

**Appendix 4
to
Annex T
Donations Management**

**DONATIONS
MANAGEMENT
OPERATIONS
GUIDE**

October 2012

**Brazos County Interjurisdictional
Emergency Management**

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 should be at least partially completed to provide contact information for the Donations Steering Group and other 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, a Donations Coordinator should be appointed (include appointment letter in Tab A to this Guide) and Donations Steering Group members and key donations management personnel identified (complete Tabs B and C to this Guide). The Guide may be further developed during the pre-emergency phase; the Donations Coordinator should maintain it with the assistance of the Donations Steering Group. Copies will be provided to members of the Donations Steering Group, key donations management personnel, and the Emergency Management Coordinator.
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. Tabs D through I should be completed during this phase. 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 Steering Group, 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 – Letter of Appointment
Tab B	Donations Steering Group
Tab C	Key Donations Management Personnel
Tab D	Unmet Needs Committee
Tab E	Donations Operations Office
Tab F	Resource Staging Area (RSA)
Tab G	Phone Bank
Tab H	Distribution Points
Tab I	Volunteer Center
Tab J	Handling Cash Donations



BRAZOS COUNTY

BRYAN, TEXAS

Duane Peters
Office of the County Judge
200 S. Texas Ave., Ste. 332
Bryan, TX 77803

Phone: (979) 361-4102
Fax: (979) 361-4503
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October 26, 2012

RE: Donations Coordinator Appointment

Effective this date, I have appointed Lieutenant Jeremy Walker of The Salvation Army as the Donations Coordinator (DC) for Brazos County. Lieutenant Walker will supervise the donations management program for Brazos County using the guidance of Chief Elected Officials and the recommendations of the Donations Steering Group.

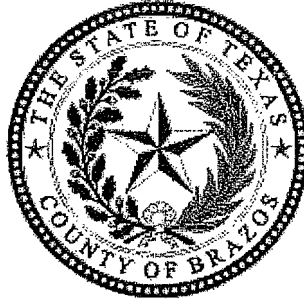
The DC will provide additional guidance, direction, and supervision to all functions of the County's donations management program which are activated during and after a major emergency or disaster and fall under the jurisdiction of this County.

The DC will additionally work closely and collaborate with all recognized voluntary agencies in the County that will be helping victims during and after a disaster.

This appointment will remain in force until terminated by either party.

Regards,

Duane Peters
County Judge



BRAZOS COUNTY
BRYAN, TEXAS

FILED

2012 OCT 26 A 11:59

CLERK OF THE COUNTY CLERK

Juan Romo

NOTICE OF MEETING AND AGENDA

BRAZOS COUNTY COMMISSIONERS COURT

THE COMMISSIONERS COURT OF BRAZOS COUNTY WILL MEET IN
REGULAR SESSION ON OCTOBER 30, 2012 AT 10:00 PM IN THE
COMMISSIONERS COURTROOM OF THE COUNTY ADMINISTRATION
BUILDING, 200 SOUTH TEXAS AVE., SUITE 106, BRYAN, TX 77803

1. Invocation and Pledge of Allegiance - U.S. and Texas Flag - Chaplain G.H. Jones and Judge Peters
2. Call for Citizen input and/or concerns.

Consider and take action on agenda items 3 - 33:

3. Resolution 12-014 providing for the public sale of property acquired by the County of Brazos from delinquent taxes.
4. Appointment of Lieutenant Jeremy Walker of The Salvation Army as the Donations Coordinator (DC) for Brazos County's Donation Management Program which is activated during and after a major emergency or disaster that falls under the jurisdiction of Brazos County. This appointment is effective immediately.
5. Consider and take action on submitting the required report of eminent domain authority to the Comptroller of Public accounts.
6. Reclassification of position under the Sheriff effective November 3, 2012. The reclassification has no fiscal impact to the FY 2013 budget.
 - a. Deletion of Clerk I - Evidence, Class Code 1435 Position 1, Group 10 Step 15, Pay Code 014
 - b. Creation of Clerk II - Warrant Clerk, Class Code TBD, Position TBD, Group 12 Step 11, Pay Code 014.
7. Approval of Amendment Documents for Security Benefit Deferred Compensation Plan
8. Extension of bid contract 2012-05 Janitorial Supplies with Ray Criswell.
9. Extension of bid contract 2012-08R Cleaning Supplies with Prostar, Inc.

DONATIONS STEERING GROUP

1. The Donations Steering Group should consist of local government officials, community leaders, and designated members of the community-based (volunteer) organizations (CBOs) and the voluntary agencies (VOLAGs) who would have an interest in setting policy for and being a part of the donations management program if conditions warrant that it be operated by the County and/or City government(s).
2. The following are typical organizations, donations management personnel, and other officials that should be represented on the Donations Steering Group:
 - a. Donations Coordinator – Directs donations management operations
 - b. Volunteer Coordinator – Obtains/manages volunteers who donate time and services
 - c. Representatives from community-based (volunteer) organizations (CBOs) such as:
 - 1) Local volunteer center
 - 2) Faith-based organizations
 - 3) Local ministerial alliance
 - 4) Clubs and organizations having a charitable mission as a part of their activities (e.g., Jaycees, Scouts, Lions Clubs, fraternities, sororities, Kiwanis, Shriners, Masons, Knights of Columbus, Telephone Pioneers, etc.)
 - d. Representatives from local chapters of national voluntary agencies (VOLAGs) such as:
 - 1) American Red Cross (ARC)
 - 2) The Salvation Army (TSA)
 - 3) Texas Baptist Men (TBM)
 - 4) Adventist Community Services (ACS)
 - 5) Area Food Banks (i.e., America's Second Harvest)
 - 6) Humane Society
 - 7) Church World Service (CWS)
 - 8) United Methodist Committee on Relief (UMCOR)
 - 9) Radio Emergency Associated Communications Teams (REACT)
 - 10) Catholic Charities
 - 11) St. Vincent de Paul Society
 - e. Public Works Representative – Assists in receiving, storing, sorting, transporting, and distributing donated resources
 - f. Donations Financial Officer – Records, handles, and disburses monetary donations
 - g. Law Enforcement Representative – Coordinates security for government-supplied resources, donated goods, the Resource Staging Area, the Phone Bank, the Volunteer Center, Distribution Points, etc.
 - h. Public Health Officer – Certifies specialized medical volunteers and the use or disposition of donated foods and medical supplies
 - i. Public Information Officer – Works with the media on donations announcements/pleas

DONATIONS STEERING GROUP MEMBERS

1. **ORGANIZATION: United Way of the Brazos Valley**
 Representative's Name/Title: **President**
 Agency Address: 909 Southwest Pkwy. East, College Station, Suite 100, 77840
 Office Phone: (979) 696-4483 Fax: (979) 696-4490
 E-mail Address:

2. **ORGANIZATION: United Way of the Brazos Valley**
 Representative's Name/Title: **Ms. Alison Prince, Vice President Community Impact**
 Agency Address: 909 Southwest Pkwy. East, College Station, Suite 100, 77840
 Office Phone: (979) 696-4483 Fax: (979) 696-4490
 E-mail Address: aprince@uwbv.org

3. **ORGANIZATION: The Salvation Army**
 Representative's Name/Title: **Lieutenant Jeremy S. Walker, Corp Officer & Pastor**
 Agency Address: 2506 Cavitt, Bryan, 77802
 Office Phone: (979) 361-0618 Fax: (979) 823-4109
 E-mail Address: jeremy_walker@uss.salvationarmy.org

4. **ORGANIZATION: Brazos Food Bank**
 Representative's Name/Title: **Theresa Mangapora, Executive Director**
 Agency Address: P. O. Box 74, Bryan 77802
 Office Phone: (979) 779-3663 Fax: (979) 821-2111
 E-mail Address: tmangapora@bvf.org

5. **ORGANIZATION: American Red Cross**
 Representative's Name/Title: **Branch Manager**
 Agency Address: 4244 Boonville Rd., Bryan 77802
 Office Phone: (979) 776-8279 Fax: (877) 813-6811
 E-mail Address:

6. **ORGANIZATION: Retired & Senior Volunteers Program**
 Representative's Name/Title: **Program Manager**
 Agency Address: P.O. Drawer 4128, Bryan 77805
 Office Phone: (979) 595-2800 Fax: (979) 595-2810
 E-mail Address:

7. **ORGANIZATION: Brazos County Emergency Management**
 Representative's Name/Title: **Chuck Frazier, EMC**
 Agency Address: 110 N. Main St., Suite 100, Bryan, 77803
 Office Phone: (979) 979-821-1010 Fax: (979) 393-9922
 E-mail Address: cfrazier@brazoscountytexas.gov

8. **ORGANIZATION: Brazos County Emergency Management**
 Representative's Name/Title: **Michele Meade, Deputy EMC**
 Agency Address: 110 N. Main St., Suite 100, Bryan, 77803
 Office Phone: (979) 979-821-1011 Fax: (979) 393-9922
 E-mail Address: mmeade@brazoscountytexas.gov

9. ORGANIZATION: City of College Station Emergency Management

Representative's Name/Title: **Brian Hilton, EMC**
Agency Address: P. O. Box 9960, College Station, 77842
Office Phone: (979) 821-1020 Fax: (979) 393-9922
E-mail Address: bhilton@cstx.gov

10. ORGANIZATION: City of Bryan Emergency Management

Representative's Name/Title: **Jerry Henry, EMC**
Agency Address: 300 W. William J. Bryan Pkwy., Bryan, 77803
Office Phone: (979) 821-1030 Fax: (979) 393-9922
E-mail Address: jhenry@bryantx.gov

11. ORGANIZATION: Texas A&M University Emergency Management

Representative's Name/Title: **Monica Weintraub, EMC**
Agency Address: 110 N. Main St., Suite 100, Bryan, 77803
Office Phone: (979) 821-1041 Fax: (979) 393-9922
E-mail Address: mweintraub@tamu.edu

12. ORGANIZATION: Twin City Mission

Representative's Name/Title: **Ron Crozier, Director of Community Relations**
Agency Address: P.O. Box 3490, Bryan, 77805
Office Phone: (979) 822-7511 Fax: (979) 822-2674
E-mail Address: saxond@twincitymission.org

13. ORGANIZATION: Twin City Mission

Representative's Name/Title: **Debbie Saxon, Program Director**
Agency Address: P.O. Box 3490, Bryan, 77805
Office Phone: (979) 822-7511 Fax: (979) 822-2674
E-mail Address: saxond@twincitymission.org

14. ORGANIZATION: Brazos Valley Council of Governments

Representative's Name/Title: **Rick Dysart, CERT Program Coordinator**
Agency Address: P.O. Drawer 4128, Bryan, 77805
Office Phone: (979) 595-2800 Fax: (979) 595-2810
E-mail Address: rdysart@bvcog.org

KEY DONATIONS MANAGEMENT PERSONNEL

1. **Donations Management Coordinator: Lieutenant Jeremy Walker**
 Agency Address: 2506 Cavitt, Bryan, 77802
 Office Phone: (979) 361-0618 Cell: (972) 777-2041
 Pager: N/A Fax: (979) 823-4109
 E-mail Address: jeremy_walker@uss.salvationarmy.org

2. **Assistants to DMC & Distribution Center Manager(s): Salvation Army Staff**
 Agency Address: 2506 Cavitt, Bryan, 77802
 Office Phone: (979) 361-0618 Cell: (979) N/A
 Pager: N/A Fax: (979) 823-4109
 E-mail Address: N/A

3. **Volunteer Coordinator: Rick Dysart, CERT Program Coordinator**
 Agency Address: P.O. Drawer 4128, Bryan, 77805
 Office Phone: (979) 595-2800 Cell: (979) 324-7973
 Pager: N/A Fax: (979) 595-2810
 E-mail Address: rdysart@bvcog.org

4. **Resource Staging Area (RSA) Manager: Howard Hart**
 Agency Address: 300 S. Texas Ave., Bryan, 77803
 Office Phone: (979) 209-5056 Cell: (979) 777-0787
 Pager: N/A Fax: (979) 209-5059
 E-mail Address: hhart@bryantx.gov

5. **Donations Financial Manager: Tasha Pipkin**
 Agency Address: 909 Southwest Pkwy. E., Suite 100, College Station, 77840
 Office Phone: (979) 696-4483 Cell: (979) 224-2345
 Pager: N/A Fax: (979) 696-4490
 E-mail Address: uway@uwbv.org

6. **(Other Key Donations Manager):**
 Agency Address:
 Office Phone: Cell: Pager: Fax:
 E-mail Address:

7. **(Other Key Donations Manager):**
 Agency Address:
 Office Phone: Cell: Pager: Fax:
 E-mail Address:

8. **(Other Key Donations Manager):**
 Agency Address:
 Office Phone: Cell: Pager: Fax:
 E-mail Address:

UNMET NEEDS COMMITTEE

1. During the recovery process, after all the disaster relief organizations and the state and/or federal government have provided monetary and other assistance to the disaster victims, there will still be those individuals and families who, for various reasons, need additional help in recovering from a disaster.
2. The Unmet Needs Committee is a group of representatives (generally from community-based relief organizations, established disaster relief agencies, the ministerial alliance, the local council of churches, local foundations, civic clubs, local businesses, etc.) who meet together to consider individual cases where the victims' needs are significantly greater than the government and charitable assistance being provided.
3. The representatives on the Committee are from organizations that can provide money, manpower, and/or materials for disaster relief. If an organization does not provide one of the 3-Ms above, then that organization should not be a member of the Unmet Needs Committee, or at least not a voting member.
4. The Unmet Needs Committee is generally chaired by a person elected by its members. Preferred candidates are local individuals who are well-known and respected, have exhibited successful organization leadership and collaboration skills in the past, and are not currently government officials.
5. A typical method of processing an "unmet needs request" by the Committee would be:
 - a. Any member of the Committee can submit a "request," and as such, will be designated as the "advocate agency" for that particular unmet needs case.
 - b. The Red Cross generally develops all cases in which the disaster victim has received the maximum Individual Family Grant award.
 - c. A "request" should consist of the following:
 - 1) A signed request by the victim asking for additional assistance
 - 2) A verification of the loss incurred
 - 3) A compilation of the specific disaster-caused needs of the victim
 - 4) A recap of the assistance already provided by the various disaster relief agencies, the State, and the federal government
 - 5) The current financial status of the victim (the individual must sign a "Release of Confidential Information" form)
6. The advocate agency will present the individual case, and the Committee will review it. Each agency representative on the Committee will determine whether his or her agency can provide additional assistance to what has already been provided.
7. If the stated need is still unmet, and donations (money, resources, and/or manpower) are still available to help satisfy that need, then an appropriate portion of the available donations will be provided.

8. If cash is the type of donation that is considered best to satisfy the need, then, based upon the concurrence of the Committee members, the chair of the Committee will authorize the donations account bank managers to disburse the appropriate funds to the victim.
9. If the monetary donation is to be used by a vendor to provide services, a two-party check is often appropriate to preclude misuse of the donated funds (i.e., the check is made out to both the victim and the vendor).

DONATIONS OPERATIONS OFFICE

1. Purpose

The Donations Operations Office is the primary function established to set up and operate the County's Donations Management program/system.

The Donations Operations Office coordinates and collaborates with the volunteer agencies on the Donations Steering Group to set policy and establish donations management procedures.

The Donations Operations Office performs as the liaison between the Community Emergency Operating Center (CEOC) and the donations management operational entities/functions.

2. Facilities & Equipment

- a. The Donations Operations Office should operate in a facility that is located, if at all possible, in proximity to both the Community EOC and the disaster area.
- b. Typical equipment in the Donations Operations Office would be:
 - 1) Sufficient desks, tables, and chairs for staff personnel
 - 2) A large conference room (for daily meetings of the Donations Steering Group)
 - 3) Copier and facsimile machine
 - 4) Sufficient phones for personnel
 - 5) Computers (with Internet access) and printer
 - 6) Break area with microwave, refrigerator, and sink

3. Staffing

See Attachment 1.

4. Operations

The Donations Operations Office should accomplish the following:

- 1) Select which donations management facilities/functions will operate for the disaster
- 2) Work closely with local government officials on disaster-related activities
- 3) Facilitate regular meetings of the Donations Steering Group
- 4) Provide operational policy for the operational donations management facilities
- 5) Coordinate with the Community EOC to assess donations needed/not needed, and to obtain the latest disaster-related information for relay to callers
- 6) Coordinate with the volunteer agencies to determine updated referral numbers and other key information
- 7) Ensure the County and/or City Financial Officer(s) is/are dealing with the issue of cash donations (e.g., account number, check address, disbursement policies, etc.)

- 8) Work with the County and/or City(s) Public Information Officer to prepare public service announcements and media pleas
- 9) Maintain updated records on all donations (e.g., cash, goods, and volunteers)
- 10) Operate as the initial Phone Bank if one is needed
- 11) Assist in coordinating transportation issues with the Resource Staging Area and Distribution Points
- 12) Assist in establishing an Unmet Needs Committee, if one is required
- 13) Prepare "letters of thanks" as appropriate

**Attachment 1
Donations Operations Office Staffing**

1. Donations Operations Office Supervisor
Name: **Alison Prince, United Way of the Brazos Valley**
Address: 909 Southwest Pkwy. East, Suite 100, College Station, 77840
Office Phone: (979) 696-4483
Pager: N/A Fax: (979) 696-4490
E-mail Address: aprince@uwbv.org

2. Donations Operations Office Assistant to Supervisor
Name: **President, United Way of the Brazos Valley**
Address: 909 Southwest Pkwy. East, Suite 100, College Station, 77840
Office Phone: (979) 696-4483
Pager: N/A Fax: (979) 696-4490
E-mail Address:

Other Donations Operations Staff will be assigned as needed from the staff of the United Way of the Brazos Valley and qualified volunteers.

3. Donations Operations Office Staff
Name:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

4. Donations Operations Office Staff
Name:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

5. Donations Operations Office Staff
Name:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

RESOURCE STAGING AREA (RSA)

1. Purpose

A Resource Staging Area (RSA) is established to receive, sort, organize, repackage if necessary, and temporarily stores donated goods and then transport them to Distribution Points where victims can pick them up. A regional RSA area may be established by the State to serve a group of affected communities. If a regional RSA area is established, volunteers from those communities that receive goods from the facility will normally participate in its operation.

2. Facilities & Equipment

a. General facility requirements are outlined below. Vacant warehouses and large stores are frequently used (see Attachment 1 for candidate facilities).

- 1) Sufficient space (50,000-100,000 square feet) with hard flooring (for forklifts)
- 2) Several loading docks
- 3) Heated/cooled storage and work areas and some type of office space
- 4) Refrigerated area for selected foods and medicines
- 5) Large, paved parking lot for numerous commercial trucks to maneuver and park
- 6) Adequate power
- 7) Security fencing with entry point and perimeter lighting

b. General equipment/supply requirements are:

- 1) Phone service
- 2) Adequate lighting for work areas
- 3) Sufficient desks and chairs
- 4) Long (raised to chest-height) tables for sorting and packaging incoming goods
- 5) Packaging materials (e.g., special cartons, binding tape, shrink-wrap, steel bands with binder, etc.)
- 6) Drinking water and restrooms
- 7) Copier and fax machine
- 8) Computers (with Internet access) and printer
- 9) Pallet jacks
- 10) Forklifts (electric or natural gas if used inside closed building)
- 11) Medium-sized (bread) trucks with an elevator lift if possible, for transporting goods from the RSA to distribution facilities
- 12) Designated area/location for fueling distribution trucks (e.g., government facility)

Note: If volunteer workers will be living at the facility, then showers, a food preparation/dining area, and a separate sleeping area are desirable.

3. Staffing

See Attachment 2.

4. Operations

a. Pre-emergency Phase:

- 1) Identify facilities in the local area that could serve as an RSA.
- 2) Keep current telephone numbers of the lessors/realtors/owners that could provide the status of applicable facilities.
- 3) Develop a method for determining the availability status of a potential facility in the event a disaster has occurred or is occurring.

b. Set-Up:

- 1) Locate an available facility and obtain authority/permission for its use.
- 2) Equip the facility (basic requirements are outlined above).

c. Develop guidelines for:

- 1) Obtaining and recording costs for fuel used in distribution trucks
- 2) Ensuring proper certifications for drivers of all RSA-associated trucks
- 3) Ensuring proper training of forklift operators
- 4) Recording the receipt, storage, and distribution/disposition of donated goods
- 5) Training, maintaining the status of, and assigning jobs to volunteer workers

**Attachment 1
Proposed Resources Staging Areas**

1. **Proposed RSA 1: Bryan Aquatic Center**
Owner: Bryan I.S.D.
Address: 3100 Oak Ridge, Bryan, 77802
Office Phone: (979) 361-3650 Cell: N/A
Pager: N/A Fax: N/A
E-mail Address: N/A

2. **Proposed RSA 2: First Baptist Church of Bryan**
Owner: First Baptist Church
Address: 3100 Cambridge Dr., Bryan, 77802
Office Phone: (979) 776-1400 Cell: N/A
Pager: N/A Fax: N/A
E-mail Address: N/A

3. **Proposed RSA 3: Texas A&M University, Riverside Campus**
Owner: Texas A&M University
Address: State Hwy. 47 @ State Hwy. 21
Office Phone: N/A Cell: N/A
Pager: N/A Fax: N/A
E-mail Address: N/A

4. **Local Real Estate Agents Handling Commercial Real Estate:**

Name: **Oldham Goodwin Group**
Point of Contact: Amy Jones
Phone: (214) 649-7840

Name: **Clark & Wyndham, Inc.**
Point of Contact: Amber Smith
Phone: (979) 739-4300

6. **Local Office of Economic Development and/or Chamber of Commerce:**

Name: **Research Valley Partnership**
Point of Contact: Todd McDaniel
Phone: (979) 260-1755

Name: **Bryan-College Station Chamber of Commerce**
Point of Contact: Mr. Royce Hickman
Phone: (979) 260-5200

**Attachment 2
Resource Staging Area Staff**

1. **Equipment Unit Manager: Available personnel from City of Bryan Risk Mgmt. Dept.**
Address: 300 S. Texas Ave., Bryan, 77803
Office Phone: (979) 209-5924 Cell: Pager: Fax:
E-mail Address:

2. **Phone Line/Equipment Unit Manager: Billy Melzow, Brazos County Information Tech.**
Address: 205 E 27th St., Bryan, TX 77803
Office Phone: (979) 361-4693 Cell: Pager: Fax:
E-mail Address: bmelzow@brazoscountytexas.gov

3. **Transportation Unit Manager: Available personnel from Brazos County and/or City of Bryan Risk Management Departments**
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

4. **Security Unit Manager: Available personnel from Blinn College Police Dept.**
Address: 2423 Blinn Blvd., Bryan, TX
Office Phone: (979) 209-7404 Cell: Pager: Fax:
E-mail Address:

5. **Support Unit Manager: Available personnel from Brazos County and/or City of Bryan Risk Management Departments**
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

PHONE BANK

1. Purpose

- a. To provide the capability to handle a large number of phone calls during and after a disaster from donors and other persons that are overloading emergency operations center (EOC) capabilities.
- b. Calls can generally be classed into four types:
 - 1) Donors providing a donation, starting a “drive,” or wanting to know how best to donate
 - 2) Vendors wanting to provide services or materials at a reduced cost to the disaster victims
 - 3) Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, who will off-load it, etc.
 - 4) Persons, including disaster victims, seeking disaster-related information

2. Facilities & Equipment

See Attachment 1.

3. Staffing

See Attachment 2.

4. Operations

- a. Set-Up
 - 1) Locate the building/room(s) for the Phone Bank.
 - 2) Obtain an “800” toll free number.
 - 3) Obtain the appropriate number of incoming and outgoing phone lines (if they are not the same) based on the numbers of incoming calls anticipated and the types of outgoing calls to be made.
 - 4) Obtain corresponding switching equipment so incoming calls can be distributed equally.
 - 5) Obtain appropriate answering equipment (phone instruments, headsets, etc.).
 - 6) Obtain appropriate furniture for operators (desks, chairs, cubicles, etc.).
 - 7) Select and train personnel.
 - 8) Designate an area or room from which the Donations Steering Group can operate.
 - 9) Prepare complete donations-related Phone Operator Guides with referral numbers.
 - 10) Prepare training agenda and conduct training as appropriate.
- b. Operations
 - 1) Alert pre-certified phone operator volunteers for duty; obtain additional volunteers or paid personnel.
 - 2) Prepare duty times and schedules (based on anticipate incoming calls).

- 3) Consider security of workers (especially at night).
- 4) Consider accommodations for disabled workers.
- 5) Consider parking accessibility (especially at night and for older or disabled workers).
- 6) Prepare a phone recording device on the 800 line for responding to donors during non-operational hours.
- 7) Record donations-related information:
 - a) A listing of donations offered
 - b) Information on donors
 - c) Donations referrals
 - d) An updated resources database derived from vendors
 - e) Thank You Letters sent
- 8) Prepare procedures for dealing with donations collection and transportation issues such as steering donor "drives" to be more productive, assisting truck drivers en route in finding the donations drop-off point, etc.

**Attachment 1
Proposed Phone Bank Locations**

1. **Proposed Phone Bank 1: United Way of the Brazos Valley (211)**
Name/Title: Missee Mora, I & R Coordinator
Address: 909 Southwest Pkwy., Suite 100, College Station, TX
Office Phone: (979) 696-4483 Cell: N/A
Pager: N/A Fax: (979) 696-4490
E-mail Address: mmora@uwbv.org

2. **Proposed Phone Bank 2: Community Emergency Operations Center**
Address: 110 N. Main St. Ste. 100, Bryan, TX 77803
Office Phone: (979) 821-1000 Cell: N/A
Pager: N/A Fax: N/A
E-mail Address: N/A

3. **Proposed Phone Bank 3: College Station Emergency Operations Center**
Owner: City of College Station
Address: 1207 Texas Ave., College Station, TX 77840
Office Phone: (979) 764-6210 Cell: N/A
Pager: N/A Fax: N/A
E-mail Address: N/A

**Attachment 2
Phone Bank Staffing**

1. **Operations Unit Manager: Alison Prince, UWBV**
Address: 909 Southwest Pkwy. East, Suite 100, College Station, 77840
Office Phone: (979) 696-4483 x 113 Cell: N/A
Pager: N/A Fax: (979) 696-4490
E-mail Address: aprince@uwbv.org

2. **Phone Line/Equipment Unit Manager: Missee Mora, I & R Coordinator, UWBV**
Address: 909 Southwest Pkwy. East, Suite 100, College Station, 77840
Office Phone: (979) 696-4483 Cell: N/A
Pager: N/A Fax: (979) 696-4490
E-mail Address: mmora@uwbv.org

3. **Support Equipment Unit Manager: Will be filled with available UWBV Staff**
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

4. **Donations Coordination Team (DCT) Leader: Will be filled with available UWBV Staff**
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

DISTRIBUTION POINTS

1. Purpose

- a. Distribution Points are locations where disaster victims pick up donated goods, materials, and supplies, etc. after a disaster strikes.
- b. The Donations Coordinator (or designee) should work closely with the applicable voluntary agencies to determine where exactly these distribution points will be.
- c. In the event that a distribution site is not established, then the County will need to establish one to distribute any goods received.

2. Facilities, Equipment, & Supplies

See Attachment 1.

3. Staffing

These facilities are generally operated by either local community-based organizations or nationally-recognized voluntary organizations and agencies. These voluntary organizations will initially use their own trained personnel for distribution operations and solicit volunteers from the community and other sources to assist as needed.

4. Operations

- a. Since local distribution operations are generally conducted by the volunteer agencies, the procedures for such operations would be the ones already used by the particular agency operating the distribution point (e.g., The Salvation Army, the American Red Cross, the Adventist Community Services, etc.).
- b. The Adventist Community Services has special expertise in managing, handling, sorting, storing, and distributing large volumes of donated goods, especially those that may not have been requested. Coordination with that agency for assistance is encouraged.

**Attachment 1
Distribution Point Locations**

Distribution Points will be established by the Emergency Management Staff and will be located as best to serve the victims of the disaster.

1. Proposed Distribution Point 1:

Agency/Organization in Charge:

Site Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

2. Proposed Distribution Point 2:

Agency/Organization in Charge:

Site Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

3. Proposed Distribution Point 3:

Agency/Organization in Charge:

Site Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

VOLUNTEER CENTER

1. Purpose

- a. The Volunteer Center is a facility where spontaneous, emergent, or unaffiliated volunteers are assembled and assigned tasks to assist the disaster victims or the community as a whole.
- b. The Volunteer Center performs several functions, including:
 - 1) Task Identification – Determining exactly what needs to be done and the types of individuals and services needed to do the job.
 - 2) Registration – Identifying volunteers and checking their background, skills, credentials, and providing appropriate identification badges.
 - 3) Dispatch – Matching jobs with skills and directing volunteers where to go to complete the needed task(s).
 - 4) Communications – Working between the Volunteer Center and disaster scene operations to ensure volunteers are being used effectively.
 - 5) Support – Established to provide food, water, lodging, transportation, first aid, and appropriate tools (shovels, chainsaws, gloves, back braces, etc.) to assist volunteer disaster workers.

2. Facilities & Equipment

Pre-Emergency Planning

- 1) Determine potential locations for the Center (currently the Brazos Valley Council of Governments Office). If possible, the facility should have:
 - a) An office area
 - b) A kitchen, dining area, and restroom facilities
 - c) A sufficient parking area for large numbers of people arriving in cars, vans, trucks, buses, etc.
- 2) Make arrangements in advance to use suitable facilities. See Attachment 1 for a list of candidate facilities.
- 3) Identify nearby sources of potential volunteer workers. See Attachment 3.

3. Staffing

See Attachment 2.

4. Operations

- a. Facility Set-Up. Obtain the following in the event the Volunteer Center is activated:
 - 1) Sufficient phone lines and phone instruments to conduct volunteer operations, and sufficient furniture, desks, chairs, etc. to accommodate workers and staff
 - 2) Copier and fax machine

- 3) Computers (with Internet access) and appropriate printer
- 4) Capability to produce security access badges
- 5) Tools with appropriate markings to preclude theft
- 6) Vehicles (vans, buses, etc.) to transport volunteer workers to and from the Volunteer Center and the work sites
- 7) Temporary floor coverings (plastic, etc.) for protecting the high traffic areas in the event the Volunteer Center is located in a special-use building (e.g., church, etc.)

b. Facility Operation

- 1) An Administrative function to in-process volunteer workers; to determine their job interests, skills, and certifications; to issue security badges; etc.
- 2) A Dispatch function to catalog what jobs exist, to match the volunteer workers with the appropriate tasks to be accomplished, and to issue appropriate tools for the job (e.g., gloves, saws, brooms, rakes, shovels, etc.)
- 3) A Support function to provide meals, drinks, etc. for the workers both at the Volunteer Center and their workplaces

**Attachment 1
Volunteer Center Locations**

1. **Proposed Site 1: Brazos Valley Council of Governments, RSVP**
Address: 3991 E. 29th Street, Bryan, 77802
Office Phone: (979) 595-2800 Cell: N/A
Pager: N/A Fax: (979) 595-2810
E-mail Address: N/A

2. **Proposed Site 2: American Red Cross**
Address: 4244 Boonville Rd., Bryan, 77802
Office Phone: (979) 776-8279 Cell: N/A
Pager: N/A Fax: (877) 813-6811
E-mail Address: N/A

3. **Proposed Site 3:**
Manager/Lessor/Seller:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

4. **Proposed Site 4:**
Manager/Lessor/Seller:
Address:
Office Phone: Cell: Pager: Fax:
E-mail Address:

**Attachment 2
Volunteer Center Staffing**

Volunteer Centers will be staffed with available personnel from the BVCOG, specifically the RSVP, and the American Red Cross.

Site Manager Contact:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Alternate Site Manager Contact:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Dispatch Unit Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Equipment Unit Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

Support Unit Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

**Attachment 3
Potential Sources of Volunteer Workers**

Volunteer coordinators in the county maintain a current list of available volunteers. These volunteers come from various civic organizations, trained CERT members, and the public.

Name of Organization:

Point of Contact:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

Name of Organization:

Point of Contact:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

HANDLING CASH DONATIONS

1. Cash donations are frequently the best type of donation since the money received can easily be used by the recipient organization to assist disaster victims in purchasing goods and clothing, obtaining transportation, repairing their home, etc.
2. Donors should be encouraged to contribute cash, not to the county and/or cities, but rather to the local community-based organizations or the voluntary disaster relief agencies (e.g., the United Way of the Brazos Valley, the American Red Cross (ARC), The Salvation Army (TSA), Adventist Community Services (ACS), America's Second Harvest (Food Banks), Texas Baptist Men, United Methodist Committee on Relief (UMCOR), St. Vincent de Paul Society, B'nai B'rith, Twin City Mission, and others).
3. Cash donations should generally not be accepted by the County and/or Cities since the management of donated disaster funds by the government often turns to be a "lose-lose" proposition in that the disbursement of these funds can rarely, if ever, be carried out in an equitable manner that is sufficient to satisfy all the recipients and non-recipients.
4. If, however, unsolicited funds are received and accepted (i.e., not returned) by the County and/or Cities, then the subsequent steps should be followed:
 - a. A separate bank account with an appropriate account number should be established.
 - b. Persons, corporations, organizations, etc. wishing to donate cash should know exactly who to make the check out to, the appropriate address to which the check should be sent, and any other information needing to be written on the check to validate and enhance its processing.
 - c. The same applies to other forms of donated securities such as stocks, bonds, etc.
 - d. Procedures should be written to clearly show:
 - 1) How the account will be managed.
 - 2) Who will establish and maintain the account.
 - 3) Under what authority.
 - 4) Who will give the approval to the bank account managers for disbursement.
 - 5) What will be the exact process used to authorize disbursement.
 - 6) By what method is the payment made (two-party check, etc.).
 - e. The person(s) authorized to disburse the funds should be a neutral party and not associated with the recipients, the government, or any other person or entity that could prejudice the disbursement of monies or otherwise indicate impropriety.