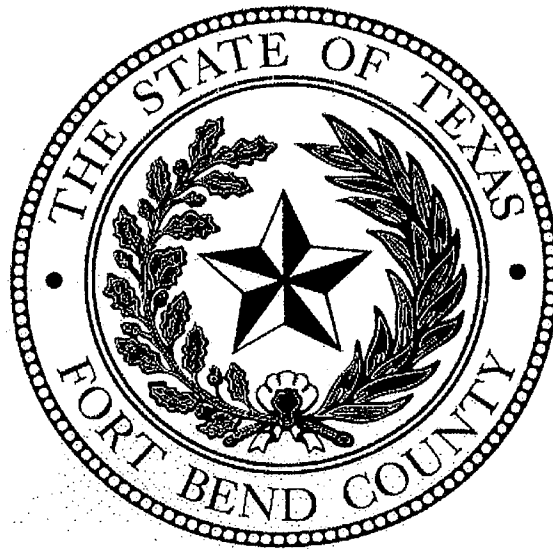


ANNEX T



DONATIONS MANAGEMENT

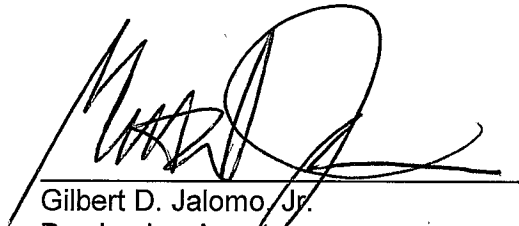
Fort Bend County

APPROVAL & IMPLEMENTATION

Annex T

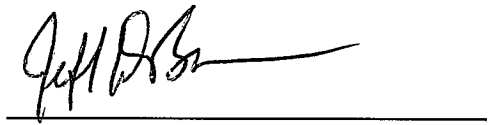
Donations Management

This annex is hereby accepted for implementation and supersedes all previous editions.



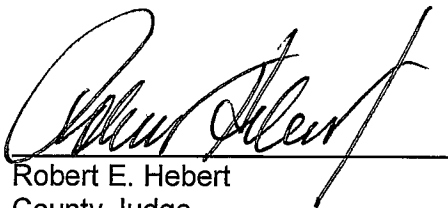
Gilbert D. Jalomo, Jr.
Purchasing Agent
Fort Bend County

2-17-14
Date



Jeff D. Braun
Emergency Management Coordinator
Fort Bend County

2/17/14
Date



Robert E. Hebert
County Judge
Fort Bend County

2-25-14
Date

[illegible]

ANNEX T DONATIONS MANAGEMENT

I. AUTHORITY

- A. See the Basic Plan for general authorities.
- B. Annex T (Donations Management), State of Texas Emergency Management Plan.

II. PURPOSE

The purpose of this annex is to outline the concept of operation, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and local government to manage donations of goods and services that may occur in the aftermath of an emergency situation.

III. EXPLANATION OF TERMS

A. Acronyms

ACS	Adventist Community Services
ARC	American Red Cross
CBO	Community-Based (Volunteer) Organization
CPIP	Community Partners in Preparedness
DC	Donations Coordinator
DSG	Donations Steering Group
EOC	Emergency Operations Center
PIO	Public Information Officer
PSA	Public Service Announcement
RSA	Resource Staging Area
TBM	Texas Baptist Men
TSA	The Salvation Army
UMCOR	United Methodist Committee on Relief
UNC	Unmet Needs Committee
VOAD	Voluntary Organizations Active in Disaster

B. Definitions

Donations refer to the following:

1. Financial: Cash, currency, checks, money orders, securities, etc.
2. Goods: Food, water, clothing, equipment, toys, furniture, pharmaceuticals, bedding, cleaning supplies, etc.

3. Volunteers and Services:

- a. Individuals who are not members of any particular volunteer group (often referred to as “spontaneous,” “emergent,” or “non-affiliated” volunteers).
- b. Individuals who are members of recognized disaster relief organizations that have undergone formal training by those organizations (i.e., “affiliated” volunteers).
- c. People with specialized training and expertise (e.g., doctors, nurses, medics, search and rescue, fire fighting, heavy equipment operators, etc.) who may either be non-affiliated or members of a disaster relief organization.
- d. Teams that provide specialized equipment or capabilities (e.g., urban search and rescue, dog teams, swift water rescue teams, home repair teams, etc.).

IV. SITUATION & ASSUMPTIONS
--

A. Situation

1. As noted in the Basic Plan, Fort Bend County and its Joint Resolution Jurisdictions are at risk from a number of hazards that could threaten public health and safety as well as private and public property. Should a major disaster or a lesser emergency where there is high level of media interest occur, many individuals may want to donate money, goods, and/or services to assist the victims or participate in the recovery process. The quantity of donations offered could be sizable, and extreme difficulties could be faced in receiving, storing, securing, sorting, transporting, accounting for, and distributing donations to disaster victims. Similarly, there can be a large challenge associated with supervising volunteer workers desiring to assist in the effort.
2. Fort Bend County and/or the Joint Resolution Jurisdictions do not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best operated by local community-based organizations (CBOs) and other voluntary agencies that have successfully handled donations in the past. Local government does, however, desire to coordinate its donation management efforts with volunteer organizations and agencies.
3. According to Chapter 418.074 of the Texas Government Code, the Fort Bend County Judge and/or the Joint Resolution Jurisdiction Mayors may accept a donation (in the form of a gift, grant, or loan) on behalf of Fort Bend County or a Joint Resolution Jurisdiction for purposes of emergency services or disaster recovery. In turn, Fort Bend County and/or the Joint Resolution Jurisdictions may use all the services, equipment, supplies, materials, and funds to the full extent authorized by the agreement under which they are received.

B. Assumptions

1. Should a major emergency or disaster occur, donations may be given/delivered to Fort Bend County and/or the Joint Resolution Jurisdictions whether or not they are

requested. In large quantities, such donations may overwhelm the capability of the local community to handle and distribute them.

2. In a catastrophic disaster affecting the jurisdiction, local government and local community-based organizations may be adversely affected and may not be able to cope with a sizable flow of donations.
3. Donated goods may be offered to local community-based organizations or simply delivered to local government. Financial donations for disaster victims may be made to local government.
4. Many individuals donate goods that are not needed by disaster victims or offer services that are not needed in the recovery process. Receiving and sorting unneeded goods or hosting volunteers who do not have needed skills wastes valuable resources; disposing of large quantities of unneeded goods can be a lengthy and very costly process.
5. In some cases, the amount of donations received by a community may relate more to the media attention the emergency situation receives than the magnitude of the disaster or the number of victims.
6. The problem of unneeded donations can be reduced, but not eliminated, by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through the media on current needs and those items and services that are not required.
7. Most personal donations are given with little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgment of thanks. However, some donations may be unusable, have "strings attached," or not really be donations at all. They may:
 - a. Be given with an expectation of some sort of repayment, publicity, or a tax write-off.
 - b. Be items that are out-of-date (such as expired foodstuffs or pharmaceuticals) unusable (broken furniture; dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August).
 - c. Be volunteer services that do not meet the announced or advertised expectations or capabilities; skilled trades that are not properly licensed or certified.
 - d. Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
 - e. Be offered at a "discount" to disaster victims, with any real savings being minimal or nonexistent.
 - f. Be offered in limited quantity as a deception to simply show an "association" with government or disaster relief as a basis for future advertising or publicity.
8. Donated goods may arrive in the local area without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it. They typically want their cargo off-loaded quickly so they can minimize downtime.

9. Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, or garbage bags; some items may be in bins or on pallets. When such goods are received, they must typically be sorted, repackaged and labeled, temporarily stored, and then transported to donation distribution points to be picked up by disaster victims.

10. Donors may want to:

- a. Know what is needed in the local 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. Have their donation received by a local official and/or receive a letter of appreciation or public recognition.
- f. Want to be fed and provided with lodging if they are providing volunteer services.

11. Disaster victims may:

- a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate donation 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. May have unmet needs which can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The donations management program objectives are to:

- 1. Determine the needs of disaster victims and inform potential donors of those needs through the media and a variety of other means.
- 2. Receive, process, and distribute goods and financial donations to victims that can be used to recover from a disaster.

3. Accept offers of volunteers and donated services that will contribute to the recovery process.
4. Discourage the donations of goods and services that are not needed, so that such donations do not themselves become a major problem.

B. Operational Concepts

1. Fort Bend County and its Joint Resolution Jurisdictions do not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best operated by local community-based organizations and other volunteer organizations that have successfully handled donations in the past. However, experience has shown that volunteer groups can be overwhelmed by the scale of donations and need certain government assistance (such as traffic control, security, and help in identifying facilities to receive, sort, and distribute donated goods); additionally, large numbers of donations may be sent to the local government itself. Hence, local government desires to coordinate donation management efforts with volunteer organizations and agencies.
2. Recognized local and national charities (e.g., local community-based organizations (CBOs) and the voluntary (disaster relief) agencies) have been accepting, handling, and distributing donations for many years. These CBOs and volunteer agencies are skilled in the donations management process, and they should be the first recourse for collecting and managing donations after a major emergency or catastrophic disaster. Donors outside the local area should be encouraged to work through recognized community, state, or national social service organizations or voluntary human resource providers in the community in which they live. These organizations are capable of receiving donations in areas across the State or nation and then earmarking assistance for a particular disaster.
3. Financial donations to CBOs for disaster relief allow those organizations to purchase the specific items needed by disaster victims or provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing. Financial donations also reduce the tasks of transporting, sorting, and distributing donated goods. Therefore, financial donations are generally the preferred donation for disaster relief.

C. Donations Management Program

The donations management program for Fort Bend County and the Joint Resolution Jurisdictions is composed of several organizational elements and several operating units that are activated as needed at a level suitable for the anticipated workload. The organizational elements include the Donations Coordinator, Donations Steering Group, and the Unmet Needs Committee. The operating units include: a Community Partners in Preparedness (CPIP) console in the Fort Bend County EOC (to operate as a Donations Operations Office); a Donations Management Warehouse (can also be referred to as a local Resource Staging Area); a Phone Bank; one or more Donation Distribution Points (local community-based organizations); and a Volunteer Center.

1. Organizational Elements

- a. Donations Coordinator (DC). A Donations Coordinator shall coordinate the donation management efforts of volunteer groups and local government. The Fort Bend County Judge and/or the Joint Resolution Jurisdiction Mayors or City Managers should appoint the Donations Coordinator in writing when this annex is initially published and a replacement should be appointed in writing whenever there is a vacancy in this position. See Appendix 4, Tab A, for the DC appointment letter.
- b. Key Donations Management Personnel. Key donations management personnel, to the extent feasible, should be identified in advance so that they can receive training and assist in the development of operating procedures. In addition to the Donations Coordinator, key personnel include the individuals who will supervise operation of the Donations Management Warehouse, Phone Bank, Volunteer Center, and distribution of goods and financial donations to Donation Distribution Point(s), as well as the Donations Financial Manager. See Appendix 4, Tab C, for the list of key donations management personnel.
- c. Donations Steering Group (DSG). The DSG provides policy guidance and general direction for the donations program. Composed of representatives of local volunteer groups and appropriate government officials, it meets periodically to plan for donation management operations. Group members should be selected prior to a disaster, but it may be desirable to update and expand membership once a disaster occurs. Oftentimes the core of the Group is an existing association of local volunteer agencies such as the Voluntary Organizations Active in Disaster (VOAD). The Donations Coordinator is responsible for organizing the DSG and normally chairs the Group. See Appendix 4, Tab B for the DSG membership roster. When a disaster has occurred, the DSG should meet regularly to address policy issues and coordinate the solution to major challenges.
- d. Unmet Needs Committee (UNC). The function of the Unmet Needs Committee is to assist disaster victims whose needs are significantly greater than the government and charitable assistance being provided. The DC is expected to assist in forming the Committee as soon as practicable after a disaster occurs. The Committee may continue to operate for an extended period. The Unmet Needs Committee should consist of representatives from organizations that have provided or can provide money, manpower, or materials to assist in disaster relief. Members would typically include:
 - 1) Representatives of local volunteer organizations.
 - 2) Representatives of the local ministerial alliance.
 - 3) Representatives of corporations that have donated money, staff, or goods for disaster relief.
 - 4) Other interested parties that have donated to disaster relief.

Although the DC should assist in forming the Unmet Needs Committee, its Chairperson should be elected by the members and preferably be a highly regarded and well-known local citizen who does not have other major commitments. The

Chairperson of the Unmet Needs Committee will be elected at the time the Committee is formed following a disaster. As this Committee will decide which individuals receive supplemental aid, it is generally inappropriate for government officials to serve as members of this Committee. If they do, they should play a non-voting advisory or support role only. See Appendix 4, Tab D, for Unmet Needs Committee membership.

2. Operating Units

All of the operating units listed below are established after a disaster has occurred. To facilitate rapid activation of the units, suitable local facilities for each unit should be identified in pre-emergency preparedness planning; see Appendix 4. Some of the operating units listed below may be collocated if suitable facilities are available; for example, the Volunteer Center may be collocated with the Donations Management Warehouse, if a facility that provides sufficient warehouse and office space is available. In coordinating use of facilities, it is important that those providing facilities understand that some of these facilities may need to continue operations for an extended period – possibly several months. Volunteers will largely staff all of these facilities.

a. The CPIP Console at the Fort Bend County EOC

- 1) The CPIP Console coordinates the operation of the donations management program in the aftermath of a disaster. Further, the CPIP Console will:
 - a) Maintain a Current Needs List that identifies donations that are needed and donations that are not needed. (See Appendix 1 for a sample of a Current Donations Needs List.)
 - b) Maintain a record of the following, as appropriate:
 - (1) Phone responses and referrals.
 - (2) Financial donations received and distributed.
 - (3) Donated goods received and distributed.
 - (4) Volunteer workers utilized and tasks accomplished.
 - c) Handles correspondence related to the donations management program.
 - d) Ensures an appropriate accounting and disbursing system is established for any financial donations received (see Appendix 4, Tab J).
 - e) Works closely with the Public Information Officer (PIO) to ensure donation needs, information on the availability of donated goods, and pertinent information on the operation of the donations management program is provided to the media for dissemination to the public.
- 2) See Appendix 4, Tab E, for additional information on the operation of the CPIP Console.

b. Phone Bank

- 1) A Phone Bank is normally established to receive and respond to offers of donations and disseminate other disaster-related information. Depending on the goods or services offered and the current local situation, the Phone Bank may refer some donors to other agencies that may be better equipped to handle their donations. The Phone Bank may also be used to provide disaster-related information to callers.
- 2) Donation offers received by phone for goods and services on the Current Needs List will normally be recorded on a Record of Donation Offer, which will be provided to the CPIP Console for follow-up action and coordination with the Donations Management Warehouse. See Appendix 2 for an example of the Donation Offer Record.
- 3) The Phone Bank should work closely with the Fort Bend County and/or Joint Resolution Jurisdiction Emergency Operations Center (EOC) to advise on items needed and not needed; to obtain official, updated disaster relief information for rumor control and victim assistance referrals; to provide data for government situation reports; etc.
- (4) See Appendix 4, Tab G for information on the operation of the Phone Bank and the facilities, equipment, and staffing required.

c. Donations Management Warehouse (can also be referred to as local Resource Staging Area (RSA))

- 1) A Donations Management Warehouse may be established to receive, sort, organize, repackage if necessary, and temporarily store donated and other goods and then distribute them to Donation Distribution Points (local community-based organizations) where victims can pick them up.
- 2) It is normally located outside of the disaster area and is operated by volunteer workers. Because of their expertise in warehouse management, the Adventist Community Services (ACS) has an agreement with Fort Bend County to operate the Fort Bend County Donations Management Warehouse. ACS also has an agreement with the State to operate regional RSAs.
- 3) A regional RSA may be established to serve a group of affected communities. If a regional RSA is established, volunteers from those communities that receive goods from the facility will normally participate in its operation.
- 4) See Appendix 4, Tab F, for information on the operation of the Donations Management Warehouse and the facilities, equipment, and staffing required.

d. Donation Distribution Points

- 1) Donation Distribution Points are sites operated by local community-based organizations from which ready-to-use goods (received directly from donor agencies or from the Donations Management Warehouse) or financial assistance will be distributed to disaster victims.

- 2) They are typically operated by local community-based organizations (CBOs) or nationally recognized volunteer agencies such as The Salvation Army (TSA) and the American Red Cross (ARC).
- 3) Donation distribution points are generally located in proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government or in donated space.
- 4) See Appendix 4, Tab H, for information on the operation of Donation Distribution Points and the facilities, equipment, and staffing required.

e. Volunteer Center

- 1) The Volunteer Center is a facility where spontaneous, emergent, unaffiliated volunteers are assembled, registered, assigned recovery tasks, and provided logistical and other support. Volunteers may be assigned to operate various donation management facilities, to provide direct assistance to victims (such as clean-up and home repair), or to assist government departments in recovery operations.
- 2) The Volunteer Center should be located in reasonable proximity to the disaster area, but not in that area.
- 3) See Appendix 4, Tab I, for information on the operation of the Volunteer Center and the facilities, equipment, and staffing required.

D. Actions by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities should occur during the preparedness and response phases of emergency management.

1. Preparedness

- a. Appoint a Donations Coordinator and establish the DSG to oversee pre-disaster donations management planning and assign responsibilities for various donations management activities.
- b. Prepare and update this annex to outline local donations management plans.
- c. Identify possible sites for the Phone Bank, Donations Management Warehouse, and a Volunteer Center. Refer to Appendix 4.
- d. Develop tentative operating procedures for the Phone Bank, Donations Management Warehouse, Donation Distribution Points, and Volunteer Center and determine how those facilities will communicate with each other.
- e. Identify and coordinate with those volunteer organizations that could provide assistance in operating the jurisdiction's donations management program.

- f. Brief elected officials, department heads, and local volunteer groups on a periodic basis about the local donations management program.
- g. Brief the local media so they understand how the donations program will work so they can be 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.
- h. Brief citizen groups on how they can contribute to disaster relief with their donations and how a donations management program typically operates.
- i. Include consideration of donation management in local emergency management exercises to test donations management plans and procedures.

2. Response

- a. Review the donations management program with senior government officials.
- b. Activate the DSG.
- c. Identify and prepare specific sites for donations management facilities and begin assembling needed equipment and supplies.
- d. Identify and activate staff for donations management facilities.
- e. Provide the media (through the PIO) with information regarding donation needs and procedures, and regularly update that information.

3. Recovery

- a. The DSG should determine which donations management facilities will and will not be activated.
- b. Set up the donations management facilities that are activated and determine how each facility will be logistically supported.
- c. Staff donations management facilities with volunteer or paid workers, conducting on-the-job training as needed.
- d. Collect, sort, store, distribute, and properly dispose of donations, if necessary.
- e. In coordination with the PIO, provide regular updates to the media on donations procedures, progress, status, and the Current Needs List (goods and services that are needed and not needed).
- f. Continually assess donations management operations and determine when the donations management facilities should close down or be consolidated, and when the donations management program can be terminated.
- g. Keep records of donations received and, where appropriate, thank donors.

- h. Activate the Unmet Needs Committee to provide continuing assistance to victims in need, depending upon the donations available.
- i. Maintain accounts of expenses, individual work hours, etc. Donations activities and functions are not generally reimbursable; however, if certain expenses are considered for reimbursement, accurate records will have to be submitted.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The organization for donations management in the aftermath of a disaster shall consist of the organizations and facilities described in this annex, supplemented by government personnel and other resources where needed, available and appropriate. The organizations described in this annex are composed largely of volunteers; **volunteers will primarily operate the facilities described in this annex.**
2. Fort Bend County and its Joint Resolution Jurisdictions normal emergency organization, described in Section VI.A of the Basic Plan and depicted in Attachment 3 to the Basic Plan, will carry out government activities in support of donations management.
3. The Fort Bend County Judge and/or the Joint Resolution Jurisdiction Mayors or City Managers are responsible for managing donations (financial or goods) that are made to Fort Bend County for disaster relief, subject to any regulations that may be enacted by the Fort Bend County Commissioner's Court and City Councils of Joint Resolution Jurisdiction members (refer to Tab J of Appendix 4).
4. The Fort Bend County Judge and/or the Joint Resolution Jurisdiction Mayors or City Managers shall appoint a Donations Coordinator to manage the overall donations program and coordinate the efforts of volunteer groups and local government. The Donations Coordinator may be a volunteer or government employee familiar with the role of volunteer organizations active in disasters. As the Emergency Management Coordinator (EMC) has demanding duties during emergency response and recovery, the EMC should not be appointed as the Donations Coordinator.

B. Task Assignments

1. The Fort Bend County Judge and/or the Mayors of Joint Resolution Jurisdictions will:
 - a. Appoint a Donations Coordinator. See Appendix 4, Tab A.
 - b. Ensure that a donations management program that coordinates the efforts of volunteer groups and local government is planned and ready for activation.
 - c. Monitor the operation of the donations management program when activated.

2. The Donations Coordinator (DC) will:

- a. Coordinate planning for and oversee the operation of the donations management program.
- b. Prepare and keep current this annex.
- c. Designate members of the DSG with the advice of senior local officials and local volunteer groups.
- d. Identify, in conjunction with appropriate senior local officials and the DSG, individuals for the following key donations management positions:
 - 1) Volunteer Coordinator
 - 2) Donations Management Warehouse Manager (if the Donations Management Warehouse is not being run by ACS)
 - 3) Phone Bank Supervisor
 - 4) Donations Financial Manager
- e. Develop and maintain, in coordination with the DSG, a Donations Management Operations Guide (Appendix 4 to this Annex). In the pre-emergency phase, this Guide will contain general planning information with respect to facilities, equipment, staffing, and general operating guidance. When the donations management program is activated, the Guide will be updated with specific facility and equipment information, updated staff rosters, and detailed operating procedures; copies of the document will be provided to all key donations management program personnel. In the pre-emergency phase, the Guide shall include:
 - 1) Potential locations for the Volunteer Center, Donations Management Warehouse, and Phone Bank.
 - 2) Equipment requirements for the facilities listed above.
 - 3) Supply requirements for the facilities listed above.
 - 4) Skeleton staff rosters for the facilities listed above.
 - 5) A list of organizations that could potentially provide volunteers to staff the facilities listed above
- f. Determine, in conjunction with the Fort Bend County and/or Joint Resolution Jurisdiction Attorneys, the procedures for preparing for and handling liability issues involving volunteers that are assisting the Fort Bend County and its Joint Resolution Jurisdictions in donations management operations.
- g. Provide the media, in coordination with the PIO, information on donations management for dissemination to the public.
- h. Provide local government officials with regular reports on donations management operations.
- i. Ensure required donations system-related records are maintained.

3. The Donations Steering Group (DSG) will:

- a. Assist the Donations Coordinator (DC) in developing a donations management program for Fort Bend County and the Joint Resolution Jurisdictions and in preparing operating procedures for the donations management functions.
 - b. Meet regularly to coordinate, update, and collaborate on the donations system and operational process before, during, and after a disaster.
 - c. Assist the DC is determining which donations management functions should be activated after a disaster occurs.
 - d. Provide advice to the DC on suitable candidates for managing the various donations management functions.
 - e. Assist in locating volunteers to work in the donations management functions.
 - f. Assist the CPIP console in the Fort Bend County EOC in maintaining records on donations activities.
 - g. Provide information to donors regarding voluntary agency operations and needs through the Donations Phone Bank.
 - h. Work together to determine the best method for handling and distributing large-volume or high-value donations received from the public or corporate entities.
 - i. Help the DC make decisions on when to terminate or consolidate donations management functions.
4. The Volunteer Coordinator will:
 - a. Select a site for a Volunteer Center and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Volunteer Center.
 - c. Supervise Volunteer Center operations.
 - d. Prepare and keep current Tab I to Appendix 4.
5. The Donations Management Warehouse (also referred to as Resource Staging Area (RSA)) Manager will:
 - a. Select a site for a Donations Management Warehouse and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Donations Management Warehouse.
 - c. Supervise the Donations Management Warehouse operations.
 - d. Prepare and keep current Tab F to Appendix 4.
6. The Phone Bank Supervisor will:

- a. Select a site for a Phone Bank and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Phone Bank.
 - c. Supervise Phone Bank operations.
 - d. Prepare and keep current Tab G to Appendix 4.
7. The Donations Financial Officer will:
- a. Follow the process established by the Fort Bend County Auditor's Office for receiving monetary donations.
 - b. Establish specific wording for the "*Pay to the Order of:*" line for all checks and other securities so that appropriate information can be provided to potential donors.
 - c. Ensure written disbursing procedures are prepared in close coordination with the Unmet Needs Committee so account disbursing officials have a clear mandate on how to prepare assistance checks (e.g., when, how much, to whom, etc.).

VII. DIRECTION AND CONTROL

A. General

1. The Fort Bend County Judge and/or the Joint Resolution Jurisdiction Mayors or City Managers are responsible for all governmental activities involved with the jurisdiction's donations management system.
2. The DSG, chaired by the DC, will provide general guidance for donations management operations.
3. The DC will manage the donations management program, supervise key donations management program personnel, and coordinate the efforts of volunteer groups and local government.
4. The supervisor of a donations management facility will direct the work of volunteers and paid government employees at that facility.
5. Volunteers working as an integral part of a recognized volunteer group (e.g., American Red Cross, Adventist Community Services, The Salvation Army, etc.) will respond to direction from those organizations.
6. Each individual supervising a donations management function will select an appropriate assistant or designee to run the operation in his or her absence.

B. Coordination

1. The DC will work with the CPIP console in the Fort Bend County EOC.

2. Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments and coordinate its activities with the CPIP console.

C. Line of Succession

1. The line of succession for the Donations Coordinator is:
 - a. Fort Bend County Purchasing Agent
 - b. Assistant Purchasing Agent
 - c. Inventory Control Clerk

VIII. INCREASED READINESS LEVELS

A. Level IV – Normal Conditions

See actions recommended in the preparedness activities in Section V.D.1.

B. Level III – Increased Readiness

1. Monitor the situation and inform key donations management personnel of the potential for activating all or portions of the donations management system.
2. Review donation management procedures for currency.
3. Check recall rosters for accuracy and update as required.

C. Level II – High Readiness

1. Continue to monitor the situation.
2. Alert key donations management staff for potential operations
3. Ensure source lists for volunteer workers are up-to-date.
4. Check potential donations operations facilities for accessibility and availability.

D. Level I - Maximum Readiness

1. Continue to monitor the situation.
2. Activate key donations management staff to update planning.
3. Make tentative donations management facility selections.
4. Review equipment and supply status and alert providers of possible need.
5. Alert organizations that provide volunteer workers of possible activation.

IX. ADMINISTRATION & SUPPORT**A. Reporting**

1. During emergency operations, the CPIP console shall compile and provide a daily summary of significant donations management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports (see Annex N). If the EOC has been deactivated, a periodic summary of activities will be provided to local officials and the heads of volunteer organizations participating in the recovery process.
2. Donations management facilities, if government-operated, shall provide a daily report of their activities to the CPIP console. Such reports will include the following information:
 - a. Phone Bank
 - 1) Number of calls by type (donation offer, vendor capabilities, requests for information, etc.)
 - 2) Significant donations offered and their disposition
 - 3) Major issues or challenges
 - b. Donations Management Warehouse
 - 1) Number and type of bulk donations received (truckloads, pallets, etc.)
 - 2) Significant donations and disposition
 - 3) Goods delivered to donation distribution points (truckload, pallets, boxes)
 - 4) Unneeded goods delivered to other agencies.
 - 5) Current hours of operation
 - 6) Number of persons employed (volunteers and paid workers)
 - 7) Major operational activities
 - 8) Support activities (feeding, lodging, etc.)
 - 9) Major issues or challenges
 - c. Donation Distribution Points
 - 1) Number of customers served
 - 2) Hours of operation
 - 3) Number of workers (volunteers and paid workers)
 - 4) Major issues or challenges
 - d. Volunteer Center
 - 1) Hours of operation
 - 2) Number of volunteers assigned to tasks
 - 3) Number of workers within the facility
 - 4) General types of jobs to which workers have been dispatched
 - 5) Support activities (feeding, etc.)
 - 6) Major issues or challenges
 - e. Financial Accounting

- 1) Financial donations received
- 2) Financial donations distributed
- 3) Major issues or challenges

B. Records

1. Activity logs - Each donations facility will maintain a log of major activities at that facility, including activation and deactivation, arrivals and departure of staff, receipt of or return of major equipment, and the commitment of people, equipment, or materials to specific tasks.
2. The Donations Steering Group shall appoint a Secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group. The DC shall maintain those records.
3. The Unmet Needs Committee shall appoint a Secretary to maintain a written record of its actions. When the recovery process is completed, those records shall be turned over to the DC for retention.
4. Documentation of Costs – Expenses incurred in operating the donations management system are generally not recoverable. However, in the event state and/or federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during donations management operations.

C. Resources

Government resources that may be needed to operate the donations management system are listed in Annex M, Resource Management.

D. Post Incident Review

The Basic Plan provides that the Fort Bend County Judge and/or the Joint Resolution Jurisdiction Mayors or City Managers shall organize and conduct a review of the emergency operations in the aftermath of major emergency or disaster operations. The purpose of this review is to identify needed improvements in this plan, its procedures, its facilities, and its equipment. When the donations management system has been activated after a major emergency or disaster, donations management program personnel shall participate in the review.

E. Training

1. The DC should attend training in donations management. The Texas Division of Emergency Management and a number of volunteer groups offer such training.
2. Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

F. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a donations management scenario based on the anticipated hazards that could be faced by this jurisdiction.

X. ANNEX DEVELOPMENT & MAINTENANCE

- A. The Donations Coordinator is responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded as needs become apparent.
- B. This annex will be revised and updated in accordance with the schedule outlined in Section X of the Basic Plan.
- C. Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating procedures (SOPs) to carry out those responsibilities.

XI. REFERENCES

- A. FEMA, *Donations Management Guidance Manual*
- B. FEMA, *Donations Management Workshop (Student Manual)*
- C. FEMA, *Donations Management Workshop (Toolbox)*
- D. FEMA, *Support Annex (DM-1)*

APPENDICES:

Appendix 1.....	Current Donation Needs List
Appendix 2.....	Sample Record of Donation Offer
Appendix 3.....	Sample Public Information Release
Appendix 4.....	Donations Management Operations Guide
Tab A	Letter of Appointment – Donations Coordinator
Tab B	Donations Steering Group Members
Tab C	Key Donations Management Personnel
Tab D	Unmet Needs Committee
Tab E	Community Partners in Preparedness (CPIP) Console
Tab F.....	Donations Management Warehouse
Tab G.....	Phone Bank
Tab H.....	Donation Distribution Points
Tab I.....	Volunteer Center
Tab J.....	Handling Financial Donations
Appendix 5.....	MOU between FBC and ACS

**APPENDIX 1: SAMPLE
CURRENT DONATION NEEDS LIST
Fort Bend County**

As of Date/Time: _____

(This is a Sample List and is subject to change based on the disaster and the identified needs following a disaster.)

1. Needed

a. Goods

- Financial Donations
- Bottled water
- NEW, Packaged underwear – men's, women's, children's
- Infant supplies - NEW
 - Diapers
 - Wipes
 - Formula
 - Baby foods
 - Infant cereal
 - Bottles/nipples/No-spill cups
- Hygiene items - NEW
 - Soap
 - Shaving items
 - Shampoo/conditioner
 - Hand sanitizer
 - Toothbrushes/toothpaste
 - Feminine products
- Paper Products - NEW
 - Toilet tissue
 - Paper towels
- Pet items - NEW
 - Pet food (wet and dry)
 - Cat litter
 - Kennels/pet carriers/cages
 - Leases and collars
 - Water/food dishes
- Cleaning supplies - NEW
 - Bleach/disinfectant
 - Brooms
 - Mops
 - Buckets
- Gas cards

b. Services

- Clean-up crews
- Staffing local Points of Distribution (PODs)

2. Not needed:

- USED clothing/shoes
- USED household items
- Stuffed animals/toys
- Perishable foodstuffs
- Alcohol
- Opened/Used/Expired Products
- Unsuitable items (i.e. winter coats in August)
- Pharmaceutical items
- Furniture
- Electronics

**APPENDIX 2: SAMPLE
RECORD OF DONATION OFFER**

Call received by: _____ Date: _____ Time: _____

Donor Name and Information:

Salutation: _____

First Name: _____

Last Name: _____

Title: _____

Organization: _____

Phone 1: _____

Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

☐ Donated (free) ☐ Goods or ☐ Services

☐ Commercial (vendor) ☐ Goods or ☐ Services

Type of Resource: (e.g., people, food, equipment): _____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets, chairs): _____

Description/Notes: _____

Total Quantity: _____ Units (#): _____ Measure (e.g., box, each): _____

Packaging _____ Amount (#): _____ Size (e.g., can, dozen, gallon): _____

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: _____

Estimated Value: _____ Available until: _____

Follow-up required: Yes No Action taken: _____

**APPENDIX 3: SAMPLE
PUBLIC INFORMATION RELEASE**

County/City Letterhead

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT: County/City Public Information Officer

We are receiving citizen and community inquiries regarding the [name of disaster]. The calls primarily involve citizens who want to offer assistance or make donations to the [name of disaster] victims. It is important that such good intentions do not create the potential for a disaster within a disaster. Therefore people who wish to offer assistance should do so in as effective a manner as possible.

Individuals or organizations that want to provide assistance to victims of the [name of disaster] should first work through their local disaster relief organizations. These may include the American Red Cross, The Salvation Army, the Texas Baptist Men Feeding Organization, the Adventist Community Services, the Second Harvest Food Banks, etc. People can find these organizations listed in the Telephone Book Yellow Pages under "Social Service Organizations."

Financial donations are the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. To contribute financially, contributions should be sent to [the precise organization name, address, and account number where financial contributions should go].

If people prefer to donate goods or services, they should still work through their local disaster relief organizations. These organizations know the immediate needs of people in the affected areas, how best to meet those needs, and how to ensure assistance is appropriate, adequate, and delivered to the right places. The disaster relief organizations can tell potential donors what is needed and what is not needed and how to package and transport those goods that are needed to the disaster area.

We encourage people not to send unsolicited donations to the disaster area. Unsolicited donations may not reach the proper people or even meet their current needs. If donors plan to travel to the disaster area, they may find that lodging and other services are unavailable and they may add to problems in the disaster area rather than helping.

Attention News Editors and Directors: *Please assist us in publicizing this information relating to donations for the [name of disaster]. We would like to encourage donations of goods and services that are needed, while discouraging donations that cannot be used and that may add to the problems that already exist. You can also help us by discouraging sightseers from driving into the disaster area*

**Appendix 4
to
Annex T
Donations Management**

**FORT BEND COUNTY
DONATIONS
MANAGEMENT
OPERATIONS
GUIDE**

DONATIONS MANAGEMENT

OPERATIONS GUIDE

1. This Guide is intended to provide information on donations management personnel and facilities and operating guidance for the donations management program. The Guide is Appendix 4 to the Donations Management Annex, but is published separately because it contains names, contact information, and facility data that change frequently.
2. In the pre-emergency phase, the Guide remains at least partially completed to identify the Donations Coordinator (Tab A), to provide contact information for the Donations Steering Group (Tab B) and other key donations personnel (Tab C), to describe the functions to be performed by donations management operating units, to outline facility and equipment requirements for each unit, identify candidate facilities, and to describe the general operating process at each facility. The Donations Coordinator will maintain the guide with the assistance of the Donations Steering Group. Copies will be provided to members of the Donations Steering Group, key donations management personnel, and the Emergency Management Coordinator.
3. When a disaster occurs, the Guide will be updated to identify specific facilities to be used in the donations management effort, to include staff rosters for each facility, and to include operating procedures developed for each facility. Tabs D through I will be completed during this phase. The Guide will have to be regularly updated during the recovery phase to keep it current. Copies of the Guide will be distributed to members of the Donations Steering Group, key donations management personnel, the Unmet Needs Committee, the Emergency Management Coordinator, and other local officials. Copies may also be distributed to those volunteer groups supporting local donations management operations.
4. Contents of this Guide include:
 - Tab A - Letter of Appointment – Donations Coordinator
 - Tab B - Donations Steering Group
 - Tab C - Key Donations Management Personnel
 - Tab D - Unmet Needs Committee
 - Tab E - Community Partners in Preparedness (CPIP) Console
 - Tab F - Donations Management Warehouse
 - Tab G - Phone Bank
 - Tab H - Donation Distribution Points
 - Tab I - Volunteer Center
 - Tab J - Handling Financial Donations

Letter of Appointment

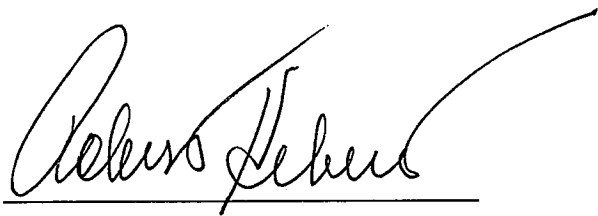
Donations Coordinator

Effective this date, I have appointed Gilbert Jalomo Jr, or his Purchasing representative as the Donations Coordinator (DC) for Fort Bend County. The above designated individual(s) will supervise the entire donations management program for Fort Bend County, using both my guidance and the recommendations of the Donations Steering Group, if one is formed.

The DC will provide additional guidance, direction, and supervision to all functions of the Fort Bend County donations management program which are activated during and after a major emergency or disaster and fall under the jurisdiction of this County.

The DC will additionally work closely and collaborate with all recognized voluntary agencies in Fort Bend County that will be helping victims during and after a disaster.

The appointment will remain in force until terminated by either party.



Robert E. Hebert, County Judge

12-3-13

Date

TAB B
DONATIONS STEERING GROUP

1. The Donations Steering Group consists of local government officials, community leaders, and designated members of the local community-based organizations (CBOs) and the voluntary agencies who have an interest in setting policy for and being a part of the donations management program if conditions warrant that it be operated by Fort Bend County.
2. The following are typical organizations, donations management personnel, and other officials that may be represented on the Donations Steering Group:
 - a. Donations Coordinator – Directs donations management operations
 - b. Volunteer Coordinator – Obtains/manages volunteers who donate time and services
 - c. Representatives from local community-based organizations (CBOs) such as:
 - 1) Local volunteer center
 - 2) Faith-based organizations
 - 3) Local ministerial alliance
 - 4) Clubs and organizations having a charitable mission as a part of their activities (e.g., Jaycees, Scouts, Lions Clubs, fraternities, sororities, Kiwanis, Shriners, Masons, Knights of Columbus, Telephone Pioneers, etc.)
 - d. Representatives from local chapters of national voluntary agencies such as:
 - 1) American Red Cross (ARC)
 - 2) The Salvation Army (TSA)
 - 3) Texas Baptist Men (TBM)
 - 4) Adventist Community Services (ACS)
 - 5) Area Food Banks
 - 6) Humane Society
 - 7) Church World Service (CWS)
 - 8) United Methodist Committee on Relief (UMCOR)
 - 9) Catholic Charities
 - 10) St. Vincent de Paul Society
 - e. County Road Commissioner/Public Works Director – Assists in receiving, storing, sorting, transporting, and distributing donated resources
 - f. Donations Financial Officer – Records, handles, and disburses monetary donations
 - g. Law Enforcement Representative – Coordinates security for government-supplied resources, donated goods, the Resource Staging Area, the Phone Bank, the Volunteer Center, Distribution Points, etc.
 - h. Public Health Officer – Certifies specialized medical volunteers and the use or disposition of donated foods and medical supplies.
 - i. Public Information Officer – Works with the media on donations announcements/pleas.

TAB B
DONATIONS STEERING GROUP MEMBERS

1. Donations Coordinator

Gilbert Jalomo, Purchasing Agent
Address: 301 Jackson St, Richmond, TX 77469
Office Phone: 281-341-8640
E-mail Address: Gilbert.Jalomo@fortbendcountytexas.gov

2. Volunteer Coordinator: TBD

3. FBC Road and Bridge

Marc Grant, R&B Commissioner
Address: 201 Payne, Richmond, Texas 77469
Office Phone: 281-238-3604
E-mail Address: Marc.Grant@fortbendcountytexas.gov

4. FBC Sheriff's Office

Danny Jan, Captain
Address: 1410 Williams Way, Richmond, Texas 77469
Office Phone: 281-341-3837
E-mail Address: Danny.Jan@fortbendcountytexas.gov

5. Health and Human Services

Kaye Reynolds, Deputy Director
Address: 4520 Reading Road, Rosenberg, Texas 77471
Office Phone: 281-238-3553
E-mail Address: Kaye.Reynolds@fortbendcountytexas.gov

6. American Red Cross

Steven Meissner
Address: 2610 BF Terry Blvd, Rosenberg, TX 77471
Office Phone: 281-342-9480
E-mail Address: Steven.Meissner@redcross.org

7. Adventist Community Services:

Linda Walker
Address: 2119 Saint Emmanuel St., Houston, TX 77003
Office Phone: 713-654-8945
E-mail Address: lwalker124@att.net

8. Auditor's Office

Amy Hartman, First Assistant
Address: 309 S. 4th, Richmond 77469
Office Phone: 281-341-3768
E-mail Address: Amy.Hartman@fortbendcountytexas.gov

9. Public Information Officer

Beth Wolf
Address: 301 Jackson St. Suite 719, Richmond 77469
Office Phone: 281-344-3950
E-mail Address: beth.wolf@fortbendcountytexas.gov

TAB C
KEY DONATIONS MANAGEMENT PERSONNEL

10. Donations Coordinator

Gilbert Jalomo, Purchasing Agent, Fort Bend County Purchasing Department
Address: 301 Jackson St., Suite 201, Richmond, TX 77469
Office Phone: 281-341-8640
E-mail Address: Gilbert.Jalomo@fortbendcountytexas.gov

11. Assistant Donations Coordinator

Debbie Kaminski, Assistant Purchasing Agent, Fort Bend County Purchasing Department
Address: 301 Jackson St., Suite 201, Richmond, TX 77469
Office Phone: 281-341-8643
E-mail Address: Debbie.Kaminski@fortbendcountytexas.gov

12. Volunteer Coordinator:

TBD

13. Donations Management Warehouse Manager:

Linda Walker, Adventist Community Services
Address: 2119 Saint Emmanuel St., Houston, TX 77003
Office Phone: 713-654-8945
E-mail Address: walker124@att.net

14. Donations Financial Manager

Amy Hartman, First Assistant, Fort Bend County Auditor's Office
Address: 301 Jackson St., Suite 601, Richmond, TX 77469
Office Phone: 281-341-3768
E-mail Address: Amy.Hartman@fortbendcountytexas.gov

TAB D
UNMET NEEDS COMMITTEE

1. During the recovery process, after all the disaster relief organizations and the state and/or federal government have provided monetary and other assistance to the disaster victims, there will still be those individuals and families who, for various reasons, need additional help in recovering from a disaster.
2. The Unmet Needs Committee is a group of representatives (generally from local community-based organizations, established disaster relief agencies, the ministerial alliance, the local council of churches, local foundations, civic clubs, local businesses, etc.) who meet together to consider individual cases where the victims' needs are significantly greater than the government and charitable assistance being provided.
3. The representatives on the Committee are from organizations that can provide money, manpower, and/or materials for disaster relief. If an organization does not provide one of the 3-Ms above, then that organization should not be a member of the Unmet Needs Committee, or at least not a voting member.
4. The Unmet Needs Committee is generally chaired by a person elected by its members. Preferred candidates are local individuals who are well-known and respected, have exhibited successful organization leadership and collaboration skills in the past, and are not currently government officials. The Chairperson of the Unmet Needs Committee will be elected at the time the Committee is formed following a disaster.
5. The organizations that comprise the Unmet Needs Committee are subject to change based on the disaster, the unmet needs requests and resources available.
6. A typical method of processing an "unmet needs request" by the Committee would be:
 - a. Any member of the Committee can submit a "request," and as such, will be designated as the "advocate agency" for that particular unmet needs case.
 - b. The Red Cross generally develops all cases in which the disaster victim has received the maximum Individual Family Grant award.
 - c. A "request" should consist of the following:
 - 1) A signed request by the victim asking for additional assistance
 - 2) A verification of the loss incurred
 - 3) A compilation of the specific disaster-caused needs of the victim
 - 4) A recap of the assistance already provided by the various disaster relief agencies, the State, and the federal government
 - 5) The current financial status of the victim (the individual must sign a "Release of Confidential Information" form)
6. The advocate agency will present the individual case, and the Committee will review it. Each agency representative on the Committee will determine whether his or her agency can provide additional assistance to what has already been provided.

7. If the stated need is still unmet, and donations (money, resources, and/or manpower) are still available to help satisfy that need, then an appropriate portion of the available donations will be provided.
8. If cash is the type of donation that is considered best to satisfy the need, then, based upon the concurrence of the Committee members, the Chair of the Committee will authorize the donations account bank managers to disburse the appropriate funds to the victim.
9. If the monetary donation is to be used by a vendor to provide services, a two-party check is often appropriate to preclude misuse of the donated funds (i.e., the check is made out to both the victim and the vendor).

POTENTIAL UNMET NEEDS COMMITTEE MEMBERS:

1. **Project Lift**
Point of Contact: Barbara Irving
Phone: 713-319-6454
2. **The Bridge Fellowship**
Point of Contact: Alex Baez
Phone: 281-494-3046
3. **Sugar Grove Church of Christ**
Point of Contact: Darlene Willis
Phone: 281-530-9651
4. **Texas Baptist Men**
Point of Contact: Terry Henderson
Phone: 214-275-1127
5. **Christ United Methodist Church**
Point of Contact: Renee Teel
Phone: 281-690-4755
6. **St Laurence Catholic Church**
Point of Contact: Joan Fuchs
Phone: 832-360-3105

Note: The organizations listed above agreed in November 2013 to serve as potential members of any Unmet Needs Committee formed following a disaster. The organizations that comprise the Unmet Needs Committee are subject to change based on the disaster, the unmet needs requests and resources available.

TAB E
COMMUNITY PARTNERS IN PREPAREDNESS (CPIP) CONSOLE

1. Purpose

The primary function of the CPIP Console is to set up and operate the Fort Bend County and its Joint Resolution Jurisdictions Donations Management program. CPIP volunteers will be assigned to the CPIP Console in the Emergency Operations Center (EOC) to accomplish this primary function.

The CPIP Console coordinates and collaborates with the volunteer agencies on the Donations Steering Group to set policy and establish donations management procedures.

The CPIP Console performs as the liaison between the Fort Bend County and its Joint Resolution Jurisdictions Emergency Operating Centers (EOC) and the donations management operational entities/functions.

2. Staffing

The Community Partners in Preparedness volunteer list to staff the CPIP console will be maintained at the Fort Bend County Office of Emergency Management.

3. Operations

The CPIP Console should accomplish the following:

- 1) Select which donations management facilities/functions will operate for the disaster.
- 2) Work closely with local government officials on disaster-related activities.
- 3) Facilitate regular meetings of the Donations Steering Group.
- 4) Provide operational policy for the operational donations management facilities.
- 5) Coordinate with the Fort Bend County and/or its Joint Resolution Jurisdictions EOCs to assess donations needed/not needed, and to obtain the latest disaster-related information for relay to callers.
- 6) Coordinate with the volunteer agencies to determine updated referral numbers and other key information.
- 7) Ensure the Donations Financial Officer is dealing with the issue of financial donations (refer to Tab J of Appendix 4).
- 8) Work with the Fort Bend County and/or its Joint Resolution Jurisdiction Public Information Officer to prepare public service announcements and media pleas.
- 9) Perform as the webmaster for the disaster web site, if one is established.
- 10) Maintain updated records on all donations (e.g., financial, goods, and volunteers).
- 11) Operate as the initial Phone Bank if one is needed.
- 12) Assist in coordinating transportation issues with the Donations Management Warehouse and Donation Distribution Points.
- 13) Assist in establishing an Unmet Needs Committee, if one is required.
- 14) Prepare "Letters of Thanks" as appropriate.

TAB F
DONATIONS MANAGEMENT WAREHOUSE

1. Purpose

A Donations Management Warehouse is established to receive, sort, organize, repackage if necessary, and temporarily store donated goods for Donation Distribution Points (local community-based organizations) to transport to their locations. Disaster victims will receive donations from the Donations Management Warehouse at the Donation Distribution Points. A Donations Management Warehouse may be established by Fort Bend County to serve a group of affected communities. If a Donations Management Warehouse is established, Fort Bend County will enact existing MOU with Adventist Community Services (ACS) and ACS will manage the operation and volunteers of the Donations Management Warehouse.

2. Facilities & Equipment

a. General facility requirements are outlined below. Vacant warehouses and large stores are frequently used (see Attachment 1 for candidate facilities).

- 1) Sufficient space (50,000-100,000 square feet) with hard flooring (for forklift). 25,000 square feet is acceptable.
- 2) 3 or more loading docks
- 3) Heated/cooled storage and work areas and some type of office space
- 4) Refrigerated area for selected foods and medicines. ***These items will probably ship to local Food Banks so refrigeration may not be a necessity.***
- 5) Large, paved parking lot for numerous commercial trucks to maneuver and park
- 6) Adequate power
- 7) Security fencing with entry point and perimeter lighting

b. General equipment/supply requirements are:

- 1) Phone service
- 2) Adequate lighting for work areas
- 3) Sufficient desks and chairs
- 4) Long (raised to chest-height) tables for sorting and packaging incoming goods
- 5) Packaging materials (e.g., special cartons, binding tape, shrink-wrap etc.)
- 6) Drinking water and restrooms
- 7) Copier and fax machine
- 8) Computers (with Internet access) and printer
- 9) 1 Pallet jack
- 10) 1 Forklift (electric or natural gas if used inside closed building)

3. Staffing

See Attachment 2.

4. Operations

a. Pre-emergency Phase:

- 1) Identify local realtors to assist in identifying appropriate facilities to serve as a Donations Management Warehouse (see Attachment 1).
- 2) Identify facilities in the local area that could serve as a Donations Management Warehouse.
- 3) Keep current telephone numbers of the lessors/realtors/owners that could provide the status of applicable facilities.
- 4) Develop a method for determining the availability status of a potential facility in the event a disaster has occurred or is occurring.

b. Set-Up:

- 1) Locate an available facility and obtain authority/permission for its use.
- 2) Equip the facility (basic requirements are outlined above).

c. Develop guidelines for:

- 1) Obtaining and recording costs for fuel used in distribution trucks
- 2) Ensuring proper certifications for drivers of all RSA-associated trucks
- 3) Ensuring proper training of forklift operators
- 4) Recording the receipt, storage, and distribution/disposition of donated goods
- 5) Training, maintaining the status of, and assigning jobs to volunteer workers

Attachment 1 to Tab F
Proposed County Donations Management Warehouses
(To be developed with Fort Bend Society of Commercial Realtors (FBSCR), GFBEDC and
the Fort Bend County Chambers of Commerce)

1. **Proposed CDMW 1:**
Manager/Lessor/Seller:
Address:
Office Phone:
E-mail Address:

2. **Proposed CDMW 2:**
Manager/Lessor/Seller:
Address:
Office Phone:
E-mail Address:

3. **Proposed CDMW 3:**
Manager/Lessor/Seller:
Address:
Office Phone:
E-mail Address:

4. **Local Real Estate Agents Handling Commercial Real Estate:**

Point of Contact: Barkley Peschel, Ironstone Realty Advisors
Phone: 832-423-6285

Point of Contact: Bud Friedman, Fort Bend Real Estate
Phone: 281-242-2000

Point of Contact: Larry Indermuehle, ICO Commercial
Phone: 281-240-9090

Point of Contact: Lang Motes, ICO Commercial
Phone: 281-207-3705

6. **Local Office of Economic Development and/or Chamber of Commerce:**

Point of Contact: Jeff Wiley, Greater Fort Bend Economic Development Council
Phone: 713-823-2125

Point of Contact: Keri Schmidt, Fort Bend County Chamber of Commerce
Phone: 281-491-0216

Point of Contact: Shanta Kuhl, Central Fort Bend Chamber Alliance
Phone: 281-342-5464

Point of Contact: Ann Hodge, Katy Area Chamber of Commerce
Phone: 281-391-5289

Attachment 2 to Tab F
Donations Management Warehouse

1. Donations Management Warehouse Coordinator: Linda Walker, Adventist Community Services

Address: 2119 Saint Emmanuel St., Houston, TX 77003

Office Phone: 713-654-8945 Cell: 832-928-4937 Home: 281-351-0219

E-mail Address: lwalker124@att.net

(To be developed when a disaster occurs)

2. Equipment Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

3. Phone Line/Equipment Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

4. Transportation Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

5. Security Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

6. Support Unit Manager:

Address:

Office Phone: Cell: Pager: Fax:

E-mail Address:

**TAB G
PHONE BANK**

1. Purpose

- a. To provide the capability to handle a large number of phone calls during and after a disaster from donors and other persons that are overloading emergency operations center (EOC) capabilities.
- b. Calls can generally be classed into four types:
 - 1) Donors providing a donation, starting a "drive," or wanting to know how best to donate
 - 2) Vendors wanting to provide services or materials at a reduced cost to the disaster victims
 - 3) Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, who will off-load it, etc.
 - 4) Persons, including disaster victims, seeking disaster-related information
 - 5) Affiliated or unaffiliated persons or groups that want to volunteer..

2. Facilities & Equipment

See Attachment 1.

3. Staffing

See Attachment 2.

4. Operations

- a. Set-Up
 - 1) Locate the building/room(s) for the Phone Bank.
 - 2) Obtain an "800" toll free number.
 - 3) Obtain the appropriate number of incoming and outgoing phone lines (if they are not the same) based on the numbers of incoming calls anticipated and the types of outgoing calls to be made.
 - 4) Obtain corresponding switching equipment so incoming calls can be distributed equally.
 - 5) Obtain appropriate answering equipment (phone instruments, headsets, etc.).
 - 6) Obtain appropriate furniture for operators (desks, chairs, cubicles, etc.).
 - 7) Select and train personnel.
 - 8) Designate an area or room from which the Donations Steering Group can operate.
 - 9) Prepare complete donations-related Phone Operator Guides with referral numbers.
 - 10) Prepare training agenda and conduct training as appropriate.
- b. Operations
 - 1) Alert pre-certified phone operator volunteers for duty; obtain additional volunteers or paid personnel.

- 2) Prepare duty times and schedules (based on anticipate incoming calls).
- 3) Consider security of workers (especially at night).
- 4) Consider accommodations for disabled workers.
- 5) Consider parking accessibility (especially at night and for older or disabled workers).
- 6) Prepare a phone recording device on the 800 line for responding to donors during non-operational hours.
- 7) Record donations-related information:
 - a) A listing of donations offered
 - b) Information on donors
 - c) Donations referrals
 - d) An updated resources database derived from vendors
 - e) Thank You Letters sent
- 8) Prepare procedures for dealing with donations collection and transportation issues such as steering donor "drives" to be more productive, assisting truck drivers en route in finding the donations drop-off point, etc.

**Attachment 1 to Tab G
Proposed Phone Bank Locations**

1. Proposed Phone Bank 1: Texas AgriLife Extension

Manager/Lessor/Seller: Vince Mannino

Address: 1402 Band Rd., Suite 100, Rosenberg, TX 77471

Office Phone: 281-342-3034 Cell: 713-501-0618 Home: 281-633-7038

E-mail Address: VMannino@ag.tamu.edu

2. Proposed Phone Bank 2: Alternate EOC

Manager/Lessor/Seller: Fort Bend County OEM, Jane Long Building - Basement

Address: 500 Liberty Street, Richmond TX 77469

Office Phone: 281-342-6185 Cell: Fax:

E-mail Address:

3. Proposed Site 3: Elections Administration

Manager/Lessor/Seller: Fort Bend County: John Oldham

Address: 4520 Reading Road, Suite A – 400, Rosenberg, TX 77471

Office Phone: 281-341-8670 Cell: Fax:

E-mail Address: John.Oldham@fortbendcountytexas.gov

**Attachment 2 to Tab G
Phone Bank Staffing
(To be developed when a disaster occurs)**

1. Operations Unit Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

2. Phone Line/Equipment Unit Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

3. Support Equipment Unit Manager:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

4. Donations Coordination Team (DCT) Leader:

Address:

Office Phone:

Cell:

Pager:

Fax:

E-mail Address:

TAB H
DONATION DISTRIBUTION POINTS

1. Purpose

- a. Donation Distribution Points are locations where disaster victims pick up donated goods, materials, and supplies, etc. after a disaster strikes.
- b. The Donations Coordinator (or designee) should work closely with the applicable voluntary agencies to determine where exactly these distribution points will be.
- c. In the event that a distribution site is not established, then Fort Bend County and/or its Joint Resolution Jurisdictions will need to establish one to distribute any goods received.

2. Facilities, Equipment, & Supplies

Will be handled by local community-based organizations.

3. Staffing

These facilities are generally operated by either local community-based organizations or nationally-recognized voluntary organizations and agencies. These voluntary organizations will initially use their own trained personnel for distribution operations and solicit volunteers from the community and other sources to assist as needed.

4. Operations

- a. Since local distribution operations are generally conducted by the volunteer agencies, the procedures for such operations would be the ones already used by the particular agency operating the distribution point (e.g., The Salvation Army, the American Red Cross, the Adventist Community Services, etc.).
- b. The Adventist Community Services has special expertise in managing, handling, sorting, storing, and distributing large volumes of donated goods, especially those that may not have been requested. Coordination with that agency for assistance is encouraged.

TAB I VOLUNTEER CENTER

1. Purpose

- a. The Volunteer Center is a facility where spontaneous, emergent, or unaffiliated volunteers are assembled and assigned tasks to assist the disaster victims or the community as a whole.
- b. The Volunteer Center performs several functions, including:
 - 1) Task Identification – Determining exactly what needs to be done and the types of individuals and services needed to do the job.
 - 2) Registration – Identifying volunteers and checking their background, skills, credentials, and providing appropriate identification badges.
 - 3) Dispatch – Matching jobs with skills and directing volunteers where to go to complete the needed task(s).
 - 4) Communications – Working between the Volunteer Center and disaster scene operations to ensure volunteers are being used effectively.
 - 5) Support – Established to provide food, water, lodging, transportation, first aid, and appropriate tools (shovels, chainsaws, gloves, back braces, etc.) to assist volunteer disaster workers.

2. Facilities & Equipment

Pre-Emergency Planning

- 1) Determine potential locations for the Volunteer Center (civic center, churches, recreation centers). If possible, the facility should have:
 - a) An office area
 - b) A kitchen, dining area, and restroom facilities
 - c) A sufficient parking area for large numbers of people arriving in cars, vans, trucks, buses, etc.
- 2) Make arrangements in advance to use suitable facilities. See Attachment 1 for a list of candidate facilities.
- 3) Identify nearby sources of potential volunteer workers. See Attachment 3.

3. Staffing

See Attachment 2.

4. Operations

- a. Facility Set-Up. Obtain the following in the event the Volunteer Center is activated:
 - 1) Sufficient phone lines and phone instruments to conduct volunteer operations, and sufficient furniture, desks, chairs, etc. to accommodate workers and staff
 - 2) Copier and fax machine
 - 3) Computers (with Internet access) and appropriate printer

- 4) Capability to produce security access badges
- 5) Tools with appropriate markings to preclude theft
- 6) Vehicles (vans, buses, etc.) to transport volunteer workers to and from the Volunteer Center and the work sites
- 7) Temporary floor coverings (plastic, etc.) for protecting the high traffic areas in the event the Volunteer Center is located in a special-use building (e.g., church, etc.)

b. Facility Operation

- 1) An Administrative function to in-process volunteer workers; to determine their job interests, skills, and certifications; to issue security badges; etc.
- 2) A Dispatch function to catalog what jobs exist, to match the volunteer workers with the appropriate tasks to be accomplished, and to issue appropriate tools for the job (e.g., gloves, saws, brooms, rakes, shovels, etc.)
- 3) A Support function to provide meals, drinks, etc. for the workers both at the Volunteer Center and their workplaces

**Attachment 1 to Tab I
Volunteer Center Locations**

1. Proposed Site 1: Texas AgriLife Extension

Name of Manager/Lessor/Seller: Vince Mannino

Address: 1402 Band Rd. Suite 100, Rosenberg, TX 77471

Office Phone: 281-342-3034 Cell: 713-501-0618 Home: 281-633-7038

E-mail Address: VMannino@ag.tamu.edu

2. Proposed Site 2: George Memorial Library

Manager/Lessor/Seller: Fort Bend County: Clara Russell

Address: 1001 Golfview Dr., Richmond, TX 77469

Office Phone: 281-342-4455 Cell:

Fax:

E-mail Address: crussell@fortbend.lib.tx.us

**Attachment 2 to Tab I
Volunteer Center Staffing
(To be developed when a disaster occurs)**

A potential source of personnel to staff the Volunteer Center are CERT Volunteers. To activate these volunteers to assist with the Volunteer Center, please contact the Fort Bend County Office of Emergency Management at 281-342-6185.

Site Manager Contact:

Address:

Office Phone:

Cell:

Fax:

E-mail Address:

Alternate Site Manager Contact:

Address:

Office Phone:

Cell:

Fax:

E-mail Address:

Dispatch Unit Manager:

Address:

Office Phone:

Cell:

Fax:

E-mail Address:

Equipment Unit Manager:

Address:

Office Phone:

Cell:

Fax:

E-mail Address:

Support Unit Manager:

Address:

Office Phone:

Cell:

Fax:

E-mail Address:

**Attachment 3 to Tab I
Potential Sources of Volunteer Workers**

Name of Organization: Fort Bend County OEM

Point of Contact: Edward Norman

Address: 307 Fort Street, Richmond, TX 77469

Office Phone: 281-238-3428 Cell: 832-473-1248

E-mail Address: Edward.norman@fortbendcountytexas.gov

Name of Organization: Volunteer Houston

Point of Contact: Cameron Waldner

Address: 3015 Richmond, Suite 100, Houston, TX 77098

Office Phone: 713-964-0225 Cell: 713-899-4349

E-mail Address: CameronW@volunteerhouston.org

Name of Organization: Fort Bend Volunteers

Point of Contact: David Crowl, Fort Bend Chamber

Address: 445 Commerce Green Blvd, Sugar Land TX 77478

Office Phone: 281-491-2497

E-mail Address: David@fortbendcc.org

TAB J
HANDLING FINANCIAL DONATIONS

1. Financial donations are frequently the best type of donation since the money received can easily be used by the recipient organization to assist disaster victims in purchasing goods and clothing, obtaining transportation, repairing their home, etc.
2. Donors should be encouraged to contribute financially, not to Fort Bend County and/or its Joint Resolution Jurisdictions, but rather to the local community-based organizations or the voluntary disaster relief agencies (e.g., the American Red Cross (ARC), The Salvation Army (TSA), Adventist Community Services (ACS), America's Second Harvest (Food Banks), Texas Baptist Men, United Methodist Committee on Relief (UMCOR), St. Vincent de Paul Society, B'nai B'rith, and others).
3. Financial donations directly to Fort Bend County must be accepted by Commissioners' Court with the specific provisions on the use of the funds identified in the minutes. If financial donations are made through Fort Bend County to a non-profit/charitable organization, the receiving department will need to deposit the funds with the Fort Bend County Treasurer and submit the payment request (invoice transmittal) to the Fort Bend County Auditor's Office for disbursement.
4. If, however, unsolicited funds are received and accepted (i.e., not returned) by the Fort Bend County and/or its Joint Resolution Jurisdictions, then the following steps should be followed:
 - a. A separate bank account with an appropriate account number should be established.
 - b. Persons, corporations, organizations, etc. wishing to donate financially should know exactly who to make the check out to, the appropriate address to which the check should be sent, and any other information needing to be written on the check to validate and enhance its processing.
 - c. The same applies to other forms of donated securities such as stocks, bonds, etc.
 - d. Procedures should be written to clearly show:
 - 1) How the account will be managed.
 - 2) Who will establish and maintain the account.
 - 3) Under what authority.
 - 4) Who will give the approval to the bank account managers for disbursal.
 - 5) What will be the exact process used to authorize disbursal.
 - 6) By what method is the payment made (two-party check, etc.).
 - e. The person(s) authorized to disburse the funds should be a neutral party and not associated with the recipients, the government, or any other person or entity that could prejudice the disbursement of monies or otherwise indicate impropriety.

Appendix 5

MOU between FBC and ACS

MEMORANDUM OF UNDERSTANDING (MOU)

Between

Adventist Community Services

and

Fort Bend County

This is an agreement between Fort Bend County, hereinafter called the County; and Adventist Community Services, hereinafter called the Adventists.

I. PURPOSE & SCOPE

The purpose of this MOU is to clearly identify the roles and responsibilities of each party as they relate to the County's Donation Management Plan. The Donations Steering Group (DSG) is a key participant in the County's program. Many community-based organizations will participate in the DSG.

Both parties will ensure that these activities are conducted in compliance with all applicable State and Federal laws, rules, and regulations.

II. BACKGROUND

Fort Bend County, through the Office of Emergency Management (OEM) and community-based organizations, will partner with each other while recovering from a disaster. Frequently after a disaster, a generous public will donate many unsolicited items to assist in the recovery. These donations can quickly swamp an unprepared organization. Adventists Community Services has had experience providing donations management services with many local governments and are familiar with community-based organizations that can benefit from the donated items, in and out of Fort Bend County.

III. THE COUNTY'S RESPONSIBILITIES UNDER THIS MOU

Fort Bend County shall undertake the following activities:

- Coordinate a county-wide DSG
- Participate in the DSG to the extent possible
- Maintain relationships with community-based organizations
- Coordinate locations where donations are needed and coordinate the pickup of the donations.
- Maintain records after the incident, as required.

IV. THE ADVENTISTS' RESPONSIBILITIES UNDER THIS MOU

The Adventists shall undertake the following activities:

- Act as the Donations Management Warehouse Coordinator for Fort Bend County
- Assist the County in coordinating the DSG and organizing community-based organizations
- Coordinate unsolicited donations receipt and routing

V. IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

1. The DSG will meet once a year, prior to June 1st
2. The Adventists will act as the area's Donations Management Warehouse Coordinator
3. Unsolicited donations will be coordinated by the County Donations Coordinator and the Donations Management Warehouse Coordinator

VI. FUNDING

This MOU does not include the exchange of funds between the two parties.

VII. RECORD RETENTION

All records must be retained for three years from fiscal year closure. This requirement applies to records, reports and any damage documentation.

VIII. EFFECTIVE DATE AND SIGNATURE

1. This MOU shall be effective upon the signature of authorized officials from Fort Bend County and Adventists Community Services.
2. This agreement shall be in force effective upon execution by both parties.
3. This agreement may be terminated by either party with 30 days' notice.

The County and the Adventists indicate agreement with this MOU by their signatures:

Robert Hebert, County Judge
Fort Bend County, Texas

Date

Linda Walker

Linda Walker, Adventist Community
Services

2/12/2014

Date