



LOS ANGELES COUNTY OPERATIONAL AREA

DONATIONS MANAGEMENT ANNEX

APPROVED: MARCH 25, 2010

LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND RESIDENTS OF LOS ANGELES COUNTY

The County of Los Angeles developed this Donations Management Annex to ensure the most effective allocation of resources for the maximum benefit and protection of the public in time of emergency.

While no plan can guarantee prevention of death and destruction, well-developed plans, carried out by knowledgeable and well-trained personnel, can minimize losses. The Donations Management Annex establishes the County's emergency policy for collecting and directing monetary and in-kind donations after a major disaster. This Annex provides for the coordination of planning efforts among the various emergency departments, agencies, special districts, and jurisdictions that comprise the Los Angeles County Operational Area. The Donations Management Annex conforms to the requirements of the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS).

The Donations Management Annex is an extension of the Operational Area Emergency Response Plan (OAERP). The objective of the OAERP is to incorporate and coordinate all County facilities and personnel, along with the jurisdictional resources of the cities and special districts within the County, into an efficient organization capable of responding to any emergency using SEMS, mutual aid and other appropriate response procedures.

The Donations Management Annex will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The Los Angeles County Board of Supervisors gives its full support to the Donations Management Annex and urges all officials, employees, and residents, individually and collectively, to share in our commitment to the effective preparedness and response for disasters.

This letter promulgates the Donations Management Annex which becomes effective upon approval by the Los Angeles County Board of Supervisors.

Signed _____
Gloria Molina, Chair
Los Angeles County Board of Supervisors

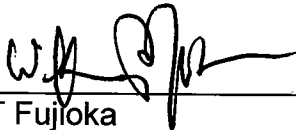
Date: _____

APPROVAL BY THE COUNTY OF LOS ANGELES EMERGENCY MANAGEMENT COUNCIL

The County of Los Angeles Emergency Management Council, created by Section 2.68.160 of the Emergency Ordinance, and comprised of key County departments, is responsible for overseeing the preparedness activities of County departments. This includes preparation of plans, emergency and disaster-related training of County employees, and related emergency preparedness activities.

The EMC has reviewed and approved the Operational Area Emergency Response Plan Donations Management Annex. Revisions to the Donations Management Annex will be submitted to the EMC for approval.

Signed



William T Fujioka
Chief Executive Officer
Chair, Emergency Management Council

Date: 3-25-10

DONATIONS MANAGEMENT ANNEX REVIEW

The Donations Management Annex will be reviewed every three years and as necessary for any updates.

Review Date	Nature of Update(s) (if any)	Page(s) Affected	Reviewer

EXECUTIVE SUMMARY

This document details the Los Angeles County Operational Area (OA) Donations Management Annex (Annex) and the procedures necessary to deal with impacts on our communities. **The Los Angeles County Emergency Response Plan – Donations Management Annex is not meant to stand alone, but is intended to be used in support of, and in conjunction with State, County and city plans, and their responding agencies’ standard operation procedures.** The policies, procedures, and concepts identified in this annex follow the guidelines established by the following:

- United States Department of Homeland Security’s National Incident Management System (NIMS)
- National Response Framework (NRF) – Volunteer and Donations Management Support Annex
- California Standardized Emergency Management System (SEMS)

The County of Los Angeles serves a very large, densely populated region at high risk for many types of disasters. Planning for disasters such as earthquakes, floods, and fires is essential to creating emergency response and recovery systems that can respond effectively and help residents recover and rebuild their lives following a disaster. Media coverage following an event often elicits an outpouring of volunteers and both monetary and material goods—i.e. “in-kind”—donations. Individuals, businesses, services clubs, organizations, and large corporations have historically demonstrated that different sectors of society will donate money and much needed assistance for victims of a disaster.

Lessons learned from previous disasters consistently underscore that response and recovery efforts are more effective when (1) organizational roles are defined prior to the disaster and (2) that pre-established relationships build for a more efficient response and faster recovery. To this end, the County of Los Angeles has developed an Annex that addresses planning for both in-kind and monetary donations. Additionally, the County has developed relationships with key partners for the coordination of donated goods and money which are outlined in this plan.

The California Community Foundation (CCF) is recognized as an established leadership organization with the technical expertise, ability and credibility in the community to potentially manage the collection and dispersment of monetary donations in times of disaster. The following concept of operations outlines the agreed upon roles. The CCF serves as the lead agency for the coordination of monetary donations working collaboratively with the County Office of Emergency Management (OEM) and the Los Angeles area Voluntary Organizations Active in Disaster (VOAD) - which is named Emergency Network Los Angeles (ENLA) - a network of community-based organizations active in disaster response, relief and recovery.

For the coordination of donated goods, the OA has established a two-pronged strategy:

- (1) direct donors and recipients to AidMatrix to utilize a web-based portal to register online donations, and;
- (2) when the AidMatrix solution is not viable, coordinate intake and distribution through a local Donations Coordination Team (DCT) established primarily comprised of non-government organizations affiliated with Emergency Network Los Angeles (ENLA).

By pre-planning, the OA increases the opportunity to provide consistent messages to public regarding donations and creates a system that allows more dollars to be directed into the local community. These dollars can help fund hundreds of organizations serving at-risk and vulnerable populations, strengthening the resiliency and ability of OA communities to recover after a major disaster. The following concept of operations outlines how the OA can work with response and relief organizations through ENLA and the California Community Foundation to direct dollars to where they are most needed to help recovery in Los Angeles County.

When this Annex is deactivated, efforts should be made to address all outstanding issues, and direct future donations inquiries to CCF. Lessons learned about donations management should be captured by debriefing key staff and preparing an after-action report. Lessons learned should also be incorporated into future updates of this Annex.

FOREWORD

OVERVIEW

The Los Angeles County OA Donations Management Annex consists of six sections. Each section has a specific purpose, as stated below.

Section 1 – Introduction

This Section contains the formal language outlining the purpose, scope, and goals for donations management in the Los Angeles County OA.

Section 2 - Operations

This Section outlines the operational priorities, concept of operations, and the sequence of activities for donations management within the OA.

Section 3 – Organizational Structure

This Section identifies the organizational structure for coordinating donations management.

Section 4 – Roles and Responsibilities

This Section defines the various roles and responsibilities of County departments and agencies in carrying out this annex.

Section 5 – Training and Exercises

This Section outlines the elements and considerations for integrating donations management into training and exercises for emergency response personnel, County employees and key stakeholders.

Section 6 – Maintenance

This Section outlines the policy and responsibilities for ongoing management and maintenance of this annex.

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SECTION 1: INTRODUCTION

PURPOSE

The purpose of the OA Donations Management Annex is to provide a coordinated system to efficiently direct the donation of money and goods in times of disaster working with key partners in the OA. The preferred method of donations is money and the purpose of this plan outlines how to direct monetary donations to outside funding entities and establishes criteria for doing so. This prevents government agencies from becoming a repository and granter of donated funds. Additionally, the Annex outlines a strategy to direct donors who still want to give goods to AidMatrix, a web-based database that can coordinate donations between donors and recipients. If donors still want to donate goods in person, this Annex outlines a framework for handling donated goods working closely with ENLA.

SCOPE

This plan is designed for use by all the jurisdictions within the Los Angeles County Operational Area. It outlines coordination at the county level for the management of monetary and in-kind donations during the response, relief and recovery phases of a disaster. The plan will be activated by upon request by local jurisdictions.

The plan is consistent with the National Response Framework (NRF) Volunteer and Donations Management Support Annex (Appendix A.)

GOALS

The goals of this Annex are:

- To augment, as a annex, the Operational Area Emergency Response Plan (OAERP).
- To ensure that local government and Non-governmental Organizations (NGOs) engaged in disaster works remain the primary recipients, managers and distributors of donated funds, goods and services.
- To enhance resources available to each jurisdiction and the community-at-large for disaster response and recovery by providing an organized system to receive both monetary and in-kind donations

- To outline the roles and responsibilities of key partners for the coordination of monetary and in-kind donations
- To ensure that implementation of the Annex is compatible with the principles and practices described in the State Emergency Operations Plan and the National Response Framework
- To provide the capability for the OA to effectively collect and manage bulk and corporate donations, in-kind donations and monetary donations; and get resources to organizations providing services to people adversely affected by the disaster.

ASSUMPTIONS

This annex is based on the following assumptions:

- People inside and outside the devastated area will want to donate money and goods to local response, relief and recovery efforts
- The need for monetary donations will exist well into the long-term recovery phase as unmet needs are identified after other resources are exhausted
- Media coverage will affect the outpouring of aid to a devastated community and can be used to provide messaging to the public
- After a large-scale emergency, individuals and relief organizations from outside the disaster area will begin to collect materials and supplies to assist the impacted areas
- The preferred method for donating goods is via AidMatrix, an online web-based portal
- Donations management should coordinate closely with the private sector and business community
- There is a well-know phenomenon of unsolicited and often unusable donations which pour into a community and overwhelm recovery effort; in other words, “stuff” will show up
- Warehousing, inventorying, tracking and dispersing donations may be needed
- FEMA, National Voluntary Organizations in Disaster (NVOAD) and state efforts will support local programs and policy

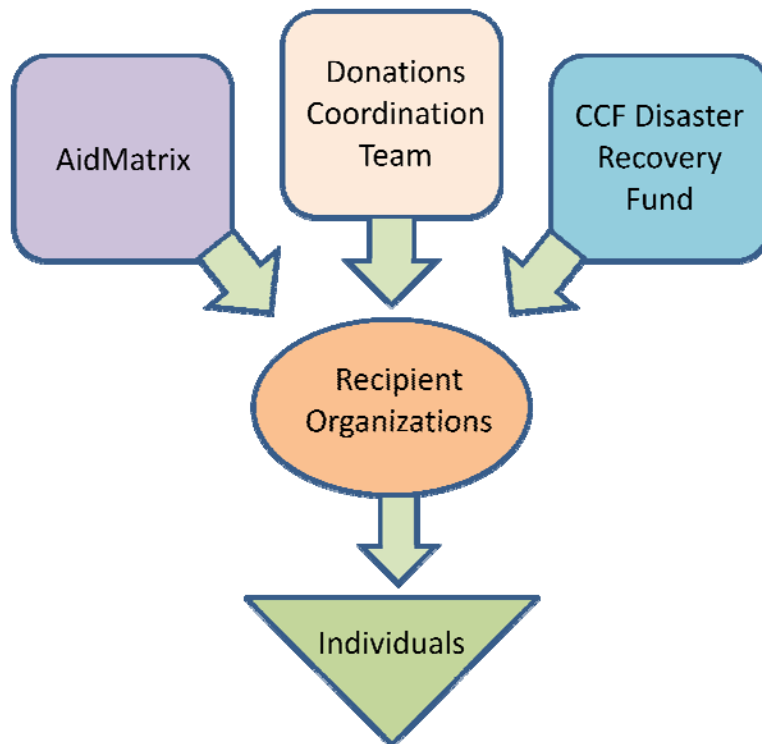
RESPONSIBILITIES

The responsibilities for developing, implementing, maintaining, and supporting this are as follows:

- The Chief Executive Office, Office of Emergency Management (OEM) is responsible for developing and maintaining this annex.
- Assigned County departments and agencies will carry out their responsibilities as described in this Annex and in accordance with the organization matrix detailed in the OAERP.
- Local jurisdictions in the OA are responsible for developing donation management plans for their jurisdictions that are compatible with this Annex and their local emergency response plan.

MISSION

This plan establishes an organizational structure and process for the OA to manage monetary and in-kind donations for community-wide disaster response, relief and recovery efforts. When managed appropriately, monetary and in-kind donations can provide critical resources for the community following a major disaster. By establishing a coordinated plan prior to a disaster, OA will more quickly harness and allocate resources where they are most needed.



Donations Management Model for the Los Angeles Operational Area

AUTHORITIES

State of California Emergency Plan – Draft April 2009, California Emergency Management Agency

National Response Framework – Volunteer and Donations Management Support Annex
Department of Homeland Security, 2008

Local

In accordance with the State's SEMS and the County's Emergency Ordinance, this annex is applicable to all County departments, cities, and special districts.

Chapter 2.68 of the Los Angeles County Code establishes the Office of Emergency Management (OEM) with responsibility for organizing and directing the preparedness efforts of the Emergency Management Organization of Los Angeles County.

RELATIONSHIP TO OTHER PLANS

The OAERP Donations Management Annex is not meant to stand alone, but is intended to be used in support of and in conjunction with State, OA/County, city, and special districts' emergency response plans, and their responding agencies' standard operation procedures.

This Annex is consistent with and augments the AOERP, the County Emergency Operations Center (CEOC) SOP, the County's Emergency Public Information (EPI) Plan, the Department of Public Social Services Care & Shelter Plan, and others.

- The OAERP outlines broad emergency response concepts with appendices that detail emergency response considerations for the various hazards faced by the OA.
- The CEOC SOP is an operational document that outlines the roles, tasks, policies and procedures of County departments and agencies that staff the County's Emergency Operations Center.
- The EPI Plan outlines methods and resources intended to ensure appropriate and consistent messaging to the public when responding to disasters.
- The DPSS Care & Shelter Plan is an operational document that outlines the roles, tasks, policies and procedures that govern the County's response to disasters with respect to providing adequate care and shelter for residents in a disaster.

SECTION 2: OPERATIONS

OPERATIONAL PRIORITIES

Consideration to the following issues assists in emergency response operations prioritization:

- Protecting life, the environment, and property.
- Meeting the immediate needs of the population, including rescue, medical treatment, and shelter.
- Temporary restoration of facilities essential to the health, safety, and welfare of the population.
- Mitigating hazards which develop as a result of the emergency.

Resource Allocation Priorities for Donations Management

The following are common priorities in emergency management for making resource allocation decisions in a disaster. They are included as a guidance tool for the Donations Management Unit to assist in making decisions regarding the utilization of donated goods and funds.

- **Saving Lives:** The preservation of life is the top priority of emergency managers and first responders, and takes precedence over any and all other considerations in a disaster
- **Addressing Human Needs:** Beyond the simple preservation of life, all possible efforts must be made to provide for basic human needs, including food, water, shelter, and security, emotional & spiritual comfort during and after an emergency or disaster.
- **Caring for Special Needs Populations:** People with physical or mental challenges, or who lack assets that would enable them to remove themselves from harm's way, are more vulnerable to harm both during and after an emergency event. Protecting these special needs populations is a high priority for Los Angeles County jurisdictions.
- **Protecting Property:** All possible efforts must be made to protect public and private property from damage during and after an emergency or disaster.
- **Restoring Basic Services:** Power, sanitation, and basic services must be restored as quickly as possible to enable residents and business community to resume their normal patterns of life.

- **Protecting the Environment:** All possible efforts will be made to protect California’s environment from damage during and after an emergency or disaster.
- **Encouraging Community and Economic Recovery:** Emergency managers; local, county, and state government agencies; and the private sector and non-governmental organizations (NGOs) will work with each community affected by an emergency or disaster to facilitate a speedy recovery. Every effort must be made to ensure that recovery operations are conducted fairly, equitably, and inclusively.

DEFINITIONS

Monetary Donations

Monetary donations are financial contributions from donors designated for disaster response, relief and recovery. This is the preferred method of contribution by most local and national organizations providing disaster relief and recovery and services.

In-Kind Donations

In-kind donations are the contributions of goods, both new and used, in a disaster. Most organizations only want new in-kind donations that are requested (e.g. baby formula or water) and can be provided in large quantities because of limited abilities to sort, organize & disperse items.

CONCEPT OF OPERATIONS -- MONETARY DONATIONS

The County has designated the California Community Foundation (CCF) as the lead agency for establishing a post –disaster fund. As a leader and convener, the Foundation will work with other cooperating agencies such as United Way and other grant-making organizations when the fund is established to ensure that grants reach as broad a range of agencies as possible providing relief services in the community.

CCF will convene a meeting once a year to coordinate with key partners and provide the opportunity for collaboration. The meeting should include at least one representative from CCF, United Way, ENLA and OEM and any other partners to enhance coordination of fund distribution post –disaster.

Immediate Response and Relief

Current CCF policies, protocols and agreements are to direct immediate funding to organizations that provide direct response and relief efforts - such as the American Red Cross and The Salvation Army. OEM and CCF will direct potential donors to the ENLA website for a list of organizations activated for disaster response and relief. Coordination in the CEOC will be the Donations Management Unit in the Logistics Section.

Intermediate to Long-Term Recovery

CCF will create a separate disaster fund for each disaster focused on supporting intermediate and long-term recovery efforts. Intermediate to long-term recovery is typically when government resources are exhausted and multiple unmet needs surface. The fund will be utilized to provide grants to local agencies that provide a variety of services to clients to assist with the recovery process.

CCF will inform ENLA when a disaster fund is established; ENLA in turn will inform established Long Term Recovery (LTR) Committees of the fund, and will inform CCF on recovery needs identified by the LTR Committees. ENLA will also provide LTR Committee contact information to CCF, so that CCF may contact the Committees directly. Funding may be used to assist local areas with emerging and unmet needs.

Target Funds to Organizations Serving Vulnerable Populations

CCF will place particular focus on non-profit organizations serving low-income, underserved and vulnerable populations in affected areas. CCF can direct funds to smaller local organizations who are the trusted providers for many of these at-risk

populations, thus helping to strengthen the safety net supporting these populations. Many CBOs can effectively communicate with specific populations who may distrust government entities (e.g. immigrant communities) despite needing critical life saving services.

CONCEPT OF OPERATIONS -- IN-KIND DONATIONS

The goal of the OA regarding in-kind donations is to first encourage donors to make financial contributions rather than donating goods as the most expedient and effective way to help. This is consistent with guidelines provided by the Federal Emergency Management Agency (FEMA) and National VOAD. A critical strategy to accomplish this is to develop an early coordinated public information campaign to limit the influx of “in-kind” goods and encourage financial donations. (For standardized messaging, see FEMA/NVOAD Brochure, Appendix E.) If individuals and business still have goods they want to donate, the next strategy is to encourage them to utilize AidMatrix, an online portal where they can register those goods and be matched with a recipient organization. AidMatrix has proven effective in limiting the physical influx of goods into a disaster affected area.

If a donor still wants to donate new or used goods, then this plan establishes a framework for coordinating with ENLA and NVOAD to set up a warehouse and distributions sites with NGOs who have the technical expertise in the intake and distribution of donated goods.

SEQUENCE OF OPERATIONAL ACTIVITIES -- MONETARY DONATIONS

Processing of Funds

The fund established by CCF will be for private donations from individuals, businesses, services clubs, organizations, and large corporations. The fund **will not** be responsible for handling any government funds. The following basic processing criteria provides minimal agreed upon requirements:

- A separate fund will be established and maintained as a separate account at all times.
- The goal would be to move money as quickly as possible to critical organizations providing services to those affected by the disaster (some may be pre-identified and pre-qualified by CCF.) The agreement is for funds to be expended by CCF within one year of receipt unless additional agreement is made between the County and CCF.

- Up to 10% of donations are allowed for administrative purposes for direct relief agencies and the CCF.
- Contributions by individual donors will be tracked to ensure that they are provided with the required receipts for their tax-deductible donation.

Fiscal Reporting Criteria

Because no government funds—which often come with specific reporting requirements—are involved, the County will accept CCF’s normal tracking and reporting criteria for the management of funds.

CCFs grant tracking process from recipient organizations is as follows:

1. amount and time period of funding,
2. measurable objectives for use of funds, and
3. reporting requirements
 - a. Grantees are expected to report on progress on achieving objectives.
 - b. Reporting timeline is dependent on \$ amount, timeframe of grant and type of objectives (e.g., for equipment purchases vs. assisting residents).
 - i. Generally, for a grant under \$100,000 CCF expects an annual report for grants of one or two year duration.
 - ii. For grants over \$100,000, CCF expects 6 month progress reports.
 - iii. Grantees are expected to submit an accounting of expended \$ amounts, against the agreed-upon budget; and
 - iv. A final report may be required, depending on grant period.

Reports are reviewed and approved by the program officer, and a summary statement is entered into CCF’s data system.

Monthly updates will be provided from CCF to OEM by month-end of the current month for previous month’s activities, while disaster funds are actively being solicited. Updates will include:

- a. Total amount in fund;
- b. New contributions received for month;
- c. Once disaster fund solicitations end or contributions slow down markedly, monthly reporting ends.

CCF will notify OEM when the RFP has been released. When the Board of Directors has approved grant recommendations, CCF will provide OEM with a list of grant recipients, including name, amount and brief purpose statement.

Establish Needs Qualifications & Criteria

CCF will determine the eligibility and criteria for funding agencies after a disaster. For example, during the November 2008 Sylmar Wildfires, eligible grant applicants were required to:

- Be a non-profit organization with tax-exempt status under Section 501(c) (3) of the Internal Revenue code and not classified as private foundation.
- Primarily serve residents affected by the November 2008 Sylmar Wildfire.
- Not discriminate in the hiring of staff or the provision of services on the basis of race, religion, gender, sexual orientation, age national origin or disability.
- Have completed and submitted CCF's 2008 Southern California Wildfire Recovery Needs Assessment Survey and Application (See Appendix)
- Use funding to cover activities and costs that cannot be reimbursed by public agencies.
- Plan on completing all funded activities by no later than 12 months from the date of the award.

SEQUENCE OF OPERATIONAL ACTIVITIES -- IN-KIND DONATIONS

Used Goods - Donations Coordination Team (DCT)

The primary purpose of the DCT is to provide a system to manage the goodwill intent of the public to donate (primarily) used household goods and clothing to help those affected by a disaster. This system is designed to keep these items from collecting at fire stations and city halls thereby hindering response efforts by local jurisdictions. Additionally, the DCT will direct donations to specialized lead organizations, such a LA Regional Food Bank, for food donations or other central collection points for specific types of donations.

The role of the DCT is to coordinate with organizations such as Salvation Army and Goodwill to receive and process used donations. These organizations do this on a daily basis and already have the expertise and knowledge for this function. Some smaller quantities of new goods may also come in thru this system, but the larger bulk offers

from private sector and corporate donors should be directed to AidMatrix. The DCT agencies will provide collection stations to be coordinated by Community Based Organizations from within the OA who have the technical expertise in collection, sorting and distribution of donated used items. All DCT activities will be coordinated through ENLA.

New Donated Goods

Businesses, corporations and organizations will often make donations of new and bulk goods into an affected area in times of disaster. These bulk donations can provide critical and needed resources, such as hundreds of cases of water, baby formula, etc. When a bulk donation offer is received, it is important that the CEOC Logistics Section is aware of the resources and can utilize them in the resource allocation process in the CEOC. In turn, the CEOC will constantly be assessing resource needs and priorities.

The most efficient way to manage bulk donations is through AidMatrix, a web-based donations portal and database. Because so many bulk donations come from the private sector, it is important this branch work closely with the private sector representation in the CEOC.

AidMatrix offers a tremendous opportunity to limit the influx of actual physical donations into an impacted area. As a new system and way of managing donated goods, it is important to utilize a donations portal within the context and framework of the *Resource Allocation Priorities* at the beginning of this document to help make sure resources are getting to where they are most needed and it is not administered on a first come, first serve basis.

AidMatrix

AidMatrix is a national online system that is sponsored by FEMA and utilized by many state and local government entities. AidMatrix will profile the needs of local government and NGOs so that donors can direct assistance to where it is needed and give donors some choice as to where to direct their donations. Conversely, donors may also post an undesignated donation on the portal. Typically, a recipient organization is responsible for the retrieval of a donated good. However, transportation capabilities can also be a donation, often from the private sector.

The portal includes a database function with the capacity to track all donor calls, donation transactions and inventory on a 24/7 basis. This allows for real time reporting capabilities and provides a central clearinghouse on donations management activities.

The AidMatrix Network is a disaster-relief supply chain that allows members to view donations and post specific needs, as well as access warehouse and logistics tools. AidMatrix partners include Accenture, UPS, FEMA, NATO, International Federation of Red Cross and Red Crescent Societies, National Voluntary Agencies Active in Disaster (NVOAD) and numerous governmental partners. It is partnered with over 35,000 different nonprofits, businesses and government agencies worldwide.

Over 40% of the United States has already signed on to AidMatrix. The system was successfully utilized for the 2007 Southern California wildfires. See Appendix G for a description of AidMatrix use in the 2007 California Wildfires.

Countywide Warehouse

While the preferred method of bringing donations into the OA is via AidMatrix, it is probable that people will still show up with “stuff.” If the need for a countywide warehouse (staging area) becomes apparent, a site will be established to process large bulk corporate donations. A request for a warehouse to manage donated goods should be made to ENLA and NVOAD. In turn, NVOAD will typically designate a lead agency for this function. A facility will need to be identified by the CEOC or by an ENLA organization. Private Sector businesses may be able to provide a warehouse for this function and once activation of a warehouse is determined, a facility resource request should be submitted.

If NVOAD is unable to take on the role of lead agency, CEOC Logistics Branch will identify and assign employees as Disaster Services Workers (DSWs) to manage and operate the warehouse for the entire operation or until a NVOAD agency can provide more support.

Once the warehouse (or staging area, if a warehouse is not available) is established, a warehouse liaison will be sent to the Donations Management Unit in the CEOC. A warehouse should be located in proximity to major transportation routes but not too close to severely affected areas. If a countywide warehouse is established, all activities should be coordinated with the DCT.

Private Sector

The integration of the private sector into emergency management response and recovery systems is a critical resource and an important component of donations management.

The private sector and business community:

- Bring critical wanted and needed resources to response and recovery
- Often have the best knowledge of supply and demand in a local area
- Typically has resources for most expedient method of transportation
- Recognize government and NGOs don't have enough resources locally (especially post-Katrina)
- Work with the state legislature to shape laws that to increase the ability for the private sector assist with disaster response, relief and recovery.
 - o For example, Assembly Bill 2796 gives private and nonprofit donors immunity from liability for donating goods, if, among other things, the donor is included on a statewide registry, the goods are provided at no cost to government entities or victims of emergencies, the goods are "safely collected, maintained, and managed," the goods "comply with all applicable federal and state safety laws and licensing requirements," and the goods "have not been altered, misbranded, or stored under conditions contrary to the standards set forth under federal or state laws or by the product manufacturer." ¹

The Homeland Security Advisory Council, Region One (HSAC) is a voluntary, non-partisan coalition of more than 80 senior executives from business, government and academia dedicated to improving regional homeland security and emergency response capabilities in the greater Los Angeles/Orange County metropolitan areas through public-private partnerships. HSAC will help provide coordination of private sector resources in the CEOC.

HSAC is building a database of anticipated resources needs in a disaster. This makes it easier for the private sector to plan ahead and for local government to obtain resources to where they are most needed as quickly as possible. The Donations Management Unit Coordinator should coordinate closely with the private sector representative in the CEOC.

¹ Assembly Bill No. 276, Chapter 363, Approved September 27, 2008

SECTION 3: ORGANIZATIONAL STRUCTURE

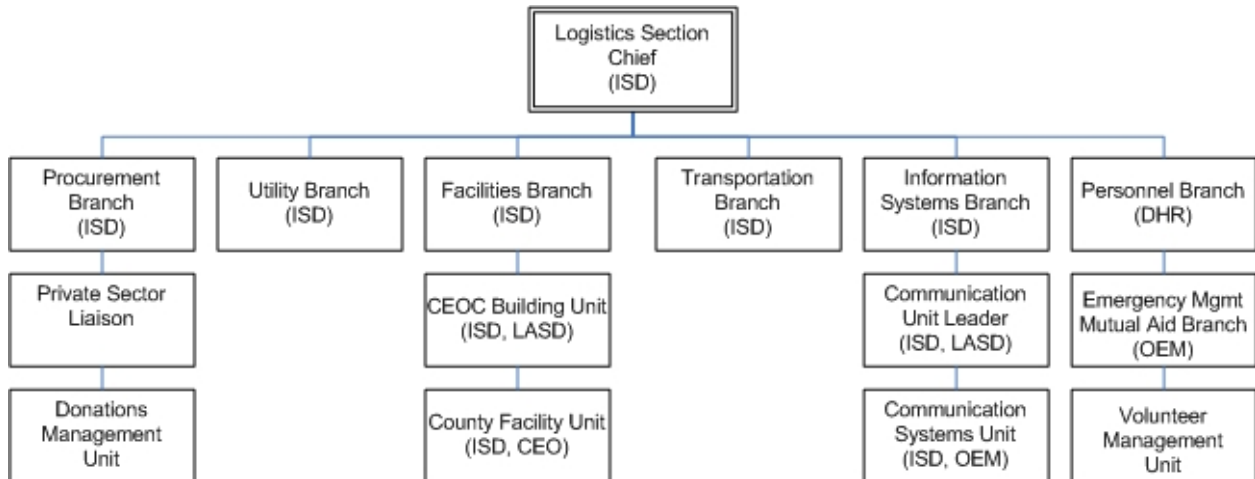
This Annex reflects the organizational structure of the SEMS and the NIMS as outlined in the OAERP. The CEOC may activate based upon a threat or actual event.

The Logistics Section Chief in the CEOC will activate the Annex. Reasons for activating the Annex may include, but are not limited to, the following:

- When the nature of the disaster and/or media coverage prompts inquiries about where money can be donated
- When the nature of the disaster and/or media coverage prompts inquiries about where goods can be donated
- When resources from the public are needed for response, relief and recovery efforts
- A local or state emergency proclamation
- A federal declaration of major disaster or emergency

DONATIONS MANAGEMENT UNIT

The Donations Management Unit may be activated as necessary in any emergency by the Logistics Section Chief. The Donations Management Unit Coordinator will serve as the point of contact in the CEOC for the coordination of donated goods and money for the OA. This position is assigned and staffed in the CEOC by a County of Los Angeles employee.



Logistics Section in the Los Angeles County Emergency Operations Center

The Role of the Donations Management Unit Coordinator is as follows:

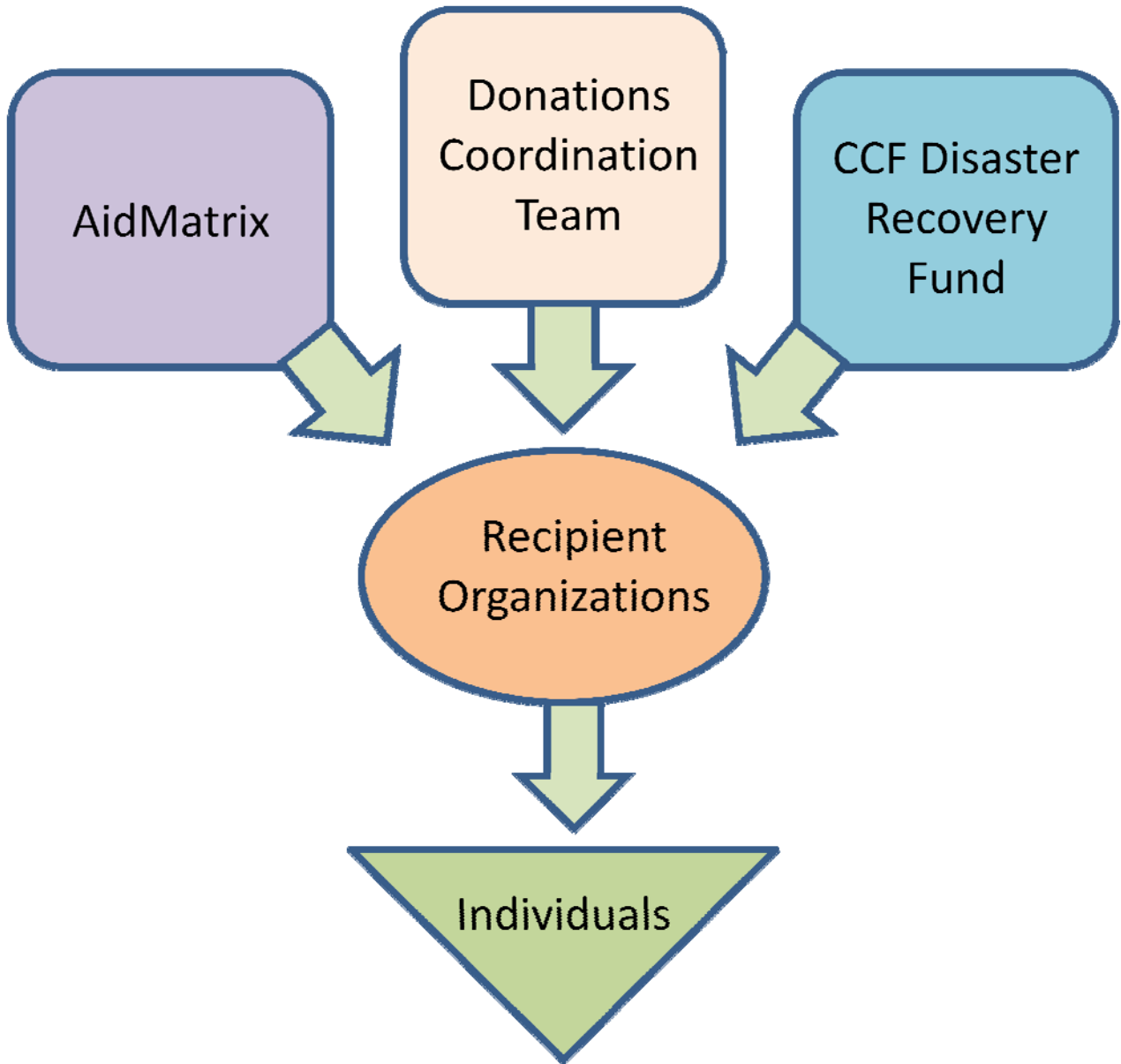
- Coordinate resources within the OA.
- Work with the CEOC PIO to make sure accurate and consistent information is going out to the public regarding the donation of goods and money (See sample press release, Appendix D).
- Coordinate information going to the public about monetary donations for Los Angeles County with the State - CaliforniaVolunteers for monetary donations and California Emergency Management Agency (CalEMA) for in-kind donations.
- Respond to requests from within the CEOC and other agencies.
- Upon activation, notify key partners.

For Monetary Donations

- In the immediate response phase, direct donors to ENLA's website at www.enla.org to give directly to response and relief organizations listed on that site (See Appendix B for list of organizations).
- Contact the CCF as the OA partner for monetary donations. In turn, the CCF will notify United Way and other grant making organizations that a fund will be established.
- Gather from the CCF accurate data on website and phone numbers for directing donors.

For In-Kind Donations

- Activate the AidMatrix Technology Portal to directing donors to register donations and NGOs to register needs in the disaster.
- Activate the DCT through ENLA. If ENLA has a liaison in the CEOC, that person will be the point of contact.
- Coordinate with private sector liaisons.
- If needed, make arrangements to establish a countywide warehouse for large bulk donations. Work with ENLA to establish a lead agency to manage warehouse operations.



Donations Management Model for the Los Angeles Operational Area

SECTION 4: ROLES AND RESPONSIBILITIES

COUNTY OF LOS ANGELES

As designated by California's Standardized Emergency Management System (SEMS), the County of Los Angeles serves as the Operational Area (OA) for the entire geographical area of Los Angeles, including its 88 cities, special districts and unincorporated areas. The role of the OA is to coordinate resources for disaster response in the County. The role of the OA for donations management is as follows:

- Prepare and maintain this plan and all associated procedures
- Determine need to activate Annex at time of disaster
- Coordinate activation, implementation and demobilization of Annex
- Coordinate and communicate with OA partners for the purposes of providing consistent messaging to the public about how and where to donate
- Work with Long-Term Recovery Committees to direct resources towards emerging and unmet needs

PUBLIC INFORMATION

One of the first and most critical strategies for managing both monetary and in-kind donations is to develop an early coordinated public information campaign to limit the influx of "in-kind" goods and encourage financial donations. (For standardized messaging, see FEMA/NVOAD Brochure, Appendix E.) Upon activation, the CEOC will work closely with the Joint Information Center (JIC) to provide consistent messaging to the public about where they can donate. A template press release is included as an appendix to this plan which can be modified and utilized in any disaster. (Appendix D)

Additionally, 211 LA County will also be a critical source of information for the public. The County will utilize the 211 system, in addition to other resources identified in the OA Emergency Public Information Plan, to disseminate information regarding how and where to donate following a major disaster.

Once activated, critical messaging to the public for donations management includes:

- Encourage monetary donations to the Relief Fund established by the CCF
- Promote utilization of a web-based donations portal for donating in-kind goods
- Indicate types of donations needed, ONLY if they are needed

- ❑ If a warehouse is established and at some point it is determined by Logistics that information about the warehouse should go to the public, provide location and drop-off procedures

JOINT INFORMATION CENTER (JIC)

The JIC is a temporary organization established during emergency events that provides response agencies with a means to pool communication resources and ensure that consistent and accurate information is released as quickly as possible to the public and news media. The agencies involved work cooperatively to accomplish these goals and the establishment of a JIC ensures that viewpoints from all response agencies are taken into account.

The JIC is organized into central functions with an assigned lead for each functional area. The Lead Public Information Office (PIO) and the JIC Manager are part of the Command Unit and oversee the functional units of the JIC. The JIC will work in very close coordination with the Command Unit of the CEOC. The JIC is a critical resource for disseminating consistent information to the public regarding donations management. The operational components of a JIC in the OA are addressed in the Emergency Public Information (EPI) Plan.

CALIFORNIA COMMUNITY FOUNDATION (CCF)

The CCF, like other community foundations, is a grant making organization that possesses a unique knowledge of the local community and its needs. CCF processes hundreds of charitable gifts per month and works extensively with thousands of non-profit organizations in Los Angeles County on an annual basis. CCF is a respected entity with the capacity and ability to process donations ensuring financial security, transparency and accountability.

For these reasons, CCF has been identified by leaders in emergency management and non-profit sector as a natural lead agency for the management of monetary donations into the Los Angeles area following a major disaster. One of the primary goals of engaging a community foundation or similar agency in this role is that it enhances the ability to direct donations to a wider range of organizations involved in recovery, particularly smaller local organizations that are not supported by large national organizations although they provide critical services. These smaller organizations often play a key role in providing services to may at-risk and vulnerable populations.

EMERGENCY NETWORK LOS ANGELES (ENLA)

ENLA is the local VOAD for Los Angeles County and is an affiliate of the National Voluntary Organizations Active in Disaster (NVOAD) and the Southern California VOAD. (See Appendix C for more information on roles of national VOAD organizations.) ENLA is a network of non-profit, community-based organizations (CBOs), and faith-based organizations (FBOs) throughout the OA. Collectively, these organizations provide assistance to individuals, families and need populations following emergencies and disasters. ENLA's mission is to enhance the capacity of non-profit, community, and faith-based organizations, government agencies and the private sector for preparedness, response and recovery to disasters in Los Angeles County by facilitating cooperation, communication, coordination and collaboration. ENLA is a California non-profit charitable corporation under IRS section 501(c) ³. The organization is governed by a Board of Directors comprised of representatives from CBOs, FBOs, national disaster agencies including the American Red Cross and Salvation Army, and non-voting government representatives. For a list of ENLA member agencies, please see Appendix B.

COUNTY EMERGENCY OPERATIONS CENTER (CEOC)

Each Section of the CEOC (when activated) may impact a donations management effort operating in the OA. The Roles and responsibilities of each section on the CEOC as they may impact donations management are summarized below.

MANAGEMENT SECTION

The CEOC will facilitate coordination among all responding agencies and disciplines. Areas of special concern for CEOC Management include:

- Information sharing and dissemination to the public and partner agencies.
- Coordination of response activities in the OA.
- Dissemination of public information in the response phase of an emergency.

County Sheriff's Department

- By County ordinance, the Sheriff is the Director of Emergency Operations during declared emergencies. The Sheriff's Department also manages CEOC operations as the CEOC Manager.
- Responsible for management of CEOC operations.
- The responsibility for a coordinated public information function during disasters is assigned to the Sheriff.
 - Appendix E provides sample standardized public information messages that may be used during an event.

Chief Executive Officer (CEO)

The County CEO is responsible for issuing recovery policy and guidelines to County departments directing restoration of County government services.

OPERATIONS SECTION

Areas of special concern for the Operations Section include:

- Managing emergency operations
- Coordinating with California Emergency Management Agency (CalEMA) Southern Region for mutual aid and resource requests
- Coordination with utility companies
- Coordination with County Public Health on health impacts
- Coordination with Department of Public Social Services (DPSS) on refuge areas and sheltering needs
- Coordination with Animal Control on care issues, including care, shelter, and possible public health concerns

County Sheriff's Department

The Sheriff's Department serves as the lead for security, access control and traffic/crowd control.

County Fire Department (Fire)

Fire's mission is to protect lives, property, and the environment by providing prompt, skillful, cost-effective fire protection and life safety services.

Department of Public Works (DPW)

DPW leads and coordinates advance planning to pre-designate potential major evacuation routes for unincorporated areas.

Internal Services Department (ISD)

ISD serves as lead representative for utilities concerns.

Department of Health Services (DHS)

DHS provides and coordinates medical and public health services during disaster response.

Department of Public Health (DPH)

Public health services may include preventive health services such as control of communicable diseases; coordinating inspection of health hazards in damaged buildings; inspection of vital foodstuffs, water, drugs and other consumables; mosquito and other vector control; and detection and identification of possible sources of contamination dangerous to the general physical condition of the community.

Department of Mental Health (DMH)

DMH is the government agency assigned to provide for the psychological and emotional well-being of the community as well as individual victims of a disaster.

Department of Public Social Services (DPSS)

DPSS is designated as lead for the Care and Shelter Branch in the CEOC. DPSS is the government agency assigned to provide for the emergency care and shelter needs of disaster victims during disasters. DPSS performs their care and shelter mission in partnership with the American Red Cross and with support from the County’s VOAD, ENLA. The Care and Shelter Branch will work closely with the Donations Management Unit in the Logistics section to ensure that the emergency shelters receive the goods required to support operations.

Parks and Recreation

Parks and Recreation will assist with care and shelter issues in coordination with DPSS.

American Red Cross

Congress mandated the American Red Cross (ARC) to provide care, shelter and Disaster Victim Inquiry assistance for victims of natural disasters. DPSS works in cooperation with the ARC to provide these services following a natural disaster.

PLANNING AND INTELLIGENCE SECTION

Planning/Intelligence may include units that address emergency management and concerns specific to planned donations management activities.

LOGISTICS SECTION

Areas of special concern for the Logistics Section include:

- Activating and directing the Donations Management Unit, Private Sector Liaison and other Units and Branches intended to support this Annex and donations management activities.
- Procurement and mutual aid assistance for issues that cannot be resolved through normal means

Internal Services Department (ISD)

ISD is designated as lead for the Logistics Section in the CEOC in the CEOC. ISD will expedite requests for disaster-related purchases of supplies, services, equipment, and facilities required for both the response and recovery phases. ISD will also assist impacted cities having difficulty with procurement, or specific requests. Cities have financial responsibility for goods and services the County procures at their request.

FINANCE, ADMINISTRATION AND RECOVERY (FAR) SECTION

Areas of special concern for this section include ensuring that finance and administrative actions in support of OA Emergency Response and Initial Recovery operations are begun early and performed in a manner that will facilitate meeting the requirements of State and Federal guidelines for disaster operations.

Chief Executive Officer (CEO)

- During operations, CEO performs its assigned function of local, State and Federal coordination, CEOC management support, initial recovery, and status reports to the Board of Supervisors.

SECTION 5: TRAINING AND EXERCISES

All County training and exercises will be in accordance with the County's training schedule. This schedule may include: response exercises, awareness workshops, responder training, and joint training with County departments, cities, ENLA and various other agencies as appropriate. Local jurisdictions are encouraged to participate in joint training and exercise opportunities and include donations management in comprehensive exercise programs.

SECTION 6: MAINTENANCE

This Donations Management Annex is developed under the authority of Los Angeles County Office of Emergency Management. The staff of the OEM is responsible for developing, maintaining and drafting revisions to the Annex consistent with the jurisdiction's schedule for updating the emergency response plan. The Annex may also be modified as needed after an incident, exercise or changes in procedures, law, rules or regulations pertaining to volunteer management. Staff will submit annex revisions to the Emergency Management Council in accordance with local ordinances for approval.

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APPENDICES

Appendix A - Volunteer and Donations Management Support Annex, National Response Framework

Appendix B – ENLA Member Agencies

Appendix C - NVOAD Agency Roles and Responsibilities

Appendix D - Sample Press Release

Appendix E - FEMA/NVOAD How to Donate or Volunteer Successfully

Appendix F – CCF Sylmar Fire Sample Grant Request Form

Appendix G - AidMatrix – California Wildfires

Appendix H – Local Contact Information

Appendix A: Volunteer and
Donations Management
Support Annex, National
Response Framework

Volunteer and Donations Management Support Annex

Coordinating Agency:

Department of Homeland Security/Federal
Emergency Management Agency

Cooperating Agencies:

Department of Agriculture
Department of Health and Human Services
Department of Homeland Security
Department of State
Department of Transportation
Corporation for National and Community
Service
General Services Administration
U.S. Agency for International Development
USA Freedom Corps
National Voluntary Organizations Active in
Disaster

INTRODUCTION

Purpose

The Volunteer and Donations Management Support Annex describes the coordination processes used to support the State in ensuring the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all Emergency Support Functions (ESFs) for incidents requiring a Federal response, including offers of unaffiliated volunteer services and unsolicited donations to the Federal Government.

Scope

This annex provides guidance on the Federal role in supporting State governments in the management of masses of unaffiliated volunteers and unsolicited donated goods. (Any reference to volunteer services and donated goods in this annex refers to unaffiliated volunteer services¹ and unsolicited goods, unless otherwise stated.) This guidance applies to all agencies and organizations with direct and indirect volunteer and/or donations responsibilities under the *National Response Framework*.

Policies

The goal of volunteer and donations management is to efficiently and effectively support the affected jurisdictions in close collaboration with the voluntary organizations/agencies, in an effort to manage the overall influx of offers of goods and services to the Federal Government, States, tribes, local governments, voluntary agencies, and other entities before, during, and after an incident.

The Federal Government encourages State, tribal, and local governments to coordinate with voluntary agencies, community and faith-based organizations, volunteer centers, and private-sector entities through local Citizen Corps Councils and local Voluntary Organizations Active in Disaster (VOADs) to participate in preparedness activities including planning, establishing appropriate roles and responsibilities, training, and exercising.

¹ Unaffiliated volunteers, also known as spontaneous volunteers, are individuals who offer to help or self-deploy to assist in emergency situations without fully coordinating their activities. They are considered "unaffiliated" in that they are not part of a disaster relief organization. Although unaffiliated volunteers can be significant resources, because they do not have preestablished relationships with emergency response organizations, verifying their training or credentials and matching them with the appropriate service areas can be difficult.

Private nonprofit and private-sector organizations that can provide a specific disaster-related service to Federal, State, local, and tribal governments are encouraged to establish preincident operational agreements with emergency management agencies. At the Federal level, FEMA will provide preincident support to broker a match with the most appropriate ESF or response element for organizations with disaster services that are not currently affiliated with a specific ESF.

State, tribal, and local governments have primary responsibility, in coordination with VOADs, to develop and implement plans to manage volunteer services and donated goods.

Full use of existing volunteer and donations management resources at the local level is encouraged before seeking assistance of the State or Federal governments.

The Department of Homeland Security (DHS)/Federal Emergency Management Agency (FEMA) coordinates with other Federal agencies, in support of the State, to identify operational requirements for an effective State Volunteer and Donations Management operation.

The Corporation for National and Community Service (CNCS) coordinates with other Federal agencies and voluntary organizations in support of State, tribal, and local government efforts in the coordination and management of unaffiliated volunteers.

The Federal Government will have a system to manage and coordinate offers of unaffiliated volunteer services and unsolicited donated goods from the private sector that are made to the Federal Government, so that any appropriate offer can be effectively integrated into the overall process.

State and local governments are encouraged to establish a structure responsible for receiving, tasking, and employing the full range of goods and services that may be donated during an emergency.

The Federal Government encourages individuals interested in volunteering personal services to directly affiliate with a voluntary organization/agency of their choice or a local volunteer center, and/or to participate through their local Citizen Corps program.

The Federal Government encourages donations from the general public to be made as cash to voluntary, faith-based, and/or community organizations providing services to disaster victims.

Policies and procedures regarding International Donations coordination of government-to-government assistance and assistance from international organizations such as the North Atlantic Treaty Organization (NATO) and the United Nations (U.N.) are addressed in the International Assistance System (IAS) as described in the International Coordination Support Annex, which is managed jointly by the Department of State (DOS), the U.S. Agency for International Development (USAID), and DHS/FEMA.

Donations of blood products are referenced in the ESF #8 – Public Health and Medical Services Annex.

Other Federal agencies may have independent authority to accept gifts and/or services of volunteers that may be exercised independently by those agencies.

The Federal Government will include State and tribal governments, nongovernmental organizations, private-sector representatives, and others as appropriate in training and exercises.

All activities, functions, and services are provided in accordance with existing Federal statutes, rules, and regulations.

Preincident Activities

DHS/FEMA recommends that States and local jurisdictions develop and strengthen a Volunteer and Donations Management ESF/Support Annex in their State and local emergency plans. These plans should detail volunteer and donations management-related outreach and education programs, procedures to activate mutual aid such as the Emergency Management Assistance Compact, communications and facilities management, a Volunteer/Donations Coordination Team, a call center, relevant points of contact, safety and security, and demobilization.

CONCEPT OF OPERATIONS

The Federal Government supports State and tribal government efforts to manage unaffiliated volunteers and unsolicited donated goods. Requests for support under this annex from Federal, State, tribal, and local authorities generally are coordinated through the Regional Response Coordination Center (RRCC) or the Joint Field Office (JFO). Depending on the situation, however, coordination may occur at the National Response Coordination Center (NRCC). DHS/FEMA provides Volunteer and Donations Management staff to the NRCC, RRCC, and JFO in support of the State, as required.

Federal support of volunteer and donations management operations may include:

- Activation of a Volunteer/Donations Coordination Team at DHS/FEMA Headquarters to expedite service provided to donors from large private-sector entities, large civic organizations, and others, and to address large national media-driven collection drives and other complex situations involving donated goods and volunteer services.
- At the request of the State or tribal government, a national donations and volunteer management Web-based application that enables the general public to register their offers of donated goods and services, thus providing the State/tribal Volunteer/Donations Coordination Team a real-time view of offers and the ability to match offers to needs.
- Coordination with appropriate DHS/FEMA Divisions/Offices, the CNCS, National VOAD leadership, the Points of Light & Hands On Network leadership and their Volunteer Centers, State VOAD leadership, and other stakeholders as necessary.
- Facilities management such as multiagency warehouse and volunteer reception center capabilities.
- Communications support such as coordination of a national hotline and/or call center.

The CNCS supports utilization of volunteers who are not part of the preexisting Federal, State, tribal, and/or local emergency management structure.

National VOAD supports the management of unsolicited donations including efforts to maximize the utility of unsolicited donations, public information campaigns, and disposition of unneeded goods.

RESPONSIBILITIES

Headquarters-Level Responsibilities: DHS/FEMA and Cooperating Agencies

Preincident Activities

In coordination with DHS/FEMA regions, the CNCS, National VOAD, Points of Light & Hands On Network and their Volunteer Centers, and private-sector representatives:

- Establish a steering committee to be chaired by FEMA and National VOAD that will manage further development and revision of this annex and other supporting documentation.
- Develop and expand the national network of the following organizations that serve at the State, tribal, and local levels:
 - Citizen Corps Councils
 - CNCS
 - VOADs
 - Points of Light & Hands On Network and their Volunteer Centers
- Support and promote availability and operation of a Web site to facilitate collection and tracking of offers of goods and services to enable effective matching of offers with needs.
- Develop, maintain, and implement a comprehensive volunteer and donations management training program.
- Encourage resource typing and credentialing in support of effective volunteer and donations management in the field. Examples include typing of Volunteer/Donations Coordination Teams and volunteer and donations facilities.
- Support DHS/FEMA regional staff and cooperating agencies in providing technical assistance to the States.
- Convene regular interagency meetings with cooperating agencies and other stakeholders to enhance collaboration and information sharing.
- Establish and maintain contingency plans for an enhanced level of Federal support to affected States in a catastrophic and/or multistate incident.
- Support the activation of the IAS, as needed, to coordinate requests for international assistance and formal offers of assistance from foreign governments and international organizations such as NATO and the U.N. (See the International Coordination Support Annex.)

Response Activities

The affected State, tribal, and local governments, in conjunction with their voluntary organization partners, are responsible for implementing the appropriate plans to ensure the effective management of the flow of volunteers and goods in the affected area. DHS/FEMA provides support through the RRCC or JFO as necessary.

Volunteer and Donations Management Support Annex

In conjunction with the RRCC and/or JFO, DHS/FEMA provides communications support as needed including:

- Rapid communications with key voluntary agency, State, and private-sector coordinators.
- Media relations support.
- Support in the activation of the Web-based volunteer and donations matching software.
- In catastrophic circumstances, the possible activation of a national call center.

The NRCC activates its Volunteer/Donations Desk and/or DHS/FEMA activates a Volunteer/Donations Coordination Team to:

- Address high-level corporate offers, complex media- and/or congressionally driven offers, nationally organized collection drives, and international coordination, as needed.
- Provide technical assistance to other agencies that receive offers of goods and services from the private sector and assist with the processing of those offers.
- Designate a headquarters-level point of contact to coordinate with regional and field offices to determine significant needs for donations or unique goods and services that large organizations may be able to donate. The point of contact provides a headquarters liaison with high-level organizations, arranging to satisfy identified needs.

Regional-Level Responsibilities: DHS/FEMA and Cooperating Agencies

- Coordinates with the State and/or tribal government on their specific needs and requests.
- Designates an RRCC point of contact.
- Designates a point of contact in regional and field offices to obtain information about significant needs for donations or unique goods and services that large organizations may be able to donate, and to provide such information to the headquarters-level point of contact.
- Assists the State Volunteer and Donations Coordinator, as needed, with:
 - Early on-the-ground situation assessment for critical operational requirements and appropriate follow-through (e.g., the need for the establishment of possible ad hoc staging areas for incoming unaffiliated volunteers, and assistance regarding unaffiliated volunteers who have organized large-scale donations distribution centers in the affected area).
 - Setting up a Volunteer/Donations Coordination Center to include a Volunteer/Donations Coordination Team and volunteer and donations hotline.
 - Ensuring the appropriate donations receiving and distribution facilities are established and operating effectively.
 - Coordinating with the Joint Information Center and ESF #15 – External Affairs on public service announcements, press releases, and other media-related support.
 - Coordinating with appropriate DHS/FEMA Divisions/Offices, the CNCS, National VOAD leadership, the Points of Light & Hands On Network and their Volunteer Centers, State VOAD leadership, other Federal agencies, and stakeholders as necessary.
 - Preparing input for situation reports, briefings, and VIP visits, as necessary.
 - Providing support to voluntary groups in documentation of activities.

COOPERATING AGENCIES

Agency	Functions
Department of Agriculture	Inspects and ensures the wholesomeness and safety of donated foreign animal, plant, and food products.
Department of Health and Human Services	Food and Drug Administration: Inspects and ensures the wholesomeness and safety of donated foreign animal, plant, and food products.
Department of Homeland Security	Private Sector Office: Provides support to DHS/FEMA Headquarters Volunteer/Donations Coordination Team efforts in processing private-sector and other high-level offers.
Department of State	In coordination with DHS/FEMA and USAID, operates the IAS to coordinate requests for government-to-government international assistance and manage formal offers of assistance from foreign governments and international organizations. (See the International Coordination Support Annex.)
Department of Transportation	<ul style="list-style-type: none"> • Provides information on transportation routes as necessary. • Provides guidance and support on transportation rules, regulations, and requirements as needed.
Corporation for National and Community Service	<p>Provides support to the States, including trained national service participants (AmeriCorps members, Learn and Serve America volunteers, and Retired and Senior Volunteer Program volunteers) to support State volunteer and donations management operations, as needed, such as:</p> <ul style="list-style-type: none"> • Call center/hotline operations. • Volunteer Reception Center startup. • Donations warehousing operations. • Other support activities identified by the FEMA Volunteer and Donations Coordinator or FEMA Voluntary Agency Liaison.
General Services Administration	Provides equipment, supplies, and facilities as required.
U.S. Agency for International Development	In coordination with DHS/FEMA and DOS, operates the IAS to coordinate requests for government-to-government international assistance and manage formal offers of assistance from foreign governments and international organizations. (See the International Coordination Support Annex.)
National Voluntary Organizations Active in Disaster (National VOAD)	<p>National VOAD members are the primary coordinating nonprofit organizations for the management of unaffiliated volunteers and unsolicited donations. National VOAD:</p> <ul style="list-style-type: none"> • Provides technical assistance, as needed, to National VOAD member organizations and State and local VOADs regarding their unaffiliated volunteer and unsolicited donations management activities. • Supports, as necessary, National VOAD members that have roles in volunteer and donations management to ensure the members' full participation in volunteer and donations management operations. Volunteer and donations operations functions may include: multiagency warehouse management, local distribution centers, volunteer reception centers, call center support, operational guidance on managing unsolicited donations and unaffiliated volunteers, situational assessment, and coordination of matching offers to needs.
USA Freedom Corps	<ul style="list-style-type: none"> • Shares volunteer and donation information via www.volunteer.gov and 1-877-USA-CORP. • Connects individuals with volunteer opportunities.

Appendix B: ENLA Member Agencies

DRAFT

Emergency Network Los Angeles Membership

- **211 Los Angeles County (formerly Info Line)**
- **All Peoples Christian Center**
- **Amateur Radio Emergency Services (ARES) - LAX**
- **American Asian Pacific Ministries**
- **American Red Cross – Greater Los Angeles Chapter**
- **California Pacific Conference United Methodist Church**
- **Calvary Chapel Burbank, Inc.**
- **Catholic Charities of Los Angeles, Inc.**
- **Center for Community and Family Services**
- **Chabad Israel Center**
- **Children's Hunger Fund**
- **Christian Reformed World Relief Committee**
- **Christians United in Response to Emergencies (C.U.R.E.)**
- **Community Outreach Promoting Safety & Security (COPSS)**
- **Covenant House California**
- **Didi Hirsch Psychiatric Services**
- **Faithful Central Bible Church**
- **Families in New Directions (FIND)**
- **Filipino-American Service Group, Inc.**
- **Homeless Health Care Los Angeles**
- **Hope Again**
- **House of Praise**
- **Humane Society of the United States**
- **Immanuel Presbyterian Church**
- **International Hubbard Ecclesiastical League of Pastors (IHELP)**
- **Jewish Family Services**
- **Lifeway Church**
- **Los Angeles Neighborhood Housing Services**
- **Los Angeles Regional Foodbank**
- **Lutheran Social Services of the Southwest**
- **Manhattan Beach CERT Association, Inc.**
- **National Council of Jewish Women Los Angeles ***
- **Neighborhood Legal Services of Los Angeles County**
- **Noah's Wish**
- **Operation Hope**

- **Operation USA**
- **Optimist Boys Home & Ranch**
- **Salvation Army of Southern California (Disaster Services Division)**
- **Seventh-Day Adventists of Southern California**
- **Shelter Partnership**
- **Society of St. Vincent De Paul**
- **Southern California Ecumenical Council**
- **SPCA - Los Angeles**
- **Sunrise Community Counseling Center**
- **Topanga Coalition for Emergency Preparedness (TCEP)**
- **Tzu Chi Foundation**
- **United Way of Los Angeles**
- **Volunteer Center of Los Angeles**
- **West Angeles Church of God in Christ**
- **Westside Food Bank**

Appendix C: NVOAD Agency Roles and Responsibilities

Appendix X NVOAD AGENCIES Disaster Roles

Resource	Preparedness	Impact	Emergency	Recovery
Adventist Community Services	<ul style="list-style-type: none"> -Provides multi-step training to equip volunteers to effectively respond to disasters -Courses include disaster preparedness, donation and warehouse management and crisis care counseling 	<ul style="list-style-type: none"> -Operates collection sites, distribution centers and warehouses to coordinate allocation of relief supplies to victims and their families 	<ul style="list-style-type: none"> -Ascertains needs of disaster victims -Solicits donations -Operates distribution sites -Manages warehouses where donated goods are sorted, packaged, and stored for distribution 	<ul style="list-style-type: none"> -Deploys volunteers for disaster response -Provides emotional, spiritual and crisis care counseling to victims, their families and communities -Operates warehouses where donated goods are coordinated to support the work of other NVOAD agencies
American Baptist Men	<ul style="list-style-type: none"> -Provide training for 11 response teams on the use of equipment 	<ul style="list-style-type: none"> -Determine the ABM response for Federally declared and undeclared disasters -Recruit volunteers for response 	<ul style="list-style-type: none"> - When FEMA requests ABM acts as the Coordinating body for all Faith-based Organizations and Volunteer Groups -Provides debris removal, clean up and mud outs 	<ul style="list-style-type: none"> -OGHS funds may be available through National Disaster Office -Skilled volunteers available for building projects
American Disaster Reserve	<ul style="list-style-type: none"> - Operates an online Internet facility, The Virtual Emergency Operations Center, for disaster exercises - Supported agencies may be local governments, Community and State VOADs and NVOAD member agencies 	<ul style="list-style-type: none"> - Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies - Provides trained resource management staffing teams to assist in operations of emergency operations centers 	<ul style="list-style-type: none"> - Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies - Provides trained resource management staffing teams to assist in operations of emergency operations centers 	<ul style="list-style-type: none"> - Operates The Virtual Emergency Operations Center to gather, evaluate, and disseminate situation information; issue and track mission taskings; track resource status; prepare reports; and forward SITREPs to the NVOAD listserv for supported agencies

Resource	Preparedness	Impact	Emergency	Recovery
American Radio Relay League	-Volunteer ham radio operators practice year round, and run simulations on handling emergency communications. They take courses on handling emergency communications	- Provide volunteer radio communication services to Federal, State, county, local government, and voluntary agencies for the disaster	-Ham radio operators stay on-site handling emergency communications until normal communications are back to normal -To help first responders, ham radio operators "shadow" first responders who may not be able to communicate with one another	
American Red Cross	- Community Disaster Education	-Shelter - Mass feeding	-Fixed/mobile feeding - Cleaning supplies - Comfort kits - First Aid - Food and clothing - Transportation - Medical supplies - Disaster Mental Health	- Rent - Home repairs - Household items - Short Term Counseling
America's Second Harvest	- Collects, transports, warehouses and distributes donated food and grocery items for other VOLAG's - Educates the public about the problems and solutions of hunger	- Assists local Food Banks with national resources		- Develops, certifies and supports local food banks
Ananda Marga Universal Relief Team	- Disaster services training in conjunction with other VOLAG's	-Volunteers for initial survey -Initial response in shelters	- Medical care - Food and clothing distribution - CISD	-CISD and medical services as required

Resource	Preparedness	Impact	Emergency	Recovery
Catholic Charities USA	- Local church preparedness training, collaboration building		- Convene local church groups for purposes of collaboration, mitigation, and resource sharing - Relief grants to supplement local response endeavors and to facilitate beginning the long-term recovery process	- Crisis and recovery needs for local families - Temporary housing assistance for low income families - Counseling programs for children and elderly - Special Counseling services for Disaster Workers
Christian Disaster Response	-Providing training for churches, community organizations and volunteers	- Disaster assessments and support to local churches	- Facilities for fixed/mobile feeding - Facilities for In-Kind disaster relief supplies and Spiritual Care and support	-Coordinates collection of donated goods -Needs Assessment / Case Work support
Christian Reformed World Relief Committee	- Training volunteers and churches		- Clean-up - Emotional and spiritual care	- Organizational capacity building - Needs assessment - Construction estimating - Housing repair and construction - Emotional and spiritual care
Church of the Brethren	- Training of volunteer leadership - Education: children and trauma	-Critical Response Childcare working with American Red Cross	- Clean-up and debris removal - Disaster Child Care	- Home repair and rebuilding
Church World Service	- Training faith-based and community groups in preparedness and mitigation	- Disaster Assessments	- Convene local churches to assist in coordinating response - Material Resources such as blankets, health kits, and clean up kits -	- Disaster Response and Recovery Liaisons convene local churches and religious organizations to form community long term recovery structures

Resource	Preparedness	Impact	Emergency	Recovery
Churches of Scientology Disaster Response	- Provides training to CSDR volunteers, faith based & community organizations, volunteers & first responders in handling of emotional trauma, stress, loss, upset & confusion of victims and responders	-Provides training to CSDR volunteers, faith based & community organizations, volunteers & first responders in handling of emotional trauma, stress, loss, upset & confusion of victims and responders	Assists with POD management -Trauma, stress, grief, loss care for responders and victims -Emotional and spiritual care -Shelter management (as needed) -Clean up assistance -Organizational skills -Assists management teams	Deploys volunteers for disaster response and immediate needs -Provides emotional and spiritual care to victims and responders -Literacy and drug education (depends on local needs) -Training in stress and emotional trauma for long term - Grief counseling
Convoy of Hope				
Disaster Psychiatry Outreach	-Establish community relations -Train volunteers Prepare materials and response kits	-Consulting with health and mental health agencies and emergency management officials	-Immediate, on-site care and community outreach -Referrals for ongoing care	-On-site interventions and transition to long-term care
Episcopal Relief and Development			-Relief grants for basics (food, water, medical, financial)	-Rehabilitation grants for rebuilding, replanting -Counseling
Friends Disaster Service	-Strengthening our own agency to better respond, by recruiting and training new volunteers	-To assist victims with cleanup and rebuild	-FDS mission is not geared nor trained to respond to immediate emergencies	-Trained volunteers respond with cleanup and rebuild assistance, both short and long term

Resource	Preparedness	Impact	Emergency	Recovery
<p>Humane Society of the United States</p>	<ul style="list-style-type: none"> -Work with federal, state, and local govt., and private organizations to promote complete disaster planning that includes animals (all phases – see “impact”) and to deliver to the public a clear and correct message about safe and effective actions for animals in disaster - Providing animal disaster response training to govt. and other organizations as well as to our own Disaster Animal Response Team volunteers and staff nationwide - Technical support and advice to agencies and the public for all animal issues in disaster 	<ul style="list-style-type: none"> - Evacuation support for people with pets, horses, livestock, and other animals - Search and rescue for animals - First aid, triage, and health assessment of affected animals - Emergency sheltering of animals and people with animals during disaster - Donation Management - Volunteer management - Damage and needs assessment for animals - Procurement and distribution of animal food, hay, supplies, and equipment. 	<p>Same as “impact”</p>	<ul style="list-style-type: none"> - Advise agencies, communities, and the public on animal needs after the event: health, animal food and other supplies, contact with appropriate agencies for other needs, etc.
<p>International Aid</p>	<ul style="list-style-type: none"> -Volunteer Training -Collect, receive, warehouse, and distribute donated products 	<ul style="list-style-type: none"> -Food, personal hygiene, and medical supplies -Disaster Assessments 	<ul style="list-style-type: none"> -Transportation -Logistics 	<ul style="list-style-type: none"> -Clean up -Home repair -Trauma Counseling
<p>International Critical Incident Stress Foundation</p>	<ul style="list-style-type: none"> -Training -Education -Consultation -Collaboration -Continuing Education -Stress Management / Resiliency Training 	<ul style="list-style-type: none"> -Prevention and mitigation of disabling stress through the provision of: training and support services for all Emergency Services and the helping professions 	<ul style="list-style-type: none"> -Consultation in the establishment of Crisis and Disaster Response Plans/Programs -Coordination of Collaborative Response -Mental Health Referral Resources 	<ul style="list-style-type: none"> -Mental Health Referral Resources Training -Education -Consultation -Collaboration

Resource	Preparedness	Impact	Emergency	Recovery
International Relief Friendship Foundation	-Training volunteers from faith-based organizations, community groups and churches to respond and be prepared	-Needs assessment	-In kind supplies -Emotional & Spiritual care -Volunteer management and support for cleanup	-Emotional and Spiritual care -Case management -Create support network among volunteer organizations
Lutheran Disaster Response	- Preparedness planning for congregations, judicatories, and agencies - Coordination of volunteers	- Shelter, feeding, assessments - Organizational skills	- Volunteer Management - Clean-up volunteers - Emotional and Spiritual Care	- Repair and rebuilding by skilled and semi- skilled volunteers - Emotional and spiritual care - Programs for traumatized children - Case Management - Special emphasis on vulnerable populations
Mennonite Disaster Service			- Clean-up and debris removal	- Repair and rebuilding by skilled volunteers - Special emphasis on elderly, handicapped
Mercy Medical Airlift	-Pre-planned Homeland Security Emergency Air Transportation System (HSEATS)	-Long-distance transportation for small priority cargo and key personnel.	-Flying in key personnel and special small equipment and high priority supplies.	-Logistical support when ground or commercial transportation is not available.
National Emergency Response Teams	- Mobile teaching units for educational programs for children - Educational Emergency Preparedness Programs	- Food, clothing, shelter	- Emergency Mobile Trailer Units (self contained living units for 8-10 people)	-Carpentry crews-repairs/building -Certified forklift operators

Resource	Preparedness	Impact	Emergency	Recovery
National Organization for Victim Assistance	-Training for individuals and organizations on understanding trauma and developing community crisis response teams	-Early psychological intervention and spiritual care; referrals to disaster mental health as needed	-Early psychological intervention and spiritual care; referrals to disaster mental health as needed	- Long-term planning for mental health needs; developing database of local providers
Nazarene Disaster Response			- Clean-up and debris removal support	- Rebuilding assistance - National Crisis Counseling Coordination in emotional and spiritual care
Northwest Medical Teams International			- Enlists volunteers to support VOLAG activities	-Trauma counseling in disaster - Economic support for clean-up and reconstruction
Phoenix Society For Burn Survivors	Burn Injury Specific -Training -Education -Consultation -Collaboration -Continuing Education	-Promoting the long-term emotional healing from burn trauma through the delivery of: training and support services for those helping professions and directly to the survivors and families when appropriate.	-Consultation in the establishment of – Burn Specific -Plans/Programs -Coordination of Collaborative Response to burn trauma -Mental Health Care Provider Resources	-Training -Education -Consultation -Collaboration -Mental Health Care Resources
The Points of Light Foundation and Volunteer Center National Network	- Supports and trains volunteers in mitigation and preparedness activities through a network of 400 Volunteer Centers located in communities throughout the country.	- Varies by each community but includes: donations, volunteer management	-Many Volunteer Centers have the capacity to coordinate unaffiliated volunteers in response activities. -Local Volunteer Center can be found by dialing 1-800-VOLUNTEER	-The management of unaffiliated volunteers in Recovery efforts -Innovative donations management strategies Coordination of the network to help communities recover faster

Resource	Preparedness	Impact	Emergency	Recovery
Presbyterian Church (USA)	<ul style="list-style-type: none"> - Training Judicatories in disaster preparedness and response - Support for Church World Service Training Program 	<ul style="list-style-type: none"> - Food and shelter in cooperation with American Red Cross 	<ul style="list-style-type: none"> - Supports Cooperative Disaster Childcare with volunteer workers - Volunteers for clean-up and debris removal - Members of Presbyterian Disaster Assistance Team help organize the faith community 	<ul style="list-style-type: none"> - Financial Resources - Volunteer Labor - Material Assistance - Spiritual and Pastoral Care
REACT International	<ul style="list-style-type: none"> -Provides emergency communications training 	<ul style="list-style-type: none"> -Provides volunteer radio services to Federal, State, County, and Local Govt. and Voluntary Agencies at a local level 	<ul style="list-style-type: none"> - Emergency communications for VOLAG's 	
Society of St Vincent DePaul	<ul style="list-style-type: none"> - Provides social services 			<ul style="list-style-type: none"> - Grants for food, housing & repairs - Collects and distributes donated goods
Southern Baptist Convention	<ul style="list-style-type: none"> - Training volunteers in conjunction with other VOLAG's 	<ul style="list-style-type: none"> - Chain saw crews for debris removal 	<ul style="list-style-type: none"> - Provides mobile feeding units for preparation & distribution of thousands of meals per day - Provides disaster childcare - Clean-up activities - Mud outs - Chainsaw Crews - Chaplains 	<ul style="list-style-type: none"> - Reconstruction assistance - Counseling - Bilingual services

Resource	Preparedness	Impact	Emergency	Recovery
<p>The Salvation Army</p>	<ul style="list-style-type: none"> -Comprehensive national training program for volunteers and SA personnel -maintain personnel & equipment readiness/ response capabilities at local centers of operations -distribution of disaster preparedness literature to family households & community organizations -maintains local, divisional, territorial, and national Emergency Preparedness Manuals 	<p>Mass Care Services</p> <ul style="list-style-type: none"> - Shelter - Mass feeding fixed sites -Mobile feeding -Emotional & Spiritual Support 	<p>Mass Care Services</p> <ul style="list-style-type: none"> - Mass feeding - Temporary shelters -Receiving & distribution centers – food & personal essentials -Home Recovery Teams -Emergency Social Services (financial grants, food, clothing, medications, etc. - Spiritual care, chaplains 	<ul style="list-style-type: none"> -Receiving & distribution centers- food, personal essentials, household items, donated building supplies, etc. - Counseling -Case management services -Spiritual care, chaplains
<p>United Church of Christ, Wider Church Ministries</p>	<p>Training for congregations and judicatories in disaster preparedness and response for natural and technology-caused disasters.</p> <p>Maintain and coordinate a volunteer disaster response network for natural and technology-caused disasters.</p>	<p>Provide assistance in feeding and sheltering through local churches in area affected.</p> <p>For technology-caused disaster, local churches provide spiritual care within area affected.</p>	<p>Natural disaster: Volunteers for clean-up and debris removal.</p>	<p>Volunteer work groups repair and rebuild.</p> <p>Participate on Long Term Recovery Structures</p>

Resource	Preparedness	Impact	Emergency	Recovery
United Jewish Communities	<ul style="list-style-type: none"> - Created Emergency Preparedness Manual - Provides Emergency Preparedness Expertise 	<ul style="list-style-type: none"> - Coordinates a system of central fundraising and planning for 169 federations that operate a system of social service, recreational and educational institutions that respond in the event of an emergency - Manages a National Alert System 	<ul style="list-style-type: none"> - Professional/ Volunteer Management - Spiritual and Emotional Care - Kosher Food - Shelter - Counseling – Mental Health - Deploy Volunteers (if necessary) 	<ul style="list-style-type: none"> - Spiritual and Emotional Care - Limited Financial Assistance - Collect and Distribute Donated Goods
Center for International Disaster Information (formerly Volunteers in Technical Assistance)			<ul style="list-style-type: none"> -Provides telecommunications and information management systems support to emergency management community 	
United Way of America	Trains and supports local United Ways, located in 1,326 communities across the nation, in mitigation and preparedness activities.	Varies from community to community but may include spontaneous volunteer management; donations management; convening and facilitating the health and human service community; organizational skills; United Way 2-1-1 Information and Referral	2-1-1 Information and Referral	2-1-1 Information and Referral; Spontaneous Volunteer Management; Donations Management; Unmet Needs Committee Coordination
Volunteers of America				<ul style="list-style-type: none"> - Collects and distributes donated goods -Provides mental health care
World Vision				<ul style="list-style-type: none"> - Collects, manages and distributes donated goods

Appendix D: Sample Press Release

DRAFT

****Be sure to coordinate the release of information to the press and the public with the Public Information Officer for your organization****

[Insert logo(s)]

Date:
Time:
Contact:
Phone:
Fax:

FOR IMMEDIATE RELEASE

How to Donate in Los Angeles County

LOS ANGELES, CA— Los Angeles County is encouraging people to make monetary contributions in response to the “XXXXX disaster”. Financial contributions are the best way to help residents affected by the disaster and enables community-based organizations to give help where it is most needed as quickly as possible. Donations can be made directly to any of the response and relief organizations that are a part of the Emergency Network Los Angeles (ENLA) at www.enla.org. For intermediate and long-term recovery needs, the California Community Foundation will manage and administer a community fund to assist non-governmental organizations with recovery efforts. To donate to this fund, visit [insert url] or call [insert phone number]. Monetary donations for response, relief and recovery efforts in Los Angeles County are tax-deductible.

At this time, there is no request for specific donated goods in this disaster. If you have goods you would like to donate, please visit AidMatrix at [insert web portal]. The AidMatrix Network is a disaster-relief supply chain that allows donors to register donations and members to view donations and post specific needs. This database will register your donation and match it with a potential recipient organization in Los Angeles County. Please DO NOT bring donated goods into Los Angeles County at this time.

###

Appendix E:
FEMA/NVOAD How to
Donate or Volunteer
Successfully

instructions about how the goods should be sorted, packaged and labeled. If unsure of this process, discuss these steps with an experienced disaster relief organization. Specific content lists should be taped to the side of each box. This allows the receiving officials to determine the contents of the box without opening it, thereby allowing for a more timely distribution.

Put yourself in the shoes of the person on the receiving end of the shipment and think about making the unloading, unpacking, warehousing and distribution as simple as possible.

7. VOLUNTEERS ARE ENCOURAGED TO AFFILIATE WITH A VOLUNTARY ORGANIZATION INVOLVED IN DISASTER RESPONSE AND RECOVERY.

If you want to volunteer for disaster work, before the next disaster strikes, get some disaster training. You will be in a better position to find meaningful volunteer work after the disaster. Volunteering through a voluntary organization active in the disaster provides a better chance of insurance and liability protection. There are many tasks to do after a disaster – cleaning up and rebuilding are two of the biggest. Various voluntary organizations and the local government may be aware of these opportunities for volunteers in the long and difficult recovery phase. Watch the local media carefully to learn what volunteer efforts are being organized. *If there is a Volunteer Center in the area, it is an excellent source of information about volunteer opportunities after a disaster.*

In the immediate disaster response period there are often many people who want to volunteer at the same time. Remember to be patient. It may not be perfectly clear until a few days after the incident how a volunteer can get involved. There are often greater needs for volunteer help when the community enters the long-term recovery period. *Volunteers should plan to be as self-sufficient as possible so that they are of little, if any, burden on the disaster-affected community.*

This information is provided by the Federal Emergency Management Agency and the National Voluntary Organizations Active in Disaster (National VOAD). For more information about FEMA please see www.fema.gov and for National VOAD see www.nvoad.org.

Both organizations believe it is very important for people to get involved and help their fellow citizens in time of disaster. The generosity and kindness of people around the country does a lot to help communities heal from the tragic consequences of disasters. However, it is important to first coordinate the help with experienced disaster relief organizations and/or the State and local emergency management offices so that the people in need of help receive it in the most timely and effective manner.

How to Donate Successfully:

1. Provide a financial contribution to a voluntary organization involved in disaster activities.
2. Find out what services state government is providing via Website or state donations hotline.
3. Do not begin collecting, packing or shipping until or unless you have a known recipient to accept it.

How to Volunteer Successfully:

1. Get training before the next disaster.
2. Connect and affiliate with a voluntary organization.
3. Consider volunteering for the long-term community recovery.
4. Check with your local Volunteer Center for volunteer opportunities in your own community (1-800-Volunteer).
5. Plan to be as self-sufficient as possible (go to www.ready.gov for assistance in developing your plan).



When Disaster Strikes...

HOW TO DONATE OR VOLUNTEER SUCCESSFULLY!

L 217 / August 2007



FEMA



NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER



FEMA

Everyone is moved when they hear the news that disaster has struck a community. Earthquakes, floods, hurricanes, tornadoes, fires, and other types of disasters can suddenly change the life of a family, community and country.

The National Donations Management Committee, composed of voluntary organizations active in disasters, and federal/state/local government emergency management personnel, has developed the following information for people interested in supporting disaster relief efforts.

1. FINANCIAL CONTRIBUTIONS ARE OFTEN THE BEST KIND OF DONATION TO MAKE.

Providing a financial contribution to a voluntary organization involved in disaster activities is often the most sensible and the most efficient way of helping the people in need. There are many voluntary organizations with considerable experience in disaster relief in areas such as needs assessment, clean-up, mass feeding, mass sheltering, first aid, crisis counseling, pastoral care, child-care, pet care, home repair, family casework, meeting “unmet needs” and many other areas. *When the public supports these voluntary organizations with financial contributions, it helps ensure a steady flow of important services to the people in need after a disaster.*

Please visit www.nvoad.org for a list of the major disaster relief organizations involved in preparedness, prevention, response and recovery in the United States. To learn more about disaster relief organizations involved in

international disasters please visit www.inter-action.org. Try to find out as much as you can about the work of the voluntary organization by asking questions of them and learning of their experience in disaster work. Guidance for assisting disaster victims outside the USA can be found at www.usaid.gov or www.cidi.org (Center for International Disaster Information).

Cash contributions to voluntary organizations also make sense for other reasons. The voluntary organization will often spend the money in the local disaster area thereby helping the local economy to recover. Cash donations rather than unsolicited donated goods avoid the complicated, costly and time-consuming process of collecting, sorting, packing, transporting, unloading, resorting, storing, repackaging, and distributing the goods. Cash donations to voluntary organizations help meet the needs of survivors more precisely, as the voluntary organization is in a better position to purchase, or provide vouchers to purchase, what the people need. Cash donations to recognized relief organizations are also tax deductible.

2. USED CLOTHING IS RARELY A USEFUL ITEM TO COLLECT FOR DISASTER RELIEF.

Used clothing is rarely a useful item to collect and send into the disaster area because it is hard to clean, sort, pack, transport, store, and distribute. Mounds of clothing take up valuable warehouse space and frequently end up being discarded.

Constructive things to do with used clothing are to have a yard-sale to raise money for the

disaster relief organizations that provide goods and services that are needed by the survivors. Used clothing and other small items can also be donated locally to help community-based organizations helping others in need.

3. CONFIRM WHAT IS NEEDED BEFORE TAKING ACTION!

The most effective way the public can assist is to support the experienced disaster relief organizations with either financial contributions or *in-kind goods and services* that the organizations report are needed. Many experienced voluntary organizations involved in disaster relief have toll-free numbers staffed with operators who can provide information about which donated goods are needed in the disaster area. Often, when large-scale disasters occur, the State’s Office of Emergency Management, working closely with the voluntary organizations, will establish a toll-free Donations Hotline for the public to call to learn what donated goods and services may be needed.

It is often a mistake to assume what is needed in a disaster. Over the years, there has been considerable waste of countless tons of clothing because it was collected and sent with no prior coordination. *Donors should be wary of anyone who claims that “everything is needed” in a disaster. Get precise information before collecting any donated goods.*

4. DONATE THROUGH A REGISTERED ORGANIZATION.

It is never a good idea to collect goods for disaster relief without a firm plan in place that confirms the goods are needed, who will receive the goods, how the goods will be transported and how they will be distributed.

During a disaster, experienced disaster relief organizations base their activities on overall situation assessments and detailed needs assessments. Many relief groups have people and facilities ready to store and distribute the goods. Coordination with the relief group is essential to ensure the right goods are collected, the right amount is collected, and that logistics issues such as transportation, warehousing, and distribution are fully discussed.

Donors will find that it is often most practical to focus on one or two items that an organization needs rather than collect a variety of items.

5. TRANSPORTATION MUST BE PLANNED IN ADVANCE.

Transportation is frequently a major problem for donors and relief operations. It must be organized in advance; otherwise, a donor can easily be stuck with large amounts of donated goods and no means of transporting it to the recipient organization.

Do not assume unsolicited relief supplies will be transported free (i.e. fuel is not free) or at government expense. The donor has the primary responsibility to find transportation for the goods they are donating. Local trucking firms may be willing to help in times of disaster, if funds are available to cover part of the expense. *Donors often raise money to help pay transportation costs.*

6. DONATED GOODS MUST BE WELL PACKED AND LABELED.

After confirming that the goods are needed and there is a plan to receive, store and distribute them - the receiving organization will give you

Appendix F: CCF Sylmar
Fire Sample Grant Request
Form

CCF WILDFIRE RELIEF & RECOVERY 2008



The November 2008 Sylmar Wildfire presents a significant challenge to Los Angeles County as winter approaches and the housing economy is weakening. With the fires contained, the focus must now shift to the relief and recovery efforts necessary to rebuild impacted communities.

CCF's Southern California Wildfire Relief Fund supports intermediate and long-term recovery efforts with a particular focus on low-income, underserved and vulnerable populations and nonprofit organizations serving the affected areas. Proposals are now being accepted for requests up to \$25,000 over one year.

Funding will support organizations serving those who were affected by the November 2008 Sylmar Wildfire through:

- (1) Displacement or loss of housing, belongings and/or employment
- (2) Negative impact on their physical or mental health
- (3) Devastation wrought in their physical environment (e.g., to community facilities)

To be eligible for a grant, applicants **must**:

- Be a nonprofit organization with tax-exempt status under Section 501(c)(3) of the Internal Revenue code and not classified as a private foundation
- Primarily serve residents affected by the November 2008 Sayre Wildfire.
- Does not discriminate in the hiring of staff or the provision of services on the basis of race, religion, gender, sexual orientation, age, national origin or disability
- Have completed and submitted CCF's 2008 Southern California Wildfire Recovery Needs Assessment Survey and Application.
- Use funding to cover activities and costs that cannot be reimbursed by public agencies
- Plan on completing all funded activities by no later than 12 months from the date of the award

CCF program staff will only review complete proposals that include all requested application materials. Staff may conduct phone interviews and site visits and request additional information.

All applicants **must** complete and submit CCF's 2008 Wildfire Recovery Needs Assessment Survey, Application and attach the organization's IRS determination letter by 5:00 p.m., Wednesday, December 17, 2008. Applicants **must** include the proposed budget (see Attachment A) along with the Needs Assessment Survey and Application. To submit your application via email, send a completed application to grantsmanager@ccf-la.org.

- Applications **must** be submitted via email **no later** than 5 P.M. on **Wednesday, December 17, 2008**
- Incomplete applications will **not** be accepted

Grant awards will be announced in January 2008. For more information, contact Program Officers Yamileth Guevara or Robert Lewis at (213) 413-4130.

Funded applicants will be required to report on their progress within 30 days after the grant is completed.

CCF WILDFIRE RELIEF & RECOVERY 2008



To honor our mission to serve low income, underrepresented vulnerable populations of LA County, we will be accepting applications for funding relief and recovery efforts for victims of the November 2008 wildfires.

NEEDS ASSESSMENT

Please help us to assess the need for recovery and relief assistance by completing a short assessment.

Who are your partners?

Identify other organizations you have partnered with in meeting the needs of fire victims.

What are the needs in your community?

Identify the area(s) where your agency routinely provides services in column 1. In column 2, identify the area(s) where your agency or your partners have been unable to meet the needs of fire victims. In column 3, identify the areas where grant funds will be applied. Please check all that apply.

Program Area	1	2	3	Program Area	1	2	3
Housing/Human Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Legal Services/Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health/Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Skilled Nursing Care or Adult Day Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Arts and Culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: _____			

How many households or families affected by the wildfires have you served?

How many households or families affected by the wildfires do you expect to serve in the next 12 months?

CCF WILDFIRE RELIEF & RECOVERY 2008



APPLICATION

To apply for Wildfire Recovery and Relief funds, please provide the following information:

Your organization's
name: _____

Street Address: _____

City: _____

State: _____

Zip Code: _____

EIN #: _____

Contact Person: _____

Phone: _____

E-mail: _____

Alternative Contact
Person: _____

Phone: _____

E-mail: _____

Identify by zip code which communities affected by the November 2008 wildfires have benefited from your services (e.g., Sylmar – 91342).

1. _____

4. _____

2. _____

5. _____

3. _____

6. _____

Please indicate which of the following low-income populations affected by the November 2008 wildfires are receiving your services:

Seniors Disabled

Children Youth in Foster Care

Immigrants/Non-English speakers Other: _____

Please list the objectives of your proposed activities in concrete, measurable terms:

Describe how you will track your progress and evaluate results (maximum of 200 words):

Has your ability to deliver services been affected by wildfire damage to agency property or wildfire losses suffered by agency staff?

Not at all Minor Impact Moderate impact Significant Impact Severe impact

If your agency suffered a significant or severe impact, please describe the damage and/or losses here: _____

Proposed Project Budget

Where necessary, please provide a brief description or justification of line items. Budget should include **only** costs attributed **directly** to the proposed project. Please feel free to add or delete items as appropriate.

ITEM	<u>A</u> Amount Requested from CCF	<u>B</u> In-kind Donations	<u>C</u> *Amount from Other Funders	<u>D</u> Total Budget (A + B + C)
PERSONNEL EXPENSES (list titles of up to three key staff and % time on project)				
Other personnel/salaries				
Benefits (% of personnel)				
Subtotal, Expenses for Personnel				
OTHER PROJECT EXPENSES				
Consultants (list title and hours):				
Office supplies				
Printing/duplicating				
Mailing/postage/delivery				
Materials purchase (educational, etc.)				
Telephone				
Rent				
Local travel (miles x ¢)				
Subtotal Other Project Expenses				
TOTAL EXPENSES				

* On an additional sheet, please specify source and indicate whether the amount is committed or pending.

Appendix G: AidMatrix
– California Wildfires

DRAFT

The Aidmatrix Network[®] - Case Study



Highlights

- **California Governor's Office of Emergency Services Pioneers New Technology**
- **10x increase in the acceptance rate of unsolicited donated goods during the California Wildfires relief efforts versus previously measured disasters**
- **Businesses, government and community all benefit from increased efficiency**

Join the
Network Today!
info@aidmatrix.org

California Wildfire Relief Efforts "Linked-Up" Through The Aidmatrix Network[®]

Creating a Humanitarian Relief Exchange Is Good for Business & the Community

Nearly 1 million people evacuated in a five-day period. The California Wildfires of 2007 will go down in history as the poster child for humanitarian aid "done right." From The California Governor's Office of Emergency Services (OES), to the corporate donors, to the nonprofits, to the volunteers: each ring of the humanitarian aid chain cooperated in executing the State's well-planned disaster program. Behind-the-scenes, The Aidmatrix Foundation assisted by linking these groups together through their online donations management tool known as the Aidmatrix Network[®].



Revolutionizing Humanitarian Aid

The Aidmatrix Network is creating a revolutionary online exchange of humanitarian goods and services. This national online donations management system was launched in June 2007 with the support of FEMA, Accenture and UPS. Donors make in-kind donations online. Nonprofits post their specific needs online. Transportation companies arrange to donate transportation of needed goods. Government agencies communicate with all of these groups in a more streamlined process. It's all done online and it's automating the world of humanitarian relief.

The results: there was a tenfold (10x) increase in the acceptance rate of unsolicited donated goods during the California Wildfires relief efforts versus previously measured disasters. Primarily, this was a result of the Aidmatrix Network providing automation and information sharing which empowered both the donors and the nonprofits to maximize their efficiency. Plus, with some of Aidmatrix' partners like UPS helping with the transportation, and Adventist Community Services (ACS) helping with the relief warehouses, more parties were communicating and getting things done.

The Aidmatrix Network Is Sponsored In Part By:



The Aidmatrix Network[®] - Case Study

“
These are indeed exciting
times in the field of
disaster-related donations
management, and the
Aidmatrix solution is the
cornerstone of it.”

Greg Smith,
Individual Assistance
Donations Manager,
California Office of
Emergency Services

Disaster Planning Done Right

The State of California was one of the pioneers in the use of the new donations management technology to aid in the recovery efforts. California OES used this system to help handle all of the incoming unsolicited donations and to coordinate delivery of those goods to local nonprofits. The California Governor's Office of Emergency Services featured the portal on their emergency operations website. Donations were received from across the country. The Network approach also facilitated other member states to assist California with the processing of these donations. This included other states sending their personnel who were experts in the Aidmatrix system, for example from the State of Alabama, to assist and provide additional capacity for the California OES team.

Businesses across the State of California easily donated goods that were wanted by nonprofits. As many businesses know, often times the “second disaster” occurs when goods are offered but never make it to the people in need. Aidmatrix' mission is to get “The Right Aid to The Right People at The Right Time[™]” and the Aidmatrix Network delivers on this goal.



Disaster News Network covered the California Wildfire response in their article “Superhighway for Disaster Relief” by Nancy Hogland. Their interview with Greg Smith, individual assistance donations manager at the California Office of Emergency Services, reported his high praise for the program. “These are indeed exciting times in the field of disaster-related donations management, and the Aidmatrix solution is the cornerstone of it,” Smith said.”

As part of the disaster plan, California raised an emergency disaster relief warehouse. They engaged the Adventist Community Services (ACS) organization to manage the multi-agency warehouse. ACS has tremendous experience in raising and managing disaster relief warehouses across the country. ACS also relies upon Aidmatrix' Inventory Warehouse Management technology to track all of the incoming and outgoing donations that move through the warehouse. Their experience with Aidmatrix and their use of the Inventory Warehouse piece allowed them to maximize efficiency by linking into the work being done by the Office of Emergency Services and the Aidmatrix Network.

The Aidmatrix Network[®] - Case Study

This application has tremendous potential [to] ... be better able to place vital supplies where they are needed and where they are in short supply.

*Joe Watts,
National Director,
Adventist Community
Services*

New Possibilities

“This application makes it possible to control the inventory as it comes into the warehouse and then track it as items are taken to the distribution areas. With pass codes, appropriate persons at the state and FEMA are able to look at the warehouse inventory in real time,” stated Joe Watts, National Disaster Director, Adventist Community Services. “This application has tremendous potential [to] ... be better able to place vital supplies where they are needed and where they are in short supply.”



In addition, members of California’s Voluntary Organizations Active in Disaster (VOAD) had direct access to the Aidmatrix Network system. This access allowed them to specify their needs from cots to pallets of water, etc. It also allowed them to see what goods were being offered by potential donors and to accept those donations – either in full or in partial orders.

“Gaining visibility into what is actually needed by the nonprofits is a huge milestone,” commented Gov. Scott McCallum, CEO and president of Aidmatrix. “It takes the guesswork out from the State’s and donor’s perspectives and allows for better planning and execution across the supply chain.”

Though FEMA’s adoption of the Aidmatrix Network is new, it is rapidly gaining strength as more and more corporate partners, states, and nonprofits are using the tool regularly, even during non-disaster times. The core technology has been in place for several years and helps Aidmatrix move more than \$1.5 billion dollars of aid annually. Those who are interested in learning more about joining the Network are encouraged to contact Aidmatrix directly via their website at www.Aidmatrix.org.



The Aidmatrix Network[®] - Case Study

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CEO & President
Aidmatrix Foundation, Inc.

Valuable Lessons

We all witnessed the calm, orderly scenes of the evacuees broadcast from the California disaster shelters. With proper planning, leadership and sponsorship at the state level, and the right partners and technology behind the scenes – disaster relief supply chains can be managed like supply chains are in the for-profit world. Just-in-time delivery models no longer need apply exclusively to the mega-businesses. “The Aidmatrix Network is a powerful framework to enable public and private partnership for the future of humanitarian aid,” commented Stephen Jordan, Vice President and Director of the US Chamber of Commerce.

The end result of California’s extensive disaster planning: Evacuees of the California Wildfires received the aid they needed in an organized and timely manner. The major roles, of course, were still held by the people that mobilized to make it all happen. But technology was introduced to play a critical new role. The future of disaster relief will be stronger as a result of all those involved in the California Wildfire Relief efforts and their visionary embrace the new donations management technology.

This case study was first published by the U.S. Chamber of Commerce in “The Corporate Citizen”
http://www.uschamber.info/ctrcorpcitizenship/notice-description.tcl?newsletter_id=19550090



About The Aidmatrix Foundation

Aidmatrix delivers powerful solution tools to connect those who have, with those in need. Deploying supply-chain technology, Aidmatrix leverages public- and private-sector resources with charitable organizations in relief services -- creating opportunity and orchestrating the Right Aid to the Right People at the Right Time[™]. Aidmatrix mobilizes more than \$1.5 billion in aid annually, working with more than 35,000 nonprofits, companies and government agencies worldwide. The international 501(c)(3) organization activates product, human and financial resources impacting the lives of more than 65 million people.

Aidmatrix is proud to partner with FEMA on this ground-breaking advancement in disaster relief. You too can be a part of it. Join The Aidmatrix Network today. Contact one of our trained representatives for more information by emailing info@aidmatrix.org

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