

Fairfax County, Virginia Donations Management Annex

Coordinating Agencies	<ul style="list-style-type: none"> • Volunteer Fairfax • Fairfax County Office of Emergency Management (OEM)
Cooperating Agencies – Fairfax County	<ul style="list-style-type: none"> • Animal Control • Attorney’s Office • Department of Family Services (DFS) • Department of Finance (DOF) • Department of Public Safety Communications (DPSC) • Department of Purchasing and Supply Management (DPSM) • Facilities Management Division (FMD) • Fairfax County Park Authority (FCPA) • Fairfax County Police Department (FCPD) • Fairfax County Public Schools (FCPS) • Neighborhood and Community Services (NCS) • Office of the County Executive (OCE) • Office of Public Affairs (OPA) • Office of Public-Private Partnerships (OP3) • Office to Prevent and End Homelessness (OPEH)
Cooperating Agencies – Private/Nonprofit	<ul style="list-style-type: none"> • Annandale Christian Community for Action (ACCA) • American Red Cross (ARC), National Capital Region • Capital Area Food Bank • Ecumenical Community Helping Others (ECHO) • Fairfax FISH • Faith Communities in Action (FCIA) • Food for Others • Goodwill of Greater Washington • Habitat for Humanity, Northern Virginia • Salvation Army – National Capital Area Command (Fairfax, VA Corps) • United Community Ministries (UCM)
Cooperating Agencies - Regional/State	<ul style="list-style-type: none"> • Adventist Community Services (ACS) • Hands on Network • Northern Virginia Voluntary Organizations Active in Disasters (VOAD) • Virginia Department of Emergency Management (VDEM) • Virginia Voluntary Organizations Active in Disasters (VOAD)

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Signatories to the Fairfax County Donations Management Annex

Since the Donations Management Annex is an annex to the Fairfax County Emergency Operations Plan (EOP), the signatories to the EOP are also signatories to the Annex.

Development and Maintenance

Volunteer Fairfax, in coordination with Fairfax County faith-based and community-based organizations and Fairfax County government agencies, is charged with the oversight and implementation of the Donations Management Annex. The Fairfax County Office of Emergency Management (OEM) is responsible for coordinating with county agencies/departments as they develop specific procedures for compliance.

Updates and revisions to this annex will take place as directed in the Fairfax County Emergency Operations Plan (EOP) (see EOP Plan Maintenance and Distribution). Further, the OEM Planning Division will work with the OEM Training Division to include plans and annexes in future training and exercise programs to test and improve plans and annexes. Each revision will be numbered and documented. As new versions are created and distributed to the participants, older versions will be replaced. This will assure that all users are working off of the same version of the plan. The table below will keep a record of revisions made to the annex since it was first published.

Record of Changes

Change Number	Date of Change	Section of Plan Changed	Recorded by

Purpose

The purpose of this annex is to outline a framework for coordinating the efforts of volunteer groups and local government to manage donations of cash and goods in the aftermath of a disaster. The program will assist potential donors in understanding what resources and services are needed or may be needed, and identify forms of assistance which might be counterproductive to effective disaster recovery efforts. This annex establishes the overall roles, responsibilities, and processes for donations management during the response and recovery stages of an incident. The annex highlights the communications strategy for donations management which encourages cash donations, but the annex also assumes it will be necessary to manage donated goods. The overall goals for managing donated goods are to:

- identify and communicate what goods are needed and to discourage unneeded donations,
- effectively receive and distribute donated goods,
- prevent transportation arteries from becoming clogged,
- prevent voluntary agencies from being overwhelmed with donations,
- have a plan for disposing unneeded goods during and following a disaster response, and
- prevent worthwhile goods from being destroyed unnecessarily.

This annex is meant to supplement established operational procedures, plans, and protocols.

Scope

This annex is intended to address donations management during the response and recovery phases of a disaster and to address the needs, specifically unmet needs, of the whole community to include members with access and functional needs and organizations supporting response and recovery operations. Specific procedures related to long-term case management are not covered in this annex. This annex contains detailed information on how Fairfax County will work with its partners to include county and state agencies, faith-based organizations (FBOs), community-based organizations (CBOs), other non-governmental organizations and the private sector, to:

- communicate needs and the donations process to the public;
- track requests and donations (goods and cash) received;
- receive, store, sort and package donated goods;
- distribute and transport donated goods; and
- dispose of excess donated goods.

Donations are defined in this annex as funds or goods (food, woven/clothing, household wares, equipment, etc.). The donations of persons' time, energy, and skills are covered in the Fairfax County Volunteer Management Annex. The concepts and organizational elements of this annex may be applicable to special events, and notice and no-notice incidents of various scales (e.g., apartment fire to catastrophic earthquake) and types (e.g., natural hazards and man-made hazards). This document is a functional annex to the Fairfax County Emergency Operations Plan

(EOP). Therefore, it covers Fairfax County, including the Towns of Vienna, Herndon, and Clifton. Portions of this annex also describe coordination with state and regional entities in Northern Virginia.

This annex identifies the method that County residents can use to donate directly to non-governmental agencies throughout the year, not just during an emergency. Blood donations are out of the scope of this annex and should be considered under Public Health and Medical Services.

Situation Overview

Fairfax County is at risk from a number of hazards that could threaten public health, safety and property. If a major disaster or lesser emergency occurs, individuals may want to donate money, goods, and/or services. Additionally, those impacted by a disaster and agencies providing disaster relief may have specific needs that can be met through donations. Management of solicited and unsolicited goods is crucial to an efficient relief and recovery operation. It is not the County'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.

Planning Assumptions

The following planning assumptions have been identified based on best practices, lessons learned, and by coordinating and cooperating agency representatives who participated in workgroup discussions throughout the planning process:

- The National Incident Management System (NIMS), including the Incident Command System (ICS), is the County standard for emergency response operations, as adopted by Fairfax County resolution on November 21, 2005.
- The Fairfax County Office of Emergency Management (OEM) will notify partner agencies identified in this annex about the incident (regardless if there is a donations management need or anticipated need) through the Emergency Alert Network (EAN) or Community Emergency Alert Network (CEAN) for situational awareness.
- Should a major emergency or disaster occur, donations may be given and/or delivered whether they are requested or not. However, it is not absolute that every disaster incident will result in the donation of goods, cash or services.
- Volunteer Fairfax will staff the Volunteer/Donations Management Group in the Fairfax County Emergency Operations Center (EOC), if activated, or will be contacted by the OEM duty officer (if the EOC is not activated) to coordinate donations management (see the Memorandum of Understanding (MOU) with Volunteer Fairfax, Attachment 1).
- The Donations Management Annex will not be implemented until first responders have addressed life safety needs. As a result, organizations/agencies involved in donation services do not have to mobilize immediately after an incident occurs. Volunteer Fairfax and/or the Office of Emergency Management (OEM) will establish contact shortly after the event and will maintain communication for situational awareness and planning purposes.

- Donated goods may arrive at a designated drop off area or at an undesignated area day or night without warning. Organizations that start receiving unsolicited donations should contact OEM or Volunteer Fairfax.
- Donations may arrive unsorted and with minimal packaging and markings, may be extremely perishable or worn out. Donations that are worn out or clearly inappropriate for distribution may be disposed of immediately
- Donations may be packed in boxes, crates, barrels, garbage bags, or bins.
- The problem of unneeded donations and donations deliveries at undesignated drop off sites can be reduced by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through timely and accurate communications.
- Flexibility in the donations management process is necessary; there is no single way to manage unsolicited goods and services.
- Donations of durable medical equipment (wheelchairs, canes, oxygen generators) and personal assistive devices (hearing aids or glasses) may be needed.
- Residents unaffected by the disaster will seek to receive donated goods.
- Some donors will bypass the distribution system established by the County because they may not receive the correct information or may choose to ignore it.
- There may be a surplus of donated goods which will require re-distribution to other nonprofit organizations or disposal.
- Donors will be encouraged to donate funds directly to voluntary and relief organizations providing services to those impacted by the disaster.

Concept of Operations

The Donations Management Annex and its implementing procedures will be activated when any significant emergency event causes a spontaneous flow of or a major need for donated resources within Fairfax County. The objectives of the Fairfax County Donations Management Program include:

- To assist with the needs of residents impacted by the disaster and responding agencies efficiently, in a coordinated, collaborative, fair and transparent way.
- To prevent the unnecessary disposal and waste of donated goods.
- To capitalize on existing networks, skills, and expertise in donations management.
- To provide timely, accurate, and accessible information on current needs to potential donors through various communications methods.
- To ensure that donations management transitions smoothly from response to recovery operations.

The aforementioned objectives will be realized by taking the following actions (with or without an emergency declaration):

1. OEM will be notified of an emergency event and will quickly assess and define its extent, impact, geographic area coverage, severity and expected duration.

2. The County Executive, Deputy County Executive or OEM Coordinator will make a decision as to whether or not to activate the EOC.
3. If there is the possibility that donations management will be needed, the OEM Duty Officer will contact Volunteer Fairfax, the Donations Coordinator (DC). If the EOC is activated, the DC will report to the EOC.
4. The DC will initiate a conference call with the Donations Coordination Team (DCT) by sending a message through the Community Emergency Alert Network (CEAN) to all DCT members with the date and time of the call and a call-in phone number. The OEM duty officer will assist the DC with sending this message. A CEAN group of DCT members will be created and maintained by OEM. The DCT includes the DC, the Public Information Officer (PIO) assigned to the incident, an OEM representative, a representative from Neighborhood and Community Services (NCS), a representative from the Department of Purchasing and Supply Management (DPSM), a representative from Fairfax County Public Schools (FCPS), a representative from the American Red Cross (National Capital Region), a representative from the Salvation Army - National Capital Area Command (Fairfax, VA Corps), a representative from the Capital Area Food Bank, a representative from the Northern Virginia Habitat for Humanity, a representative from the Goodwill of Greater Washington, a representative from Adventist Community Services (ACS), and representatives from other nonprofit, faith-based organizations (FBOs), and community-based organizations (CBOs).
5. All CBOs/FBOs in the impacted area must be identified and assessed as to their capabilities and their available supplies/services for aiding in the response.
6. Depending on the type, scale and location of the incident, a decision must be made as to whether Plan A, Plan B, or Plan C will be implemented. The roles of all involved County agencies, CBOs and FBOs must be defined in detail. Regardless of the Plan chosen, the DC will seek input from all DCT members on a list of preferred goods to be donated, get the list approved through the ICS structure and then publicize the list through the Office of Public Affairs (OPA).
 - a. Plan A: An identified lead CBO or FBO will manage donations (to be referred to as the Donations Manager [DM]). Best practices indicate CBOs and FBOs that manage donations on a daily basis are best skilled to manage donations during a disaster.
 - b. Plan B: The DCT will support the CBO/FBO DM with supplemental personnel, supplies, transport, and warehouse space as necessary.
 - c. Plan C: DPSM and FCPS will manage donations for the incident with support from other members of the DCT.

These plans are outlined in greater detail in this annex, as are the roles and responsibilities of each agency and organization involved. Refer to the following graphic for a depiction of the three plans and general roles and responsibilities under each plan.

Who is responsible under each donations management plan?

Role	Plan A	Plan B	Plan C
Donations Coordinator (DC)	Volunteer Fairfax	Volunteer Fairfax	Volunteer Fairfax
Donations Manager (DM)	CBOs/FBOs	CBOs/FBOs + DCT support	DPSM/FCPS + DCT support
Donations Coordination Team (DCT)	See pre-determined list	See pre-determined list	See pre-determined list
Donations Drop-off site(s)	CBO/FBO facilities	CBO/FBO facilities + DCT support	DPSM/County Warehouse + DCT support
Distribution of Donations	Per CBOs/FBOs SOPs	Per CBOs/FBOs SOPs + DCT support	DPSM & FCPS to County activated POD(s) & SIC(s) + DCT support
Assess Survivor Needs & Develop Service Plans	NCS referrals to CBOs/FBOs	NCS referrals to CBOs/FBOs	Per POD & SIC SOPs (separate annexes)

NCS: Neighborhood and Community Services (Fairfax County)
 DPSM: Department of Purchasing and Supply Management (Fairfax County)
 FCPS: Fairfax County Public Schools
 POD: Point of Distribution
 SIC: Service Information Center

- The lines and frequency of communications among all the players must also be defined and initiated to ensure continuing adaptability and flexibility in the coordinated response. Below is an image that shows a coordinated system regarding donations management.

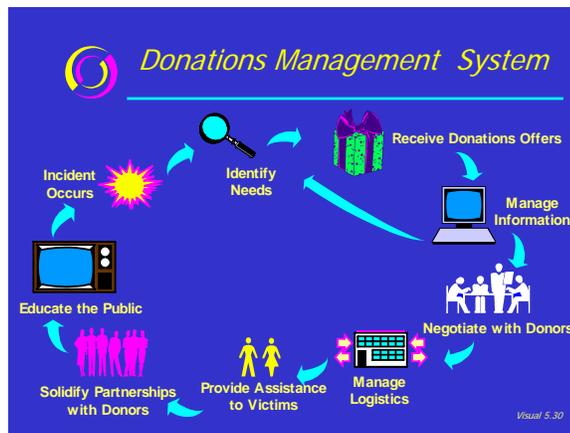


Image by FEMA.

If Plans A, B or C are activated, the Fairfax County Office of Public Affairs (OPA), through the PIO and/or Joint Information Center (JIC), will issue timely, accurate, and accessible messages encouraging all potential donors to make monetary donations directly to a disaster relief organization providing services to those impacted by the disaster. The County websites and messaging will direct the public to the Virginia portal of the National Donations Management Network (NDMN) - also referred to as AidMatrix –and the Volunteer Fairfax website for more information on donating cash as well as information on where to take goods. NDMN is an online tool that individuals can use to make a cash donation. NDMN (www.aidmatrixnetwork.org/fema/states.aspx?ST=Virginia) is a FEMA-funded, state administered, Web-based information management tool for donations management. The Donations Coordinator will contact the VDEM NDMN administrator, and they will work together toward an efficient way for donors to identify and donate to organizations in Fairfax County supporting the disaster relief. Only agencies that are members of Voluntary Organizations Active in Disaster (VOAD) will be able to be listed on NDMN. However, NDMN will have a link to Volunteer Fairfax’s website (www.volunteerfairfax.org/). Volunteer Fairfax’s website will have a list of all of the nonprofits, FBOs, and CBOs who are supporting the incident (regardless of their VOAD membership status). The criteria to be put on the list on Volunteer Fairfax’s website include:

- The nonprofit, FBO, or CBO must be affiliated with Volunteer Fairfax, Citizen Corps Council, and/or Voluntary Organizations Active in Disasters (VOAD).
- The nonprofit, FBO, or CBO must be providing a service to those directly impacted by the disaster or to the agencies supporting the disaster response and recovery.

While messaging will emphasize cash donations, this annex incorporates plans for receiving donated goods. Donated goods (solicited and unsolicited goods) will be managed through one of the following three plans:

Plan A: CBO/FBO manager

As previously mentioned, the DC will convene a conference call with the DCT to include representatives from FBOs and CBOs who have been pre-identified as having an interest and capability to manage donations during an emergency incident. A FBO/CBO will be identified as the lead Donations Manager (DM) based on the geographical area impacted and the anticipated needs. It is likely that new charities will appear in support of the disaster survivors. These “spontaneous” organizations will be incorporated into the process if the DC is able to confirm their legitimacy through their own procedures.

For larger events when at least a local disaster has been declared or it is anticipated to be declared, the DC will still convene a conference call with the DCT, but certain organizations will automatically be responsible for the following:

- All donated woven goods and household wares will be brought to Goodwill and/or Salvation Army stores/donations centers (see the Goodwill and Salvation Army websites for accepted donations).

- All donated food will be brought to Capital Area Food Bank or affiliate locations.
- All donated home appliances, cabinets, countertops, doors, electrical, flooring, furniture, hardware, insulation, lighting, tools, and similar items will be brought to the Northern Virginia Habitat for Humanity ReStores.

The DC will distribute vouchers to DCT members and other agencies/organizations that can distribute the vouchers to individuals who have been impacted by the disaster. These vouchers will be valid at Goodwill, the Salvation Army and the Northern Virginia Habitat for Humanity ReStores depending on where donations were collected for the incident. The Capital Area Food Bank will distribute the donated food stuffs (to exclude pet food) to the local FBOs and CBOs on the DCT who are serving the impacted populations. These FBOs and CBOs will distribute the food to those impacted per their own protocols and procedures. The Capital Area Food Bank may also distribute food stuffs to the impacted community using their mobile food pantry. The food distribution method will be determined at the time of the incident on a DCT conference call.

If Goodwill stores/donations centers are designated as the donation drop-off sites and donations are dropped off at other undesignated locations (e.g., shelters, schools, churches), the DC will contact Goodwill to pick-up the items and bring them to the Goodwill designated drop-off sites. If Goodwill stores/donations centers are not the designated donation drop-off sites and donations are dropped off at undesignated sites, the DC will contact other pre-identified affiliated volunteer groups to pick up the donations and bring them to the correct drop-off sites.

If there are a significant number of disaster survivors without a mode of transportation, the DC in coordination with the Mass Care and Transportation Groups in the Operations Section in the EOC, may also have to identify transportation options from temporary housing locations to the donations distribution sites (e.g., Goodwill locations). Survivor needs, such as transportation, will be relayed from those impacted to the DCT through various methods. Short-term disaster case management may be handled by various FBOs and CBOs, DFS, NCS (through the CSP hotline or at a staffed Service Information Center [SIC]), OPEH, Salvation Army, and the ARC through their standard operating procedures (SOP). Long-term case management is covered under the Fairfax County Pre-Disaster Recovery Plan (PDRP) and supporting SOPs. The process by which needs are communicated is described in greater detail under “Direction, Control and Coordination.”

Under Plan A, the standard operating procedures (SOPs) of the individual FBOs/CBOs will direct donations management operations, to include procedures for rejecting unusable donated goods or disposition of excess goods. FBOs/CBOs have SOPs to handle excess goods, to include but not limited to donating them to other FBOs/CBOs or selling them at a yard sale or online.

Plan B: CBO/FBO manager with support from Donations Coordination Team (DCT)

Typically a FBO/CBO or several FBOs/CBOs working together will have sufficient space, supplies and personnel to manage donations for a particular incident. If the incident happens to be large and/or continue to have donations management needs for an extended period of time, the

FBO(s)/CBO(s) managing donations may require specific resources, such as additional or larger warehouse space, to continue ongoing operations. Best practices indicate that the donation drop-off site (where donated goods are collected, sorted, packaged, and stored) should be at a different location than the distribution site (where donated goods are distributed to those impacted by the incident).

If additional space is required, after the FBO/CBO has tried to secure additional space through its own networks, the FBO/CBO should contact the DC. The DC will identify additional warehouse space through available County facilities (Park Authority or Neighborhood and Community Services) or donated space. The DC will contact representatives from the Fairfax County Park Authority (FCPA) and/or Neighborhood and Community Services (NCS) who are listed on the Emergency Response List maintained by OEM. FCPA or NCS will be asked to identify a potential facility to be used for donations collection or distribution. Such facilities could include field houses, community centers, and gymnasiums at recreation centers. Donated space can also come from the private sector, but should be pursued as a last resort. If additional personnel are needed to support the FBO/CBO in managing donations, the FBO/CBO should contact the DC who will fill the need with volunteers (per the Volunteer Management Annex).

Under Plan B, if the FBO/CBO is using a County facility as a donation drop-off site or distribution site but it is still managing the donated goods, the FBO/CBO will redistribute or dispose of any excess goods per its own protocols and procedures.

Plan C: DPSM manager with FCPS support

While it is preferred that a FBO/CBO manage donations, it is possible that the nature of the incident or the number of unsolicited donations may be large enough that the FBOs/CBOs' capacity to manage donations is exceeded. At this point, the lead in managing donated goods will transition to the Department of Purchasing and Supply Management (DPSM) with the support of Fairfax County Public Schools (FCPS) **if at least a local disaster has been declared**. Under Plan C, DPSM will partner with FBOs/CBOs to complement their capabilities, as determined by the DC.

The County will continue to encourage cash donations directly to non-governmental organizations involved in the incident response. This task does not transfer or escalate to DPSM. If donors wish to donate directly to the County, these cash donations will be managed per County protocol by the Director of Finance.

Under Plan C, the DPSM warehouse (6800A Industrial Road, Springfield) will be a donated goods drop-off site. DPSM will set up the drop-off site, within initial staging outside of the warehouse in the parking lot, weather permitting. The donated goods may be brought inside of the warehouse by DPSM staff, sorted, packaged, and then transported to locations where impacted residents may be directed (e.g., Points of Distribution [POD] or Service Information Center [SIC], separate annexes to the EOP). The agencies operating those sites will be responsible for distribution of the donated goods.

If the County warehouse is being used for distribution of the Strategic National Stockpile (SNS), then DPSM and FCPS will not participate in donations management. Under this scenario, an alternate warehouse might have to be located and volunteers recruited to staff the warehouse, donations management may have to be delayed and/or the DC will request assistance from Virginia Department of Emergency Management (VDEM). VDEM will provide resources based on its own plan, the Commonwealth of Virginia Emergency Operations Plan, Emergency Support Function #17, Volunteer and Donations Management.

Donated goods may be transported from the DPSM warehouse to established POD(s) or SIC(s) using DPSM and/or FCPS vehicles, or other means. DPSM and FCPS will coordinate this transport based on existing SOPs and agreements. If the DC determines that the donated goods need security enroute to the distribution point, the DC will request a security escort which may be provided by the Fairfax County Police Department (FCPD). FCPD may also be asked to provide security or traffic management at the collection or distribution sites.

DPSM personnel will track the numbers of goods donated and distributed and will submit this information to the DC. DPSM will accept donated goods at the warehouse per DPSM Procedural Memorandum (PM) 12-400, "Receiving and Storing Material at DPSM Warehouse" (Attachment 2). DPSM, with support from the DC, will coordinate with advocacy groups to assist with processing and distributing goods/equipment designated for people with access and functional needs. For goods that are brought to the warehouse that will not be accepted, DPSM warehouse staff will provide the donor with a list of items that are being accepted for that particular incident. This document will be prepared by the DC and provided to DPSM warehouse staff as necessary. If donors request a receipt for their items, DPSM warehouse staff will provide the donor with a receipt. Donors are responsible for creating or compiling any detailed data necessary for tax purposes. Receipts will include only number of boxes, bags, pallets delivered. Value will not be determined for the items. Donors will be directed to the Internal Revenue Service (IRS) Form 8283 for acceptable values. For excess donated goods, DPSM will use its toolbox for responsible disposal options, described in the Fairfax County Purchasing Resolution, Article 6 (Supply Management), Sections 6 and 7. DPSM will not provide long-term storage of excess donated goods. If large quantities of goods are delivered in tractor trailers or other large storage containers and County facilities are unable to receive these goods, the trailers or storage containers may be stored on site at Laurel Hill. The DC will contact the Laurel Hill Property Manager in the Fairfax County Facilities Management Division (FMD) to request onsite temporary parking of the tractor trailers until County facilities are able to receive the donations.

Specific roles and responsibilities of the agencies and organizations identified in Plans A, B, and C are outlined in the section, "Organization, Roles and Responsibilities."

Organization, Roles and Responsibilities

The Donations Coordinator (DC) will coordinate the donations management efforts of volunteer groups and the local government. The DC will sit in the Volunteer/Donations Management

Group, staffed by representatives from Volunteer Fairfax, if the EOC is activated. The structure under which the Volunteer/Donations Management Group will operate in the EOC is as follows:



If the EOC is not activated, Volunteer Fairfax staff will operate out of their own facility and carry out the same responsibilities.

Donations Coordination Team (DCT)

The DC (Volunteer Fairfax) is responsible for activating the Donations Management Annex and for contacting the Donations Coordination Team (DCT). The DC provides the critical leadership role of determining support requirements from other agencies and delegates responsibilities to the key players. The DC also maintains a relationship between the DCT and the County EOC. The DCT will mostly interact virtually, through conference calls and email. The DCT is composed of the following membership:

- Public Information Officer (PIO) assigned to the incident.
- A representative from the Office of Emergency Management (OEM).
- A representative from Neighborhood and Community Services (NCS).
- A representative from the Department of Purchasing and Supply Management (DPSM).
- A representative from Fairfax County Public Schools (FCPS).
- A representative from the American Red Cross (National Capital Region).
- A representative from the Salvation Army - National Capital Area Command (Fairfax, VA Corps).
- A representative from the Capital Area Food Bank.
- A representative from the Northern Virginia Habitat for Humanity.
- A representative from the Goodwill of Greater Washington.
- A representative from the Adventist Community Services (ACS).
- Representatives from other nonprofit, FBOs, and CBOs.

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities could occur during the preparedness and response phases of emergency management. The following organizations/agencies will have specific roles and responsibilities related to donations management during various phases of the disaster cycle:

Volunteer Fairfax (Donations Coordinator)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

1. Work with OEM and NCS to conduct outreach/training to FBOs, CBOs, and the first responder community about the donations management process.

2. Work with NCS to develop a list of representatives from FBOs and CBOs who are willing and able to provide donations management services, and organize that list by specific services offered.

3. Advocate for a stronger Voluntary Organizations Active in Disaster (VOAD) to enhance the donations management network.

4. Maintain an online tool to support donations management per the Annex.

Response

1. Staff the Volunteer/Donations Management Group in the EOC (if activated).

2. Initiate and facilitate a conference call(s) with the Donations Coordination Team (DCT) regarding the incident and next steps, as frequently as necessary.

3. Coordinate all donations processes and functions during a disaster event, to include but not limited to:
 - a. Receive offers of donated goods and services.
 - b. Produce lists of needs/unmet needs, including the possible need for assistive devices for survivors with access and functional needs.
 - c. Match offers to needs; ensure that offers are not inappropriate to needs.
 - d. Facilitate the flow of information to organizations involved in donations management.
 - e. Support the needs of organizations involved in donations management.
 - f. Maintain an online donations management tool (more information under section “Information Collection, Analysis and Dissemination”).
 - g. Manage multi-agency warehousing if Plans A or B are activated.

4. Collect incident-related donations data from departments/agencies, nonprofits and volunteer organizations providing emergency response, support, and assistance.

5. Provide a daily summary of significant donations management activities to use in staff briefings and inclusion in periodic Situation Reports.

6. Collect and maintain documentation of all expenses related to donations management programs and provide a copy of expense documents to the Finance Section Chief and

the Documentation Unit Leader in the EOC (if activated) or to the OEM Coordinator (if the EOC is not activated).

7. After exhausting internal resources, work with the EOC Logistics Section (if activated) to identify and fulfill resources needed to support collection and distribution of donated goods and services.
8. Coordinate with the Public Information Officer (PIO) to ensure coordination of timely, accurate, and accessible messaging related to donations management.
9. Verify the legitimacy of start-up or “spontaneous” charities that are created after a disaster before incorporating them into the Fairfax County Donations Management system.
10. Serve as the point of contact between a State Donations Coordination Center (if activated) and the Fairfax County EOC.

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre-Disaster Recovery Plan (PDRP).

Office of Emergency Management (OEM)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.
2. Support Volunteer Fairfax and NCS with outreach/training to FBOs, CBOs, and the first responder community about the donations management process.
2. Train OEM Duty Officers on their role regarding donations management per this Annex.
3. If available, provide financial support to maintain online donations management tools.
4. Research lessons learned in donations management and help update the Annex.
5. Coordinate with partners to ensure all members of the community are informed of the Donations Management Program, including members of the access and functional needs community.
6. Create, maintain, and update a CEAN group of DCT members.

Response

1. Request assistance from Volunteer Fairfax to coordinate the management of donations.
2. Assist the DC with sending a CEAN message to the DCT.
3. Provide initial and ongoing situational awareness regarding the overall incident.
4. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
5. Support the Donations Coordinator with identifying additional space for donations management as needed (per Plan B).
6. Assist the Donations Coordinator with the coordination with DPSM and FCPS as needed (per Plan C).

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre-Disaster Recovery Plan (PDRP).
2. Recommend that certain organizations be recognized by the Board of Supervisors for their role in donations management, as appropriate.

Neighborhood and Community Services (NCS)

Mitigation/Preparedness

3. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.
4. Support OEM and Volunteer Fairfax with outreach/training to FBOs, CBOs, and the first responder community about the donations management process.
5. Work with Volunteer Fairfax to develop a list of representatives from FBOs and CBOs who are willing to and capable of providing donations management services, and organize that list by specific services offered.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. If available and as necessary, provide additional space for donations management, to include but not limited to community centers, senior centers, and teen centers.

3. Provide Coordinated Services Planning (CSP) services to those impacted by the disaster and provide information to the DC on needs of those impacted or of organizations serving the survivors. Distribute vouchers for donated goods to impacted residents as appropriate. CSP will provide these services at an information center or the CSP Call Center.

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre-Disaster Recovery Plan (PDRP).

Department of Public Safety Communications (DPSC)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Refer residents with emergency related questions to the emergency hotline (if activated).
2. Monitor the Fairfax County emergency blog to use as a reference if residents call in with questions related to the emergency.

Recovery

1. Refer residents with emergency related questions to the emergency hotline (if activated).
2. Monitor the Fairfax County emergency blog to use as a reference if residents call in with questions related to the emergency.

Office of Public Affairs (OPA)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.
2. Make information available to the local media prior to an incident on the donations program so they will be better prepared to advise the public of specific donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide other information as applicable.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.

2. Staff the Joint Information Center (JIC) and the emergency hotline as appropriate.
3. Implement the communications strategy as outlined in the “Communications” section.
4. Make all messages accessible by disseminating information in multiple formats.

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre-Disaster Recovery Plan (PDRP).

Department of Purchasing and Supply Management (DPSM)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. Augment Plan B if asked to do so as a member of the DCT.
3. If Plan A and B are not viable, assume Donations Manager (DM) duties per Plan C, which will include but are not limited to the following responsibilities:
 - a. Maintain a database inventory management system for recording donated goods. DPSM will not accept or manage donations of cash or services. Provide this information to the DC at the end of every operational period. The database will record item category, description, and quantity at the box level.
 - b. Manage the warehouse where donated goods will be dropped off, to receive, sort, store (short-term) and package donated goods.
 - c. Arrange for transportation of goods from the warehouse to distribution sites per the DC.
 - d. Dispose of surplus goods.

Recovery

1. If engaged in donations management during the response phase, continue operations until advised to stop by Command.

Fairfax County Public Schools (FCPS)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. If requested, provide logistical support to DPSM for transport and distribution of donated goods.

Recovery

1. If engaged in donations management during the response phase, continue operations until advised to stop by Command.

Goodwill of Greater Washington

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. If requested, provide transport, short-term storage, sorting, cleaning, and distribution of donated goods (specifically clothing, personal items, and household wares) in support of this annex.

Recovery

1. If engaged in donations management during the response phase, continue operations until advised to stop by Command.

Capital Area Food Bank

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. If requested, provide collection and distribution of donated goods (specifically food stuffs, to exclude pet food) in support of this annex.

Recovery

1. If engaged in donations management during the response phase, continue operations until advised to stop by Command.

Habitat for Humanity of Northern Virginia

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. If requested, provide collection and distribution of donated goods (specifically appliances, cabinets, etc.) in support of this annex.

Recovery

1. If engaged in donations management during the response phase, continue operations until advised to stop by Command.

American Red Cross (ARC), National Capital Region

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. Provide short-term case management services to those impacted by the disaster and provide needs information to the DC. Distribute vouchers for donated goods to impacted residents as appropriate.

Recovery

1. If engaged in donations management support during the response phase, continue operations until advised to stop by Command.

Salvation Army – National Capital Area Command (Fairfax, VA Corps)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.

2. Provide short-term case management services to those impacted by the disaster and provide needs information to the DC. Distribute vouchers for donated goods to impacted residents as appropriate.

Recovery

1. If engaged in donations management support during the response phase, continue operations until advised to stop by Command.

Other Faith Based/Community Based Organizations (FBOs/CBOs)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.
2. Become members of Northern Virginia VOAD and seek membership on the Donations Coordination Team (DCT).

Response

1. Participate on conference calls and in meetings as a member of the Donations Coordination Team (DCT) as needed.
2. If requested, assume Donations Manager (DM) duties per Plan A or B, which will include but is not limited to the following responsibilities:
 - a. Maintain a database inventory management system for recording donated goods and provide this information to the DC at the end of every operational period.
 - b. Per individual SOPs, manage receipt, storage, sorting, cleaning, transport, and distribution of donated goods, and handle excess goods.
3. Provide short-term case management services to those impacted by the disaster and provide needs information to the DC. Distribute vouchers for donated goods to impacted residents as appropriate.
4. Make donations requests through appropriate channels as needed.

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre Disaster Recovery Plan (PDRP).
2. Publicly recognize donors per respective standard operating procedures (SOPs).

Department of Family Services (DFS)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Submit survivor needs information to the DC.
2. Facilitate in providing vouchers to survivors if needed.
3. Coordinate with the DC if donated goods are dropped off at shelter sites.
4. During the transition from response to recovery, coordinate the Unmet Needs Committee which will be representatives from agencies who will be assisting with donations and short-term case management during the initial response.

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre Disaster Recovery Plan (PDRP).

Office of Public Private Partnerships (OP3)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.
2. Provide outreach to private businesses to identify their roles in the donations management program.

Response

1. Communicate with private businesses regarding the incident needs as necessary.

Recovery

1. Participate on the Unmet Needs Committee as outlined in the Fairfax County Pre Disaster Recovery Plan (PDRP).

Fairfax County Park Authority (FCPA)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. If available and as necessary, provide additional space for donations management, to include but not limited to gymnasiums at recreation center and field houses.

Recovery

1. If engaged in donations management support during the response phase, continue operations until advised to stop by Command.

Facilities Management Division (FMD)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. If requested, assist in identifying locations for short-term storage of large-scale donations.

Recovery

1. If engaged in donations management support during the response phase, continue operations until advised to stop by Command.

Fairfax County Police Department (FCPD)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. If requested, provide security at donations drop-off sites, distribution sites, and enroute between the two.
2. If requested, provide traffic management at the collection or distribution sites.
3. If there are food or supply needs for animals beyond what is contained in the Animal Shelter stock, Animal Control will coordinate with the Emergency Operations Center (EOC) to contact organizations such as PetSmart Charities to fill such requests (per Animal Control's Emergency Response Plan).

Recovery

1. If engaged in donations management support during the response phase, continue operations until advised to stop by Command.

Virginia Department of Emergency Management (VDEM)

Mitigation/Preparedness

1. Develop and/or update standard operating procedures (SOPs), memoranda of understanding (MOUs), or plans necessary to implement the responsibilities identified in this Annex.

Response

1. Cooperate with Volunteer Fairfax in support of requests for assistance related to the National Donations Management Network (NDMN) for online cash donations.
2. Support Fairfax County Office of Emergency Management if the possibility exists for a state and/or federal disaster declaration request.
3. Respond to requests for assistance through the normal resource management process, WebEOC being the primary means.
4. Serve as the State Voluntary Agency Liaison (VAL) and the State Volunteer and Donations Coordinator and establish a Donations Coordination Center (DCC) if requested due to the needs exceeding the county's capacity (request will be submitted via WebEOC).

Recovery

1. If engaged in donations management support during the response phase, continue operations until advised to stop by Command.

Direction, Control, and Coordination

The work of volunteers and paid government employees at a donations management facility will be directed by the supervisor of that facility or by an individual identified by the DC at the start of the operational period. Volunteers working as an integral part of a recognized volunteer group will respond to direction from those organizations.

Donations Requests: Who and How

All inquiries concerning donations for a specific organization will be referred to that organization. Any organization accepting/receiving designated donations will follow its own policies and procedures. Groups and/or organizations that may make requests for donations during an incident include but are not limited to the following:

- First responders in the field/incident command.
- Other Fairfax County agency staff.
- CBOs/FBOs staff.
- Individuals/survivors.
- Service Information Center (SIC) personnel.
- Neighborhood and Community Services (NCS) personnel.

- Advocacy organizations staff (in support of community members with access and functional needs).
- Healthcare/medical community.

Agencies and/or individuals will make requests, to be accessible to the whole community, through a variety of methods to include, but not limited to:

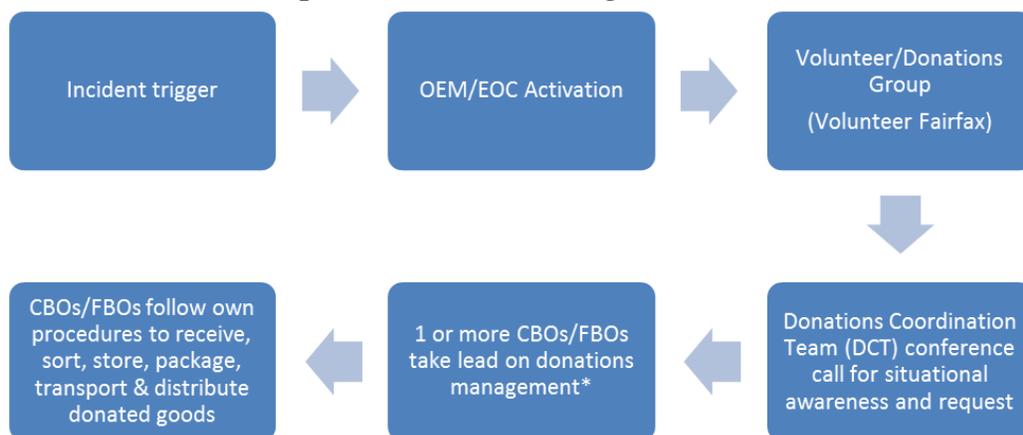
- Social media (Twitter, Facebook, etc.).
- OPA emergency hotline.
- CSP hotline (during business hours).
- Fairfax County non-emergency and referral phone numbers.
- Local media outlets.
- Donations Guide (Volunteer Fairfax).
- WebEOC.
- Paper request through a Donations Needs Form - Capability, Size, Amount, Location, Time, Type (CSALTT), (Attachment 3).
- Fairfax County Service Information Center (SIC).

The following individuals/organizations may be sources of donations to meet donations requests:

- Fairfax County agency staff.
- CBOs/FBOs staff.
- Residents/other survivors.
- Advocacy organizations (in support of survivors with access and functional needs).
- Healthcare/medical community.
- Businesses/private sector.
- Foundations.

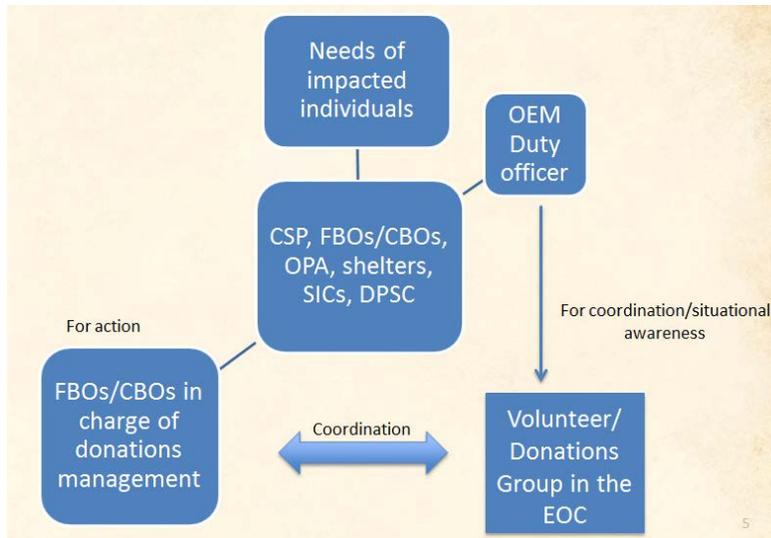
The following process maps outline the flow of information and illustrate the coordination environments in order to implement Plans A, B, and C:

Plan A: Alert and Request FBO/CBO Management of Donated Goods



* The lead(s) is identified by the Donations Coordination Team (DCT) based on the geographic boundaries of the impacted area and an initial needs assessment.

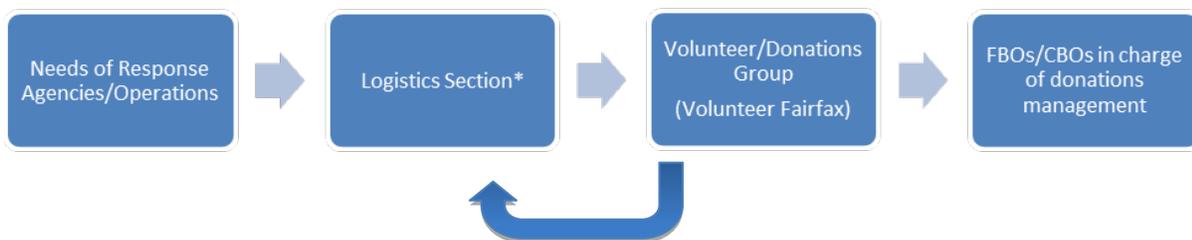
Plan A: Process for Coordination and Communication



Plan B: Meet Needs of FBOs/CBOs in Charge of Donations Management



Plan A, B or C: Meet Needs of Organizations in Response/Recovery



* Resource/donations requests will not go through the EOC logistics section unless the item requested is deemed a critical resource and /or the EOC has gone to single point ordering per EOC Logistics SOPs. The Logistics Section in the EOC will either purchase the requested

resource or go to the Volunteer/Donations Management Group depending on the urgency of the request. Immediate needs can be purchased.

Regional and State Coordination

In the event the Virginia Department of Emergency Management activates a Donation Coordination Center (DCC), the Volunteer/Donations Management Group in the EOC will serve as the point-of-contact for Fairfax County.

Should a regional coordinated effort be required, the Metropolitan Washington Council of Governments (COG) will facilitate coordination among member organizations and/or agencies to ensure that Regional-Emergency Support Function (R-ESF) #16 (Volunteer and Donations Management) procedures are maintained and in concert with the stated missions and objectives of the Regional Emergency Coordination Plan (RECP). The Regional Incident Communication and Coordination System (RICCS) will be used as the communication and coordination system on the regional level among R-ESF #16 members.

Information Collection, Analysis, and Dissemination

The Office of Public Affairs (OPA) messaging will direct all individuals and organizations interested in pertinent donations management information to the Volunteer Fairfax website. As a starting point, the Volunteer Fairfax website will include the following information:

- List of organizations involved in incident response and recovery operations.
- The types of donations needed (organizations' and individuals' donations needs).
- How to donate cash.
- Where to drop off donations.

Resource Needs

Organizations will be able to request donations needs using the "CSALTT Resource Needs Form" (see Attachment 3). Organizations can also submit donations needs on the Volunteer Fairfax Donations Guide (www.volunteerfairfax.org/~volunt12/individuals/donatenow.php). Organizations will be able to post their needs, look up needs of other organizations and sort by specific disaster. The site will track donor matches, and notifications will be made to the donors and requestors that a need has been filled. General incident needs and the names of the organizations supporting the incident will be published on the Volunteer Fairfax website. Donations requests will be tracked via WebEOC in the EOC, on an Excel spreadsheet, or through a paper method if there is no electricity.

Survivors, depending on what method is most accessible to them, may submit their needs through their case managers, social media, the Fairfax County Emergency Hotline, or through a method identified at the time of the incident. The preferred method(s) of reporting needs will be advertised via OPA protocols. Regardless of the method, all individual needs will be funneled first through Neighborhood and Community Services (NCS). For needs that cannot be met by typical methods such as referrals, NCS will work with the DC to meet all approved needs.

Most information regarding donations needs and the processes to donate will be shared with the public through all of OPA's communications tools. Public messaging will emphasize cash donations because cash is more flexible in an environment where needs may be constantly changing, easier to work with, able to be distributed more fairly, and creates less waste. Messaging will also include information about the necessity to ensure continuity of donations throughout the recovery phase, as well as information regarding donations that could help survivors with access and functional needs.

Donations During Non-Emergency Times

Residents who would like to donate to organizations during non-emergency times can go online to the Fairfax County Human Services Resource Guide (HSRG) and identify an organization: www.fairfaxcounty.gov/HSRG/Pages/ServiceSearch.aspx?servicename=donation. It is available 24 hours-a-day, 7 days-a-week to anyone with access to the Internet. Specific donations needs during non-emergency times will also be available on the Volunteer Fairfax Donations Guide.

Communications

Because it is extremely important that only carefully stated, factual information be disseminated, a joint media management and coordination system should be established. All media information will be coordinated through the Joint Information Center (JIC), if activated, the Public Information Officer (PIO) and the Volunteer/Donations Management Group in the EOC.

Messaging Specifics

The public information program will be designated to promote appropriate donations and to limit the flow of inappropriate donations to the disaster area. The public awareness program will be targeted to reach a wide variety of organizations, as well as the general public. Public information will be issued through the JIC, with every effort made to ensure equal access of information by survivors with access and functional needs. These releases of information will encourage donations to voluntary organizations and emphasize some of the problems associated with unsolicited goods and/or services. Collection campaigns will be discouraged because many items may not be of use; lists of needed items will be announced through the media (social and traditional) and other communications tools. The frequency will be determined by an assessment of needs and the impact of the disaster on the public and the duration of the disaster event and subsequent recovery. Volunteer organizations are responsible for sending their own media messages consistent with those of OPA. Coordination among agencies should take place to ensure that messages to the public are consistent.

Messaging will encourage cash donations be made directly to disaster relief organizations supporting the incident and not directed for a particular disaster. However, all messaging should include language regarding the acknowledgement of donor intent, such as "Donations made in support of a specific disaster will be used for that disaster. In the rare case donations exceed the cost of the disaster response, donations will be used to prepare for and respond to disasters that are occurring simultaneously today or will happen tomorrow." CBOs and FBOs will recognize their donors. The County may want to recognize certain organizations that supported the disaster

with donations management services. The Coordinator of OEM may recommend to the Chairman of the Board of Supervisors (BOS) that the Board of Supervisors recognize certain organizations. This can be done through a proclamation at a BOS meeting.

Communications Methods

Messaging to the public (including private residents and businesses) will be sent by OPA via social media, websites, local media, the emergency hotline, CEAN alerts, etc. The Office of Public Private Partnerships will assist with outreach to the Chambers of Commerce. Donation requests in support of members of the access and functional needs community may be addressed by contacting partner agencies serving people with disabilities. A script template can be used to ensure all information is relayed consistently and accurately (see Attachment 4). When transporting donated goods, route information is especially important for the drivers. Local media (social and traditional) and other communications tools can be used to share information with the public regarding road closures and detours in case there are any issues near to the donations drop-off or pick-up sites. Road closures/detour information for public safety can be shared through WebEOC.

Administration, Finance, and Logistics

If the County gets a Presidential declaration for Public Assistance (PA), the federal government provides up to 75% of the reimbursement and the state and local governments share the remaining percentage. More information on PA reimbursement can be found in the Fairfax County Financial Recovery Annex. Per Disaster Assistance Policy 9525.2 (Attachment 5), the Federal Emergency Management Agency (FEMA) has determined that the value of “in-kind” contributions, such as volunteer labor and donated equipment and materials, may be credited toward the calculation of the non-federal share for eligible emergency work following declared disasters. Therefore it is vital to keep track of all donations from third parties throughout the incident. Each established donation facility should maintain a log of major activities at that facility. All government departments and agencies should maintain records of personnel and equipment used and supplies consumed during donations management operations. All donations management program documentation should be maintained for three (3) years beyond the date of the State’s Final Status Report (FSR), or follow County and the State’s record retention policies if they require retention beyond the Federal three-year requirement.

Authorities and References

Authorities

1. United States Government
 - a. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-388, as amended.
 - b. FEMA Disaster Assistance Policy 9525.2, Donated Resources.
2. Commonwealth of Virginia
 - a. Code of the Commonwealth of Virginia 44-146.19.E
3. County of Fairfax
 - a. Code of the County of Fairfax Section 14-1-5.
 - b. Fairfax County Emergency Operations Plan, June 2011

References

1. Harris County/City of Houston (TX), Annex T, Donations Management (September 2007).
2. State of Louisiana, Office of Homeland Security and Emergency Preparedness, Donations Management Supplement, July 2007.
3. Colorado OEM, Annex B, Donations Management, Nov 1, 2000.
4. Montana Disaster & Emergency Plan, Vol III, Donations Management, November 25, 2003.
5. Best Practice, Lesson Learned Information Sharing, Volunteer and Donations Management: Donations Coordination Team.
6. “The Use of Social Media for Disaster Recovery”, Rebecca and Genevieve Williams and David Burton, March 17, 2012.
7. Terry Raines, Volunteer and Donations Coordinator, VDEM Power Point presentation: “Preparing to Coordinate Volunteers and Donations in Disaster Situations”.
8. Commonwealth of Virginia Emergency Operations Plan, Emergency Support Function #17, Volunteer and Donations Management.
9. National Response Framework, Volunteer & Donations Management Support, Jan 2008.
10. FEMA Power Point, “Volunteer and Donations Management: Informational Overview.”
11. Metropolitan Washington Council of Governments, Regional Emergency Coordination Plan, Regional Emergency Support Function #16 Donations and Volunteer Management.

Acronyms

ACCA	Annandale Christian Community for Action
ACS	Adventist Community Services
AEOC	Alternate Emergency Operations Center
ARC	American Red Cross
ATB	Accounting Technical Bulletin
BOS	Board of Supervisors
CBO	Community Based Organization
CEAN	Community Emergency Alert Network
COG	Council of Governments
CSALTT	Capability, Size, Amount, Location, Time, Type
CSP	Coordinated Services Planning, Fairfax County
DC	Donations Coordinator
DCC	Donations Coordination Center
DCT	Donations Coordination Team
DFS	Department of Family Services, Fairfax County
DM	Donations Manager
DOF	Department of Finance
DPSC	Department of Public Safety Communications, Fairfax County
DPSM	Department of Purchasing and Supply Management, Fairfax County
EAN	Emergency Alert Network
ECHO	Ecumenical Community Helping Others
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function

FBO	Faith Based Organization
FCIA	Faith Communities in Action
FCPA	Fairfax County Park Authority
FCPD	Fairfax County Police Department
FCPS	Fairfax County Public Schools
FEMA	Federal Emergency Management Agency
FMD	Facilities Management Division, Fairfax County
IRS	Internal Revenue Service
JIC	Joint Information Center
MOU	Memorandum of Understanding
NCS	Neighborhood and Community Services, Fairfax County
NDMN	National Donations Management Network (also referred to as AidMatrix)
NIMS	National Incident Management System
OCE	Office of the County Executive, Fairfax County
OEM	Office of Emergency Management, Fairfax County
OP3	Office of Public-Private Partnerships, Fairfax County
OPA	Office of Public Affairs, Fairfax County
OPEH	Office to Prevent and End Homelessness, Fairfax County
PA	Public Assistance
PDRP	Pre-Disaster Recovery Plan
PIO	Public Information Officer
PM	Procedural Memorandum
POD	Point of Distribution
RECP	Regional Emergency Coordination Plan
R-ESF	Regional Emergency Support Function
RICCS	Regional Incident Communication and Coordination System
SIC	Service Information Center
SNS	Strategic National Stockpile
SOP	Standard Operating Procedure
UCM	United Community Ministries
VAL	Voluntary Agency Liaison
VOAD	Voluntary Organizations Active in Disasters
VDEM	Virginia Department of Emergency Management

Attachments

1. Memorandum of Understanding (MOU) between Volunteer Fairfax and OEM
2. Procedural Memorandum (PM) 12-400 Receiving and Storing Material at DPSM Warehouse
3. CSALTT Donations Needs Form
4. Script for Donations
5. Disaster Assistance Policy 9525.2 (FEMA)

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those of the authors and do not necessarily represent the official position or policies of FEMA's Grants Programs Directorate or the U.S. Department of Homeland Security.

**MEMORANDUM OF AGREEMENT
BETWEEN
FAIRFAX COUNTY
AND VOLUNTEER FAIRFAX FOR
VOLUNTEER AND DONATIONS MANAGEMENT COORDINATION IN AN
EMERGENCY SITUATION**

Purpose

The purpose of this Memorandum of Understanding (MOU) is to define a cooperative working relationship between Fairfax County (hereinafter the County), acting through the Office of Emergency Management (OEM), and Volunteer Fairfax (VF) for the purpose of coordinating donations management for the County and facilitating overall volunteer management, to include coordinating affiliated volunteer groups and processing spontaneous unaffiliated volunteers (SUVs) immediately following an emergency or disaster. This MOU supplements the Volunteer Management and Donations Management Annexes to the County Emergency Operations Plan (EOP) and will outline how Volunteer Fairfax will provide overall volunteer and donations management coordination services to the County.

The Role of Volunteer Fairfax

Volunteer Fairfax is not a first responder organization; through its Disaster Response Plan, Volunteer Fairfax manages a coordinated system for deploying volunteers to government and nonprofit organizations when the emergency situation is deemed safe by County officials. Volunteer Fairfax will provide volunteer registration and referral services through its network of over 700 non-profit organizations in Fairfax County following a significant emergency or disaster situation and for the duration of the recovery effort.

Volunteer Fairfax executive staff will determine reasonable activation capabilities based on an assessment of available staff and resources and will make every effort to respond to a request for activation within 24 hours from the time of request. Volunteer Fairfax will make determinations concerning the use and deployment of staff and volunteers in affected work areas in conjunction with Fire and Rescue, Police, OEM and other County authorities.

By virtue of this agreement Volunteer Fairfax will provide the following services in support of Volunteer and Donations Management in Fairfax County at the discretion of the Director of Emergency Management or his/her Deputy or the Coordinator of the Office of Emergency Management (OEM): 1. Place a representative(s) at the County Emergency Operations Center (EOC) to support communication, planning and activation of the volunteer and donations functions; 2. Establish and operate a virtual information and recruitment structure; 3. Facilitate donations management; and 4. Establish and operate a Volunteer Reception Center (VRC) to register volunteers. Volunteer Fairfax will maintain the ability to establish a VRC within 12 hours of a request.

Volunteer Fairfax acts as a referral agent only and will not be responsible for performing background checks on volunteers. Volunteer Fairfax has the ability to review volunteer criteria based on an agency's request. Any Fairfax County agency that uses volunteers referred by Volunteer Fairfax assumes liability for working with the volunteer, and is

responsible for screening and determining if the volunteer is appropriate for supporting the agency mission.

Methods of Cooperation

Volunteer Fairfax will support the County by activating its Disaster Response Plan and using its Web-based technology and phone bank system to request, register, process, and refer spontaneous unaffiliated volunteers (SUVs). Based on the scope and location of the emergency and/or disaster, Volunteer Fairfax may set up alternate VRCs to meet the needs of different areas of the County.

The Fairfax County Office of Emergency Management (OEM) will help Volunteer Fairfax offer these services by providing alternate locations, and if necessary, equipment and supplies for operating an alternate Volunteer Reception Center and other related systems.

Volunteer Fairfax will support the County by coordinating volunteer requests with affiliated volunteer groups. An affiliated volunteer is a volunteer that is associated with a known organization, has been vetted through that organization, and has gone through an orientation or training session with that organization prior to the incident.

Volunteer Fairfax will support the County by coordinating donations management in conjunction with the County and community partners.

Volunteer Fairfax will communicate with personnel in the Fairfax County Emergency Operations Center (EOC) or the Alternate EOC (in the Government Center) via the internet, e-mail, phone, amateur radio, messenger, and/or in person. Upon activation, Volunteer Fairfax will send a liaison(s) to the County's Emergency Operations Center, if requested.

Nothing in this MOU shall serve to limit the ability of the County to recruit or use volunteers or manage donations on any basis.

Cost Recovery

In the event of a Presidential declaration, Volunteer Fairfax may be eligible for recovery of documented costs beyond normal operating expenses as deemed eligible by the Federal Emergency Management Agency (FEMA).

Fairfax County shall not be liable for any of the normal operating expenses of Volunteer Fairfax, emergency or otherwise, as a result of this MOU. Volunteer Fairfax will pay for its own normal operating expenses and shall receive no compensation from Fairfax County, as it pertains to this MOU.

Term of Memorandum

This Memorandum of Understanding will be in effect as of the date below and shall remain in effect unless terminated by written notification from either party to the other.

Amendments

Amendments to the terms and conditions of this Memorandum of Understanding shall be effective only upon mutual agreement in writing by the parties hereto.

Independent Contractors

Each party hereto shall be solely responsible for the acts and omissions of its officers, agents, employees, contractors, and subcontractors, if any. Nothing herein shall be considered as creating a partnership or joint venture between Fairfax County and Volunteer Fairfax and neither party has the authority to bind the other. Neither party shall represent themselves as officers, agents or employees of the other to third parties.

Other Agreements

This Memorandum of Understanding places no restrictions on either party from participation in similar agreements and/or activities with other public or private entities.

Insurance

Volunteers registered through a VRC and/or who are assigned to support an incident by means described in this MOU become the responsibility of and are considered volunteers of the County department to which they are assigned, and therefore shall be covered under the normal and reasonable insurance protection offered to traditional volunteers within the County. Volunteer Fairfax has no need to obtain liability insurance on such individuals. Volunteer Fairfax maintains liability coverage only on the volunteers that are officially attached to the Volunteer Fairfax emergency program, such as the Volunteer Leadership Team and those volunteers that perform tasks directly under the supervision of Volunteer Fairfax staff or Leadership Team.

Notices

All notices required to be given pursuant to this MOU shall be in writing and shall be delivered in person, delivered by electronic facsimile, or deposited in the United States mail, certified mail, return receipt requested, addressed to the parties as set forth below:

David McKernan, Coordinator

Fairfax County Office of Emergency Management
4890 Alliance Drive
Suite 2200
Fairfax, VA 22030
PH: 571-350-1000, TTY 711
FAX: 571-350-1050

Jeanne Sanders, Executive Director

Volunteer Fairfax
10530 Page Avenue
Fairfax, VA 22030
PH: 703-246-3460
FAX: 703-246-4662

Entered into agreement by:

Fairfax County

By: Edward L Long Jr.
Edward L. Long Jr., County Executive

Date: 4/27/12

Volunteer Fairfax

By: Jeanne Sanders
Jeanne Sanders, Executive Director

Date: 8/20/12

INTERNAL PROCEDURAL MEMORANDUM NO. 12-400

DATE: January 25, 2012

FILE NUMBER: H:\Dpsmpub\Procurement Procedures\Internal\12-400 Warehouse Receiving and Storage Procedures

SUBJECT: Receiving and Storing Material at DPSM Warehouse

GENERAL: The Springfield warehouse is a critical County asset. The warehouse space shall be used for storage of consignment stock (temporary, permanent, and non-reportable inventory). Effective utilization of the space is a priority and DPSM will strive to maximize utilization as measured by peak capacity.

PROCEDURES: This policy provides guidance for allocation of available space in the DPSM warehouse; establishes storage standards and receiving practices to maintain control over storage facility. In addition, DPSM will maintain a box level inventory of materials stored for security purposes. DPSM will make space available to support County emergency response operations.

A. Storage

1. A storage request shall be made either through the DPSM Warehouse link, via email, or fax to the Material Management Supervisor or the Property Management Operations Manager.
2. The request will be evaluated based on the amount of storage space desired, storage duration, and the financial feasibility and suitability of storing such material. The DPSM Warehouse will not store any items that are considered health hazards (clothing, bedding, etc.), hazardous materials (gasoline, oil, solvents, etc.), perishable items (produce, cold storage, etc.).
3. Storage of material is limited to one year, unless special circumstances are involved.
4. The requesting department will provide the documentation necessary to receive the shipment from the carrier (vendor, PO number, contact information, etc.). In addition, the requesting department will provide an estimated time of arrival for the shipment to allow the DPSM Warehouse time to prepare for the storage of the shipment, as needed.
5. DPSM shall log the material into the Warehouse Master Inventory Report. The report will identify the material stored, quantity (boxes), owner, location, value, receipt date, and removal due date.

6. DPSM will validate inventory count upon the receipt of the storage shipment. The customer is responsible for maintaining detailed item inventory including any stock issues. DPSM will record stock issues at the box level.
7. DPSM will provide general security for the stored material and inform the customer of any incidents involving their materials.
8. Ninety days prior to the one year removal deadline (or other applicable deadline), DPSM will send a notice to the customer indicating that the storage term shall expire. The customer department shall either remove the material from the warehouse or coordinate with DPSM for a time extension.
9. Fixed or Secure Storage: The warehouse has secured space allocated for the Office of Elections (voting machines and related elections materials) and the Health Department (pharmaceuticals). Additional secured areas are highly discouraged as they limit the flexibility of the space. Authority to approve such requests is assigned to the Property Management Operations Manager. Any costs associated with the construction of secured space are the responsibility of the customer.

B. Receiving Procedures

1. Check the packing slip to verify the correct address. The correct receiving address is Fairfax County, 6800-A Industrial Rd. (not 6800-B, FCPS warehouse). All deliveries shall be prepaid; no collect deliveries shall be accepted.
2. Deliveries of consignment stock must have documentation (i.e., packing slip) identifying the items and the quantities of each. The customer may make a request to have DPSM trucks transfer consignment stock to the warehouse from another County location.
3. Material shall be received in the designated receiving area only and confirmed with the freight driver.
4. Validate delivery against the packing slip. If a common carrier delivery, then the carrier is responsible for the total count of the freight bill and the condition of the items.
5. Inspect the shipment for signs of visible damage.
6. Enter the following information in the Receiving Log Database:
 - Delivering Carrier
 - Material Description (example: computers)
 - Number of Units
 - Tracking Number
 - Date
 - Unit of Measure, Bag, Bundle, Pallet
 - PO Number (if available)

7. Sort the delivery by customer and PO number. Separate boxes by DPSM stock number (if applicable). Tag (or assign) all pallet(s) with the warehouse identification number(s).
8. Enter date, purchase order number, received quantity, and assigned location in the Warehouse Master Inventory Report. Update department inventory list.
9. Discrepancies:
 - a. If there are no discrepancies, then sign and date the packing slip.
 - b. If there are discrepancies, then DPSM must annotate the packing slip with the shortage or damage and the delivery driver must sign. Then DPSM staff can sign the packing slip. It is critical that the driver's copy is documented with the problems (not just the County's copy).
 - c. Refusal of delivery is only by exception and must be approved by the Property Management Operations Manager.
10. Temporary Inventory: Move the materials to the staging area and provide the Material Management Specialist III with the packing slips. The MMIII should retain paperwork (filed by vendor name). The MMIII will perform a piece count inventory.
11. The department must be notified the same day the items are received (email preferred). The original packing slip and any associated paperwork must be sent to the department. DPSM will maintain file copies of all paperwork.
12. Received stock in is placed in the pallet rack.

C. Emergency Operations Support

The management of the DPSM Warehouse storage space is critical to its ability to function as an emergency operations location. Space (10,000 s.f.) will be allocated for temporary storage of supplies and/or as established in the DPSM Strategic National Stockpile plan.

RESPONSIBILITIES: Director/Purchasing Agent
Deputy Director
Property Management Operations Manager
Material Management Division Staff

APPROVED BY: 

Cathy A. Muse, CPPO
Director/County Purchasing Agent

Attachment 3
CSALTT Donations Needs Form

Requesting Agency Information:

Agency: _____ Agency POC: _____

Cell Phone Number: (____) _____ - _____ Email: _____

Request placed: ____/____/____ at ____: _____

Capability: What will you do with the donation? (e.g., feed, clothe, etc.)

Size: What specific requirements are associated with your request? (e.g., age of recipient(s) if applicable, etc.)

Amount: How many of this particular item do you need?

Location: Can you pick up the donation(s)? If not, where would you like the donation(s) delivered? Are there any unique transportation or storage requirements?

Time: What is the date/time that you need an answer by if the donation can be made? What is the date/time that you need the donation by?

Type: What kind of donation are you requesting?

- Consumables (e.g., food, water) Personal care items (e.g., toiletries, clothing)
 Housing Other (e.g., disability equipment - explain below)

Additional Notes:

Attachment 4

Script (for Donations)

If the caller wants to donate:

We highly recommend you donate monetary funds to a specific voluntary organization providing disaster relief. We recommend you do not denote your donation for a specific need or disaster. Go to the National Donations Management Network Website or the Volunteer Fairfax website.

If the caller wants to donate goods:

Here are the current needs:

Please bring your donated goods to the following locations:

All:

Clothing:

Food:

Household appliances:

Construction materials:

Other:

If the caller has specific donations needs, and is:

An individual: pass on needs to Volunteer/Donations Management Group in EOC

Representing an organization: pass on needs to Volunteer/Donations Management Group in EOC or direct them to the Donations Guide

For more information, go to the Volunteer Fairfax website.



Donated Resources

Disaster Assistance Policy 9525.2

- I. **TITLE:** Donated Resources
- II. **DATE:** April 9, 2007
- III. **PURPOSE:** Establish the criteria by which applicants will be credited for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work - Categories A and B.
- IV. **SCOPE AND AUDIENCE:** This policy is applicable to all major disasters and emergencies declared on or after the publication date of this policy. It is intended for Federal Emergency Management Agency (FEMA) personnel involved in making eligibility determinations under the Public Assistance (PA) Program.
- V. **AUTHORITY:** Sections 403(a) and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), 42 U.S.C. 5121 - 5206, as amended, and Title 44 Code of Federal Regulations (CFR) §13.24, and OMB Circular A-87.
- VI. **BACKGROUND:** In some disasters, individuals and organizations donate volunteer labor, equipment, and material. The Federal government is not required to credit the value of "in-kind" contributions toward cost share arrangements. However, FEMA has determined that the value of "in-kind" contributions by third parties may be credited toward the calculation of the non-Federal share for eligible emergency work following declared disasters.
- VII. **POLICY:** Donated resources used on eligible work that is essential to meeting immediate threats to life and property resulting from a major disaster may be credited toward the non-Federal share of grant costs under the PA program. Donated resources may include volunteer labor, donated equipment and donated materials.
 - A. **Eligibility.** Donated resources are eligible to offset the non-Federal share of eligible Category A and B costs if they meet the following criteria:
 1. The donated resources must be documented by a local public official or a person designated by a local public official. The documentation must include a record of hours worked, the work site, and a description of work for each volunteer, and equivalent information for equipment and materials. Regional Administrators may establish alternate documentation requirements when required by an extraordinarily demanding situation.
 2. The donated resources must apply to emergency work that has been organized by an eligible applicant and is eligible under the PA program. Examples include, but are not limited to:
 - a. Removing eligible debris.
 - b. Filling and placing sandbags.
 - c. Donating equipment to raise or reinforce a levee.
 - d. Donating materials, such as rocks or sand.
 - e. Search and rescue when part of an organized search and rescue operation.
 - f. Professional safety inspections.
 - g. Mass food and shelter for victims, when not the mission of the organization.
 3. The donated resources must be documented on one or more Project Worksheets (PWs).

- B. Value of Resources.** 44 CFR 13.24 addresses how donated resources are to be valued. The following instructions are based on that part of the CFR:
1. **Volunteer Labor:** The value of volunteer labor is discussed in 44 CFR 13.24 (c) (1). The rate placed on volunteer labor should be the same rate (plus reasonable fringe benefits) ordinarily paid for similar work within the applicant's organization. Premium rates will not be used. If the applicant does not have employees performing similar work, the rate should be consistent with those ordinarily performing the work in the same labor market. To determine the value of volunteer labor, the labor rate should be multiplied by the total number of volunteer labor hours. Credit may be given for volunteer labor in any field reasonably required for emergency work, including the work of volunteer equipment operators.
 2. **Donated Equipment:** To determine the value of donated equipment, determine the number of hours that each piece of donated equipment was used and multiply it by the applicable applicant's or FEMA's Equipment Rate, whichever is lower. The out-of-pocket cost to operate the equipment may be claimed as a donation for credit under this policy unless it is included in a reimbursed equipment rate.
 3. **Donated Materials:** Only materials donated by third party entities are eligible for credit. Typical donated materials include sand, dirt, and rocks, and other materials associated with flood-fighting activities. To determine the value of donated materials, use the current commercial rate for such material based on previous purchases or information available from vendors. Materials donated from other Federal agencies may not be included.

C. Calculations. The following guidance is to be used for calculation purposes:

1. "Total project cost" means the out-of-pocket costs (labor, materials, and contracts) plus the value of donated resources (limited to the maximum allowed, as provided in the next paragraph).
2. The maximum credit allowed for donated resources is calculated by dividing the non-Federal cost share percentage by the Federal cost share percentage (e.g., 25%/75% = .333 and 10%/90% = .111) and multiplying that factor by the out-of-pocket expenses for a particular PW or multiple PWs. When multiple PWs are going to be used for emergency work, the donations credit (with documentation listing each applicable emergency work PW) may be placed on one "credit" PW after all emergency work is completed.
3. The documented donations credit (not to exceed the maximum credit allowed for donation) is to be entered on the PW as a line item of the project cost. Any excess credit may be distributed to other emergency work PWs but may not exceed the maximum allowable credit for each PW.

D. Limitations.

1. The donations credit is capped at the non-Federal share of emergency work (Category A and Category B) so that the Federal share will not exceed the actual out-of-pocket cost. Any excess credit can be credited only to other emergency work for the same applicant in the same disaster. The value of excess donated resources cannot be credited toward another applicant, toward other State obligations, or toward permanent work.
2. A State may claim credit for the value of donated resources only according to the disaster cost-share agreement for the non-Federal share of cost for the eligible work. Credit for donated resources may not be applied for any work performed during a 100% Federally-funded period because the non-Federal share for that period would be zero.
3. Reasonable logistical support for volunteers doing eligible work may be considered an eligible cost or donations credit by the Regional Administrator.
4. Donated resources submitted for credit toward the non-Federal share may not be from another Federal grant or from other Federally funded sources.

VIII. ORIGINATING OFFICE: Disaster Assistance Directorate (Public Assistance Division).

IX. SUPERSESSION: This policy supersedes Response and Recovery Directorate Policy 9525.2, dated August 17, 1999, and all previous guidance on this subject.

X. **REVIEW DATE:** Three years from date of publication.

//signed//

David Garratt
Acting Assistant Administrator
Disaster Assistant Directorate

Disaster Assistance Policy 9525.2 - Donated Resources (PDF 479KB)