, and delivered to the right places. The disaster relief organizations can tell potential donors what is needed and what is not needed and how to package and transport those goods that are needed to the disaster area.

We encourage people not to send unsolicited donations to the disaster area. Unsolicited donations may not reach the proper people or even would meet their current needs. If donors plan to travel to the disaster area, they may find that lodging and other services are unavailable and they may add to problems in the disaster area rather than helping.

Attention News Editors and Directors: *Please assist us in publicizing this information relating to donations for the [name of disaster]. We would like to encourage donations of goods and services that are needed, while discouraging donations that cannot be used and that may add to the problems that already exist. You can also help us by discouraging sightseers from driving into the disaster area*

APPENDIX 3 TO ANNEX T
Public Information Release
SAMPLE
(Jurisdiction Letterhead)
(Date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT:

We are receiving citizens and community inquires regarding the (name of disaster). The calls primarily involve citizens who want to offer assistance or make donations to the (name of disaster) victims. It is important that such good intentions do not create the potential for a disaster within a disaster. Therefore people who wish to offer assistance should do so in as effective a manner as possible.

Individuals or organizations that want to provide assistance to victims of the (name of disaster) should first work through their local disaster relief organizations.

Monetary is the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. Monetary donation may be sent to the organization of your choice.

If you have any questions, please contact the Donations Coordinator, Ms. Linda Walker at (832) 928-4937.

Yours truly,

(Jurisdiction EMC)
Emergency Management Coordinator
(Jurisdiction)

APPENDIX 4 TO ANNEX T

**DONATIONS MANAGEMENT
OPERATIONS GUIDE**

Waller County

Work in progress and will be on file with each jurisdiction's Emergency Management entity.

APPENDIX 4 TO ANNEX T
**DONATIONS MANAGEMENT
OPERATIONS GUIDE**

1. This Guide is intended to provide information on donations management personnel and facilities and operating guidance for the donations management program. The Guide is Appendix 4 to the Donations Management Annex, but is published separately because it contains names, contact information, and facility data that change frequently.
2. In the pre-emergency phase, the Guide will be partially completed to provide contact information for key donations personnel, to describe the functions to be performed by donations management operating units, to outline facility and equipment requirements for each unit, identify candidate facilities, and to describe the general operating process at each facility. In this phase, the Guide will be developed and maintained by the Donations Coordinator with the assistance of the Donations Management Council. Copies will be provided to members of the Donations Management Council, key donations management personnel, and the Emergency Management Coordinators.
3. When a disaster occurs, the Guide will be updated to identify specific facilities to be used in the donations management effort, to include staff rosters for each facility, and to include operating procedures developed for each facility. It is anticipated that the Guide will have to be regularly updated during the recovery phase to keep it current. Copies of the Guide will be distributed to members of the Donations Management Council, key donations management personnel, the Unmet Needs Committee, and the Emergency Management Coordinator, and other local officials. Copies may also be distributed to those volunteer groups supporting local donations management operations.
4. Contents of this Guide include:

Tab A	Donations Coordinator Appointment
Tab B	Donations Management Council
Tab C	Key Donations Management Members
Tab D	Unmet Needs Committee
Tab E	Donations Operations Office (DOO)
Tab F	Multi-Agency Warehouse (MAW)
Tab G	Phone Bank
Tab H	Distribution Points
Tab I	Volunteers
Tab J	Handling Monetary Donations

TAB A TO APPENDIX 4 TO ANNEX T

SAMPLE

Mr. Joe Watts
Community Services Director
Adventist Community Services
2025 Turning Basin # 818
Houston, TX 77029

Dear Mr. Watts:

RE: Donations Management Coordinator Appointment

Herewith, I have appointed Linda Walker of the Adventist Community Services as the Donations Coordinator (DC) for Waller County. In the capacity, she will supervise the donations management program for the County in accordance with the guidelines and direction provided in Annex T (Donations Management) to the Waller County Emergency Management Plan.

The DC will provide guidance, direction, and supervision to the County's donations management program when activated during or after a major emergency or disaster and will work closely and collaborate with all recognized voluntary agencies in the County and Cities adhering to this plan that will be helping victims during and after a disaster.

Thank you for agreeing to support Waller County in this matter.

Sincerely,

Brian Cantrell
Emergency Management Coordinator
Waller County, Texas

TAB B TO APPENDIX 4 TO ANNEX T
DONATIONS MANAGEMENT COUNCIL (DMC)

1. The Donations Management Council (DMC) should consist of local government officials, community leaders and members of CBOs and VOLAGs who would have an interest in setting policy for and being a part of the donations management program, if needed.
2. The following are typically represented on the DMC:
 - a. Donations Coordinator
 - b. Representatives from CBOs
 - c. Representatives from VOLAGs
 - d. Representatives from the City
 - e. Representatives from the County
 - f. Other volunteer organizations the DC deems necessary.
3. Refer to section V.C.1.b of this annex.

TAB C TO APPENDIX 4 TO ANNEX T
DONATIONS MANAGEMENT COUNCIL MEMBERS

1. Adventist Community Service
Representative's Name/Title: Linda Walker or designed representative
Agency Address: 2215 Lanark Avenue, Dallas, Texas 75203
Office Phone: 281-351-0219
Cell: 832-928-4937
Fax: 281-351-1924

2. American Red Cross-Greater Houston Area Chapter
Representative's Name/Title: Designed representative
Agency Address: 2700 Southwest Freeway, Houston, Texas 77001-0397
Office Phone: 713-526-8300
Direct Office Line: 713-313-1618
Cell: 713-416-8569
Fax: 713-526-3267

3. The Salvation Army
Representative's Name/Title: Rolan Chambless
Agency Address: 1500 Austin, Houston, TX 77002
Office Phone: 832-201-8019
Fax: 832-969-6578
Rolan Chambless

4. Houston Food Bank
Representative's Name/Title: Stan Edde
Agency Address: 3811 Eastex Freeway, Houston, Texas 77026
Office Phone: 713-223-3700
Direct Office Line: 713-547-8602
Cell: 281-924-9332
Fax: 713-547-8675

Office Phone: 713-223-3700
Cell Phone: 281-830-0492

Representatives from other CBOs, VOAIDs and governmental agencies may be added when the need is identified.

TAB D TO APPENDIX 4 TO ANNEX T
UNMET NEEDS COMMITTEE

To Unmet Needs Committee may convene as soon to address long term recovery.
The Unmet Needs Committee is organized by the United Ways of Texas.

United Way Service Center of Waller County

531 FM 359S
Brookshire TX 77423
(281) 822-4200
1-800-366-3025
(281) 582-3505 FAX

TAB E TO APPENDIX 4 TO ANNEX T
DONATIONS OPERATIONS OFFICE (DOO)

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

The address of the Donations Operations Office will be part of the Donation Operations Guide. Confidential telephone numbers and locations will be included in this document. This document will be maintained in the Offices of Emergency Management for the Waller County.

TAB F TO APPENDIX 4 TO ANNEX T
Multi-Agency Warehouse (MAW)

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

The Multi-Agency Warehouse (MAW) will be managed by the Adventist Community Services (ACS) and it will be accept donations from individuals, corporations, and companies. ACS will make donated goods available to qualified agencies distributing donated goods.

TAB G TO APPENDIX 4 TO ANNEX T
PHONE BANK

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

A phone bank will be established to handle all donation calls. Work still in progress.

TAB H TO APPENDIX 4 TO ANNEX T
Distribution Points

To be determined and completed based upon the need and as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

Work is in progress.

TAB I TO APPENDIX 4 TO ANNEX T
VOLUNTEERS

- I. The Donations Management Committee (DMC) has identified the need to manage Spontaneous Volunteers when an emergency or disaster occurs. This can be accomplished through coordination and planning with local Volunteer Management entities.
- II. Volunteer Houston has agreed to provide Spontaneous Volunteer Management to the DMC through the use of their volunteer registration process. In the event the DMC determines Spontaneous Volunteer Management is required, Volunteer Houston will be notified by the Donations Coordinator that volunteers will be directed to register with Volunteer Houston for processing and referral based on member organization and community needs. It is understood by the DMC that Volunteer Houston will not actively recruit individuals to fill volunteer positions.
- III. Any request made to the DMC for volunteers will be accompanied by a Job Description for the desired volunteer support activity which will then be forwarded to Volunteer Houston for posting.
- IV. Although Volunteer Houston collects background information on volunteers, it is still the responsibility of the entity requesting volunteers to conduct a background check appropriate to the level of safety and security required of the volunteer position.
- V. Established Community Emergency Response Team's (CERT) can serve as a valuable resource pool to assist in all aspects of Donations Management. The DMC will coordinate with CERT Coordinators to ensure the most efficient and effective use of CERT members.

**TAB J TO APPENDIX 4 TO ANNEX T
HANDLING MONETARY DONATIONS**

Refer to Section V.B.3 of this Annex.