

ANNEX T

DONATIONS MANAGEMENT

November 2017

**BRAZOS COUNTY INTERJURISDICTIONAL
EMERGENCY MANAGEMENT**

APPROVAL & IMPLEMENTATION

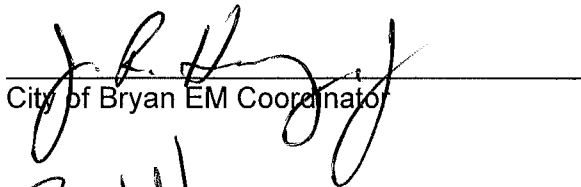
Annex T

Donations Management


This annex is hereby approved for implementation and supersedes all previous editions.


Brazos County EM Coordinator

10-27-2017
Date


City of Bryan EM Coordinator

10-27-2017
Date


City of College Station EM Coordinator

10-27-2017
Date


City of Wixon Valley EM Coordinator

10-27-2017
Date


City of Kurten EM Coordinator

10-27-2017
Date


Texas A&M University EM Coordinator

10-27-2017
Date

RECORD OF CHANGES

Annex T

Donations Management

Change #	Date of Change	Entered By	Date Entered

**ANNEX T
DONATIONS MANAGEMENT**

I. AUTHORITY

- A. See the Brazos County Interjurisdictional Emergency Management 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 the local governmental jurisdictions to manage donations of goods and services that may occur in the aftermath of an emergency situation.

III. EXPLANATION OF TERMS

A. Acronyms

ARC	American Red Cross
CBO	Community-Based (Volunteer) Organization (see VOLAG)
DP	Distribution Points
DC	Donations Coordinator
DOO	Donations Operations Office
DSG	Donations Steering Group
EOC	Emergency Operations Center
POD	Points of Distribution
PIO	Public Information Office/Officer
PSA	Public Service Announcement
RSA	Resource Staging Area
SOG	Standard Operating Guideline
TMD	Texas Military Department
TSA	The Salvation Army
VOAD	Voluntary Organizations Active in Disaster
UNC	Unmet Needs Committee
VC	Volunteer Center
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 that have undergone formal training by those organizations (“affiliated” volunteers).
- c. Individuals with specialized training and expertise (doctors, nurses, medics, search and rescue, firefighting, heavy equipment operators) who may either be non-affiliated or members of a disaster relief organization.
- d. Teams that provide specialized equipment or capabilities (urban search and rescue, dog search teams, swift water rescue teams, home repair teams).

IV. SITUATION & ASSUMPTIONS
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A. Situation

1. As noted in the Basic Plan, all jurisdictions participating in this Interjurisdictional Plan are at risk from a number of hazards that could threaten public health and safety as well as private and public property. Should a major disaster or a lesser emergency occur where there is high level of media interest, 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 the Brazos County Interjurisdictional Partners could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for and distributing the donations to the disaster victims, as well as supervising volunteer workers desiring to assist in the effort.
2. The Interjurisdictional Partners 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) that 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, the Brazos County Judge and/or each City Mayor may accept donations (in the form of gifts, grants or loans) on behalf of the respective county or city for the purposes of emergency services or disaster recovery. In turn, the affected jurisdiction 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. Should a major emergency or disaster occur, donations may be given/delivered to any of the affected jurisdictions 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 any of the jurisdictions, those jurisdictions and local volunteer groups and agencies may be adversely affected, thereby rendering them unable to cope with a sizable flow of donations.
3. Donated goods may be offered to local volunteer groups or simply delivered to the local jurisdiction. Donations of cash for disaster victims may be made to local jurisdiction.
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 rather than the magnitude of the disaster or the number of victims.
6. The problem of unneeded donations can be reduced 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 as well as those items and services that are not required.
7. Most donations are given with little expectation of return other than the satisfaction of giving and perhaps receiving some acknowledgment of thanks. However, some donations may be unusable, have "strings attached" or are not really donations at all. They may be:
 - a. Be given with an expectation of some sort of repayment, publicity, or a tax write-off.
 - b. Be out-of-date items (expired foodstuffs or pharmaceuticals), unusable (broken furniture, dirty or torn clothing) or unsuitable (food that requires refrigeration or 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 prior disaster relief 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, 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. They also may want to know 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. 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 that can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of the 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 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 to keep such donations from becoming a major problem.

B. Operational Concepts

1. The Interjurisdictional Partners do not wish to operate a system to collect, process and distribute donations to disaster victims. A system for donations management is best operated by community-based organizations and other volunteer organizations that have successfully handled donations in the past. Experience has shown, however, 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, store and distribute donated items. Additionally, large numbers of donations may be sent to the Interjurisdictional Partners. Hence, local government desires to coordinate donation management efforts with volunteer organizations and agencies.
2. Recognized local and national charities such as community-based organizations (CBO) and the voluntary (disaster relief) agencies (VOLAG) have been accepting, handling and distributing donations for many years. CBO and VOLAG are skilled in the donations management process and will 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. Donors may also consult volunteer 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 to CBO and VOLAG for disaster relief allows those organizations to accept and account for the donation, 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. Since cash donations reduce the tasks of transporting, sorting and distributing donated items, it is the preferred donation for disaster relief.

C. Donations Management Program

The donations management program 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 (DC), Donations Management Key Personnel and Donations Steering Group of the Unmet Needs Committee (UNC). The operating units include a Donations Operations Office (DOO), a Resource Staging Area (RSA), a Phone Bank, one or more Distribution Points (DP), and a Volunteer Center (VC).

1. Organizational Elements
 - a. **Donations Coordinator (DC).** A DC shall coordinate the donation management efforts of volunteer groups and the local government. The Donations Coordinator will be appointed by the Emergency Management Coordinators when this annex is

published and whenever there is a replacement vacancy. See Appendix 4, Tab A, for further information.

- b. **Key Donations Management Personnel.** Key donations management personnel should be identified in advance so that they can receive training and assist in the development of operating procedures. In addition to the DC, key personnel include the individuals who will supervise operations of the Resource Staging Area, Phone Bank, Volunteer Center and Distribution Points, 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, the DSG meets periodically to plan for donation management operations. DSG members should be selected prior to a disaster, but it may be desirable to update and expand membership once a disaster occurs. The core of the DSG is the existing association of local volunteer agencies such as the Twin City Mission, American Red Cross, the Salvation Army and Voluntary Organizations Active in Disaster (VOAD). The DC 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 solutions to major challenges.
- d. **UnMet Needs Committee (UNC).** The function of the UNC 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 UNC as soon as practicable after a disaster occurs. The UNC may continue to operate for an extended period. The UNC will 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.

The DC will assist in forming the UNC and serve as chairperson. Since the Committee will decide which individuals receive supplemental aid, it is generally inappropriate for Interjurisdictional Partner officials to serve as members of this Committee. If they do, they will play a non-voting advisory or support role only. See Appendix 4, Tab D, for UNC membership.

2. Operating Units

The operating units listed below are generally 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 3. Some of the operating units listed below may be co-located if suitable facilities are available; for example, the Volunteer Center may be co-located 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 providers 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 (DOO).

- 1) The DOO coordinates operation of the donations management program in the aftermath of a disaster. It further:
 - a) Maintains a Current Donations 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 Officers (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 DOO 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 Donations Needs List will normally be recorded on a “Record of Donation Offer” form that will be provided to the DOO for follow-up action. See Appendix 2 for an example of the Donation Offer Record.
- 3) The Phone Bank should work closely with the activated Emergency Operations Centers (EOCs) 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 goods before transport to Distribution Points where victims can pick them up.
- 2) The RSA is normally located outside of the disaster area and is operated by volunteer workers. Because of their expertise in warehouse management, the Texas Military Department (TMD) has an agreement with the State to operate regional RSAs and would be requested from the State of Texas through the State of Texas Assistance Request (STAR) process.
- 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 (DP)

- 1) DPs are sites from which ready-to-use goods (received directly from donor agencies or from an RSA) and/or cash vouchers will be distributed to disaster victims.
- 2) DPs 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) DPs are generally located in close proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups, local government or in leased or donated space.
- 4) See Appendix 4, Tab H, for information on the operation of DPs and the facilities, equipment and staffing required.

e. Volunteer Center (VC)

- 1) The VC 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 VC should be located in reasonable proximity to the disaster area, but not in the actual damaged area.
- 3) See Appendix 4, Tab I, for information on the operation of the VC and the facilities, equipment and staffing required.

D. Actions by Phases of Emergency Management

Donations Management primarily occurs during the recovery phase of an emergency. Some donations management activities, however, should occur during the preparedness and response phases of emergency management.

1. Preparedness

- a. Appoint a DC 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 DOO, Phone Bank, RSA, DP, and a VC.
- d. Develop tentative operating procedures for the Phone Bank, RSA, DPs and VC and determine how those facilities will communicate with each other.
- e. Identify and coordinate with volunteer organizations that could provide assistance in operating the cities and/or the county'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 media so they understand how the donations program will work so they can be prepared to advise the public regarding 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 donation management issues 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 PIOs) with information regarding donation needs and procedures and regularly update that information.

3. Recovery

- a. The DSG should determine which donations management facilities will 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 as necessary.
- e. In coordination with the PIOs, provide regular updates to the media on donations procedures, progress, status and the Current Donations 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.
- g. Keep records of donations received; and, where appropriate, thank donors.
- h. Activate the UNC to provide continuing assistance to victims, 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 be needed for submission.

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 or appropriate. The organizations and facilities described in this annex are composed largely of volunteers.
2. The Interjurisdictional Emergency Management Organization, described in Section V. of the Basic Plan and depicted in Attachment 10 to the Basic Plan, will carry out government activities in support of donation management.
3. The County Judge and/or Mayor(s) is/are responsible for managing donations (cash or goods) that are made to their respective jurisdictions for disaster relief, subject to any regulations that may be enacted by the Commissioners' Court or the respective City Council.
4. The County Judge and/or Mayor(s) shall appoint a Donations Coordinator to manage the overall donations program and coordinate the efforts of volunteer groups and local

government. The DC 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 the emergency response and recovery, the EMC should not be appointed as the Donations Coordinator.

B. Task Assignments

1. The County Judge and /or Mayor(s) 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(s) is planned and ready for activation.
 - c. Monitor the operation of the donations management program when activated.
2. The Donations Coordinator (DC) will:
 - a. With assistance from the EMC(s), coordinate planning for and oversee the operation of the donations management program.
 - b. With assistance from the EMC(s), preparing and keep current this annex.
 - c. Designate members of the DSG, with the advice of senior local officials and local volunteer groups, and chair the group.
 - d. Identify, in conjunction with appropriate senior local officials and the DSG, individuals for the following key donations management positions:
 - 1) Volunteer Center Coordinator
 - 2) Resource Staging 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 guidelines. Copies of the Guide will be provided to all key donations management program personnel. In the pre-emergency phase, the Guide shall include:
 - 1) Potential locations for the VC, RSA, Phone Bank, DPs, and DOO.
 - 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 Volunteer Center Coordinator, the procedures for preparing for and handling liability issues involving volunteers that are assisting the local jurisdictions 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. In coordination with the PIOs, provide the media with 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) of the Unmet Needs Committee (UNC) will:
- a. Assist the DC in developing a donations management program for the County/City 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 DOO 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 Center Coordinator will:
- a. Select a site for a Volunteer Center (VC) and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the VC.
 - c. Supervise VC operations.

- d. Prepare and keep Tab I to Appendix 4 current.
- 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 Tab F to Appendix 4 current.
- 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 Tab G to Appendix 4 current.
- 7. The Donations Financial Officer (DFO) 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 (when, how much, to whom, etc.).

VII. DIRECTION and CONTROL

A. General

- 1. The County Judge and/or Mayor(s) is/are 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 for local government.
- 4. The work of volunteers and paid government employees performed at a donations management facility will be controlled by the supervisor of that facility.

5. Volunteers working as an integral part of a recognized volunteer group (the Red Cross, the Texas Military Department, 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 DOO, which will be located near the respective 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 DOO.

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 DOO 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 the EMCs 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 DOO. 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. Resource Staging Area
 - 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. Points of Distribution (PODs)
 - 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, 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 (DSG) shall appoint a Secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group and the entire Committee. These records will be retained by the DC for reference, file and retention purposes.
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 County Judge and/or Mayor(s), with assistance from the City Manager(s) and the EMC(s) 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. The Texas Division of Emergency Management and several volunteer organizations teach the courses.
2. Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the various facilities.

F. Exercises

Tabletop, functional and full-scale exercises should periodically include a donation management scenario based on the anticipated hazards that could be faced by these jurisdictions.

X. ANNEX DEVELOPMENT & MAINTENANCE

- A. The Donations Coordinator, in coordination with the Emergency Management Coordinators, 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 reviewed annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.
- C. Individuals, departments, agencies and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating procedures/guidelines (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 Donations Needs List
- 2 Sample Record of Donation Offer
- 3 Sample Public Information Release
- 4 Donations Management Operations Guide (published separately)

Tab A	Letter of Appointment – Donations Coordinator
Tab B	Donations Steering Group Members
Tab C	Key Donations Management Personnel
Tab D	Unmet Needs Committee
Tab E	Donations Operations Office
Tab F	Resource Staging Area
Tab G	Phone Bank
Tab H	Distribution Points
Tab I	Volunteer Center
Tab J	Handling Cash Donations

CURRENT DONATIONS NEEDS LIST
Brazos County

	<i>Brazos County Top Needs YTD</i>	<i>Count</i>
1	Electric Service Payment Assistance	1281
2	Rent Payment Assistance	1016
3	Food Pantries	668
4	Medicaid Applications	256
5	Area Agencies on Aging	240
6	Prescription Expense Assistance	234
7	Gas Service Payment Assistance	233
8	Homeless Shelter	217
9	Section 8 Housing Choice Vouchers	208
10	Housing Authorities	169
11	Medical Appointments Transportation	136
12	Water Service Payment Assistance	116
13	Community Clinics	109
14	General Dentistry	98
15	Child Care Expense Assistance	83
16	Food Stamps/ SNAP Applications	79
17	Referral to Physicians Accepting Medicaid	77
18	Centers for Independent Living	75
19	Cell Phones	73
20	General Legal Aid	71

***01/01/2017-10/24/2017**

	<i>Brazos County Hurricane Harvey Top Needs</i>	<i>Count</i>
1	Electric Service Payment Assistance	106
2	Rent Payment Assistance	74
3	Disaster Food Stamps	49
4	Food Pantries	44
5	Mass Care Sheltering	42
6	Food Stamps/ SNAP Applications	39
7	FEMA Disaster Assistance Online/Tele-Registration	30
8	Homeless Shelter	21
9	Area Agencies on Aging	16
10	Prescription Expense Assistance	12
11	Gas Service Payment Assistance	11
12	Section 8 Housing Choice Vouchers	11
13	Housing Authorities	10
14	Community Clinics	9
15	Medical Appointments Transportation	9
16	EBT Card Services	9
17	Disaster Service Center/ Hotline Volunteer Opportunities	8
18	Road Closure Bulletins	7
19	Red Cross Disaster Service Center	7
20	Sandbags/Water Diversion Systems	7

***08/23/2017-09/18/2017**

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: _____

PUBLIC INFORMATION RELEASE

Date

FOR IMMEDIATE RELEASE

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

We are receiving citizen and community inquiries 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 *(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, the Texas Military Department, the Brazos Valley Food Bank, 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 disaster relief organization name, address, and account number set up for such donations.

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 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*