

CHELSEA COUNTY USA –

Volunteer and Donations Management Plan



Chelsea County USA

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CHELSEA COUNTY USA Tasked Agencies	
Primary Agencies	CCUSA Community Organizations Active in Disasters
Supporting Agencies	Chelsea County USA, Churches, Volunteer Organizations
Adjunct Agencies	Adjacent Municipalities

1 Purpose and Scope

The purpose of this annex is to describe how Chelsea County USA will coordinate the methods of intake, assignment and management of emergent volunteers (those who show-up and offer assistance in time of emergency) and donations of funds, goods and services that may occur during and after a major emergency, response and recovery operations.

This annex does not address the management of affiliated volunteer resources that work in support of county departments on a daily basis.

2 Policies and Agreements

- None at this time.

3 Situation and Assumptions

3.1 Situation

- Chelsea County USA is subject to a number of natural and technological hazards that can threaten public safety and necessitate the need for emergent volunteers and trigger an influx of donations, both solicited and unsolicited.
- Individual citizens and groups from churches and other organizations may volunteer to assist during emergency/disaster operations.
- Collection, coordination, and sharing of information related to emergent volunteer resources Countywide will facilitate efficient use of these resources.
- Matching the needs of agencies and organizations to the skills of emergent volunteers will allow for effective deployment of these resources.
- Emergent volunteers accepted by and assigned to work by the requesting agency in support of response and recovery operations may be considered Emergency Service Workers under ORS 401, and may be subject to the agency’s Workers’ Compensation benefits.
- Agencies agreeing to accept emergent volunteers referred to them by the CCUSACOAD will be responsible for the registration, screening

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(including any background checks), training, supervision, and evaluation of the emergent volunteers.

- Emergent volunteer hours contributed to response and recovery operations and documented may be used to provide “soft match” for the County’s cost share in Presidentially-declared disasters.
- Emergent volunteers may lack the knowledge, skills, training, and/or abilities to be assigned to duties in a hazardous environment or in positions requiring significant physical exertion or the use of complex equipment or tools.
- During emergencies, unplanned deliveries of donated goods and services can disrupt distribution channels and overwhelm local government and volunteer agencies personnel.
- Chelsea County USA will coordinate its donation management efforts with CCUSACOAD. This organization will collect, process, and distribute donations to disaster victims.
- The CCUSA Voluntary Organizations Active in Disaster (ORVOAD) is a recognized resource and leader for donations management and long-term recovery efforts for residents impacted by disaster.
- Power outages and other infrastructure damages may prevent or delay efforts to communicate specific donation needs and directions to the public.
- Once emergency conditions subside, individuals, businesses and relief organizations from outside the disaster area will begin to collect materials and supplies to send to the impacted area.
- Disaster victims will have immediate and long term recovery needs which can, to some degree, be satisfied by donations.
- Donations received by an CCUSACOAD or ORVOAD agency become the property of that agency and are distributed following their own policies and procedures.

3.2 Assumptions

- The County Phone Bank will be able to communicate with the public via landline or cellular telephones.
- Sufficient personnel and technological resources will be available to operate the CCUSACOAD.

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- Assistance with volunteer management may be available from local non-profit, volunteer-based organizations.
- As the emergency event transitions from response into long-term recovery operations, local and national organizations will assume a primary role in the use and management of volunteer resources.
- Local Emergency Managers will request and use emergent volunteers referred to them by the CCUSACOAD.
- The amount of donations received will relate more to media attention than the magnitude of the disaster or the number of victims.
- Chelsea County USA and partner voluntary agencies will have adequate, trained personnel to support operations as outlined in this annex.
- Adequate facilities, equipment and other resources will be available to support operations as outlined in this annex.
- CCUSA Emergency Management (OEM) will provide necessary staff, equipment and support to activate and maintain Aidmatrix, a Web-based software program enabling donors to list their donations of funds, goods and services.
- Early on, the Chelsea County USA Joint Information Center (JIC) will provide dedicated personnel to work with established media outlets to communicate how the public can best help. This quick, proactive response will decrease the amount of unwanted donations.
- Community groups may request donations on behalf of disaster victims, become overwhelmed with a large volume of both needed and unneeded items and then ask Chelsea County USA for help.
- The Chelsea County USA Public Information Officer (PIO) will be available to provide donations information to the public.

4 Roles and Responsibilities

4.1 General

Whenever it is necessary or desirable to make use of emergent volunteers during major emergency or disaster operations, Chelsea County USA will activate this plan and provide a central clearinghouse for the management of those resources. The clearinghouse function will be performed by two elements of the County's emergency response organization: the County Phone Bank and the CCUSACOAD.

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The County Phone Bank serves as the point-of-entry for citizens or groups whom wish to volunteer their services. The County Phone Bank refers those citizens/groups to the CCUSACOAD, which provides information on volunteer resources availability to the Emergency Operations Center (EOC). The CCUSACOAD also informs potential volunteers of opportunities for service throughout the County.

The CCUSACOAD serves as the coordination point for local jurisdictions desiring/needing volunteer assistance. CCUSACOAD also works closely with the JIC to initiate calls for citizen volunteers.

4.2 Task Assignments**4.2.1 County Emergency Operations**

- Monitor developing/ongoing events in coordination with the County EOC.
- Establish policy on County resource support of CCUSACOAD member agencies' efforts to collect, manage and distribute donations of funds, supplies and services to Chelsea County USA residents impacted by disaster.
- Coordinate donation policies with the Board of Commissioners, the County Incident Commander (IC) and the policy groups of impacted local governments.

4.2.2 County Emergency Operations Center

- Activate the CCUSACOAD as determined necessary by the Logistics section.
- Establish a Donations Management Team (DMT) to coordinate with and support CCUSACOAD agencies throughout the donations management process. (Logistics, Public Information Officer (PIO/JIC, IC)
- Support the DMT in their efforts to identify needed life-safety supplies/services (e.g., heat, food, water, ice), seek out donations of these resources and then effectively coordinate the distribution of acquired resources to impacted residents. This support will include CCUSACOAD staff that will collect and document specific resident needs of life-safety supplies and services. (Planning, Logistics, Finance)
- Provide trained Phone Bank personnel to answer public questions about donation opportunities as well as to explain the process for

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listing donations of funds, supplies and/or services using Aidmatrix. (Logistics, PIO/JIC)

- When approved by the EOC IC, provide support to CCUSACOAD agencies in the form of identifying free/low cost facilities for warehousing donations, transporting donated goods and/or providing site security at donation sites. (IC, Logistics, Operations)

4.2.3 County Phone Bank

- Acts as the point-of-entry for citizens or groups wishing to volunteer their services.
- Report increased call volumes to the Logistics Chief to determine when the CCUSACOAD should be activated.
- Once CCUSACOAD is activated, refer individuals wanting to volunteer to the CCUSACOAD.

4.2.4 CCUSACOAD

- Screen callers to identify location, skills, time availability, access to equipment, and basic information.
- Enter volunteer's information resulting from the screening into the CCUSACOAD database.
- Receive requests from agencies, departments, etc. (requesting agencies) for emergent volunteers and produce lists using the CCUSACOAD. If new job types are requested, add these new job types to the CCUSACOAD database.
- Notify the requesting agency of potential volunteers and provide basic information on each volunteer.
- Coordinate volunteer needs and resources with County departmental operation centers and County departments.
- Initiate requests for volunteer recruitment announcements to the JIC when the need for volunteers is identified.

4.2.5 County Departments

- Departments receiving emergent volunteers from the CCUSACOAD will document volunteer hours in accordance with Federal Emergency Management Agency (FEMA) and county requirements, including:
 - Develop and maintain a tracking system
 - Obtain/create necessary forms

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- Collect information from volunteers during an event
- Provide reports as required by FEMA to the Finance Department

4.2.6 County Health and Human Services Department**4.2.6.1 Animal Services**

- Manage donations designated for the care and feeding of animals impacted by the disaster.

4.2.6.2 Public Health Services

- Manage donations of medicine and related supplies intended for distribution to residents impacted by the disaster.

4.2.7 County Support Services Department**4.2.7.1 Facilities and Parks Services Division**

- When needed, identify and secure facilities for donations management staff and donated goods.

4.2.7.2 Information Technology Division

- When needed, provide a computer workstation and Internet access to enable PIO staff to utilize the Web-based software program Aidmatrix.
- When needed, provide additional staff (24/7) for technical support during PIO activations to support continued use of Aidmatrix.

4.2.7.3 Fleet Services

- When needed, arrange transportation services for large donations of goods and equipment.

4.2.8 County Office of Emergency Management

- Support activation of the Chelsea County USA Long-term Recovery Team (LTRT) by contacting member agencies, establishing a meeting schedule, promoting available ORVOAD training (e.g., Casework Management, Re-build Teams), and providing secure storage for casework files.
- Encourage coordination between the Chelsea County USA LTRT and the CCUSACOAD Unmet Needs Committee to discuss victim needs and identify available resources.

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- Provide an ORVOAD Liaison to work with the Chelsea County USA DCT to identify what's needed, promote needs to the public, process donation offers, store donations, and distribute donations to disaster victims when appropriate.
- Provide training and support to the Chelsea County USA LTRT.

5 Concept of Operations**5.1 Definitions**

- **Affiliated Volunteer** - An affiliated volunteer is an individual who is officially recognized, registered with, and/or is impressed into service by someone of authority within a recognized agency or organization.
- **Aidmatrix:** The Aidmatrix Network is a Web-based program that enables donors to offer goods and services on-line as well as provide overall management of warehouse(s), financial/in-kind donations and unaffiliated volunteers.
- **Donations Coordination Team:** This team consists of Chelsea County USA EOC, CCUSACOAD staff and partner agency representatives who work together to coordinate the management of donations.
- **Donations Manager (DM):** The leader of the County's donations management program. The DM works in the EOC Logistics Section and reports to the Logistics Chief.
- **Emergent Volunteer** - A volunteer is someone who willingly offers his/her services without expectation of financial compensation. An emergent (convergent, unaffiliated or spontaneous) volunteer is an individual who may or may not be a resident of the area; who either calls to offer assistance or arrives at a disaster scene without a specific request from, or a preexisting affiliation with, a traditional disaster agency.
- **FEMA Sequence of Delivery Process:** Disaster victims are encouraged to follow the FEMA Sequence of Delivery Process when requesting assistance. The process starts with the victims' insurance companies, then FEMA assistance, and then other providers as appropriate. The process is designed to avoid duplication and provides a record of what service has already been provided, which is an important reference for agencies providing assistance.

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- **LTRT:** A LTRT is made up of voluntary agency representatives with clients who still need help after they have finished the FEMA Sequence of Delivery Process and/or have donations to provide. A LTRT, referred to as Chelsea County USA LTRT in this annex, exists to serve Chelsea County USA residents.
- **CCUSACOAD** - The CCUSACOAD is an adjunct to the County Phone Bank and serves as a focal point for the intake and referral of emergent volunteers to Chelsea County USA's emergency response agencies and departments.

5.2 General

The primary objectives of the CCUSACOAD are to receive and refer emergent volunteers and to assist in the coordination of volunteer resources among Chelsea County USA emergency response agencies, departments, and organizations. Timely information and instructions may provide citizens with a means to take action or assist effectively and without disrupting disaster response efforts.

5.3 Phases of Management**5.3.1 Response**

- Activate the CCUSACOAD.
- Upon receipt of offers to volunteer, determine if the individual is an emergent or affiliated volunteer. If they are affiliated with another agency, jurisdiction, department, or organization, recommend they contact that entity for assignment.
- Collect information from emergent volunteers and enter into the volunteer database.
- Receive requests from the County EOC and other Chelsea County USA jurisdictions for volunteers.
- Using the CCUSACOAD database, link offers to volunteer for identified needs.
- Liaison with the Joint Information Center (JIC) to initiate requests for volunteer support when warranted.

5.3.2 Recovery

- Continue volunteer recruitment and placement operations as needed.
- Evaluate status of volunteers, requests and assignments and follow-up to assure effective use of volunteers.

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- Identify and coordinate with volunteer organizations that assuming leadership of continuing volunteer management operations.
- Release unnecessary personnel and begin to demobilize the CCUSACOAD.

5.4 Operational Concepts

- Following a disaster, the County will provide a supportive role to CCUSACOAD and other volunteer organizations to collect, process, and distribute donations to disaster victims. Volunteer organizations affiliated with the CCUSACOAD or ORVOAD have donation management experience and are expected to play a primary role. However, experience has shown that voluntary groups can be overwhelmed by the volume of donations and may request County assistance, (e.g., securing free/low cost warehouse space, providing transportation, traffic control, and security).
- Donors offering goods and services as well as funds will be directed to register their offer on-line using Aidmatrix. This program, managed by the State Office of Emergency Management (OEM), serves as a virtual warehouse, enabling volunteer agencies that work with disaster victims to view what is available and to arrange for the delivery of the donations when they are needed. This process avoids the costs of warehousing donations, sometimes for months, until disaster victims are ready to receive them in their new or rebuilt homes.
- An exception to this involves food. All food donation offers will be directed to the ACCESS or CCUSA Food Bank rather than Aidmatrix. All food donation offers for animals will be directed to Chelsea County USA Animal Control.
- Donors will be encouraged to donate money, versus goods. Donations of cash to voluntary agencies through Aidmatrix or directly to CCUSACOAD to an agency of the donors' choosing, is the preferred donation for disaster relief. Cash donations, managed through voluntary agencies, allow disaster victims the ability to choose replacements for needed items and offer tax incentives to donors. Cash donations also reduce the burden of having to store, sort, manage and transport donated goods.
- Every effort will be made to avoid unsolicited donations. The public, following media coverage of an emergency, will want to help and, without guidance, will often show up expecting to be put to work or drop off what they think is needed by the disaster victims. County PIOs working in a JIC structure will coordinate with the DCT to

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provide comprehensive guidance to the public on how they can help. A JIC PIO will be assigned to the DCT as a liaison.

5.5 Donations Management Program

This plan is activated in anticipation of or following a presidentially-declared disaster for Chelsea County USA that includes a declaration for Individual Assistance. Disasters that generate extensive media coverage may result in an activation of this plan before the declaration has been approved. Donations management for lesser disasters will be handled exclusively by CCUSACOAD and other voluntary agencies. An Individual Assistance declaration will trigger activation of the Donations Management Unit in the Logistics Section of the County EOC.

The Donations Management Unit coordinates the donations management program for the County. This includes internal organizational elements and resources as well as external partner agencies. The Donations Management Unit is led by the DM who convenes the DCT to determine what is needed to respond to the event.

5.5.1 Organizational Elements – Internal

- DM: The DM oversees the donations management program, which includes the DCT and representatives from CCUSACOAD and from outside voluntary agencies that have a disaster recovery role as identified in their own organizational directives. The DM reports to the Logistics Section Chief and coordinates with various EOC staff on elements of donations policy, public guidance, operations, and donor recognition.
- Donations Coordination Team(CCUSACOAD): Upon activation of the Donations Management Unit, the DM convenes the DCT to review the situation and determine first steps and elements needed for an ongoing program. DCT staff may be pre-assigned EOC staff or reassigned County staff that possesses the skills needed. The DCT's recommendations are submitted to the Logistics Chief who follows protocols for approvals. Some recommendations may require a decision by the County, especially if the proposed organizational response requires significant County staff/facilities/funds to operate.
 - Primary members of the DCT include:
 - DM – Chair
 - JIC Liaison (creation/distribution of public information)
 - PIO Manager (information dissemination to public)
 - CCUSACOAD (coordination), Donations Unit staff

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- An expanded response could add:
 - Facilities representative (facility needs)
 - Sheriff's Office representative (site security concerns)
 - Fleet representative (transportation needs)
 - Public Health representative (medicine donations)
 - Animal Control (animal food/supplies donations)

5.5.2 Organizational Resources – Internal

- JIC: The JIC Liaison that is appointed to the DCT will keep JIC staff informed of donations management plans. News releases will be distributed through the County PIO listserv and to the media, Emergency Operations Center (EOC), CCUSACOAD/ORVOAD, County staff and others as deemed appropriate. The basic message will be to promote cash donations and guide donors to Aidmatrix or CCUSACOAD. If the response is significant and the voluntary agencies are overwhelmed, JIC staff may be directed to offer support to voluntary agencies in getting public information out to better control donations. This would be done to augment their efforts, not interfere or cause redundancy.
- PIO: The PIO is activated whenever an emergency generates a significant public demand for quick and accurate information and assistance. The PIO provides releasable information by the JIC. When this plan is activated, additional staff will be added to the PIO to answer public questions as to how to donate and what is needed at that time. PIO phone bank staff will direct callers to CCUSACOAD or Aidmatrix to register their offers. Internet connection will be available to the PIO phone bank staff to use in guiding callers through the process.
- In addition to assisting with the donation process, PIO call-takers will also collect caller reports of damage and immediate needs and send the information to the EOC Planning Section for tracking purposes. This information is communicated to the CCUSACOAD to help them determine types and quantities of donations to request from businesses.

5.5.3 Partner Agencies

- Department of Homeland Security (DHS)/FEMA: DHS/FEMA provides support to state governments through the Regional Response Coordination Center (RRCC) or Joint Field Office (JFO) as necessary. Depending on the disaster's impact, this support may include media relations personnel, Web-based donations management software, a

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national call center, and communications support with key response agencies. DHS/FEMA may also play a role in addressing high-level corporate offers, complex media and/or congressionally driven offers, nationally organized collection drives, and international coordination.

- **OEM:** OEM is authorized to use Aidmatrix to manage donations in CCUSA. As soon as it's warranted, OEM will activate Aidmatrix and alert the media, local governments and partner agencies that it is up and running. At that point, the DM will work with the JIC Liaison to get the word out. Aidmatrix is managed by OEM and utilized by ORVOAD agencies and county-level LTRT as they work to match available resources to the unmet needs of their clients.
- **ORVOAD:** This partner organization is made up of many volunteer organizations that have a pre-identified role in disaster response and recovery. Within the VOAD structure, nationwide, Adventist Community Services (ACS) is known as the leader for donations management. Locally, the CCUSACOAD and other supporting ORVOAD agencies will be instrumental in determining community need, operational capacity and required resources to open and manage a donation warehouse. In most instances, the manager of this warehouse communicates inventory levels and types of donations to CCUSACOAD and ORVOAD member agencies including those serving in county-level LTRTs.
- This plan relies on open communication with CCUSACOAD and ORVOAD agencies to determine what resources each can provide in support of donations management. It does not obligate any voluntary agency to provide support.
- **Chelsea County USA LTRT:** This committee is formed to serve the needs of County residents who have gone through the FEMA Sequence of Delivery Process and still have unmet needs that interfere with their ability to return to their pre-disaster situation. The Chelsea County USA LTRT is led by volunteer member agencies and receives guidance and support from CCUSACOAD or ORVOAD and Chelsea County USA Emergency Management. The Chelsea County USA LTRT activates at the beginning of the recovery phase and on an agency-by-agency basis, provides support in the form of counseling, funding, advocacy, work teams (clean-up/rebuilding), and/or acquiring donations from the CCUSACOAD, ORVOAD Donations Warehouse and/or Aidmatrix. This committee can remain in effect for months or years after an event.

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The functions of the Donations Management Program change as staff transition from response to recovery issues. The following includes the primary functions by phase.

5.6.1 Response Phase

A disaster has occurred, large enough to trigger EOC activations. A presidential declaration including individual assistance is expected, which triggers activation of the Donations Management Unit. The DM then convenes the DCT to focus on these objectives:

- Gather incident information regarding the impact to residents' homes and property. Stay current as incident impacts come to light.
- Work with EOC Planning Section staff to identify donation needs of life-safety supplies and services (e.g., heat, food, water, ice) and develop a plan for receiving and quickly distributing these resources to affected residents.
- Contact CCUSACOAD/ORVOAD to determine its plan for donations and related timelines of implementation. Continue ongoing communications.
- Contact OEM to determine when Aidmatrix will be operational. Arrange for PIO staff to receive offered training so they can assist callers.
- Work with the JIC Liaison to write and distribute key messages, talking points and news releases pertaining to donation needs and procedures.
- Work with the JIC Liaison to provide releasable donation information to the PIO phone bank. Update regularly.
- Advise the Logistics Chief on donation management issues and make recommendations for increased support as needed.
- Regularly inform internal staff and partner agencies of plans and actions (e.g., EOC staff, Chelsea County USA staff, cities, adjacent counties, special service districts, CCUSACOAD, voluntary agencies, businesses).
- As appropriate and if approved, offer assistance to CCUSACOAD or ORVOAD agencies in acquiring free/low cost warehouse space to store requested donations that would be managed by voluntary agencies.

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Response to the immediate needs of the community have concluded and EOCs have closed. Disaster victims are working through the FEMA Sequence of Delivery and are starting to identify needs that won't be met. The Chelsea County USA LTRT has activated and collectively completes these objectives:

- Contact the FEMA Voluntary Agencies Liaison (VAL) to discuss the number of FEMA applicants in Chelsea County USA and how many are likely to have unmet needs after they have completed the FEMA Sequence of Delivery.
- Receive and file copies of signed release of information forms for each disaster victim that is interviewed.
- Complete casework including verified loss, assistance already received and the current unmet need(s) of FEMA applicants.
- Regularly review the list of donations logged on Aidmatrix.
- Regularly review the inventory lists of donated goods stored in the CCUSACOAD/ORVOAD warehouse.
- Support transportation arrangements to transport donated materials to disaster victims.
- Inform county leadership and Chelsea County USA LTRT member agencies of committee efforts, challenges and accomplishments.
- Establish and maintain a system for records retention which secures casework files and related documentation.

5.7 Expanded Donations Management Response

This annex describes how the County plans to manage donations, but a variety of factors can trigger consideration of additional services and support of CCUSACOAD or ORVOAD efforts. An expanded role would still include steps to coordinate with and support the CCUSACOAD/ORVOAD agencies that lead. The goal is not to duplicate but to provide missing elements that are required to effectively collect manage and distribute needed donated goods from both private parties and businesses. All possibilities listed need to be carefully evaluated as to their impact on local government resources and approved by the affected jurisdictions/EOC ICs. In some scenarios, the local government will need to approve the additional services. A close working relationship between the CCUSACOAD and ORVOAD needs to be ongoing as long as these services are provided.

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- **Donation Drop-off Stations:** If CCUSACOAD or ORVOAD agencies determine it would be of value to establish donation drop-off stations in the county and have the capacity and interest in doing so, the County EOC and cities within the county may commit to providing free/low cost sites. This would be with the understanding that CCUSACOAD or ORVOAD agencies would be responsible for management of the stations and any donations they accept. This option may be considered if Aidmatrix is not available.
- **Service Sites:** Service Sites are generally located in proximity to areas where disaster victims are living. These sites issue ready-to-use goods and other assistance (e.g., food baskets, space heaters to dry out flooded homes, tarps, and information/advice). The Service Sites are usually owned and managed by volunteer groups. The sites may also be loaned by businesses or local government. Costs for utilities need to be considered before setting up a site.
- **Transportation Services:** Generally, CCUSACOAD or ORVOAD agencies are able to locate donated transportation services through their own agencies. On occasion, CCUSACOAD or ORVOAD may need assistance in transporting needed donations from a business/corporation to a location (e.g., Service Site) where impacted residents can receive them. For example, a business is willing to donate 200 space heaters to flood victims but is not able to deliver them and CCUSACOAD or ORVOAD does not have a transportation resource immediately available. The County will consider transportation requests from CCUSACOAD or ORVOAD agencies in the interest of expediting service delivery.

6 Direction and Control

The Donations Management Unit is only activated if a presidential disaster declaration that includes individual assistance has been made or is expected. At this point, the County EOC has already been activated at a full-scale level and a JIC is established supporting the County PIO with public information.

6.1 Activating the Donations Management Unit

- Once a presidential disaster declaration that includes individual assistance has been made or is expected to be made, the Logistics Chief makes a recommendation to the IC to activate the DM position. The DM is then tasked with establishing communications with CCUSACOAD or ORVOAD and OEM to discuss their plans for donations management and to then make recommendations to the Logistics Chief for a coordinated working relationship with them.

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- During the early days of the response phase, the DM establishes the DCT for the initial purpose of identifying the immediate needs of disaster victims. Items related to public safety (e.g., water, ice, food, heat) will be included in an initial request for donations to the business community. All requests for donations will be approved by the Logistics Chief.
- After the immediate, life safety needs of disaster victims have been met, the DCT's primary role is to coordinate with and support the voluntary agencies that play lead roles in donations management. In particular, ACS is a recognized leader in establishing donation warehouses and processes. The County's role is to work closely with them to learn of their resource challenges and provide support as appropriate.
- In support of volunteer agency efforts, County EOC Logistics provides PIO phone bank call-takers to take donor calls and to guide them through the process of using Aidmatrix to register their donations of funds, supplies and/or services. The JIC provides a liaison to the DCT to support the distribution of clear, accurate donor information in support of CCUSACOAD, ORVOAD and OEM efforts.

If additional support is needed (e.g., warehouse facility, security, transportation), the DM will submit a recommendation to the EOC Logistics Chief who will evaluate the request and discuss it with the IC. Some requests (e.g., requests for county funds, staff, and equipment) may require a decision at the County Administrator level. An example would be a need for a heated warehouse facility in Chelsea County USA that CCUSACOAD or ORVOAD member agencies could use for six months to house donations that will be valuable to disaster victims once they move back into their rebuilt homes.

6.2 Supporting the Long-Term Recovery Team

During the long-term recovery phase (usually several months/years following the disaster), direction and control shifts to Chelsea County USA Emergency Management with support from the DM. This office provides a liaison to the Chelsea County USA LTRT as they establish processes to review cases of victims and unmet needs. The Chelsea County USA LTRT Liaison reports to the Chelsea County USA Emergency Program Manager who keeps the County Administrator informed.

7 Continuity of Government

TO BE DETERMINED.

8 Administration and Support

8.1 Administration

- For emergencies not requiring activation of the EOC, Chelsea County USA Emergency Management staff will be responsible for monitoring the situation and coordinating with CCUSACOAD member agencies as they evaluate the need and the method of accommodating potential donations.
- For emergencies requiring activation of the EOC and resulting in a presidentially-declared disaster with individual assistance, the EOC DM, working with the DCT, will take actions to acquire donations of supplies and services that are identified as immediate life safety requirements. Efforts will be made to contact the business community to fill these urgent needs. The DM will ensure that coordination with involved CCUSACOAD or ORVOAD agencies is maintained. When appropriate, the DCT will take actions to encourage the public to use Aidmatrix to report a financial, supply or service donation they'd like to make.
- During recovery, Chelsea County USA Emergency Management will support activation of a volunteer-led LTRT and CCUSACOAD to address the unmet needs of disaster victims. County emergency management staff, along with the DM, will work with CCUSACOAD or ORVOAD to identify volunteer organizations that are willing to join the Chelsea County USA LTRT to review cases where the client(s) have received all they can from government sources (e.g., FEMA, Small Business Administration) but still have needs. This LTRT and CCUSACOAD will provide needed resources (e.g., funds, home rebuilds, supplies, counseling) if clients meet Chelsea County USA LTRT guidelines. The LTRT will access donations as needed. At the conclusion of an event, all donations not distributed will be divided among the responding CCUSACOAD or ORVOAD member agencies.

8.2 Logistics

8.2.1 Staffing

This annex describes a basic donations management structure that would work out of the EOC – a DM and a Donations Coordination Team within CCUSACOAD, including five to eight positions, each with a different role. In addition, staff in the PIO phone bank trained to take donors' calls and PIOs in the JIC ready to manage public information pertaining to donations are identified in this plan. This staffing level is a starting point. An event of significant scope and impact to

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people will require the County Administrator to consider reassigning County staff to needed donations management positions.

8.2.2 Facilities and Equipment

All requests for resources, including facilities and equipment, are supported by EOC Logistics. Depending on the magnitude of the event, additional facilities may be needed for office space to support EOC Donations Management staff, for warehouse space to temporarily store donations, and for accommodating additional PIO call-takers to process donation offers. Requests from voluntary agencies for assistance in acquiring a facility to house donations will be considered by the CCUSACOAD. Facility requests are recommended by the DCT and approved by the IC.

9 Annex Development and Maintenance

- Chelsea County USA Emergency Management will maintain this annex in cooperation with CCUSACOAD.
- Each County department will ensure the contents of their plans are consistent with appropriate county policies and procedures.
- This annex will be reviewed by all who have an identified role every five years. Changes will be made and the updated annex will be distributed per procedures.
- Copies of the most current Donations Management Annex will be available on the Office of Consolidated Emergency Management (OCEM) Website (www.ocem.org), stored in the County EOCs and in the hands of staff with an identified role.
- Individuals, departments, agencies, and voluntary organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate procedures to carry out those responsibilities.

10 Supporting Plans and Procedures

- VolunteerWorks software information
- The Volunteer Clearinghouse Design (PowerPoint)
- County Phone Bank Plan
- Chelsea County USA EOP Basic Plan
- OEM Donations Management Plan
- CCUSACOAD/ORVOAD – Group guidelines

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- Aidmatrix training materials
- National Response Framework
- Donations Management Unit Checklist (under development)
- PIO Resource Manual
- JIC Annex
- CCUSACOAD/ORVOAD Bylaws and Membership Roster
- Chelsea County USA LTRT Guidelines, Charter and Roster (under development)

11 Appendices

- Appendix A - Volunteer Clearinghouse Organizational Chart
- Appendix B - Emergent Volunteer Intake Form
- Appendix C - Volunteer Clearinghouse Intake Script
- Appendix D - Emergent Volunteer Request Form

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**Appendix A Volunteer Clearinghouse Organizational
Chart**

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Appendix B Emergent Volunteer Intake Form

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Appendix C Volunteer Clearinghouse Intake Script

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Appendix D Emergent Volunteer Request Form

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