
**Washington State Military Department
Emergency Management Division
Comprehensive Emergency Management Plan
Emergency Support Function 7
Resource Support
Appendix 4
Donated Goods Management Plan**



**Washington Military Department
Emergency Management Division
April 25, 2011**

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PRIMARY AGENCY: Washington State Department of Enterprise Services

SUPPORT AGENCIES: Washington State Department of Agriculture
Washington State Department of Corrections
Washington State Department of Health
Washington State Department of Information Services
Washington State Department of Labor and Industries
Washington State Department of Licensing
Washington State Military Department
Emergency Management Division
National Guard
Washington State Department of Natural Resources
Washington State Parks and Recreation Commission
Washington State Patrol
Washington State Department of Transportation
Washington State Office of the State Treasurer
Washington Commission for National and Community Service
All Other State Agencies
American Red Cross
Volunteer Organizations Active in Disasters (VOAD)
Private Sector

I. Introduction

A. Purpose

This Appendix explains the responsibilities for the coordination and operations of a flexible state-level donations management system utilizing the National Donations Management Network an Aidmatrix web-based program. This system is designed to receive, process, store and distribute a wide variety of donated goods that are solicited or unsolicited to assist emergency and disaster victims whether natural or human caused. Cash donators are directed to recognized charitable organizations.

B. Scope

This Donations Management appendix provides guidance on the role of the State, county, and local governments in the management of masses of donated goods in the aftermath of a catastrophic disaster. The documents found in this plan can be scalable and utilized in all disasters, but the focus of this annex is on the catastrophic disasters that could impact the State, such as a large-scale earthquake, anthrax attack, or major flooding. This appendix applies to all departments and agencies within the State along with the involved private sector, voluntary and charitable organizations, citizens, and agencies and organizations with direct and indirect donations responsibilities under the National Response Framework (NRF).

II. POLICIES

- A.** Local jurisdictions will coordinate within their jurisdictions for donated goods and services and ensure local sources are expended prior to seeking assistance from the Washington State EOC.
- B.** The State EOC will, as a priority, encourage individuals and organizations to make contributions of money to their favorite voluntary organization.
- C.** The Washington State Military Department, Emergency Management Division (EMD), will facilitate via the National Donations Management Network (NDMN) the donations activities of the local jurisdictions and voluntary and charitable organizations to permit them to function to the full extent of their mission and expertise.

III. SITUATION AND ASSUMPTIONS

A. Situation

1. Disasters trigger extensive media coverage which generates unsolicited donations that will require management or it will overwhelm the abilities of local jurisdictions and volunteer and charitable organizations to coordinate and control donated goods and services.
2. During emergencies, unplanned deliveries of donated goods and services to a disaster site can jam distribution channels, overwhelm volunteer agencies, and hamper life-saving operations. The need to unload, store and sort goods into manageable and deliverable units can compete with the personnel and resource demands of other emergency response activities. Effective donations management planning will reduce or eliminate problems associated with unsolicited donations.
3. When circumstances warrant, a united and cooperative effort by local jurisdictions, state and federal governments, public, private and faith based volunteer organizations, the private sector and the donor community is necessary for the successful management of unsolicited and non-designated goods, services and financial contributions which make their way to the disaster area.

B. Assumptions

1. In the event of a disaster, local jurisdictions through coordination with volunteer and charitable organizations are capable of assuming their responsibilities for donations management.

2. Public and private volunteer organizations are experienced in managing donations and have existing capabilities to receive process and deliver needed goods and services to disaster victims.
3. Response to the event will be spontaneous and uncoordinated. Donated goods and services may arrive without warning and without being packed appropriately. These goods and services should be inventoried and sorted as quickly as possible. The amount of donated goods could be sizeable, requiring receiving, storage and distribution.
4. In a disaster, local jurisdictions and volunteer and charitable organizations may be adversely impacted and may not be able to cope with a sizable flow of donated goods and services.
5. Goods and services may be donated that are not needed by disaster survivors or responders.
6. Receiving and sorting unneeded goods or services may take valuable resources from priority missions.
7. Disposing of large quantities of unneeded goods can be a lengthy and costly process.
8. Most personal donations are given with little expectation of return other than the personal satisfaction of giving. However, some donations and services may be unusable, have "strings attached" or not really be donations at all. They may be:
 - a. Given with an expectation of compensation, publicity, or tax write-off.
 - b. Items that are out-of-date (i.e. expired food stuffs or pharmaceuticals) unusable (broken furniture, dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August, etc.)
 - c. Volunteer services that do not meet the announced or advertised expectations or capabilities.
 - d. Provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
 - e. Offered at a "discount" to disaster victims, with no real savings.
 - f. Offered in limited quantity as a deception to simply show an "association" with government or disaster relief as a basis for future advertising claims.
9. Financial donations in a disaster are preferred because of the flexibility to address the most urgent needs. They stimulate the local economy and eliminate the logistical problems associated with in-kind or tangible

donations. Financial donors will be encouraged to make donations directly to their favorite charitable organization.

10. Donors may want to:

- a. Know what is needed in the disaster area – cash, goods, and/or services.
- b. Know how they should transport their donation to the local area, or if there is someone who can transport it for them.
- c. Start a “drive for donations” to help disaster victims, but have no knowledge of what to do and how to do it.
- d. Earmark their donation for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know who, specifically, received their donation.
- e. Receive a receipt for tax purposes.
- f. Receive a letter of appreciation or public recognition.

11. Citizens effected by a disaster may:

- a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
- b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
- c. Have unmet needs which can be satisfied by additional donations.

IV. CONCEPT OF OPERATIONS

The Department of Enterprise Services, the primary agency, will operate as the Donations Management Coordinator. DES will coordinate with support agencies to evaluate the needs of local jurisdictions and determine if all or portions of this Appendix will be activated.

A. General:

1. Following an emergency or disaster there may be a need to provide goods and services to the affected area, which may be available commercially, provided by federal, state or local jurisdictions, or donated. This appendix addresses donations.
2. Donations are used to meet unmet needs of citizens. Volunteer and charitable organizations are considered the primary recipients, managers, and distributors of donated goods and services. However, local

government has the ultimate responsibility for managing disaster response and recovery to include donations management, as required.

3. The State will stress to donors the preference for cash donations. However, if the donor wants to donate in-kind goods or services, the State will encourage the use of Aidmatrix NDMN to connect the donor with the organization needing that particular donation.
4. While supporting donations management, the state wants to prevent transportation arteries from becoming clogged, prevent voluntary agencies from being overwhelmed with donations, and prevent worthwhile materials and goods, donated out of kindness, from being unnecessarily destroyed.
5. The scope of donations management is dependent on the type and level of assistance needed. Three levels of donations management, each suited to the particular scope of the disaster, allow the necessary flexibility. These levels are as follows.
 - a. **Donations Management - Level A:** This level will generally be used in disasters that are small, limited or localized in nature. Donations are few and sporadic. In this level, local jurisdictions, faith based organizations and other agencies would handle any matters regarding donations or provide donations management guidance.
 - b. **Donations Management – Level B:** Donations activity is significant and may require coordination between multiple jurisdictions or at the county level. Donations management may be centralized across jurisdictions.
 - c. **Donations Management – Level C:** This phase is for very large or catastrophic disasters. Donations activity may overwhelm local capability to manage within the jurisdiction volunteer and charitable organizations. A donations management branch or unit will be established within the Logistics Section when requested by local jurisdictions.
 - d. Any time that the Appendix is activated, in whole or part, it is essential to ensure donation needs, information on the availability of donated goods and pertinent information on the donations and volunteer management program is provided to the media for dissemination to the public.

B. Organization:

The basic organization for performing Level C activity will be a Donation Center managed and operated by the Department of Enterprise Services as detailed in Tab D.

C. Procedures:

1. The state EOC is responsible for the management of the logistical support to the incident. In coordination with DES, one or more Donation Center(s) will be established in proximity to the emergency or disaster.
2. If donations of cash are made directly to the State, they will be disbursed according to Tab B.
3. The State will work in support of and responsive to the needs of the local jurisdictions. The local jurisdictions should have their own program that interfaces with the state's program for managing donated goods and services and work closely with the voluntary and charitable organizations in their community.
4. Local jurisdictions should work to satisfy their needs for donated goods and services locally. Any unmet needs for donated goods or services that cannot be satisfied locally will be forwarded to the state EOC. The request will be managed by confirming the need, establishing priorities, consolidating with other requests and coordinate deliveries.
5. Based on the situation and needs, the Department of Enterprise Services (DES) will establish a State Donations Coordination Team. The team will recommend action if any one of the following situations occurs:
 - a. Significant increase in potential donors inquiring about an emergency.
 - b. Out-of-state disasters or emergencies requiring massive support.
 - c. Media coverage generates unsolicited donations that will require management.
 - d. Development of uncoordinated or unplanned donations drives.
 - e. Solicitations from other agencies in impacted areas, and /or additional information regarding donations indicates a need for activation of the donations management system.
6. The State Donations Coordination Team generally will manage donations by:
 - a. Utilizing Aidmatrix NDMN to minimize unsolicited donations.
 - b. Coordinating public messages.
 - c. Coordinating with other agencies to ensure goods and resources are used effectively;
 - d. Looking principally to those organizations with established donation management structures;

- e. Encouraging cash donations to recognized non-profit volunteer or charitable organizations;
 - f. Encouraging the use of existing local donations resources before seeking additional assistance.
7. The State Donations Coordination Team functions are as follows:
- a. Donations coordination leadership
 - b. Physical donations coordination
 - c. Financial donations coordination
 - d. Information coordination and direction
 - e. Media relations coordination
 - f. Coordination with other emergency support functions at the county, state and federal government levels.
8. The state EMD will coordinate closely with the Washington Voluntary Organizations Active in Disaster (WAVOAD), transportation representatives, and general contractors. The voluntary and charitable organizations and private associations will be responsible to carry out those actions that are defined in their charters.
9. The management of donated goods and services will be designed to operate from one centrally located logistics center(s). Goods will arrive, be sorted or identified, stored, and transported to the emergency or disaster site in satisfaction of specific requests. No goods or personnel will bypass the central location unless they have been specifically requested and have a final destination assigned. Only then can they be directly shipped to the requestor.
10. The management of logistics generally and specifically donated goods and services can be highly situational in nature. It is not possible to plan for every contingency. The success of this effort is dependent upon a plan and procedures that are flexible and adaptable. DES will staff the Donations Management Branch or Unit within the state EOC.
11. Donations management officials will have expertise in planning and training in the components to be considered as the Donations Management operation is established. Components to consider are as follows:
- a. Administration
 - b. Risk management

- c. Receiving and unloading
- d. Materials handling
- e. Storage
- f. Shipping
- g. Accountability
- h. Security

D. Donated Goods and Services:

1. The preferred option is to have all individuals or organizations wishing to make donations give cash to their favorite voluntary and charitable organization. This will reduce the logistics involved in managing donated goods and/or services. The funds can be used to purchase exactly the items or services needed and in the quantities necessary. Donations of money are the least labor intensive of any donation
2. Donors will be encouraged to donate to various local public, private, faith-based and non-profit organizations and make their own decision in choosing which organization the donation is to be designated. Donors will be advised to properly package and label all goods and to provide a detailed inventory list with shipments.
2. Donors will be discouraged from sending unsolicited donations directly to the disaster sites. Donors will be encouraged to donate money to their favorite voluntary or charitable organization. Donors who insist on donating unsolicited or unwanted goods will be advised that although goods cannot be accepted at this time, the information will be entered into the Aidmatrix NDMN database and made available to appropriate voluntary and charitable organizations, non-profit organizations, human service organizations and other emergency responders, should a need arise for such goods.
3. Goods not requested, but which can be used, will be made available to all public, private, faith-based and non-profit organizations. When possible, unneeded goods, such as clothing, shall be recycled or redistributed to others in need.
4. Corporate offers of bulk items will be accepted if the items can be used in the disaster response and relief efforts. Corporate donors will be advised to label all goods and to provide a detailed inventory list with all shipments
5. A donated goods and services tracking system will be used to link offers with needs. WebEOC, MyStateUSA, Aidmatrix NDMN (<http://www.aidmatrixnetwork.org/fema/>) , and/or emergency social

networking sites (<http://emergencymanagementnetwork.ning.com/>, <http://twitter.com/>, etc.) will normally be the systems used to be easily accessible by citizens in need and the donations management community.

E. Financial Contributions:

1. The EOC and PIO, through news releases and printed materials, will encourage cash donations to volunteer organizations rather than clothing, food or other items.
2. Cash donations directed for relief activities are generally not received by State agencies.

F. Facilities:

1. Facilities should be established early on in the incident to stage and/or warehouse of anticipated donated items.
2. At all Levels A through C, existing public, private, faith-based and non-profit organizations will be utilized by local emergency management agencies to stage, sort, organize and temporarily store donated items and other goods and then transport them to distribution points. If these organizations are unable to handle the donations volume at Level C, the Donations Management Branch or Unit will establish Donation Centers.
3. Donation Centers will be located in proximity to the disaster areas.
4. Adventist Community Services (ACS) will provide management and staff for the center for the duration of the event under an MOU agreement with DES. DES will be required to provide temporary supervision and staff dependent upon ACS availability.
5. The Donation Center has the ability to receive solicited and unsolicited donations. Unsolicited shipments will be directed to a processing center adjacent to or in close proximity of the Donation Center for inspection, inventory, acceptance, and delayed unloading, so as not to interrupt scheduled donations.
6. The Donation Center operations shall include, but are not limited to receiving, sorting processing, recording, inventorying, storing, distributing, and shipping donated goods and materials to disaster victims. Sorting will determine whether items are usable or not. Unusable items will be refused or discarded or offered to other voluntary or charitable organizations.
7. Local jurisdictions will coordinate security at the donations warehouse, if requested.

G. Transportation:

1. Solicited donations will be delivered directly to the requesting jurisdiction or voluntary organization by the donor. Local jurisdictions or voluntary organizations will pick up or arrange for the pickup and delivery of unsolicited donations at the Donation Center.
2. The State Movement Coordination Plan may be used to coordinate movement from a Donation Center to local jurisdictions.
3. Critical needs items should not be delayed. Other less critical items if designated and belonging to voluntary and charitable organizations should be allowed to proceed to their destination, when possible.
4. Volunteer and charitable organizations expecting relief items they have solicited, purchased, or for which they have coordinated delivery should be allowed to immediately direct their shipments to their own established facilities. These goods should be treated like other shipments of goods being directed to the disaster area with specific and urgent missions.
5. Trucks will be expected to have name and contact information for recipients of the shipment. Drivers should have contact with personnel at their destinations and should be carrying support documentation.
6. Shipments of designated relief goods should be well marked with the name of the voluntary or charitable organization.
7. The State or local jurisdiction may direct relief good shipments to a particular staging or distribution areas. Road signs and WSDOT reader boards should be utilized to direct shipments.
8. Escort support may be needed.
9. Transportation of staged and sorted goods may require contracting with moving companies, trucking companies or other shippers.
10. The Donations Coordination Team Leader will coordinate with debris management for the disposal of goods. It may be necessary to contract with disposal companies to dispose of recyclable materials (cardboard, metal, glass, paper, etc.) and spoiled or unsafe containers of goods.

G. Phone Bank:

1. Consideration should be given to providing the capability to handle a large number of donor phone calls during and after a disaster. This will ease the potential amount of telephone traffic flowing into government agencies and the EOC.
2. Coordination will be necessary for the following:

- a. Donors providing a donation, starting a “drive”, or wanting to know how best to donate.
- b. Vendors wanting to provide services or materials at a reduced cost to the disaster victims.
- c. Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, who will off-load.
- d. Persons, including disaster victims, seeking disaster related information.

H. Unmet Needs:

1. After disaster victims’ needs have been addressed through a “sequence of delivery” of assistance by voluntary organizations, insurance companies, and government agencies, there still may be individuals and families who need additional help to recover from the disaster.
2. The Deputy State Coordinating Officer for Human Services (DSCO-HS) will appoint an Unmet Needs Coordinator. This position is normally filled from among the pool of Human Services Disaster Reservists (HSDR). The coordinator will identify those victims who still require assistance after all steps in the “sequence of delivery” have been taken. The coordinator will assess and validate the unmet needs, and then seek out voluntary agencies which may have the resources to assist the victim.
3. Washington Voluntary Organizations Active In A Disaster (WAVOAD) is the central committee overseeing and coordinating the activities of voluntary and faith-based organizations throughout the state. The Unmet Needs Coordinator will refer cases through WAVOAD, which will in turn identify member agencies with the resources and expertise to address each need.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

1. See EOC organizational chart at Appendix 3.
2. Help local jurisdictions identify potential sites and facilities to manage donated goods and services.
3. Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites.
4. Assist when necessary with the setup and management of emergency operations;

5. Keep accurate records of donated, stored, and distributed goods; or expenditures in support of this Appendix for possible reimbursement or auditing requirements

B. Specific Areas of Responsibility:

1. State EOC

- a. Establish response and recovery priorities for donations management
- b. Provide necessary guidance and leadership at Donations Management Level C

2. SEOC Logistics Section Chief

- a. Determine donations management requirements, including accounting for donations, their value, and disposition.
- b. Coordinate with the Public Information Officer for the development of public information announcements including providing instructions for private individuals and groups desiring to donate items or services, and location of distribution points for pick-up of donated goods by citizens.
- c. Determine the need to open one or more Donation Centers.
- d. Activate a Donations Management Branch or Unit Leader if needed.
- e. Ensure continued coordination through the donations management period.
- f. Provide a liaison between the EOC and the Donation Center.
- g. Demobilize activities established under this Appendix as soon as practicable.

3. Donations Management Branch or Unit Leader (DES)

- a. Provide facilities for staging, sorting, warehousing and distribution, also known as Donation Center, as required
- b. Determine staffing requirements and provide Donation Center support as needed.
- c. Donation Center management and operations will be under the direction of DES and administered by ACS.

- d. Coordinate with public, private, faith-based and non-profit groups to determine the initial needs for donated goods/services, financial donations and volunteers.
- e. Establish a donations management call center and/or coordinate with 2-1-1 to direct donations.
- f. Coordinate with supporting agencies.
- g. Keep an accurate accounting of goods from donors to local jurisdictions.

4. Washington State Patrol

- a. Coordinate Donation Center security, as necessary.
- b. Coordinate crowd and traffic control, as necessary.

VI. PREPAREDNESS

State, local governments and voluntary and charitable organizations receive much of the attention in this plan; however the most critical stakeholders are the public. They are the largest constituency involved in the donations management, and they are the focus of donations for unmet needs. The role of the general population is to be prepared for any disaster and if the disaster occurs, to follow the direction provided and aid their families and neighbors.

VII. RESPONSE

Response roles and responsibilities are outlined in this appendix. Coordination of donated goods and services is a critical response activity and will normally be a responsibility of the DES working through the EOC. Volunteer and private sector assistance may be required and will be integrated in the training and exercise of this appendix.

VIII. RESTORATION AND RECOVERY

A. Restoration

Service restoration in the disaster area is required before donations of goods and services to meet the unmet needs of the citizens can be reduced and eliminated.

B. Recovery

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Recovery occurs when citizens no longer have unmet needs caused by the disaster and assisted by donations. Demobilization of the donations management system has occurred.

IX. ADMINISTRATION AND LOGISTICS

See the Comprehensive Emergency Management Plan for details.

X. TRAINING AND EXERCISES

This Appendix is considered a working document that will evolve in response to ever-changing conditions. Ongoing exercises, training, evaluation and maintenance of this Appendix will ensure new conditions and changes in the State can be addressed. A training and exercise program is vital to ensuring overall readiness and preparedness. Training prepares personnel for their roles and responsibilities. Exercises test capabilities, resources and relationships of responding departments and agencies.

A. Training

All EMD and support agencies should receive awareness training on the policies and procedures identified in this Appendix. Public, private, faith-based and non-profit organizations will be integrated in the training plan for this Appendix. Training will be conducted on this Appendix consistent with the Basic Comprehensive Emergency Management Plan.

B. Exercises

Conducting regular exercises will help identify areas of the Appendix that require revision, enhancement, or additional detail. Exercises also help identify additional training or equipment necessary to improve the capabilities of responding personnel to implement donations management efforts. Exercises will be conducted on this Appendix consistent with the Basic Comprehensive Emergency Management Plan.

FEMA Region X and the Aidmatrix Foundation conduct an annual exercise and training session via internet webinar open to all agencies and voluntary organization active in disasters. NDMN training and exercises occur in the fall of each year.

Appendix 1

Acronyms and Abbreviations

ACS	Adventist Community Services
CEMP	Comprehensive Emergency Management Plan
DPG	Disaster Policy Group
DES	Washington State Department of Enterprise Services
EMD	Washington State Military Department, Emergency Management Division
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material(s)
JIC	Joint Information Center
JIS	Joint Information System
MOU	Memorandum of Understanding
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework
VOAD	Volunteer Organizations Active in Disasters
WAVOAD	Washington State Volunteer Organizations Active in Disasters
WSDOT	Washington State Department of Transportation

**APPENDIX 1
TAB A
TERMS AND DEFINITIONS**

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for City Emergency Management actions in an emergency or major disaster.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a “major disaster” is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Donations: A donation is a gift given by physical or legal persons, typically for charitable purposes and/or to benefit a cause. A donation may take various forms, including cash, services, new or used goods and it also may consist of emergency, relief or humanitarian aid items. Charitable gifts of goods or services are also called gifts in kind.

Donations Management: A system to manage and control donated goods and services. The system will provide a method for any potential donor to make the best decision on donating to citizens affected by a disaster.

Emergency: Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. (Source: National Response Framework)

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, tribal, city, county), or some combination thereof. (Source: National Response Framework).

Incident: An occurrence or event, natural or manmade that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods,

hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response. (Source: National Response Framework)

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is a management system designed to enable effective incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations. (Source: National Response Framework)

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning City services to a normal status or to reconstituting these services to a new condition.

Unmet Needs: Following a disaster an unmet need of a citizen could be anything from basic life support (food, water, shelter, clothing, etc.) or assistance necessary to recover from a disaster (volunteer services, home repairs, financial support, etc.).

Unsolicited Goods: Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

**APPENDIX 1
TAB B
MANAGEMENT OF DONATED FUNDS**

PURPOSE: To designate the responsibilities for the management and award of donated funds.

CONCEPT OF OPERATIONS

- A. The donation of cash to volunteer or charitable organizations is the preferred form of making a donation during an emergency or disaster. This will permit the giver to earmark their donation to the group that best supports their interests. The public information efforts will emphasize the donation of cash as the best manner of supporting the emergency or disaster victims.
- B. The state will not, and the local jurisdictions should not, request the donation of cash in competition with the volunteer organizations. Cash should only be accepted by the state or local jurisdictions as an exception. Any inquiry received by the state or local jurisdictions about donating cash should refer the caller to the charitable organization of their choice.
- C. When an individual, organization, or another government makes a cash donation to the state it will be managed as follows:
 - 1. The Washington Military Department, Division of Emergency Management Finance Branch will be responsible for the full accounting of donated funds received and distributed by the state.
 - 2. The Donations coordination team will be responsible to designated individuals or organizations that are qualified to receive an award from the donated funds account.