

Volunteer and Donations Management Support Annex

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1 **Coordinating Agency:** Department of Homeland Security/Emergency Preparedness
2 and Response Directorate/Federal Emergency Management
3 Agency
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5 **Cooperating Agencies:** Department of State
6 Department of Transportation
7 General Services Administration
8 Corporation for National and Community Service
9 National Voluntary Organizations Active in Disaster
10 Office of Citizen Corps
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12 I. Introduction

13 A. Purpose

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16 The Volunteer and Donations Management Support Annex describes the
17 framework through which the Department of Homeland Security/Emergency
18 Preparedness and Response Directorate/Federal Emergency Management
19 Agency (DHS/EPR/FEMA) coordinates with other Federal agencies, State, local,
20 and tribal jurisdictions, the private sector, volunteer organizations, and non-
21 governmental organizations to ensure unsolicited donated goods and unaffiliated
22 volunteers are effectively utilized during an Incident of National Significance or
23 emergency.
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25 B. Scope

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27 This support annex provides guidance on the Federal role in volunteer and
28 donations management in an Incident of National Significance. Any reference to
29 donated goods and services in this annex refers to *unsolicited* goods and
30 *unaffiliated* volunteer services. This guidance applies to all agencies with direct
31 and indirect volunteer and/or donations responsibilities under the NRP.
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33 II. Policies

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35 A. The role of the Federal Government is always in support of the disaster-affected
36 State, local, and tribal governments. State, local, and tribal governments, in
37 coordination with Voluntary Organizations Active in Disaster (VOAD), are
38 ultimately in charge of volunteer and donations management activities.
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40 B. State, local and tribal governments have primary responsibility for the
41 management of unsolicited goods and unaffiliated volunteers.
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43 C. Federal and State governments look principally to those voluntary organizations
44 with established volunteer and donations management structures already in
45 place to receive appropriate volunteers and donated goods.
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47 D. Necessary response activities for the management of unsolicited goods and
48 unaffiliated volunteers that may be undertaken by DHS before a Presidential
49 declaration are closely coordinated with State officials and voluntary agencies.
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51 E. The Federal Government encourages cash donations to recognized nonprofit
52 voluntary organizations with disaster experience.
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- F. The Federal Government encourages individuals interested in volunteering their personal services to affiliate with a recognized nonprofit voluntary organization to facilitate their involvement in disaster relief activities.
- G. All activities, functions, and services are provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- H. All activities, functions, and services are provided in accordance with existing Federal statutes, rules, and regulations.
- I. Full use of existing voluntary organization volunteer and donations management resources is encouraged before the assistance of the Federal or State governments is sought.

III. Concept of Operations

Volunteer and donations management response activities are often necessary before a Presidential disaster declaration and hence require rapid coordination to mitigate potential volunteer and donations coordination problems.

A. Donated Goods Management Function

- 1. Management of unsolicited donated goods and unaffiliated volunteers involves a cooperative effort by Federal, State, local, and tribal governments, voluntary and community-based organizations, the business sector and the media.
- 2. DHS/EPR/FEMA) supports the State Volunteer and Donations Coordinator and voluntary organizations. The affected State, local, and tribal governments, in conjunction with their voluntary organization partners, are in charge of developing donations management plans and managing the flow of donated goods during disaster response and recovery operations.
- 3. Federal support may include:
 - a. Enhanced voluntary agency coordination;
 - b. Assistance in establishing a Donations Coordination Team and a Donation Coordination Center;
 - c. Technical and managerial support;
 - d. A national network of information and contacts to assist donations specialists in the field; and
 - e. Communications support as necessary.

B. Volunteer Management Function

- 1. Management of unaffiliated volunteers requires a cooperative effort by Federal, State, local, and tribal governments, voluntary and community-based organizations, faith groups, the private sector, and the media. DHS/EPR/FEMA supports the State Donations Coordinator and voluntary organizations. Affected State, local, and tribal governments, in close partnership with voluntary organizations, are in charge of developing plans that address the management of unaffiliated volunteers during disaster response and recovery.

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2. Federal support provided may include:
 - a. Enhanced voluntary agency coordination;
 - b. Technical and managerial support;
 - c. A national network of information and contacts to assist volunteer management specialists working in the field.; And
 - d. Communications support as necessary.

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V. Responsibilities

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A. Headquarters-Level Responsibilities

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1. Department of Homeland Security

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- a. Makes early contact with the key Volunteer & Donations Coordinators of the national voluntary organizations and the affected region for donations situation assessment.
 - b. Provides donations program guidance, a Donations Coordinator, and other assistance as appropriate, based on the affected region's request for assistance,
 - c. Provides support and assistance to the field, especially regarding international offers of assistance, large corporate offers, or politically sensitive collection drives.
 - d. Coordinates international offers of assistance with the appropriate Federal agencies.
 - e. DHS-U.S. Customs Service, in coordination with the National Response Coordination Center (NRCC) donations specialist and the Department of State, Office of Diplomatic Contingency Programs (DOS-A/DCP), expedites the entry of approved donated items into the United States.
 - f. DHS-U.S. Citizenship and Immigration Services, in coordination with the NRCC donations specialist and DOS-A/DCP as necessary, expedites the entry of approved individuals into the United States.
 - g. Provides training in the preparedness period and in providing technical assistance in the disaster response and recovery periods.

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2. Department of State: The DOS-A/DCP serves as the conduit to all U.S. embassies and consulates worldwide, providing them with information on DHS, State, local, tribal, and voluntary organization policies and procedures on donated goods and services.

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- a. As required, coordinates all actions and special issues with related agencies (e.g., Agency for International Development) concerning foreign offers of assistance and special requirements.

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- b. Informs the NRCC donations specialist of offers being made by foreign governments and provides assistance as necessary.
 - c. Coordinates with the NRCC donations specialist to ensure all foreign donors receive acknowledgment of the assistance they provide.
- 3. National Voluntary Organizations Active in Disaster:** Assist in providing information about donations and volunteer management operations of member agencies.
- 4. Corporation for National and Community Services:** Provides trained volunteer and donations management personnel, as needed.
- B. Regional-Level Responsibilities: Department of Homeland Security**
- 1. Designates a regional point of contact (POC) for donations who will coordinate with the Regional Response Coordination Center (RRCC).
 - 2. Assists the State Volunteer and Donations Coordinator with:
 - a. Establishing a Volunteer & Donations Coordination Team;
 - b. Setting up a Volunteer & Donation Coordination Center, including a volunteer and donations hotline;
 - c. Ensuring the appropriate donations receiving and distribution facilities are established and operating effectively;
 - d. Coordinating with Joint Information Center (JIC) staff on public service announcements, press releases, and other media-related support;
 - e. Coordinating with DHS Voluntary Agency Liaison (VAL), congressional affairs, community relations, logistics, Defense Coordinating Officer, and other Federal agencies as necessary; and
 - f. Preparing input for situation reports, briefings, and VIP visits as necessary.