

Volunteer and Donations Management Support Annex

Coordinating Agency

Arkansas Department of Human Services, Division of Community Service and Nonprofit Support

Support Agencies

Adventist Community Services Disaster Response and Arkansas/Louisiana Conference of Seventh-Day Adventists (ACS)

National Donations Management Network (NDMN)

Arkansas Voluntary Organizations Active in Disaster (ARVOAD)

Introduction

Policies

Local governments have the primary responsibility to develop and implement plans to manage volunteer services and donated goods.

Donations. The Volunteer & Donations Management Team, coordinated by the Arkansas DHS Division of Community Service and Nonprofit Support, will work together with ARVOAD to manage donated goods. State and local governments may lead the coordination of the donations operations. It is not the state's intent to alter, divert or otherwise impede the normal operation or flow of goods or services through volunteer organizations, but to help coordinate offers of donated goods and services.

State and local government will encourage all donations be made directly to recognized nonprofit organizations that are normally active in disasters.

Full use of existing local voluntary donations management resources is encouraged before state assets are requested. The state primarily works with those voluntary organizations

with established donation structures already in place to receive and deliver appropriate donated goods to disaster victims.

Volunteers. ESF #6 will activate the Volunteer and Donations Management Annex when an event causes a spontaneous flow of or a major need for volunteers and/or donated resources, the local resources have been exhausted, and when assistance is requested by the local government.

Entities accepting spontaneous volunteers are responsible for the care and management of those volunteers. All volunteers must be screened by the voluntary organizations that will be using their services and/or by an agency such as Volunteers of America or Points of Light Foundation.

The Volunteer & Donations Management Team will work actively with member agencies to set up a Volunteer Reception Center (VRC) to direct spontaneous or unaffiliated volunteers to the areas they are needed. All volunteers will be responsible for their own food and lodging. They will be treated with dignity and respect for the value of the work they contribute to the response and recovery effort.

Pre-incident Activities

The state will encourage individuals interested in volunteering personal services to directly affiliate with a voluntary organization/agency of their choice or register at a local volunteer reception center.

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

Concept of Operations

State Government supports local government efforts to manage unaffiliated volunteers and unsolicited donated goods. Requests for support under this annex from local authorities generally are coordinated through the State Emergency Operations Center (SEOC) or the Joint

Field Office (JFO). State support of volunteer and donations management operations may include:

- Activation of a Volunteer & Donations Management Team to expedite service provided to donors and to address media-driven collection drives and other complex situations involving donated goods and volunteer services.
- Coordination with State ESF #6 representative, State VOAD leadership, DHS/FEMA Logistics, Public Information Officers, Community Relations, DHS/FEMA Voluntary Agency Liaisons, private-sector representatives, national VOAD leadership, the DHS/FEMA Headquarters Volunteer and Donations Coordinator, and other stakeholders as necessary.
- Facilities management and communications support, as needed.
- Activation of the Memorandum of Understanding (MOU) with ACS to provide support for donations management of donated goods.

Responsibilities

State of Arkansas/State Volunteer & Donations Management Coordinator

Pre-incident activities. In coordination with State VOAD and private-sector representatives:

- Develop and expand the network of NGO, private-sector, and government representatives and others to encourage effective volunteer and donations management collaboration at the state and local levels.
- Develop, maintain, and implement a comprehensive volunteer and donations management training program.
- Encourage resource typing in support of effective volunteer and donations management in the field. Examples include typing of Volunteer/Donations Coordination Teams and volunteer and donations facilities.
- Meet with cooperating agencies such as ARVOAD and other stakeholders to enhance collaboration and information sharing.

- Establish and maintain contingency plans for an enhanced level of state support to affected local jurisdictions in a catastrophic and/or multi-jurisdictional incident.

Response activities. The affected 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. The state provides support through the SEOC or JFO as necessary.

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

- Rapid communications between key voluntary agency, state, and private-sector coordinators
- Media relations support
- The possible activation of a state call center

The state activates the Volunteer & Donations Management Team to:

- Provide technical assistance to other agencies which receive offers of goods and services from the private sector, and assist with the processing of those offers.
- Designate a state-level point of contact to coordinate with regional and field offices to determine significant needs for donations or unique goods and services. The point of contact provides a liaison with high-level organizations, arranging to satisfy identified needs.

Support Agencies

Agency	Functions
Adventist Community Services Disaster Response and Arkansas/Louisiana Conference of Seventh-Day Adventists (ACS)	Provides support and stability to the community based voluntary, nonprofit, and faith based organizations collecting, processing, transporting, and distributing donated goods. http://www.communityservices.org
All Hands Volunteers	Provides volunteer reception center management, utilizes unaffiliated volunteers, AmeriCorps members and CERT teams. Provides coordination services, assists with assessment needs, aid in situational awareness. (National VOAD member) www.hands.org
National Donations Management Network	The National Donations Management Network (NDMN) helps nonprofit organizations get access to offers of support. NDMN is a virtual portal to allow companies or individuals to offer their support on-line to leading organizations in humanitarian relief. This portal is designed to make it as easy to offer financial support, product donations, or to donate your skills and time to nonprofit organizations active in disaster relief. www.ndmn.us
Arkansas Voluntary Organizations Active in Disaster (ARVOAD)	<ul style="list-style-type: none"> • Provides technical assistance, as needed, to ARVOAD member organizations and local Volunteer Organizations regarding their unaffiliated volunteer and unsolicited donations management activities. • Supports, as necessary, ARVOAD members that have roles in volunteer and donations management. 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. • See Appendix 2 to the ESF 6 Annex for more details on ARVOAD members. http://www.arvoad.org

Workers Safety and Health Support Annex

Coordinating Agency

Arkansas Department of Labor/Arkansas Occupational Safety and Health (DOL/AOSH)

Introduction

Policies

Private-sector, State, and local employers have the responsibility to ensure the safety and health of their employees. This annex ensures that assistance is available to meet those responsibilities, but does not remove that responsibility.

DOL/AOSH assistance in the Worker Safety and Health Support Annex may also be requested by Emergency Support Functions (ESFs) or individual agencies during an incident.

Safety and health issues and tasks are prioritized in cooperation with State and/or local governments and in coordination with the State Coordinating Officer.

Several State agencies, including DOL/AOSH, have oversight authority for response and recovery workers and response operations. While these agencies retain their authorities, they are expected to work cooperatively and proactively with Federal, State, local, and private-sector response and recovery workers to ensure the adequate protection of those workers.

This annex provides State support when an incident overwhelms local capabilities and/or when other State departments or agencies require assistance.

This annex includes planning and preparation to ensure the health and safety of response and recovery workers. It provides a consistent approach to the protection of these workers before and during a State response to an incident.