



State of Utah Emergency Operations Plan



SUPPORT ANNEX D **Volunteer and Donations Management**

Primary Agency: Volunteerism Lead: UServeUtah, Utah Commission on Service and Volunteerism
Donations Lead: Adventist Community Services (ACS)

Support Agencies: Utah Division of Emergency Management
Department of Administrative Services
Department of Corrections
Department of Public Safety
Department of Transportation
Utah Governor's Office on Planning and Budget
Utah Department of Health
Utah National Guard
Division of Licensing

Other: Federal Emergency Management Agency (FEMA)
Voluntary Organizations Active in Disaster (Utah and National)
Utah Volunteer and Donations Coordination Team (VDCT)

211 – Information & Referral Center, United Way of Salt Lake
Private Sector

I. INTRODUCTION

Incidents bring on what many call the “second disaster.” An onslaught of unsolicited and unneeded donations of goods and volunteer services can overwhelm resources and hamper disaster relief and recovery efforts. A system is needed to document, manage and track these offers and to refer them to the appropriate organizations to benefit the

disaster survivors. This VDCT supports unsolicited volunteers and donations by matching these valuable resources with the appropriate organization or agency. The Public Information Officer and/or Joint Information Center or System will share information via social media and traditional media. This messaging points the public to the Division of Emergency Management “How to Help” website where they can sign up to donate cash, needed items or volunteer services. The website also contains educational information on ways to support the disaster relief efforts without hampering critical first responder efforts and information on what donations are not needed and can be detrimental to the response and recovery of the disaster area. Organizations wanting requested donations can accept them as needed. For those without internet access, information will be shared by the 2-1-1 phone bank, an information and referral center.

II. PURPOSE

- A.** The Support Annex defines the organization, operational concepts, responsibilities and procedures to accomplish State Emergency Volunteer and Donations Management requirements. The State Volunteer and Donations Management System is designed to deal with solicited and/or unsolicited goods, undesignated cash donations, and large numbers of unaffiliated spontaneous volunteers when local and county governments become overwhelmed. The VDCT may request support from volunteer and donations management experts, this may come through EMAC or other sources.
- B.** This Support Annex is applicable to all agencies, organizations and personnel with volunteer and donations management emergency support function responsibilities in order to provide a central point for the coordination of information and activities of volunteer organizations responding in times of disaster. This annex encourages the effective utilization of donated goods and services.
- C.** This Support Annex outlines a volunteer and donations management coordination program for Utah which can be implemented once it is determined that an emergency situation or disaster is of such magnitude, or is receiving high media attention, that volunteer and donations management assistance is needed within or by the State of Utah. Local and County governments may request this assistance or the assistance may be recommended when multiple jurisdictions are affected.

III. SITUATION AND ASSUMPTIONS

- A.** Local governments and the State may become overwhelmed by volunteers, donors and disaster survivors. Government entities may not be able to keep up with the high level of calls and online offers for volunteer opportunities and donations of unneeded items, as well as appropriate and needed items. As local governments initiate donations operations and Volunteer Coordination Centers, they may utilize state law 53.2a.6 to request support from the State. The Utah VDCT will work to support these demands as much as possible. Members of the VDCT will help support maintenance

- to the “How to Help” website, by communicating the local needs on a statewide platform.
- B.** Many emergency/disaster incidents create a need to effectively coordinate donations of undesignated goods, money and volunteer services. When circumstances warrant, a united and cooperative effort by voluntary organizations and the donor community is necessary for the successful management of donations campaigns and relief supplies.
 - C.** Communications may be difficult if power, phone, internet and/or media outlets are out of service. Public information will be crucial regarding how individuals or groups may donate or volunteer. This will cause problems and slow down the effective management of volunteers and donations.
 - D.** This Support Annex outlines a system for receiving and managing the unsolicited goods and unaffiliated spontaneous volunteers, which cause a burden to the disaster relief and recovery efforts.
 - E.** Because private relief organizations are experienced in managing donations and have existing capabilities to receive, process and distribute goods and services to disaster survivors, the State will look to those organizations to provide support to administer the volunteer and donations management system.
 - F.** The State will provide support services to coordinate needs and requests from impacted counties and tribal governments, as the need is determined.

IV. AUTHORITIES AND REFERENCES – Policies and Authorities

A. Authorities

Utah State Emergency Operations Basic Plan

B. References

1. National Response Framework (NRF)
2. NRF Volunteer and Donations Management Support Annex
3. Course material from FEMA State Volunteer and Donations Management course
4. National Disaster Recovery Framework (NDRF)
5. National VOAD Points of Consensus

V. CONCEPT OF OPERATIONS (ROLES AND RESPONSIBILITIES)

A. Local and Tribal Governments

Local and Tribal governments will initiate efforts and coordinate the lead role in the onslaught of unsolicited donated goods and unaffiliated volunteers in emergencies/disasters affecting their jurisdictions. State, federal and voluntary agencies will assist as needed and requested. When a single jurisdiction is affected by an emergency or disaster, that local government will normally be responsible for

managing its Volunteer and Donations Management Plan. Where there is a multi-jurisdictional disaster, the State will coordinate the Plan. Local and Tribal officials should designate a local Volunteer and Donations Management Coordinator(s) to help direct the flow of volunteers and donations in the local jurisdiction. The designated coordinator should:

1. Share public information with the State EOC VDCT: Coordinate a unified message from local to state government using local and state PIOs and JICs.
2. Ask the public to make financial donations to local Voluntary Organizations Active in Disasters. Discourage the public from donating used items, as they cause needs for storage, manpower and distribution which strain relief efforts. Encourage volunteers who are already trained and affiliated with response organizations to report to those organizations. Encourage unaffiliated volunteers to first care for their families, friends and neighbors before reporting to volunteer coordination centers.
3. Support the Local Emergency Manager to designate local collection sites as requested. Share locations and hours of volunteer coordination centers and donations collection sites immediately with local and state JICs and local and State EOCs. Volunteer hours and activities should be documented at the local level to share with the state VDCT. Weigh options carefully and only open donations warehouses in extreme circumstances.
4. Work with the Local Emergency Manager and the State Volunteer and Donations Coordinator at the State Emergency Operations Center (EOC) to request any anticipated resource needs. Early needs assessment and requests by local and tribal officials and involved voluntary agencies will help those needs get met more quickly and efficiently.
5. Establish a Volunteer and Donations plan. This plan will facilitate volunteer reception center activities related to matching unaffiliated volunteer personnel with VOADs.
6. Make an official request for state assistance if needed to support management of Volunteer Coordination Centers and Donations Operations. Then, coordinate with the Utah VDCT at the State EOC.
7. When needed, utilize the “How to Help” website and educate key partners about this website. The Utah VDCT will support website maintenance.

B. State Government

State Agencies may assist when multiple local jurisdictions are affected by the emergency/disaster, when managing donations exceeds local capabilities, or when there are donations needs that extend across jurisdictional lines. UServeUtah has

primary State Agency responsibility for volunteer management and ACS has primary responsibility for donations management coordination as listed below:

1. When the Volunteer and Donations Management Support Annex is activated, ACS may assist local and Tribal governments by acting as a referral point for donated resources. The VDCT will be responsible for coordination statewide and as such, should serve as the point of contact for offered donated goods and services. The State VDCT will:
 - (a) Initiate and maintain contact with affected local jurisdictions, Utah VOAD, FEMA and others who need or can provide resources throughout the disaster.
 - (b) Activate and manage the VDCT whose membership includes, but is not limited to, members from Utah VOAD and state agency representatives.
 - (c) Support 2-1-1 hotlines for response to donations and volunteer offers as needed. A hotline may also be used to respond to other public information requests and may be co-located with the State EOC or the Joint Information Center (JIC).
 - (d) Gather and publicize information about:
 - (1) Donations and volunteer skills that are needed,
 - (2) The donations and volunteer skills that are not needed
 - (3) The website link for volunteers and donations
 - (e) Utilize the “How to Help” website and educate key partners about this site. DEM’s PIO or the JIC shall provide scripts to 2-1-1 to direct callers who have internet access to this website as well.
 - (f) Support Utah VOAD in the contracting of multi-agency warehouse operations, if needed, for undesignated donations if affected local and tribal governments or voluntary organizations cannot do this.
 - (g) Communicate activities of the volunteer and donations management system to the Logistics Chief in the State EOC. Share reports and updates with the State EOC.
 - (h) Arrange for intake and referral of volunteers as needed for volunteer and donations management by local and Tribal officials and or voluntary agencies, as well as direct unaffiliated or spontaneous volunteers to the appropriate Utah VOADs. Those organizations are encouraged to vet potential volunteers using criminal background checks. Organizations are urged to supervise all volunteers who have not been background checked.
 - (i) Local government(s) should launch volunteer coordination centers. If they request assistance from the State, the State may open and manage these facilities until they are able to manage them themselves. Utah’s VDCT will

coordinate these efforts, using the manpower and support from Utah VOAD. In this state, the Utah VDCT requested that the Commission on Service and Volunteerism take the lead on the volunteer management efforts. The VDCT requested the Adventist Community Services (ACS) lead the donations management efforts. ACS holds MOUs with FEMA as well for these efforts. In the State of Utah, the largest religious denomination is The Church of Jesus Christ of Latter-day Saints. The church may be able to provide volunteer staffing and/or facilities to support volunteer and donations management. Church representatives will grant specific approvals at the time of the event based on requests and availability of Church resources.

- (j) Continue to work with voluntary agencies throughout the recovery phase of the disaster to help meet the previously unmet needs of the survivors.

C. Federal Government

FEMA may assist state, local and tribal governments in their volunteer and donations management system as needed. Federal activities are coordinated by FEMA, which is responsible for:

1. Providing support and assistance to the State, especially regarding international offers of assistance, large corporate offers, or politically sensitive collection drives.
2. Facilitating the assistance of other appropriate Federal agencies, coordinating international offers of assistance that meet the acceptance criteria established by the State and FEMA.
3. Advising and assisting at the State EOC, other state facility, or the Joint Field Office, the designated State Volunteer and Donations Coordinator as needed in:
 - (a) Establishing a State VDCT;
 - (b) Establishing a State Donations Coordination Center as requested and as appropriate;
 - (c) Establishing donations operations, including collection centers, distribution sites and warehouses as needed.
 - (d) Developing a Volunteer and Donations Management Plan.
 - (e) Coordinating with the FEMA Region VIII Voluntary Agency Liaison (VAL), congressional affairs, community relations, logistics, Defense Coordinating Officer, and other Federal agencies and elements, as necessary; and
 - (f) Preparing input for Federal and State situation/status reports, briefings, and VIP visits, as necessary.

4. Coordinating with the appropriate Federal ESFs under the National Response Framework (NRF) and National Disaster Response Framework to provide vital volunteer and donations management support services such as:
 - (a) Supplemental transportation and telecommunications assets and guidance; and
 - (b) Logistical, technical, and managerial support as needed in supplies, services, equipment and facilities.

D. Private Voluntary Agencies

Utah VOAD is an umbrella organization of existing voluntary agencies, which provides assistance to people in times of emergencies or disasters. Each member organization maintains its own identity and independence, yet works closely with other agencies to provide service and eliminate unnecessary duplication of services. See VDCT roster and contact lists. A Utah VOAD liaison shall be invited to assist with this Support Annex's duties in the State EOC. One contact shall serve in the EOC, working with team members at a remote location(s).

VI. DIRECTION

This Volunteer and Donations Management Support Annex and its implementing procedures may be activated in times of a major disaster or other significant emergency event. The Director or designee of the Utah DEM, in consultation with the Utah VOAD Executive Leadership, will determine when this Annex will be implemented. Subsequent to the activation of this Annex, the Director or designee shall appoint a State Volunteer and Donations Coordinator who shall assemble the VDCT at a time and place for the purpose of beginning the implementation of the Annex. Utah VOAD will notify its members. Notification will also be given to appropriate federal, state, local and tribal government officials and related participating officials and volunteer organizations prior to public announcement.

A. Activation of the Plan

Local government may request that the State EOC activate the Volunteer and Donations Management Support Annex. Also, DEM may activate this Annex when it appears that local or tribal governments may become overwhelmed with volunteer and donations management. Some early factors pointing toward activation are:

1. Need identified in an assessment by government teams.
2. Heavy phone activity at state and local offices and/or voluntary agencies.
3. The large magnitude of an event. Multiple jurisdictions are affected.
4. A high level of media interest.

Utah VOAD organizations should work with state, local and tribal governments effectively to coordinate resources during the implementation of this plan, it is recommended that each Utah VOAD organization:

1. Designate a liaison to work with the State VDCT. The Team then funnels requests and information to the Volunteer and Donations Coordinator in the State EOC;
2. Utah VOAD should designate a liaison to work at the State EOC at the VDCT table. The liaison should be trained in advance;
3. Identify which agencies can and will receive and use certain types of donations, to include spontaneous volunteers, for that particular emergency or disaster and relay that information to the Utah VOAD designated government liaison at the State EOC;
4. Communicate throughout the disaster with the Utah VOAD Liaison at the State EOC for ongoing assessment of needs and resources;
5. Send a Utah VOAD representative to participate in the JIS/JIC and to media briefings as needed or requested.
6. Each VOAD agency should have at least one person assigned to monitor the “How to Help” website, accept offers and post needs on a regular basis.

B. Deactivation of the Plan

The volunteer and donations management operations may be deactivated or transferred to local governments or other VOAD organizations when:

1. The level of activity no longer warrants its operation.
2. The State EOC is no longer operational to provide needed information exchange.
3. When local governments are able to manage these efforts at the local level.
4. The Director or designee of DEM, in consultation with the State Volunteer and Donations Coordinator and the VDCT determines a best time to cease operation.

As appropriate, Operations may direct the VDCT to report to Long Term Recovery when Command and Control transfers to the Recovery Stage. The volunteer and donations coordinator may collaborate with the Long Term Recovery Committee or Unmet Needs Committee. This committee is described in greater detail in the Standard Operating Guidelines for the VDCT.

VII. ADMINISTRATION AND SUPPORT

A. Support

Requests for assistance for the volunteer and donations management program will be addressed to either the State EOC Logistics Chief or the State Volunteer and Donations Coordinator.

B. Communications

The coordination for telecommunications, information technology and many other communications requirements are critical. ESF #2 will support the State Volunteer and Donations Coordinator and the State VDCT to manage those functions.

C. Agreements and Understandings

All agreements and understandings entered into for the purchase, lease, acquisition, rental or otherwise use of goods, equipment, and services will be in accordance with the provision of state law and procedures. The Declaration of a State of Emergency or Disaster issued by the Governor, may suspend selected rules and regulations, which affect support operations. The specific impact of the situation will be determined by the primary agency and the support group members will be advised accordingly.

D. Situation /Status Reports

All facility and operations managers involved in the volunteer and donations management program (i.e., the Phone Bank Operations, the Donations Coordination Center, the Warehouse Facilities, and the Volunteer Reception Centers functions) will be required to prepare periodic reports detailing the operations, volunteer and donations statistics, requests for support or assistance.

These reports will be prepared by the facility managers for the State Volunteer Donations Coordinator for submission to the State EOC Operations Chief in accordance with State EOC operating procedures.

E. Expenditures and Record Keeping

1. Each agency and organization is responsible for establishing administrative controls necessary to manage and document their own expenditure of funds and volunteer hours and to provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines.
2. The first recourse of expenditures by State agencies in response to an emergency, imminent disaster, or recovery from a catastrophic incident, is funded as regularly appropriated to that agency by the Legislature.
3. Records will be maintained for calls of offered and/or received donations via the 2-1-1 and any donations management software, such as information from the “How to Help” website, the State uses. This will include information recorded at the EOC’s Phone Bank, if one is activated.
4. Accurate information should be maintained by the designated Donations Operations regarding goods donated, loaned and purchased which are being handled by the organizations. This includes a list of current inventory as well as product shipping and receiving details.
5. Back-up files and hardcopy binders containing Utah VDCT information will also be maintained at the State EOC in the event of a loss occurring at the Phone Bank,

Donations Coordination Center, Warehouse Facility(s) and/or the Volunteer Services function.

6. Detailed information on the volunteers and donations management efforts will be used to evaluate and audit the overall donations management program. Managers of volunteer and donations operations locations will compile statistics regarding specific donations and vendor calls as well as operator performance. Each location will maintain records on resources being handled by the Donations Operations facility(s) and the Volunteer Coordination Centers. 2-1-1 will also share reports from caller statistics. All of these reports will be submitted to the State Director of DEM.
7. It is the responsibility of receiving nonprofit organizations to send “tax receipt” and thank you notes to the donor.
8. The receiving agency is held accountable for appropriate distribution of donations received.
9. Records documenting volunteer contact information, hours worked, locations, dates and tasks performed shall be maintained by the VOAD agencies and shared with the State EOC and Utah DEM in a timely manner, to ensure the information is shared in time to meet federal reporting deadlines.

F. Lessons Learned

Following the conclusion of any significant emergency/disaster event or exercise, the State Donations and Volunteer Coordinator or designee will conduct an evaluation of the group activities during the event/exercise. Support agencies will provide written and/or oral inputs for this critique, and the Primary Agency representative will consolidate all inputs into a final written report and submit it to the State Director of DEM.

G. Plan Development and Maintenance

The State Director of DEM is the approving authority for this Annex and is responsible for its development, maintenance, and implementation.

The State Volunteer and Donations Coordinator, or designee, is responsible for conducting an annual review of the Annex and will provide the State Director of DEM with lessons-learned during exercises and actual events for incorporation into subsequent revisions of this Annex.

The plan will be exercised on an annual basis in conjunction with the Utah ShakeOut. Lessons learned from these exercises will be integrated into this Annex.

VIII. POLICIES

- A. Utah VOAD member organizations are considered the primary recipients, managers, and distributors of donated goods and services and the state will assist and cooperate

- to keep Utah VOAD member agencies' normal flow of donations intact. Local governments should launch these efforts and work with local VOAD agencies. As requested, the State will support and coordinate these efforts as needed.
- B.** The State of Utah shall encourage cash donations to recognized nonprofit voluntary organizations that engage in disaster response and recovery operations in the State of Utah. The state will direct cash donors to the state “How to Help” website. The organizations listed on the “How to Help” website are vetted by Utah VOAD in coordination with National VOAD. The State of Utah’s public messaging and the information on this website both shall discourage donations of unneeded items.
 - C.** State EOC staff will refer resources based on the needs determined by the VDCT, not the preference of donors.
 - D.** State EOC staff will not attempt to refer offers of items for sale or rent.

IX. PROGRAM COMPONENTS AND OPERATIONS

A. Donations Coordination

1. The State VDCT will prioritize and expedite life sustaining needs and access and functional needs during disasters. The Team will support the following efforts:
 - (a) Coordinating donations policy, planning and annex development.
 - (b) Selecting VDCT personnel, assigning committees, task forces, etc., necessary for policy, planning and implementation.
 - (c) Coordinate requests for activation of Emergency Management Assistance Compact agreements and requests for invitational travel.
 - (d) Working with the State Public Information Officer to plan and implement public awareness and information strategies.
 - (e) Coordinating volunteer and donations management with other State programs as necessary.
 - (f) Supporting local governments, as requested, to help coordinate volunteer and donations management efforts.
 - (g) Supporting information sharing with the 2-1-1 phone bank and the lead PIOs and JICs/JIS.
 - (h) Identifying needed and unneeded donations.
 - (i) Processing donation offers from the public.
 - (j) Ensuring effective communications procedures are in place.
 - (k) Supporting VOAD in its efforts to vet and include emerging relief organizations.
 - (l) Establishing procedures to manage spontaneous volunteers.

(m) Planning for language barriers among volunteers and at points of distribution. The LDS Church has many members with strong foreign language skills. Members of ethnic associations could also be of help. At the time of the event, the VDCT should contact these groups to arrange for interpreters as needed.

3. The “How to Help” /Website:

The website is used as a matching system to assist state, local, and tribal officials in identifying needed and unneeded donations. It encourages visitors to consider cash donations and discourages donations of unneeded items. This website allows for the VDCT to process offers of unsolicited goods and services and management of the phone bank operations to take those unsolicited offers. The website access is also shared with PIOs and the JIS/JIC to share media news releases about unsolicited goods and services. Information from “How to Help” is shared with the State EOC. The public will be directed to this website only when it is determined that local governments need support for volunteer and donations management. As needed, the public will then be directed to start using this website. See checklists for the website URLs.

5. Crisis Cleanup Portal/Website:

Another website tool is Crisis Cleanup. This website was developed during Hurricane Sandy and serves as a tool to organize volunteers who are helping with cleanup efforts for homeowners.

B. Public Information Strategy

Consistent public information is the key to successful coordination of the outpouring of donations and volunteer time. Making full use of current technology, DEM, in coordination with the PIOs and JICs/JIS will:

1. Work with Public Information Officers, as well as voluntary agencies and local, tribal and state officials, to publicize needed donations and volunteer information very early in the disaster, to deter unneeded donations of items and services and to deter unsolicited volunteers. It is important to provide information about the dangers of attempting to volunteer in unsafe areas or without the proper training and equipment.
2. During a disaster or emergency which receives national news coverage, provide public information about donations to other states by sharing the link to the “How to Help” website. Share communications and updates with emergency management agencies or State Volunteer and Donations Coordinators nationwide. The DEM PIO may support this information sharing effort.

C. Managing Goods and In-Kind Warehousing

The donations of goods may come into an area as both designated and undesignated.

1. Designated Donations

- (a) All inquiries concerning donations for a specific organization will be referred to that organization.
- (b) The organization accepting/receiving designated donations will follow its own policies and procedures for logistics.

2. Undesignated Donations

In-Kind (non-monetary) spontaneous donations, such as used clothing, are unsolicited and can become a burden to disaster relief efforts. Public information efforts will stress to the public that these items are not needed and not wanted. Receiving these donations is complicated because different stages of a disaster present logistical problems. Some in-kind donations that are often received are a heavy burden which stresses disaster relief and recovery efforts. Most of the donations will arrive at the height of the disaster's news exposure, but survivor's needs may not be known for sometime afterward.

The Utah VDCT will use the PIO/JIC and the "How to Help" website to assist in discouraging unneeded donations and to match needed donations with the appropriate Utah VOADs and other organizations. Measures taken to ensure these donations are managed more effectively involve, but are not limited to, the following:

- (a) Significant offers of items that will likely be needed will be catalogued and made known to organizations that may need them.
 - (b) Donations of unneeded items will be refused or re-routed to more appropriate places, when possible.
 - (c) Available storage facilities for donations may be identified for organizations at the local level. Or, if State assistance is requested, this will be coordinated by the Utah VDCT, using VOAD agencies. In Utah, the VDCT has requested the Utah Commission on Service and Volunteerism serves as the lead Utah VOAD agency for volunteer management and the Adventists Community Services serves as lead for donations management. These VOAD members have agreed to lead these tasks.
 - (d) Storage of unneeded items may be provided temporarily, if such storage is needed and available, until the items can be used or re-routed to a more appropriate destination. Transportation of unneeded goods will not be provided for donors.
3. The requirements and procedures for transporting donations into affected areas may be influenced by:

- (a) State or Federal Department of Transportation waivers required (i.e., for heavy loads, critical items, driver hours, and licensing issues).
 - (b) Road and airport conditions, closures, restrictions.
 - (c) Location and geography of the affected area (i.e., remote areas; etc.).
 - (d) Regulations governing transportation imposed by the emergency (i.e., curfew, police escort).
4. Control / Check Points, also known as Receipt, Staging, Storage and Shipping Locations

Control/check points are officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Examples of possible Control/Check Point locations include toll booths, weigh stations, roadside parks, truck stops, state parks and recreations areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections. The transportation group in the EOC (ESF #1) and the VDCT will work together to manage these efforts.

Depending on the nature, scope and magnitude of the emergency/disaster, and the anticipated volume of unsolicited donations, the control/check points may be utilized to “filter” incoming goods and services before they reach the disaster area. Staff at the Ports of Entry can turn unneeded or unwanted items or volunteers back at these points. A well-managed system of Control/Check points can help reduce congestion in the disaster area. Needed items for life safety, life sustainment, and functional and access needs shall be expedited. Needed items and volunteers should be promptly directed to the appropriate receiving location. Volunteers or Port of Entry Staff may be assigned to keep up to date lists of what is needed and what is not at the Ports of Entry.

D. Volunteer Services (spontaneous and unaffiliated)

Many volunteer agencies bring their trained volunteers to the scene of large-scale emergencies/disasters. These affiliated volunteers are deployed and supervised by their specific agencies. The Utah Commission on Service and Volunteerism may provide current full time, background-checked volunteers residing in Utah to support the volunteer and donations management efforts, including, but not limited to AmeriCorps members. The purpose of this plan is to channel the flow of unaffiliated spontaneous volunteers who want to assist with disaster relief and who don't expect to be reimbursed for their services.

The Utah Commission on Service and Volunteerism also acts as the liaison to national volunteer groups that can be mobilized, such as the Corporation for the National and Community Service Disaster Service Unit and FEMA Corps.

CERT volunteers may be a useful resource during a disaster or emergency. (CERT members are not available during the initial response phase however, 3 – 5 days post disaster, CERT teams, especially from outlying areas, should be considered as strong support to this plan.)

Referral of spontaneous and unaffiliated volunteers will be directed to specific voluntary agencies or emergency support functions requesting volunteers, or entered into the “How to Help” website. Local governments should launch these efforts. The State VDCT will support the coordination of these efforts when requested as needed. The VDCT will coordinate with UServeUtah, the Lead for volunteer management, to manage Volunteer Coordination Centers as needed. The volunteer efforts using local government or Volunteer Coordination Centers will communicate and share information with local and State JICs and local and State EOCs.

No referral will be done for offers of contract services for payment. These referrals will be directed to the Utah’s Department of Workforce Services and agencies may contact DWS directly if wanting to contract services for payment.

UServeUtah, leads the management of volunteers who are specially affiliated, accredited, licensed, or background checked. Here are two examples.

1. To manage medical volunteers, the VDCT and/or UServeUtah will coordinate with the EOC Health and Medical Lead ESF #8 and the public health volunteer plan (ESRVPS). (Add definition.) ESF #8 is the lead for health and medical volunteers.
2. To manage volunteers who will be working with children, immigrant children and unaccompanied minors, the VDCT and/or UServeUtah will coordinate with ESF #6, specifically the American Red Cross and the Department of Human Services. ESF #6 will serve as the lead, not the VDCT or UServeUtah, for these affiliated volunteers.

E. Facilities

Additional facilities may be needed for Volunteer Coordination Centers and Donations Operations. When local governments request State support, the Utah VDCT and/or the State Coordinator, will work with the State of Utah, the Utah DEM operations and logistics teams in the State EOC to secure facilities as needed per State policy. Donations facilities may include collection sites, sorting and storage warehouses and distribution sites. If needed, Utah DEM may request support from FEMA. All facilities should offer ADA accessibility.

When a facility, or building, is needed for volunteer or donations management, the VDCT may request a building from the Division of Facilities and Construction Management (DFCM). The State EOC Public Works team (ESF#3) may coordinate needs with DFCM. If DFCM is unable to provide a location quickly, the VDCT may also request a building from the Private Sector or the LDS Church. The LDS Church has offered to provide locations for these efforts during disasters.

F. Cash Donations

Designated cash donations are preferred from donors and will be encouraged. Cash benefits the disaster affected area in the following ways:

1. Can be used for items that are known to be needed.
2. Can be used to provide more goods, through bulk purchasing by relief agencies.
3. Simplifies the logistics of managing goods.
4. Empowers and helps disaster survivors by giving them purchasing choices.
5. Supports the disaster affected area's economy.

Donors' offers will be referred to nonprofit disaster relief organizations. When referring cash donations, 2-1-1 personnel or their staff shall not express a preference for any one of these organizations over another. Cash donations will be made directly to designated organizations and allocated and distributed by the same. All donors will be directed to the Utah "How to Help"-website.

The State of Utah can accept cash donations, per Utah Code. These funds may be deposited into the State Disaster Recovery Restricted Account. These funds are for use by State Agencies.

The VDCT recommends undesignated financial donations go to the fiscal agent of the Long Term Recovery Unmet Needs Committee. The VDCT recommends this Unmet Needs Committee distribute these funds using transparent and democratic procedures. Currently, the Utah Food Bank is designated as the fiscal agent. See Memorandum.

G. Long Term Recovery

Operations and the Long Term Recovery Team may determine the need for continued and or modified volunteer and donations management efforts. The Utah VOAD continuously works on guidelines and plans for Long Term Recovery efforts.