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EF 17 – Volunteer and Donations Management

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EF 17. Volunteer and Donations Management

EF 17 Tasked Agencies	
Primary Agencies	Shasta County Office of Emergency Services
Supporting Agencies	American Red Cross Salvation Army Community- and Faith-based organizations Volunteer Organizations Active in Disaster
Primary State Agency	California Volunteers

1   Purpose and Scope

Emergency Function (EF) 17 has been developed to ensure the most efficient and effective use of the following types of volunteer and donations to support incidents requiring response from Shasta County (County) response:

■   Spontaneous Unaffiliated Volunteers

■   Affiliated Volunteers

■   Monetary Donations

■   In-Kind Donations

■   Nongovernmental Organization Coordination

2   Policies and Agreements

2.1   Policies

The following policies are currently in place:

■   None at this time.

2.2   Agreements

The following agreements are currently in place:

■   None at this time.

3   Situation and Assumptions

3.1   Situation

■   During emergencies, unsolicited goods and services may jam distribution channels, overwhelm government and volunteer agencies, and hamper operations.

■   Offers of assistance from unaffiliated volunteers are often underutilized and may be problematic for established response

agencies, despite the good intentions of citizens that emerge to help their neighbors.

3.2　Assumptions

■　Donations of unsolicited, non-useful, and unwanted goods can be expected.

■　Lack of an organized system of management for establishing needs and for receiving, sorting, prioritizing, and distributing donations could result in chaos.

■　Careful planning will reduce or eliminate problems associated with unsolicited donations and spontaneous, unaffiliated volunteers.

■　Volunteer organizations such as the American Red Cross, Salvation Army, United Way, church groups, and other locally established volunteer groups are the most appropriate organizations to support the management of volunteers and donations.

■　The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services.

■　Government and volunteer agencies have access to personnel who can support the operations presented in this plan.

■　Personnel from coordinating and cooperating agencies will be adequately trained and prepared to conduct operations.

■　Public offers of assistance may be in the form of money, food, clothing, products, equipment, in-kind services, or volunteered time. Monetary donations, staple goods, and items specifically requested best serve the needs of victims.

4　Roles and Responsibilities

During emergencies, volunteer and donations management activities will be managed by the EF 17 coordinator.

4.1　Emergency Function 17 Actions by Phase of Emergency Management

4.1.1　Preparedness

■　Review and update this annex annually.

■　Conduct planning with cooperating agencies and other EF groups to refine volunteer and donations operations.

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- Encourage individuals interested in volunteering to directly affiliate with a voluntary organization or agency of their choice.

- Conduct volunteer-related training and exercise that address volunteer and donations management.

- Prepare and maintain plans and procedures, resource inventories, personnel rosters, and resource mobilization information necessary for implementation of the responsibilities of the lead agency.

- Ensure that key agency personnel are trained in their responsibilities and duties.

- Coordinate with the Public Information Officer (PIO) to brief the local media so they understand how the donations program will work. This will enable them to advise the public of specific donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide information for potential volunteers.

- Coordinate with the PIO to brief citizen groups on how they can contribute to disaster relief with their donations through volunteer efforts.

- Establish mutual aid agreements and memorandums of understanding with local agencies and neighboring jurisdictions that can provide additional resources and assistance.

- Ensure that systems are in place to identify and validate the credentials of volunteers, particularly medical personnel, who volunteer their services during an incident.

4.1.2 Response

- Volunteer agency representatives report to the Emergency Operations Center (EOC) as requested.

- Appoint members of the volunteer and donations management units.

- Activate a donations hotline.

- Identify and prepare specific sites for donations management facilities, and begin assembling needed equipment and supplies.

- Identify and activate staff for donations management facilities.

- Encourage individuals interested in volunteering personal services to directly affiliate with a voluntary organization or agency of their choice.

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- Encourage donations from the general public to be made as cash to voluntary, faith-based, and/or community organizations that provide services to disaster victims.

- Provide the media (through the PIO) with information regarding donation needs and procedures, updating this information regularly.

- Catalog and update local unmet needs and communicate those needs to volunteer and donations primary support staff.

- Continually assess donations management operations, and determine when the donations management facilities should close down or be consolidated and when the donations management program can be terminated.

- Keep records of donations received and thank donors, where appropriate.

4.1.3 Recovery

- Transition to demobilization based on indicators, including, but not limited to, immediate needs being met and when donor fatigue becomes apparent.

- Release volunteers and staff no longer needed to support operations.

- Close facilities no longer needed to support operations.

- Properly distribute or dispose of surplus goods.

- Coordinate with the PIO to update public on unmet needs.

- Ensure that public "thank-you's" are published and broadcast to recognize the generosity of those donating goods and services during the incident.

4.1.4 Mitigation

- Identify agencies and resources that may support volunteer and donations management in the community.

- Develop a volunteer and donations management training program.

- Disseminate public service announcements regarding how to donate and/or volunteer appropriately during an incident.

5 Concept of Operations

5.1 General

■ In accordance with the Basic Plan and this EF, the County Office of Emergency Services is the primary agency responsible for coordinating volunteer and donations management activities. Plans and procedures developed by the primary agency and supporting agencies provide the framework for carrying out those activities.

■ Requests for assistance will be generated one of two ways. The request will be forwarded to the County EOC or will be made in accordance with established mutual aid agreements.

5.2 Notifications

■ The Director of Emergency Services will notify the primary and supporting agencies of EOC activations and request that representatives report to the EOC to coordinate volunteer and donations management activities.

■ As additional EOC staffing needs become apparent, other support and partnering agency personnel may be asked to report to the EOC to assist with volunteer and donations management activities.

5.3 Volunteer Coordination

Volunteer coordination matches volunteers with established voluntary organizations and procedures for effectively channeling offers of assistance from unaffiliated citizens to meet disaster-related needs. The County encourages individuals to affiliate with a local or other recognized organization to facilitate their involvement in relief activities. When implemented, this volunteer coordination system should be supplemental to, and not duplicative of, established volunteer coordination systems in local volunteer centers, Volunteer Organizations Active in Disaster, Citizen Corps Councils, or other existing programs.

5.4 Donations Management

Donations Management involves coordinating a system that receives and distributes unsolicited, undesignated goods, matching them with victims who demonstrate a need. The County looks principally to private voluntary organizations with established donations systems already in place to receive and deliver appropriate donated goods to disaster victims. The County encourages the donation of cash to these organizations rather than clothing, food, or other goods. Donations management activities include providing guidance to citizens, managing a telephone registration and database system, establishing one or more collection facilities, creating a system to sort and distribute donated items, and storing donated resources until they are needed.

6 Annex Development and Maintenance

The Director of Emergency Services will be responsible for coordinating regular review and maintenance of this EF Annex. Each primary and supporting agency will be responsible for developing plans and procedures that address assigned tasks.

7 Supporting Documents

The following documents are currently in place:

Shasta County

- ■ None at this time.

State of California

- ■ California Emergency Plan: EF 17 – Volunteer and Donations Management

Federal

- ■ National Response Framework: Volunteer and Donations Management Support Annex

8 Appendices

None at this time.