

ANNEX T

DONATIONS MANAGEMENT

November 2022

**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

10/31/2022

Date



City of Bryan EM Coordinator

11/11/22

Date



City of College Station EM Coordinator

11/3/2022

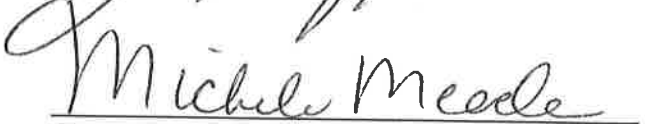
Date



City of Wixon Valley EM Coordinator

10/24/22

Date



City of Kurten EM Coordinator

10/31/2022

Date



Texas A&M University EM Coordinator

11/28/2022

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 volunteer and donations management function, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups, the local governmental jurisdictions, as well as supporting departments to manage donations of goods and services that may occur in the aftermath of an emergency situation. This function includes managing donated resources, establishing donation tracking, vetting unaffiliated volunteers, and logging volunteer hours (ref: FEMA CPG 101).

III. EXPLANATION OF TERMS

A. Acronyms

ARC	American Red Cross
CBO	Community-Based (Volunteer) Organization (see VOLAG)
CEOC	Community Emergency Operations Center
DOO	Donations Operations Office
DSG	Donations Steering Group
POD	Point of Distribution
PIO	Public Information Officer
RSA	Resource Staging Area
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, online donations, etc.
2. Goods: Food, water, clothing, equipment, toys, furniture, pharmaceuticals, bedding, cleaning supplies, etc.

3. Volunteers and their 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, also called “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 may 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 will assist with donations and volunteer management efforts if needed but will not take the primary responsibility.
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 or delivered to any of the affected jurisdictions whether or not the donations 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 a local jurisdiction.
4. Many individuals donate goods or offer services 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 the 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, drop-off location(s), online sites for monetary donations, 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. Examples include:
 - a. Donations given with an expectation of some sort of repayment, publicity, or a tax write-off.
 - b. Donations of out-of-date items (expired foodstuffs or pharmaceuticals), or unusable (broken furniture, dirty or torn clothing) or unsuitable items (food that requires refrigeration or winter coats in August).
 - c. Donations of volunteer services that do not meet the announced or advertised expectations or capabilities such as skilled trades without proper license or certification.
 - d. Donations provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
 - e. Donations offered at a "discount" to disaster victims, with any real savings being minimal or nonexistent.

- f. Donations offered in limited quantity as a deception to simply show an association with prior disaster relief for future advertising or publicity.
 - g. Donations that may be potentially hazardous (mildewed, rusty, recalled, flammable, or in any way dangerous).
8. Donated goods may arrive in the local area without warning. 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. Volunteers arriving at the incident scene may face significant risk of injury, and possibly impede emergency response operations if they are not appropriately managed.
10. Donations will frequently arrive unsorted and with minimal packaging or markings. Donations may be packed in boxes, crates, barrels, or garbage bags. Some items may be in bins or on pallets that require forklift or pallet jack transportation. When such goods are received, they must be sorted, repackaged, labeled, temporarily stored, and then transported to points of distribution to be picked up by disaster victims.
11. 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 who, specifically, received their donation.
 - e. Have their donation taken 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.
12. Disaster victims may:
- a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate points of distribution.
 - 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. Have unmet needs that can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of the donations management program are as follows:

1. Determine the needs of disaster victims and inform potential donors of those needs through the media and a variety of other means in a timely manner to reduce confusion and conflicts between donors, staging, transportation, and receiver pickup of goods.
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. As stated prior, the Interjurisdictional Partners do not wish to operate a system for donations management as this effort 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 directly 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 (CBOs) and the voluntary disaster relief agencies (VOLAGs) 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. These organizations are capable of receiving donations in areas across the State or Nation and then earmarking assistance for a particular disaster. Donors may also consult volunteer human resource providers in their own communities.
3. Donations of cash to CBOs and VOLAGs for disaster relief allow those organizations to accept and account for the donation, purchase the specific items needed by disaster victims and/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, they are the preferred donation method 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, the Donations Management Key Personnel, and the Donations Steering Group of the Unmet Needs Committee (UNC). The operating units include a Donations Operations Office (DOO), a Phone Bank (if needed), a Resource Staging Area (RSA), one or more Points of Distribution (PODs), and a Volunteer Center (VC).

1. Organizational Elements

- a. Donations Coordinator. A Donations Coordinator 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 Donations Coordinator, key personnel include the individuals who will supervise the operations of the RSA, Phone Bank, VC, and PODs, 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. DSG members are identified prior to a disaster, but it may be necessary 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 (ARC), the Salvation Army (TSA), and other VOADs. The Disaster 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 will determine how often they should meet 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 in obtaining services or goods that local government has been unable to provide. The Donations Coordinator is expected to assist in forming the UNC as soon as practical after a disaster occurs. The UNC may continue to operate for an extended period of time; this is directly related to the extent of the disaster or emergency. The UNC will consist of representatives from organizations that have provided or can provide money as well as manpower or materials to assist in disaster relief. UNC membership typically includes:
 - 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 and managed disaster relief.

The Donations Coordinator 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 the Interjurisdictional Partner officials to serve as voting members of this Committee. They serve instead in non-voting advisory or support roles only. It is important for there to be a liaison representing the leading jurisdiction on the Committee. 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. For more information, see Appendix 3. Some of the operating units listed below may be co-located if suitable facilities are available; for example, the VC may be co-located with the RSA if a facility that provides sufficient warehouse and office space is available. In coordinating use of facilities, it is important that providers understand 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 identifying donations that are needed and 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, hours, 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 Public Information Officers (PIOs) 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, if needed, 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 to 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 Community Emergency Operations Center (CEOC) 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 PODs where victims can pick them up.
- 2) The RSA is normally located outside of the disaster area and 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. Points of Distribution (PODs)

- 1) In the event that access to the incident site is limited due to hazards or accessibility, utilization of PODs may be necessary to stage resources until they are able to be brought into the affected area. Coordination of resource transportation to or between PODs will be coordinated through the CEOC and with operational representatives in the field.
- 2) PODs 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.
- 3) PODs are typically operated by local CBOs or nationally recognized VOLAGs such as TSA and ARC.
- 4) PODs are generally located in close proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government, or in leased or donated spaces.

- 5) See Appendix 4, Tab H for information on the operation of PODs 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 affected 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 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 DOO, Phone Bank, RSA, PODs, and a VC.
- d. Develop tentative operating procedures for the Phone Bank, RSA, PODs, and VC and determine how those facilities will communicate with each other.
- e. Identify and coordinate with volunteer organizations that could help in operating the cities and/or the county's donations management program.
- f. Brief elected officials, department heads and local volunteer groups about the local donations management program.
- g. Brief the media so they understand how the donations program will work and 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. Through the PIOs, 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 and conduct 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.
- 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

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 4 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 Donations Coordinator may be a volunteer or employee of a VOAD 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 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 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), prepare and keep this annex current.
 - 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). In the pre-emergency phase, this Guide will contain 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, 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, PODs, 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 Donations Coordinator 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 Donations Coordinator in determining which donations management functions should be activated after a disaster occurs.
 - d. Provide advice to the Donations Coordinator 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 Phone Bank and the media.
 - 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 Donations Coordinator 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 the equipping and staffing of 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 the equipping and staffing of 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.).
- d. Track and record all activities of monetary donations received and disbursed.

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 Donations Coordinator, will provide general guidance for donations management operations.
3. The Donations Coordinator 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 (ARC, the Texas Military Department, TSA, etc.) will respond to direction from those organizations.
6. Each individual supervising a donations management function will select one or two appropriate assistants/designees to run the operation in his or her absence.

B. Coordination

1. The Donations Coordinator will work out of and communicate from the DOO, which will be located near the respective CEOC, 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. Request that the VOADs check their 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. Have the VOADs and VC 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 CEOC for use in staff briefings and inclusion in periodic Situation Reports (see Annex N: Direction and Control). If the CEOC 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 points of distribution (truckload, pallets, boxes, etc.).

- 4) Unneeded goods delivered to other agencies.
 - 5) Current hours of operation.
 - 6) Number of persons employed and hours served (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 and hours served (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 and hours served 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, arrival times and departure of staff, receipt of or return of major equipment and the commitment of people, equipment, or materials to specific tasks.
2. The 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 Donations Coordinator for reference, file, and retention purposes.
3. The UNC 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 Donations Coordinator for retention.
4. Documentation of costs – 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 Donations Coordinator 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 guidelines (SOPs) to carry out those responsibilities.

XI. REFERENCES

- A. EMI IS-0288.a: *The Role of Volunteer Organizations in Emergency Management* (<https://training.fema.gov/is/courseoverview.aspx?code=IS-288.a&lang=en>)
- B. FEMA, *Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex*, January 2008
- C. FEMA, *Emergency Support Function #7 – Logistics Annex*, June 2016

D. FEMA, *Volunteer and Donations Management Support Annex*, May 2013

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

Brazos County Top Needs YTD 2022	
Rent Payment Assistance	1075
Electric Service Payment Assistance	802
Food Pantries	215
COVID-19 Diagnostic Tests	201
Low Income/Subsidized Private Rental Housing	149
Homeless Shelter	146
Housing Authorities	135
Gas Service Payment Assistance	122
Food Stamps/SNAP Applications	117
Area Agencies on Aging	104
Motel Bill Payment Assistance	76
Section 8 Housing Choice Vouchers	74
Non-Emergency Medical Transportation	66
Prescription Expense Assistance	57
Transitional Housing/Shelter	50
Water Service Payment Assistance	48
Fresh Food	44
Child Care Expense Assistance	42
Rent Payment Assistance * COVID-19	42
General Dentistry	42

Southeast Region Top Needs During and After Hurricane Laura (8/20/20-9/20/20)	
Disaster Food Stamps * Hurricane Victims	1353
Mass Care Shelters	1102
Evacuation Information	892
Food Stamps/SNAP Applications	836
Food Stamps/SNAP Applications * Hurricane Victims	825
Evacuation Transportation	752
Red Cross Disaster Service Centers	563
Food Pantries * Hurricane Victims	525
Food Pantries	482
Functional Needs Registries	475
Disaster Relief/Recovery Organizations	446
Evacuation Centers	382
FEMA Disaster Online/Tele-Registration	340
Motel Bill Payment Assistance	314
Electric Service Payment Assistance	287
Food Stamps/SNAP Applications COVID-19	278
Rent Payment Assistance	243
Disaster Food Stamps	236
Food Vouchers	175
City Offices of Emergency Services	166
Hotels/Motels	164
Mass Feeding Services	137
Disaster Related Rumor Control	136
Post Disaster Cleanup Crews	127
Post Disaster Points of Distribution	124
Motel Bill Payment Assistance * Hurricane Victims	120
Gas Money	98
COVID-19 Diagnostic Tests	95
Post Disaster Damage Reporting	93
Homeless Shelter	81
Disaster Food Stamps * COVID-19	75
311 Services	63
Water Service Payment Assistance	60
Gas Service Payment Assistance	59
Undesignated Temporary Financial Assistance	55
211 Lead Agencies	52
Housing Authorities	49
Clothing Vouchers	46
Adult Protective Services	45
Disaster Clothing/Emergency Supplies	45

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 help 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 aid 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", online, and/or call 2-1-1.

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*