

ANNEX T

DONATIONS MANAGEMENT

Revision Two

**Brazoria County
and
Joint Resolution Cities**

APPROVAL & IMPLEMENTATION

Annex T

Donations Management

Revision Two

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



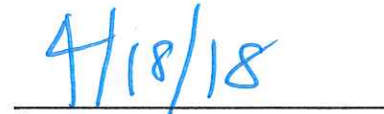
Steve Rosa
Brazoria County EMC



Date



L. M. "Matt" Sebesta, Jr.
Brazoria County Judge



Date

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ANNEX T DONATIONS MANAGEMENT

I. AUTHORITY

- A. See the Basic Plan for general authorities.
- B. Annex T (Donations Management), State of Texas Emergency Management Plan.

II. PURPOSE

The purpose of this annex is to outline the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and local government to manage donations of goods and services that may occur in the aftermath of an emergency situation.

III. EXPLANATION OF TERMS

A. Acronyms

ACS	Adventist Community Services
CBO	Community-Based (Volunteer) Organization
CERT	Community Emergency Response Team
DC	Donations Coordinator
DOO	Donations Operation Office
DMC	Donations Management Council
EOC	Emergency Operations Center
FBCO	Faith-Based Community Organization
HFB	Houston Food Bank
LTRC	Long Term Recovery Committee
MACC	Multi-Agency Coordination Center
NIMS	National Incident Management System
PIO	Public Information Office/Officer
PSA	Public Service Announcement
RSA	Resource Staging Area
TSA	The Salvation Army
VOAID or VOAD	Voluntary Organizations Active in Disaster

B. Definitions

Donations refer to the following:

1. Cash: Currency, checks, money orders, securities, etc.
2. Goods: Food, water, new clothing, equipment, new toys, new bedding, new cleaning supplies, and etc.
3. Volunteers and Services:
 - a. Individuals who are not members of any particular volunteer group (often referred to as “spontaneous,” “emergent,” or “non-affiliated” volunteers).
 - b. Individuals who are members of recognized disaster relief organizations who have undergone formal training by those organizations (i.e., “affiliated” volunteers).
 - c. People with specialized training and expertise (e.g., doctors, nurses, medics, search and rescue, firefighting, heavy equipment operators, etc.) who may either be non-affiliated or members of a disaster relief organization.
 - d. Teams that provide specialized equipment or capabilities (e.g., urban search and rescue, dog teams, swift water rescue teams, home repair teams, etc.).

IV. SITUATION & ASSUMPTIONS

A. Situation

1. As noted in the Basic Plan, our jurisdiction is 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 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. Disaster service organizations could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims and supervising volunteer workers desiring to assist in the effort.
2. According to Chapter 418.074 of the Texas Government Code, the County Judge may accept a donation (in the form of a gift, grant, or loan) on behalf of the County for purposes of emergency services or disaster recovery. In turn, our County may use all the services, equipment, supplies, materials, and funds to the

full extent authorized by the agreement under which they are received.

B. Assumptions

1. Should a major emergency or disaster occur, donations may be given/delivered to our County whether or not they are requested. In large quantities, such donations may overwhelm the capability of the local community to handle and distribute them.
2. In a catastrophic disaster affecting the jurisdictions, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable flow of donations.
3. Donated goods may be offered to local volunteer groups or simply delivered to local government for them to distribute as appropriate. Monetary donations for disaster victims should be made to local social service agencies, as appropriate. Monetary donations may also be made to local government.
4. Many individuals donate goods that are not needed by disaster victims or offer services that are not needed in the recovery process. Receiving and sorting unneeded goods or hosting volunteers who do not have needed skills wastes valuable resources; disposing of large quantities of unneeded goods can be a lengthy and very costly process.
5. In some cases, the amount of donations received by a community may relate more to the media attention the emergency situation receives than the magnitude of the disaster or the number of victims.
6. The problem of unneeded donations can be reduced, but not eliminated, 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 and those items and services that are not required.
7. Most personal donations are given little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgment of thanks. However, some donations may be unusable, have "strings attached," or not really be donations at all. They may:
 - a. Be given with an expectation of some sort of repayment, publicity, or a tax write-off.
 - b. Be items that are out-of-date (such as expired foodstuffs or pharmaceuticals) unusable (broken furniture; dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August).

- c. Be volunteer services that do not meet the announced or advertised expectations or capabilities; skilled trades that are not properly licensed or certified.
 - d. Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
 - e. Be offered at a “discount” to disaster victims, with any real savings being minimal or nonexistent.
 - f. Be offered in limited quantity as a deception to simply show an “association” with government or disaster relief as a basis for future advertising or publicity.
8. Donated goods may arrive in the local area without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it. They typically want their cargo off-loaded quickly so they can minimize down-time.
9. Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, or garbage bags; some items may be in bins or on pallets. When such goods are received, they must typically be sorted, repackaged and labeled, temporarily stored, and then transported to distribution points to be picked up by disaster victims.
10. Donors may want to:
- a. Know what is needed in the local area -- cash, goods, and/or services.
 - b. Know how they should transport their donation to the local area, or if there is someone who can transport it for them.
 - c. Start a “drive for donations” to help disaster victims, but have no knowledge of what to do and how to do it.
 - d. Earmark their donation for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know to whom, specifically, received their donation.
 - e. Have their donation received by a local official and/or receive a letter of appreciation or public recognition.
 - f. Want to be fed and provided with lodging if they are providing volunteer services.
11. Disaster victims may:
- a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.

- b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
- c. Have unmet needs which can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of our donations management program are to:

1. Determine the needs of disaster victims and inform potential donors of those needs through the media and a variety of other means.
2. Receive, process, and distribute goods and cash donations to victims that can be used 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, so that such donations do not in themselves become a major problem.

B. Operational Concepts

1. Brazoria County does not wish to operate a system to collect, process, and distribute donations to disaster victims. Community-based organizations (CBOs) and other volunteer organizations (VOADs) that have successfully handled donations in the past, best operate such a system. However, experience has shown that volunteer groups can be overwhelmed by volume of donations and may need certain government assistance, such as trying to secure warehouse space, providing transportation, traffic control and security.
2. Recognized FBCOs, CBOs, and VOADs have been accepting, handling, and distributing donations for many years. These groups are skilled in the donations management process, and they should be the first resource 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 or voluntary human resource providers in the community in which they live.
3. Monetary donation is generally the preferred donation for disaster relief. Monetary donations to FBCOs, CBOs, and VOADs for disaster relief allows those organizations to purchase the specific items needed by disaster victims or

provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing. Monetary donations also reduce the tasks of transporting, sorting, and distributing donated goods. Therefore, cash is generally the preferred donation for disaster relief.

4. It is extremely important to secure a warehouse to store donations. The possibility of having a warehouse donated for storage after a disaster occurs is not very likely; however, efforts to secure one should be made. Monetary donations could be used to help pay for leasing a warehouse. Food donations will be referred to the Houston Food Bank.

C. Donations Management Program

The donations management program for Brazoria County is composed of several organizational elements and several operating units that are activated as needed at a level suitable for the anticipated workload. The organizational elements include the Donations Coordinator (DC), Donations Management Council (DMC). The DC, with input from the DMC, is to determine what units would be required for a disaster. It may include: a Donations Operations Office (DOO), a Multi-Agency Warehouses (MAW), a Phone Bank, one or more Distribution Points, and a procedure to handle volunteers, determined by the Donations Management Council.

If a major disaster impacts Brazoria County, state and/or federal assistance may be sent to aid in the local donations management programs. In such circumstances, it is recommended that the Donations Coordination Team (DCT) be established to coordinate this joint effort. The DCT should include appropriate representation from the local DMC as well as local, state and/or federal agencies having donation management responsibilities.

1. Organizational Elements

- a. Donations Coordinator (DC). A DC shall coordinate the donation management efforts of volunteer groups and local government. The Brazoria County Donations Coordinator will normally work for or report to the County's Office of Emergency Management.
- b. Donations Management Council (DMC). The DMC provides policy guidance and general direction for donations program. Oftentimes the core of the Council is comprised of local volunteer agencies such as the The Salvation Army (TSA), County CERT, Adventist Community Services (ACS), Houston Food Bank (HFB) various FBCOs, or other VOADs the DC may deem necessary. A representative from the County Emergency Management Department will be a member of this Group. When a disaster has occurred, the DMC should meet regularly to address policy issues and coordinate the solution to major challenges. Meetings can be either in person, via telephone, or any electronic means available.

2. Operating Units

The operating units listed may be 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 planning. Some of the operating units may be collocated if suitable facilities are available. In coordinating use of facilities, it is important that those providing facilities understand that some of these facilities may need to continue operations for an extended period – possibly several months. Volunteers will probably staff most of these facilities.

a. The Donations Operations Office (DOO).

- 1) The DOO coordinates operation of the donations management program in the aftermath of a disaster. The DC will determine its location with input from the DSG. Further it will:
 - (a) Maintains a Current Donation Needs List (see Appendix 1), if necessary, and handles phone responses and refers monetary donations to the appropriate agency.
 - (b) Handles correspondence related to the donations management program.
 - (c) Ensures an appropriate accounting and disbursing system is established for any monetary donations received.
 - (d) Works closely with the Public Information Officer (PIO) to ensure donation needs, information on the availability of donated goods, and pertinent information on operation of the donations management program is provided to the media for dissemination to the public.

b. Phone Bank

- (1) A Phone Bank *may* be established to receive and respond to offers of donations and disseminate other disaster-related information. During the initial phase of a major disaster, each CBO may maintain a Phone Bank operation. The Phone Bank may refer some donors to other agencies that may be better equipped to handle their donations.
- (2) Donation offers received by phone for goods and services on the Current Donation Needs List will normally be recorded on a Record of Donation Office (see Appendix 1) and provide to the DOO for follow-up action.

- (3) The Phone Bank will be coordinated with the DC and work closely with the County Multi-Agency Coordination Center (MACC) and the cities 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) For more information on the operation of the Phone Bank, see Appendix 4, Tab G.

c. Multi-Agency Warehouse (MAW) – Warehouses

Responding agencies will maintain their own MAWs and decide what additional MAWs, if any, would be needed.

A MAW may be established to receive, sort, organize, repackage if necessary, and temporarily store donated and other goods and then transport them to the Distribution Points where victims can pick them up. It is normally located in close proximity to the disaster areas and is operated by volunteer workers.

d. Distribution Points

- 1) Sites from which ready-to-use goods (received directly from donor agencies or from an RSA or cash vouchers will be distributed to disaster victims.
- 2) Local CBOs and FBCOs typically operate them.
- 3) Distribution points are generally located in proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government or in donated facilities.
- 4) See Appendix 4, Tab H, for information on the operation of Distribution Points.

e. Volunteer Center

- 1) The Volunteer Center 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 Volunteer Center/s should be located in reasonable proximity to the disaster area, but not in the affected area.
- 3) See Appendix 4, Tab 1 on the operation of the Volunteer Center.

D. Actions by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities should occur during the preparedness and response phases of emergency management.

1. Preparedness

- a. Ensure a DC has been appointed.
- b. Ensure this annex is current and outlines the local donations management plan.
- c. Identify possible sites for a Donations Warehouse, Distribution Points, and a Volunteer Center.
- d. Develop tentative operating procedures for the Phone Bank, Distribution Points, and Volunteer Center and determine how those facilities will communicate with each other.
- e. Coordinate with the volunteer organizations that could provide assistance in operating a local donations management program.
- f. Brief elected officials, department heads, and local volunteer groups on a periodic basis about the local donations management program,
- g. Brief the local media so they understand how the donations program will work so they can be prepared to advise the public of specific donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide other information as applicable.
- h. Include consideration of donation management in local emergency management exercises to test donations management plans and procedures.

2. Response

- a. Review the donations management program.
- b. Activate the DMC.
- c. Activate the Phone Bank and information management system.

- d. Activate staff for donation management facilities.
- e. Provide media (through the PIO) with information regarding donation needs and procedures, and regularly update that information.

2. Recovery

- a. The DMC should determine which donation management facilities will and will not be activated.
- b. Staff donations, management facilities with volunteer or paid workers.
- c. Collect, sort, store, distribute, and properly determine dispose of donations, if necessary.
- d. Continually assess donations management operations.
- e. In coordination with the PIO, provide regular updates to the media on donations procedures, progress, and status.
- f. 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.
- g. Keep records of donations received.
- h. Coordinate with CBOs and FBCOs on the activation of the LTRC, if needed, to provide continuing assistance to victims.
- i. Donations activities and functions are not generally reimbursable; however, if certain expenses are considered for reimbursement, accurate records will need to be maintained and submitted to the appropriate agencies.
- j. The DC may be asked to participate in the formation of the LTRC and it may continue to operate for an extended period. Members may include representatives of local volunteer organizations, local faith-based organizations and other interested organizations. The LTRC consists of different agencies or individuals and is organized by the United Way of Brazoria County. The function of the LTRC is to assist disaster victims who need assistance that government is unable to provide, either for support or long term recovery. The Committee may be formed as soon as practicable post disaster.

E. National Incident Management System (NIMS)

The National Incident Management System (NIMS) will be used to manage and efficiently mitigate any such incident by integrating a combination of facilities, equipment, personnel, procedures, and communications into a common organizational structure. NIMS is used to organize both near-term and long-term field level operations for a broad spectrum of emergencies, for small to complex incidents, both natural and manmade. Description of in the implementation is located within the Basic Emergency Management, Annex I – Public Information, Annex M – Resource Management and Annex N – Directions. Departmental policies and procedures are developed based on these principles.

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 and appropriate. The organizations described in this annex are composed largely of volunteers; the facilities described in this annex will be primarily operated by volunteers.
2. Our normal Brazoria County emergency organization, described in Section VI.A of the Basic Plan and depicted in Attachment 3 to the Basic Plan, will carry out government activities in support of donation management.
3. The County Judge is responsible for managing donations (cash or goods) that are made to the Brazoria County for disaster relief, subject to any regulations that may be enacted by the Commissioner's Court.
4. The County Judge 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 government employee familiar with the role of volunteer organizations active in disasters. As the Emergency Management Coordinator (EMC) has demanding duties during emergency response and recovery, the EMC should not be appointed as the Donations Coordinator.

B. Task Assignments

1. The County Judge will;
 - a. Appoint a DC

- b. Work with participating organizations to ensure, to the extent possible, that Brazoria County has an effective donations management program.
 - c. Monitor the operation of the donations management program when activated.
2. The DC will:
- a. Coordinate planning for and oversee the operation of the donations management program.
 - b. Facilitate and chair the DMC.
 - c. Identify key donations management positions.
 - d. Provide the media, in coordination with the PIO, information on donations management for dissemination to the public.
 - e. Provide the MACC with reports on donations management operations, as necessary.
 - f. Develop and maintain, in coordination with the Donations Management Council, a Donations Management Operations Guide (Appendix 4 to this annex) as a separately published document.

In the pre-emergency phase, the Guide shall include:

- 1) Potential locations for the Volunteer Center, RSA, Phone Bank, Distribution Points, and Donations Operations Office.
 - 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.
- g. Determine, in conjunction with the Brazoria County Civil Attorney, the procedures for preparing for and handling liability issues involving volunteers that are assisting the County in donations management operations. Since these individuals may be performing volunteer services directly for the County, they may be entitled to medical coverage; accident and injury claim compensation; workman's compensation coverage; reimbursement for stolen property; or even restitution for inappropriate comments, discrimination, or harassment.

3. The Donations Management Council (DMC) will:
 - a. Assist the Donations Coordinator (DC) in developing a donations management program for the County and in preparing operating procedures for the donations management functions.
 - b. Meet regularly to coordinate, update, and collaborate on the donations system and operational process before, during, and after a disaster.
 - c. Assist the DC in determining which donations management functions should be activated after a disaster occurs.
 - d. Provide advice to the DC on suitable candidates for managing the various donations management functions.
 - e. Assist in locating volunteers to work in the donations management functions.
 - f. Assist the Donations Operations Office in maintaining records on donations activities.
 - g. Provide information to donors regarding voluntary agency operations and needs through the Donations Phone Bank.
 - h. Work together to determine the best method for handling and distributing large-volume or high-value donations received from the public or corporate entities.
 - i. Help the DC make decisions on when to terminate or consolidate donations management functions.
4. The Volunteer Coordinator will:
 - a. Select a site for a Volunteer Center and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Volunteer Center.
 - c. Supervise Volunteer Center operations.
5. The Resource Staging Area (RSA) Manager will:
 - a. Select a site for an RSA and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the RSA.

- c. Supervise RSA operations.
6. The Phone Bank Supervisor will:
 - a. Coordinate equipping and staffing the Phone Bank.
 - b. Develop operating procedures for and train staff to operate the Phone Bank.
 - c. Supervise Phone Bank operations.

VII. DIRECTION and CONTROL

A. General

1. The County Judge is responsible for all governmental activities involved with the jurisdiction's donations management system.
2. The DC will manage the donations management program, supervise key donations management program personnel, and coordinate the efforts of volunteer groups and local government.
3. The work of volunteers and paid government employees at a donations management facility will be directed by the supervisor of that facility.
4. Volunteers working as an integral part of a recognized volunteer group (e.g., the Adventist Community Services, The Salvation Army, etc.) will respond to direction from those organizations.
5. Each individual supervising a donations management function will select an appropriate assistant or designee to run the operation in his or her absence.

B. Coordination

1. The DC will work out of and communicate from the Donations Operations Office, which should be located in or adjacent to the County MACC, 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 Donations Operations Office.

VIII. INCREASED READINESS LEVELS

A. Level IV – Normal Conditions

See actions recommended in the preparedness activities in Section V.D.1.

B. Level III – Increased Readiness

1. Monitor the situation and inform key donations management personnel of the potential for activating all or portions of the donations management system.
2. Review donation management procedures for currency.
3. Check recall rosters for accuracy and update as required.

C. Level II – High Readiness

1. Continue to monitor the situation.
2. Alert key donations management staff for potential operations.
3. Ensure source lists for volunteer workers are up-to-date.
4. Check potential donations operations facilities for accessibility and availability.

D. Level I - Maximum Readiness

1. Continue to monitor the situation.
2. Activate key donations management staff to update planning.
3. Make tentative donations management facility selections.
4. Review equipment and supply status and alert providers of possible need.
5. Alert organizations that provide volunteer workers of possible activation.

IX. ADMINISTRATION & SUPPORT

A. Reporting

1. During emergency operations, the Donations Operations Office shall compile and provide a daily summary of significant donations management activities to the MACC for use in staff briefings and inclusion in periodic Situation Reports (see

Annex N). If the MACC has been deactivated, a periodic summary of activities will be provided to local officials and the heads of volunteer organizations participating in the recovery process.

i.e.: 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. RSA

- 1) Number and type of bulk donations received (truckloads, pallets, etc.)
- 2) Significant donations and disposition
- 3) Goods delivered to distribution points (truckload, pallets, boxes)
- 4) Unneeded goods delivered to other agencies
- 5) Current hours of operation
- 6) Number of persons employed (volunteers and paid workers)
- 7) Major operational activities
- 8) Support activities (feeding, lodging, etc.)
- 9) Major issues or challenges

c. Distribution Points

- 1) Number of customers served
- 2) Hours of operation
- 3) Number of workers (volunteers and paid workers)
- 4) Major issues or challenges

d. Volunteer Center

- 1) Hours of operation
- 2) Number of volunteers assigned to tasks
- 3) Number of workers within the facility
- 4) General types of jobs to which workers have been dispatched
- 5) Support activities (feeding, etc.)
- 6) Major issues or challenges

e. Financial Accounting

- 1) Cash received
- 2) Cash distributed
- 3) Major issues or challenges

B. Records

1. Activity logs – Each donations facility should maintain a log of major activities at the facility.
2. The DMC and the LTRC may each appoint a secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group. The DC should maintain those records.
3. Documentation of costs – Expenses incurred in operating the donations management system are generally not recoverable. However, in the event local, state and/or federal reimbursement is considered, accurate records would be needed 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. Post Incident Review

The Basic Plan provides that the County Judge or EMC 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.

D. Training

1. The DC should attend training in donations management. The Texas Division of Emergency Management offers such training.
2. Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

E. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a donation management scenario based on the anticipated hazards which could be faced by this jurisdiction.

X. ANNEX DEVELOPMENT & MAINTENANCE

- A. The EMC, with input from the DMC, are responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded to the EMC as needs become apparent.

- B. This annex will be revised annually and revised once every (5) years or sooner if necessary.
- C. Individual agencies and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating guidelines (SOGs) to carry out those responsibilities.

XI. REFERENCES

- A. FEMA, *Volunteer and Donations Management Support Annex*, May 2013
- B. FEMA G-288, *Donations Management Workshop (Student Manual)*, in revision

APPENDICES

Appendix 1..... Current Donation Needs List

Appendix 2.....Sample Record of Donation Offer

Appendix 3.....Sample Public Information Release

Appendix 4.....Donations Management Operations Guide

- Tab A - Donations Coordinator Appointment
- Tab B - Donations Management Council
- Tab C - Key Donation Management Members
- Tab D - Unmet Needs Committee
- Tab E - Donations Operations Office (DOO)
- Tab F - Multi-Agency Warehouse (MAW)
- Tab G - Phone Bank
- Tab H - Service Sites
- Tab I - Volunteers
- Tab J - Handling Monetary Donations

APPENDIX 1 TO ANNEX T CURRENT DONATION NEEDS LIST

As of Date/Time: _____

1. Needed

A. Goods

b. Services

2. Not Needed

**SAMPLE
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

Brazoria County

(Date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT: Brazoria County's Public Information Officer

We are receiving citizen and community inquiries regarding the [name of disaster]. The calls primarily involve citizens who want to offer assistance or make donations to the [name of disaster] victims. It is important that such good intentions do not create the potential for a disaster within a disaster. Therefore people who wish to offer assistance should do so in as effective a manner as possible.

Individuals or organizations that want to provide assistance to victims of the (name of disaster) should first work through their local disaster relief organizations.

Monetary is the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. Monetary donations may be sent to the organization of your choice.

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 would 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

If you have any questions, please contact the Donations Coordinator, _____ at () - .

Yours truly,
(EMC)
Emergency Manager Coordinator
Brazoria County