

Emergency Support Function (ESF) # 16

Volunteer & Donation Management



Preface

Emergencies may create an influx of volunteers wishing to aid in the emergency response as well as of donations (both money and goods) intended to aid the victims of the emergency. A large volume of volunteers and donations can overwhelm the City-County's normal ability to process, and must be managed to incorporate them into the City-County's emergency response efforts.

The purpose of this ESF Annex is to define the organization, operational concepts, responsibilities and procedures to accomplish volunteer and donations management requirements. The ESF is designed to manage masses of solicited and/or unsolicited goods, undesignated cash donations, and coordinate large numbers of affiliated and unaffiliated (spontaneous) volunteers.

Primary Agency

**Butte-Silver Bow Homeland Security
and Emergency Management Agency**

Butte–Silver Bow, Montana
Emergency Operations Center ESF # 16 – Volunteer & Donation
Management

Purpose:

1. Manage and coordinate affiliated and unaffiliated (or spontaneous) volunteers and donated goods (including cash donations) during an emergency.

Primary:

- **Homeland Security and Emergency Management Agency**

Support:

- Butte Amateur Radio (RACES/ARES)
- Butte-Silver Bow Human Resources Department
- Civic Center
- Butte Public Library
- Management Information Systems
- Developmental Disabilities
- Public Health Department
- Butte-Silver Bow Facilities Management
- Community Based Organizations
- Parks and Recreation Division
- United Way of Butte
- American Red Cross
- Law Enforcement Department
- All Other agencies, departments, and offices

Likely Tasks:

- Staff Volunteer & Donations Team in the EOC and support the Planning Section Resource Unit and the Logistics Section Supply Unit.
- Obtain information on the need for health care, food, water, ice, transportation and other basic supplies/ services from other ESFs.
- Utilize City-County-sanctioned volunteers to perform needed functions.
- Set up one or more collection/distribution service area.
- Set up central distribution site(s) for donated goods.
- Set up one or more assembly and staging sites for volunteers to report to for credential screening and potential assignment. Only consider utilizing volunteers that can provide appropriate credentials.
- Inform the community about the locations and availability of goods and services through the EOC; Coordinate with Resource support ESF # 7.
- Distribute donated goods at service sites
- Collect goods and volunteer services at service sites with the help of volunteers and City-County employees
- Provide staging areas at recreation centers and parks.

Likely Tasks Continued:

Volunteers

- Sources for resources can include:
 - American Red Cross/Salvation Army/United Way.
 - Churches, and their affiliations/general public.
- Pre-existing volunteer organizations.
- Implement procedures to solicit, register, screen, receive, and deploy local volunteers.
- Determine present and future need for volunteer resources.
- Obtain and coordinate volunteer resources.
- Coordinate with State ECC VOAD desk, when necessary, for volunteer help offered in aftermath of an emergency.

Donations

- Provide coordination of donations with the tasked organizations.
- Determine present and future needs for donated goods.
- Develop information for public distribution (through PIO) describing items needed, where to send them, etc.
- Through the EOC Public Information Officer disseminate information to ensure that offers are not inappropriate to needs.
- Periodically update public information concerning needed items, etc.
- Receive offers of donated goods and services; Match offers to needs.
- Coordinate delivery system to affected population.
 - Request transportation resources from the Logistics Transportation Unit to facilitate the movement of needed items to staging areas or into the emergency area.
- As goods arrive, provide periodic listings for distribution to EOC Section Chiefs and Branch Directors for availability.
- Respond to inquiries from other EOC Branches and Units regarding availability of certain items.
- Coordinate with State EOC when necessary, for the influx of donated goods offered in aftermath of an emergency.
- Coordinate activities with the state EOC if necessary.
- Implement procedures for disposing of unneeded or unusable items.
- Manage cash donations received by City-County Government.
- Implement cash management policies/procedures to insure accountability for all cash donations received by the City-County during the emergency.

State of Montana

Primary

- Disaster & Emergency Services Division Support
- MT VOAD

Donated Goods Management

- Assistance in establishing a Donations Coordination Team, a Donations Coordination Center, and a donations staging area and warehouse.
- Development of a Donated Goods Management Plan.
- Technical and managerial support.
- A national network of information and contacts to assist donations specialists in the field.

Actions:

- Communications support as necessary.

Volunteer Management

- Assistance in establishing a Volunteer Coordination Team and a Volunteer Reception Center.
- Technical and managerial support.
- A national network of information and contacts to assist volunteer management specialists working in the field.
- Communications support as necessary.

Federal Government

Primary

- Department of Homeland Security/Emergency / Federal Emergency Management Agency

Support

- Department of State
- Department of Transportation
- Corporation for National and Community Service
- National Voluntary Organizations Active in Disaster

Actions

Donated Goods Management

- Assistance in establishing a Donations Coordination Team, a Donations Coordination Center, and a donations staging area and warehouse.

Actions Continued

- Development of a Donated Goods Facility Management Plan.
- Technical and managerial support.
- A national network of information and contacts to assist donations specialists in the field.
- Communications support as necessary.

Volunteer Management

- Assistance in establishing a Volunteer Coordination Team and a Volunteer Reception Center.
- Technical and managerial support.
- A national network of information and contacts to assist volunteer management specialists working in the field.
- Communications support as necessary.

Butte–Silver Bow Homeland Security and Emergency
Management Agency

Comprehensive Emergency Management Plan
Emergency Support Function # 16
Volunteer & Donation Management

Coordination Agency:	Butte-Silver Bow Homeland Security and Emergency Management Agency
Primary Coordinator:	Butte-Silver Bow Emergency Management Director
Primary Support Agency	Butte-Silver Bow United Way
Support Organizations:	Butte-Silver Bow Facilities Management Butte-Silver Bow Human Resources Department Butte Civic Center Developmental Disabilities Office Law Enforcement Department Management Information Systems Parks and Recreation Division Public Health Department Butte Public Library All Other City and County of Butte-Silver Bow agencies, departments, and offices
Non-Governmental:	Butte Amateur Radio (RACES/ARES) American Red Cross Community and Faith Based Organizations

I. INTRODUCTION.

A. PURPOSE.

1. The purpose of this ESF Annex is to define the organization, operational concepts, responsibilities and procedures to accomplish volunteer and donations management requirements. The ESF is designed to manage quantities of solicited and/or unsolicited goods, undesignated cash donations, and coordinate large numbers of affiliated and unaffiliated (spontaneous) volunteers.
2. This plan does not conflict with the established protocols of voluntary agencies

regarding their respective procedures for soliciting goods and services, or mobilizing their trained volunteers. **However, in a City-County emergency, voluntary agencies and community based organizations are expected to abide by this document in order to ensure a consistent disaster relief and volunteer management system.** Through this coordination process, the Emergency Operations Center is able to gather relevant information, respond to resource requests, and ensure citizens receive efficient and equitable services.

B. SCOPE.

1. Respond to public inquiries regarding the need for volunteers or donated goods during an emergency.
2. Communicate with non-profit and other non-governmental agencies to assess their need for volunteers or donated goods.
3. Survey City-County departments to determine their needs for volunteers and donations during emergencies.
4. If volunteers or donated goods are needed, develop procedures to recruit and manage Volunteer and Donation Reception Centers to integrate them into the response/recovery system.
5. If cash donations are needed, establish a plan to communicate to the public how they can donate.
6. Maintain communication with other regional Volunteer Centers regarding mutual assistance.

C. SITUATION.

In the event of an emergency that has significant impact on the City-County as whole or individual neighborhoods, the public will want to donate items and volunteer their services in various ways. It is the responsibility of the City-County government to have a plan to communicate with the public and administer appropriate systems for managing the donated goods and/or receiving and coordinating the volunteers.

D. DEFINITIONS.

1. **Volunteer:** Someone who willingly provides his/her services without receiving financial compensation.
2. **Spontaneous Volunteer:** An individual who comes forward following a disaster to assist a governmental agency or non-governmental organization (NGO) with disaster-related activities during the response or recovery phase without pay or other consideration. By definition, spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited government or disaster relief agency. However, they may possess training, skills

and experience that can be useful in the relief effort. Spontaneous volunteers may also be referred to as *unaffiliated*, *spontaneous unaffiliated* and *convergent volunteers*.

3. **Affiliated Volunteer:** An individual who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, affiliated volunteers will most likely be used first in a disaster. Examples of affiliated volunteer groups include Community Emergency Response Teams (CERT), the Auxiliary Communications Service (ACS), the Volunteers in Police Services (VIPS) program, Search and Rescue teams, the Disaster Medical Reserve Corps, and American Red Cross' Disaster Action Teams.
4. **Impressed Volunteer:** Any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the citizens in the execution of his or her duties. This occurs very rarely and usually involves law enforcement or fire department personnel.
5. **Service Programs:** National, state and locally administered programs that provide organized opportunities for both full- and part-time service. The term "service program" refers to a wide range of programs, including AmeriCorps and the Retired and Senior Volunteer Program (RSVP). In Montana, many thousands of individuals participate in service programs every year. For the purposes of this plan, participants in service programs will be referred to as unaffiliated volunteers unless demonstration of training and credentialing is provided.
6. **Emergency Volunteer Center (EVC):** A facility and program that provides a means of connecting volunteers with service opportunities in government agencies or Ngo relief agencies. The EVC can be set up as a walk-in center (sometimes referred to as a volunteer reception center), a phone bank, an online process, or a combination of two or more of these strategies.

E. POLICIES.

1. Local government typically bears primary responsibility for responding to those seeking to help and directing them to appropriate disaster organizations.
2. The role of Butte-Silver Bow government in donated goods and volunteer management is to ensure that an organized, equitable, and thorough disaster support is rendered to affected citizens.
3. Local government has primary responsibility for the coordination and management of unsolicited goods and spontaneous volunteers.
4. Local government is ultimately in charge of the donations management system. Federal/State government, international organizations and MT-VOAD/NVOAD activities are always in support of local government.

5. The management of volunteers and donations requires a united and cooperative effort in the preparedness and disaster response phases by local government, volunteer agencies, community and faith-based organizations, the business sector, and the donor community.
6. Not all volunteers, registered, affiliated or spontaneous, may be utilized during a particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by officials to mount an effective response and recovery effort. Qualified volunteers will be utilized as needed in emergency response actions necessary to relieve human suffering. The City-County may reject or limit the utilization of volunteer services based on the analysis of ongoing need matched against bona fide qualifications of the volunteers.
7. This plan does not conflict with the established protocols of voluntary agencies regarding their respective procedures for soliciting goods and services, or mobilizing their trained volunteers. *However, in a City-County emergency, voluntary agencies and community based organizations are expected to abide by this document in order to ensure a consistent disaster relief and volunteer system.*
8. The first priority in an emergency or disaster is to utilize volunteers that are already affiliated with the jurisdiction volunteer management program. Untrained, unaffiliated volunteers may be incorporated into operations, particularly for large scale disasters.
9. Volunteers assume responsibility for following the instructions of supervisors and adhere to safety precautions as provided to them. Butte – Silver Bow does not accept responsibility for risk taking and negligent actions by volunteers.
10. All affiliated volunteers must be self-sustaining with regard to food, water and shelter.
11. Volunteers must be managed to ensure that volunteers do not become victims, casualties, or impede rescue, response and recovery operations.
12. Public health concerns will be properly addressed before food items are distributed to disaster victims.
13. Transportation/distribution of donations from the donor to the receiving organization or site will be the responsibility of the donor.
14. Butte-Silver Bow encourages cash donations to recognized non-profit voluntary or community based organizations tasked to provide response/recovery services
15. Butte – Silver Bow will coordinate with the State ECC and the State of Montana Relief Center to assure the expeditious delivery of donated goods to the affected area(s) and individuals.

II. CONCEPT OF OPERATIONS.

A. GENERAL.

1. Volunteers.

- a. **Activation of Volunteer Management Annex:** This Annex will be activated by the EOC Manager or HSEMA Duty Officer. Some early factors indicating reasons for activating the Annex may include but are not limited to the following:
- When the nature of the disaster and/or media coverage makes convergence of spontaneous volunteers likely;
 - When shortages of workers require augmentation of staffing support from external resources;
 - When volunteers with particular skills and/or special knowledge of the affected community could enhance relief and recovery efforts.
 - Significant phone activity at key government, voluntary, or community based organizations.

When the order is given to activate this annex, the primary coordinator will notify, as needed, those people, agencies and organizations, tasked with disaster response roles.

- b. For the purposes of this Annex, volunteers and service programs affiliated with a local government agency or NGO will be activated at the time of a disaster through the appropriate branch of the jurisdiction's or NGO's emergency response organization. Volunteers and members of service programs who are not affiliated with local government or an NGO will be treated as spontaneous volunteers.
- c. Participation of local community volunteers will be coordinated by Homeland Security and Emergency Management staff with direct and integral assistance from the primary support agency.
- d. Homeland Security and Emergency Management:
- Coordinates with other City-County agencies the recruitment of volunteer personnel and agencies to augment the personnel and facilities of the City-County, and maintains a register of persons with various training and skills.
 - Coordinates with private business or labor organizations to assist in emergency response and recovery operations.
 - Coordinates the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services.

- e. Reception and staging areas may be designated and persons wishing to volunteer may be directed to these sites for registration and emergency assignments, depending on availability of personnel to work these issues.
- f. **AFFILIATED VOLUNTEER OPERATIONAL CONSIDERATIONS:**

Mobilization: Volunteer activation in government affiliated volunteer programs is normally a predetermined process with established policies and procedures. Volunteers may not self-deploy; the notification for activating comes from the organization's leadership or operational guidelines. Volunteers will be integrated into the formal response structure by mechanisms consistent with the local Comprehensive Emergency Management Plan, Incident Command System, and Emergency Operations Center (EOC) procedures.

Supervision: Affiliated volunteers in local government emergency programs will work within a prescribed structure and under supervision. Adequate supervision is a requirement for all volunteer participation.

Communication and Coordination: Communication and Coordination occurs within the Emergency Operations Center and Joint Information Center structure. Affiliated volunteers in local government emergency programs will establish satisfactory communications and coordinate with the EOC Volunteer & Donation Management Team Leader prior to initiating service delivery.

Mutual Aid: In some cases, affiliated volunteers may be utilized as a mutual aid resource and coordinated with other jurisdictions. When this occurs, standard National Incident Management System principles shall apply.

Volunteer Tracking: Although details may vary, affiliated volunteer programs track volunteer hours, activities, and other administrative formalities.

Demobilization: Affiliated volunteer programs will or should have a formal procedure for demobilizing volunteers. The agency responsible for the volunteers manages their demobilization in coordination with the field Incident Command and the Emergency Operations Center.

2. Donations.

- a. Disasters attract donations of goods, funds and services. This may be in response to formal requests for assistance through the news media or may be spontaneous.
- b. Large volumes of unsolicited material goods can have a negative impact on a jurisdiction's response and recovery efforts. Personnel resources will need to be diverted to accept, sort, categorize store, transport and distribute donated goods.

- c. During times of extensive donations, the Homeland Security and Emergency Management Agency will activate a donations management system that may include:
 - Establishment of a donations management center and telephone donations call center to screen unsolicited donations offers and match them with possible recipient organizations.
 - Establishment of checkpoints to inspect, schedule, route/re-route inbound trucks, buses, etc. bearing donations.
 - Establishment of a donation receiving area(s) outside of the emergency impact area to serve as a collection point and sorting area. Such a facility (ies) should be on major transportation routes with adequate parking, covered storage space, ample room for trucks, buses to maneuver, etc.
 - Establishment of distribution centers to distribute donated goods to emergency victims e.g. churches, volunteer organization facilities, fairgrounds, school gyms, etc.

B. TASKS AND RESPONSIBILITIES.

1. **Pre-Emergency Tasks.**

- a. **Volunteers:** Primary and support departments will coordinate with the Homeland Security and Emergency Management Agency to:
 - Develop a City-County volunteer management plan for coordinating the influx of volunteers offering their services to Butte – Silver Bow in time of emergency. Include provisions for referring needed services to appropriate ESF(s) for consideration. Coordinate planning with other participant organizations.
 - Develop formal process to register volunteers as agents for the City-County.
 - Develop procedures for coordinating assignment of non-emergency personnel with the deployment of volunteer groups to prevent duplication of services.
 - Develop procedures for assisting other agencies with job descriptions and personnel management policies related to the deployment of volunteer groups/persons.
- b. **Donations:** Primary and support departments will coordinate with the Homeland Security and Emergency Management Agency to:
 - Develop a City-County plan for the management of donations. Coordinate plan development with the state donations plan.
 - Develop procedures for receiving, storing, sorting and distributing donated goods.
 - Train personnel in establishment of donations management group during major emergencies.
 - Coordinate with Personnel Department to set up personnel

requirements for donations management sites.

- Develop procedures for tasking the EOC Logistics/Facilities Unit to secure warehouse space and transportation resources.
- Develop procedures and policies for disseminating information to the general public (through the PIO), and to the various law enforcement agencies regarding routing information, types of material needed, etc.
- Coordinate with the Finance Department to develop procedures and policies for accepting special types of donations (e.g. cash, perishable materials, etc.).
 - Utilize the existing City-County procedures for receiving cash donations, as appropriate.
- Plan and coordinate with State VOAD.

2. **General Emergency Tasks. Primary and support agencies will:**

a. **Volunteers.**

- When notified of an emergency situation, designated individuals report to the Butte – Silver Bow EOC, if appropriate.
- Designated individuals provide information to the media (through the PIO) concerning the proper method(s) of offering services to emergency victims in Butte – Silver Bow should be developed.
- Utilize City-County-sanctioned volunteers to perform needed functions.
- Implement procedures to track offers and their status.
- Set up one or more assembly and staging sites for volunteers to report to for credential screening and potential assignment. Only consider utilizing volunteers that can provide appropriate credentials.
- Screen, evaluate, and assign volunteers.
- Ensure volunteers are self-sustained with food, water, and shelter.
- Provide other ESFs with periodic updates concerning offers received. When an ESF requests services offered by volunteers, implement procedures to arrange for the deployment of personnel to areas where need exists.

b. **Donations.**

- When notified of an emergency situation, report to the Butte – Silver Bow EOC, if appropriate.
- Implement the City-County Donations Management Plan, which involves the following:
 - The issuance of press releases describing what is needed and what is not needed, as well as procedures for properly packaging, labeling, and transporting donated goods to Reception Centers. Additionally, the preference for cash donations as opposed to in-kind donations should be stressed.
 - The activation of the Volunteer and Donation Management ESF # 16 at the EOC and various other operating locations as dictated by the situation.
 - The establishment of a Donations Management Center outside the

affected area, as well as staging areas for use in managing the deployment of needed goods.

- Coordinate transportation requirements for incoming donations, including:
 - The relaying of information to rest areas and weigh stations concerning routing information and the acceptance or rejection of certain types of donated goods.
 - The placement of signs indicating routes to the reception center and/or staging areas.
 - The passage of designated goods for direct delivery to affected areas.
- Work with Logistics/Facilities Unit to secure warehouse space at sites near the emergency area. Arrange for security of site through Logistics/Facilities Unit.
- Request through the EOC Manager for the State ECC to activate a toll free telephone number for use in managing donated goods flow (if necessary).

3. Specific Emergency Concepts and Responsibilities.

- a. The Butte-Silver Bow Homeland Security and Emergency Management Agency is the primary department for ESF # 16 Volunteer & Donation Management and will:
 - Perform the role of ESF-16, Volunteer & Donation Management City-County Coordinator, when the EOC is activated or operations require City-County coordination until transferred to appropriate primary support agency representative.
 - Develop and implement a plan to coordinate requests for goods/cash donations and volunteers from non-profits and other community agencies with calls from the public who wish to provide goods/cash donations or volunteer service.
 - Coordinate a task group of City-County personnel or volunteers who will assist with all needed functions, including managing Volunteer Reception Centers, training and exercises.
 - Provide personnel necessary to coordinate plans and programs for volunteer and donation management activities during an emergency.
 - Coordinate with PIO to provide information to the public about ongoing efforts to solicit and receive donated goods and volunteers.
 - Establish the needed facilities to take in, control and to disperse the donated goods in an efficient manner.
 - Communicate with non-profits and other community organizations to assess their needs for volunteers or donated goods.
 - Ensure coordination with other local, regional and state donations and volunteer management efforts.
 - Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/ Administration Section Chief.

b. **United Way of Butte:**

- Implement this ESF by assuming the position of Volunteers & Donations Team Leader when transferred by the EOC Manager
- Assist the EOC Logistics Section Resource Unit and the Planning Section Situation Unit.
- Establish donations management system to accept and distribute cash, goods, equipment, food, and services.
- Provide available volunteers in support of Volunteer & Donation Management ESF initiatives.
- Record costs and expenditures and forward them to this ESF's Group Supervisor.

c. **Amateur Radio Club (ARES/RACES):**

- Provide available personnel to assist with primary or alternate emergency radio communications for the Volunteer and Donations facilities, staging area, distribution points, and volunteer work areas, as needed.
- The amateur radio and other groups or operators used in this role will be under the authority of the Homeland Security and Emergency Management Agency.
- Record costs and expenditures and forward them to this ESF's Group Supervisor.

d. **Community Based Organizations (e.g., Salvation Army; Habitat for Humanity/Imagine Butte; Chamber of Commerce; Butte 4 C's; Butte Rescue Mission; Butte YMCA):**

- Provide available volunteers in support of Volunteer & Donation Management ESF initiatives.
- Provide personnel to manage warehouses for donated goods and assist with distribution of donations.
- Provide personnel to manage and operate an Emergency Volunteer Center for registration and assignment of volunteers.
- Provide personnel to administer a volunteer phone bank to receive offers of volunteer assistance.
- Record costs and expenditures; forward to this ESF's Group Supervisor.

e. **Developmental Disabilities Office:**

- Provide personnel, equipment, supplies and other resources necessary to assist in the distribution of information including staffing and/or consultation establishing the citizen call center.
- Provide advice on message content to best reach access and functional needs populations.
- Provide the EOC Volunteer and Donations Team Leader with information and comments received from access and functional needs citizens through the citizen hotline and other communication platforms.

- Provide the EOC Public Information Officer with frequent updates as to the efficacy of public information activities for access and functional needs populations.
 - Distribute approved information to the public using the citizen hotline, Cable TV, text messaging, email or other systems appropriate for access and functional needs populations.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- f. **Management Information Systems:**
- Provide personnel, equipment, supplies and other resources necessary to assist in the establishment of Emergency Volunteer Center telephone communications system.
- g. **Butte Public Library:**
- Provide staff for Emergency Volunteer Center telephone call center operations.
 - Provide personnel, equipment, supplies and other resources necessary to assist in the registration of volunteers.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- h. **Butte-Silver Bow Parks and Recreation:**
- Provide personnel, supplies and other resources necessary to assist with acceptance, sorting, storage, and distribution of donated goods.
 - Provide assistance with site logistics, transportation, and resources at donation and volunteer management sites.
 - Determine availability of Parks and Recreation facilities for donated goods processing facilities.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- i. **American Red Cross:**
- Provide personnel, supplies and other resources necessary to assist with acceptance, sorting, storage, and distribution of donated goods.
 - Provide assistance at Emergency Volunteer Center to recruit, register, and process volunteers.
 - Provide available volunteers in support of Volunteer & Donation Management ESF initiatives.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- j. **Law Enforcement Department:**
- Provide security, access, and traffic control at Emergency Volunteer Centers and distribution sites.
 - Coordinate the use of volunteer Detention Center inmate labor.
 - Provide security access/traffic control at volunteer reception centers.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.

- k. **Butte-Silver Bow Facilities Management:**
- Provide assistance with site logistics, transportation, and resources at donations and volunteer management sites.
 - Determine availability of City-County facilities for donated goods and volunteer processing facilities.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- l. **Butte Civic Center:**
- Provide assistance with site logistics, transportation, and resources at donations and volunteer management sites.
 - Assist with determining availability of City-County facilities for donated goods and volunteer processing facilities.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- m. **Butte-Silver Bow Public Health Department:**
- Provide personnel, supplies and other resources necessary to coordinate the inspections and other health concerns related to perishable donations intended for human consumption.
 - Ensure health standards, including food, sanitation and water, are maintained at all donations, volunteer, and points of distribution sites.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- n. **Butte-Silver Bow Human Resources Department:**
- Provide assistance at Emergency Volunteer Center to recruit, register, and process volunteers as necessary.
 - Provide coordination of City-County employee volunteers in support of Volunteer & Donation Management ESF initiatives, as necessary.
 - Assist with the development of volunteer registration documents and planning to coordinate requests for goods/cash donations and volunteers from non-profits and other community agencies with calls from the public who wish to provide goods/cash donations or volunteer service.
 - Record costs and expenditures; forward to this ESF's Group Supervisor.
- o. **All Other City and County of Butte-Silver Bow agencies, departments, and offices:**
- Provide assistance, as needed, for the management of volunteers and
 - Record costs and expenditures and forward them to this ESF's Group Supervisor.

C. ROLE OF BUTTE–SILVER BOW EOC.

1. When the EOC is activated, the EOC Manager may implement Volunteers & Donations ESF # 16 by establishing the Volunteers & Donations Team to assist

the EOC Logistics Section Supply Unit and the Planning Section Resource Unit.

2. Volunteers & Donations ESF # 16 likely tasks are found in the City-County box on the tab page.

III. ATTACHMENTS AND REFERENCES.

A. ATTACHMENTS.

1. Volunteer & Donation Management (ESF # 16) Checklist.

B. REFERENCES.

1. City-County Donated Goods Management Plan. (TBD)
2. Volunteer Management Plan. (TBD)

C. PROVISIO.

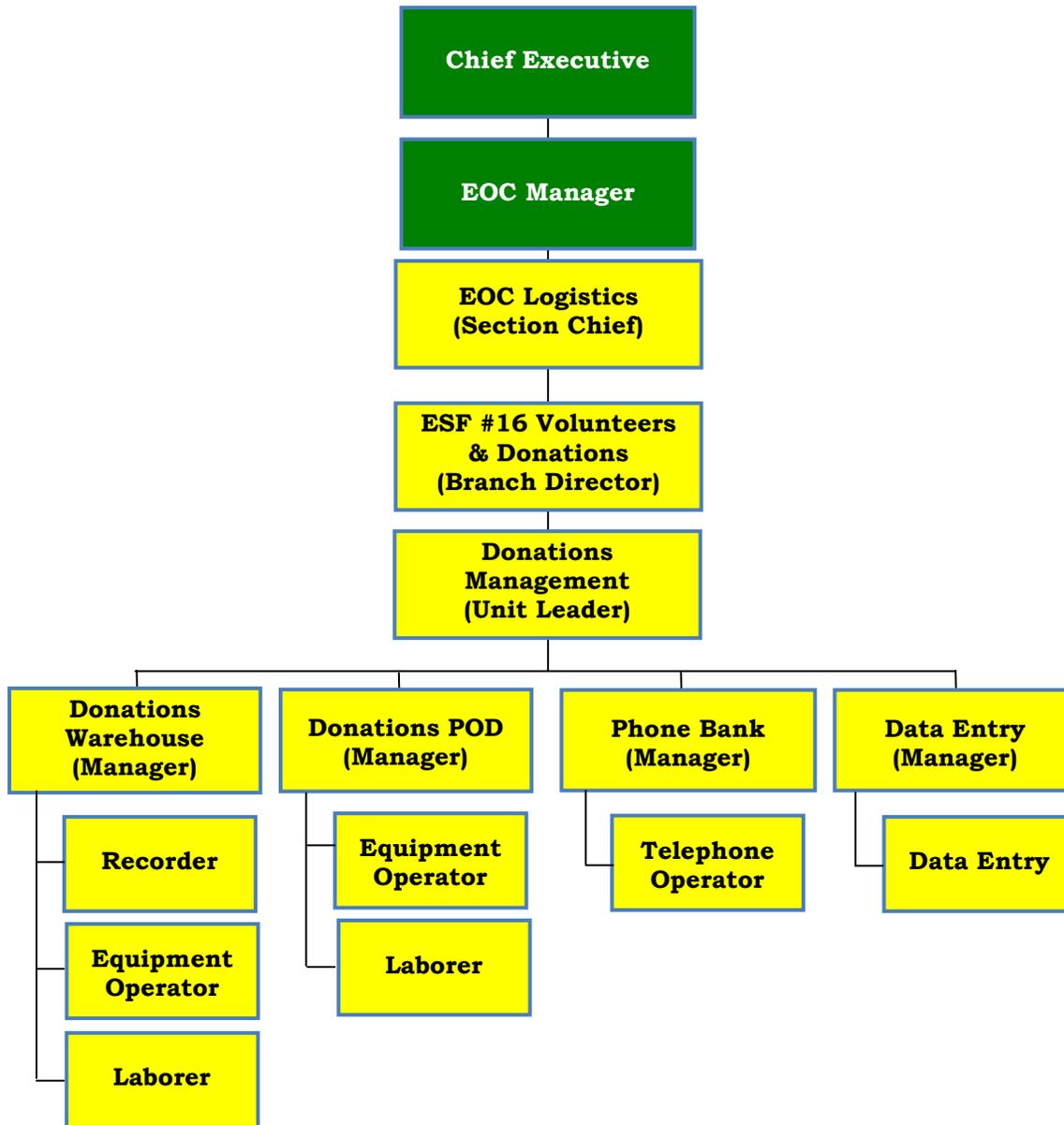
This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable as of the date of the plan's preparation.

The plan provides guidance only; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:

1. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
2. The availability of resources for response at the time of the incident;
3. Decisions of Incident Commanders and political leadership; and
4. Actions taken by neighboring jurisdictions, the State, and the Federal Government.

These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly different from those described in the plan.

Attachment 1
DONATIONS MANAGEMENT ORGANIZATIONAL CHART



Attachment 2

VOLUNTEER & DONATION MANAGEMENT (ESF # 16) CHECKLIST

<p>Pre-Emergency</p>	<p>Coordinate with the Homeland Security and Emergency Management Agency to:</p> <p><u>Volunteers</u></p> <ul style="list-style-type: none"><input type="checkbox"/> Develop a City-County Volunteer Management Plan for coordinating the influx of volunteers offering their services to Butte – Silver Bow in time of emergency. Include provisions for referring needed services to appropriate ESF(s) for consideration. Coordinate planning with other participant organizations.<input type="checkbox"/> Establish potential sites for Emergency Volunteer Centers.<input type="checkbox"/> Develop formal process to register volunteers as agents for the City-County.<input type="checkbox"/> Develop procedures for coordinating assignment of non-emergency personnel with the deployment of volunteer groups to prevent duplication of services.<input type="checkbox"/> Develop procedures for assisting other agencies with job descriptions and personnel management policies related to the deployment of volunteer groups/persons. <p><u>Donations</u></p> <ul style="list-style-type: none"><input type="checkbox"/> Develop a City-County plan for the management of donations. Coordinate plan.<input type="checkbox"/> Develop procedures for development with the state donations management plan for the receiving, storing, sorting and distributing donated goods.<input type="checkbox"/> Train personnel in establishment of donations management group during major emergencies.<input type="checkbox"/> Coordinate with Personnel Department to establish personnel requirements for donations management and center sites.<input type="checkbox"/> Develop procedures for tasking the EOC Logistics/Facilities Unit to secure warehouse space and transportation resources.<input type="checkbox"/> Develop procedures and policies for disseminating information to the general public (through the EOC PIO), and to the various law enforcement agencies regarding routing information, types of material needed, etc.<input type="checkbox"/> Coordinate with the Finance Department to develop procedures and policies for accepting special types of donations (e.g. cash, perishable materials, etc.).<ul style="list-style-type: none">– Utilize the existing City-County procedures for receiving cash donations, as appropriate.<input type="checkbox"/> Plan and coordinate with State VOAD.
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<p>Emergency</p>	<ul style="list-style-type: none"> <input type="checkbox"/> When notified, report to the Butte – Silver Bow EOC. <p><u>Volunteers</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> When notified of an emergency situation, report to the Butte – Silver Bow EOC, if appropriate. <input type="checkbox"/> Provide information to the media (through the EOC PIO or JIC) concerning the proper method(s) of offering services to emergency victims in Butte – Silver Bow should be developed. <input type="checkbox"/> Implement procedures to track offers and their status. <input type="checkbox"/> Establish Volunteer Reception Center for registration of unaffiliated/spontaneous volunteers. <input type="checkbox"/> Screen, evaluate, and assign volunteers. <input type="checkbox"/> Ensure volunteers are self-sustaining with food, water, and shelter. <input type="checkbox"/> Provide other ESFs with periodic updates concerning offers received. When an ESF requests services offered by volunteers, implement procedures to arrange for the deployment of personnel to areas where need exists. <p><u>Donations</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> When notified of an emergency situation, report to the Butte – Silver Bow EOC, if appropriate. <input type="checkbox"/> Implement the City-County Donations Management Plan, which involves the following: <ul style="list-style-type: none"> – The issuance of press releases describing what is needed and what is not needed, as well as procedures for properly packaging, labeling, and transporting donated goods to Donations Management Centers. Additionally, the preference for cash donations as opposed to in-kind donations should be stressed. – The activation of the Donations Branch at the EOC and various other operating locations as dictated by the situation. – The establishment of a Donations Management Center outside the affected area, as well as staging areas for use in managing the deployment of needed goods. <input type="checkbox"/> Coordinate transportation requirements for incoming donations, including: <ul style="list-style-type: none"> – The relaying of information to rest areas and weigh stations concerning routing information and the acceptance or rejection of certain types of donated goods. – The placement of signs indicating routes to the reception center and/or staging areas. – The passage of designated goods for direct delivery to affected areas.
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	<ul style="list-style-type: none"> <input type="checkbox"/> Task Public Works and Purchasing to secure warehouse space at sites near the emergency area. Arrange for security of site (through EOC Police Branch), traffic control, etc. <input type="checkbox"/> Request State EOC to activate the “1-800” number for use in managing donated goods flow (if necessary).
<p>Emergency Operations Center (EOC)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Implement the Volunteer & Donation Management ESF # 16 by establishing the position of Volunteer & Donation Team Leader to assist the EOC Logistics Section Supply Unit and the Planning Section Resource Unit. <p><u>General Actions</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Assess the need for donations. <input type="checkbox"/> Set up one or more collection/distribution centers service area. <input type="checkbox"/> Set up one or more central distribution site(s) for donated goods. <input type="checkbox"/> Set up one or more assembly sites for volunteers from outside the City-County. <input type="checkbox"/> Inform the community about the locations and availability of donated goods and services through the EOC PIO or JIC; coordinate with Resource support ESF # 7. <input type="checkbox"/> Distribute donated goods at service sites <input type="checkbox"/> Coordinate donated goods and volunteer services at service sites with the help of volunteers and City-County employees <input type="checkbox"/> Provide staging areas at recreation centers and parks. <p><u>Volunteers</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Implement procedures to solicit, register, screen, receive, and deploy local volunteers. Establish Emergency Volunteer Center. <input type="checkbox"/> Determine present and future need for volunteer resources. <input type="checkbox"/> Obtain and coordinate volunteer resources as requested by field incident commanders. <input type="checkbox"/> Establish Volunteer Reception Center for registration of unaffiliated/spontaneous volunteers. <input type="checkbox"/> Sources for resources can include: <ul style="list-style-type: none"> - Red Cross. - Salvation Army. - United Way. - Churches, and their affiliations. - General public. - Pre-existing volunteer organizations. <input type="checkbox"/> Coordinate, when necessary, with the State through the Butte – Silver Bow Emergency Volunteer Center and the EOC Manager for the influx of volunteer help offered in aftermath of an emergency.

	<p><u>Donations</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide coordination of donations with the appropriate tasked organizations. <input type="checkbox"/> Determine present and future needs for donated goods (type and approximate numbers). <input type="checkbox"/> Develop information for public distribution (through PIO or JIC) describing items needed, where to send them, etc. <input type="checkbox"/> Through the EOC Public Information Officer disseminates information to ensure that offers are not inappropriate to needs. <input type="checkbox"/> Periodically update public information concerning needed items, etc. <input type="checkbox"/> Receive offers of donated goods and services; match offers to needs. <input type="checkbox"/> Coordinate delivery system to affected population. <ul style="list-style-type: none"> – Request transportation resources from Logistics to facilitate the movement of needed items to staging areas or into the emergency area. <input type="checkbox"/> As goods arrive, provide periodic listings for distribution to EOC Section Chiefs and Branch Directors so they will know what is available through the system. <input type="checkbox"/> Respond to inquiries from other EOC Branches and Units regarding availability of certain items. <input type="checkbox"/> Coordinate with the State when necessary, for the influx of donated goods offered in aftermath of an emergency. <input type="checkbox"/> Coordinate activities with the State ECC through the EOC Manager. <input type="checkbox"/> Implement procedures for disposing of unneeded or unusable items. <input type="checkbox"/> Manage cash donations received. <input type="checkbox"/> Implement cash management policies/procedures to insure accountability for all cash donations received.
<p>Recovery Actions</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Continue to assess the need for recovery goods and services. <input type="checkbox"/> Continue to monitor and report needs to EOC. <input type="checkbox"/> Coordinate delivery of donated goods into and out of the central distribution center. <input type="checkbox"/> Continue to inform the community about the locations and availability of goods and services through the EOC. <input type="checkbox"/> Continue to distribute donated goods at service sites. <input type="checkbox"/> Continue to collect donated goods and volunteer services at service sites with the help of volunteers and City-County employees.