

ANNEX T

DONATIONS MANAGEMENT

CITY OF HOUSTON

APPROVAL & IMPLEMENTATION

Annex T

Donations Management



Sharon A. Nalls
Emergency Management Coordinator

9-12-07

Date



Mike Montgomery
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Harris County Homeland Security & Emergency Management Office

9/12/07

Date

ACKNOWLEDGEMENT

The representatives from the organizations listed below assisted in developing this annex and have reviewed its contents.

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ANNEX T

DONATIONS MANAGEMENT

I. AUTHORITY

See City's/County's Emergency Management Plan.

II. PURPOSE

The purpose of this annex is to outline the concept of operations, 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
CERT	Community Emergency Response Team
COH	City of Houston
DC	Donations Coordinator
DCT	Donation Coordination Team
DOO	Donations Operations Office
DMC	Donations Management Council
EOC	Emergency Operations Center
HC	Harris County
HFB	Houston Food Bank
MAW	Multi Agency Warehouse
NIMS	National Incident Management System
OEM	Office of Emergency Management
PIO	Public Information Office/Officer
PSA	Public Service Announcement
TSA	The Salvation Army
VOAID or VOAD	Voluntary Organizations Active in Disaster
VOLAG	Volunteer Agencies
UNC	UnMet Needs Committee (Also know as Resource Coordination Committee-RCC)

B. Definitions

Donations refer to the following:

1. Cash: Currency, checks, money orders, securities, etc.
2. Goods: Food, water, new clothing, equipment, new toys, furniture, new bedding, new cleaning supplies, and 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 COH’S & HC’S Emergency Management Plans, these 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 occur where there is high level of media interest, many individuals might want to donate money, goods, and/or services to assist the victims or participate in the recovery process. The amount of donations offered could be sizable. Disaster service organizations could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims and supervising volunteer workers desiring to assist in the effort.
2. According to Chapter 418.074 of the Texas Government Code, the Mayor/County Judge may accept a donation (in the form of a gift, grant, or loan) on behalf of the City/County for purposes of emergency services or disaster recovery. In turn, the City/County 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 and/or delivered to the COH or HC 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, the COH/HC and local volunteer groups and agencies 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 volunteer groups or simply delivered to local government for them to distribute as appropriate.

Monetary donations for disaster victims should be made to local social service agencies, as appropriate. Monetary donations may also 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 distribution points to be picked up by disaster victims.

10. Donors may want to:
 - a. Know what is needed in the local area -- monetary, goods, and/or services.
 - b. Know how they should transport their donations 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 donations for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know to whom, specifically, received their donations.
 - e. Have their donations 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 distribution points.
 - b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
 - c. Have unmet needs which can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of our donations management program 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 monetary 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, in themselves, become a major problem.

B. Operational Concepts

1. The COH/HC do not wish to operate a system to collect, process, and distribute donations to disaster victims. Community-based organizations

(CBOs) and other volunteer organizations (VOAIDs) that have successfully handled donations in the past best operate such a system. However, experience has shown that volunteer groups can be overwhelmed by the volume of donations and may need certain government assistance, such as trying to secure warehouse space, providing transportation, traffic control and security.

2. Recognized CBOs and VOAIDs have been accepting, handling, and distributing donations for many years. These organizations 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 informed to work through recognized community, state, or national social service organizations or voluntary human resource providers in the community in which they live.
3. Monetary donation is generally the preferred donation for disaster relief. Monetary donations to CBOs and VOAIDs for disaster relief allows 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. Monetary donations also reduce the tasks of transporting, sorting, and distributing donated goods.
4. It is extremely important to secure a warehouse to store donations. The possibility of having a warehouse donated for storage after a disaster occurs is not very likely; however, efforts to secure one should be made. Monetary donations could be used to help pay for leasing a warehouse. Food donations will be referred to the Houston Food Bank.

C. Donations Management Program

The donations management program for the COH/HC would likely be comprised of several organizational elements and several operating units that are activated, as needed, at a level suitable for the anticipated workload. The organizational elements would probably include a Donations Coordinator (DC), Donations Management Council (DMC). The DC, with input from the DMC, is to determine what operating units would be required for a disaster. It may include: a Donations Operations Office (DOO), a Multi-Agency Warehouses (MAW), a Phone Bank, one or more Distribution Points, and a procedure to handle volunteers, determined by the Donations Management Council.

If a major disaster impacts the Houston metropolitan area, state and/or federal assistance may be sent to aid in the local donations management program. In such circumstances, it is recommended that a Donations Coordination Team (DCT) be established to coordinate this joint effort. The DCT should include appropriate representation from the local DMC as well as local, state and/or federal agencies having donation management responsibilities.

1. Organizational Elements

- a. Donations Coordinator. The DC shall coordinate the donations management efforts of volunteer groups and local government. The Adventist Community Services (ACS) has agreed to perform this function.
- b. Donations Management Council. The DMC provides policy guidance and general direction for the donations program. Oftentimes the core of the Council is comprised of local volunteer agencies (VOLAGs) such as the American Red Cross (ARC), The Salvation Army (TSA), Adventist Community Service (ACS), Houston Food Bank (HFB) or other VOLAGs the DC may deem necessary. A representative from the COH/HC, Offices of Emergency Management will be a member of this Group. The DC is responsible for organizing the DMC and normally chairs the Group. When a disaster has occurred, the DMC should meet regularly to address policy issues and coordinate the solution to major challenges.

2. Operating Units

The operating units listed may be 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. Some of the operating units may be collocated if suitable facilities are 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 probably staff most of these facilities.

- a. The Donations Operations Office (DOO).
 - 1) The DOO coordinates operation of the donations management program in the aftermath of a disaster. The DC will determine its location with input from the DSG. Further, it will:
 - a) Maintains a Current Donation Needs List (see Appendix 1), if necessary, and handles phone responses and refers monetary donations to the appropriate agency.
 - b) Handles correspondence related to the donations management program.
 - c) Ensures an appropriate accounting and disbursing system is established for any monetary donations received.
 - d) Works closely with the Public Information Officers (PIOs) 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.

b. Phone Bank

- 1) A Phone Bank is normally established to receive and respond to offers of donations and disseminate other disaster-related information. During the initial phase of a major disaster, each CBO may maintain a Phone Bank operation. The Phone Bank may refer some donors to other agencies that may be better equipped to handle their donations.
- 2) Donation offers received by phone for goods and services on the Current Donation Needs List will normally be recorded on a Record of Donation Offer (see Appendix 1) and provided to the DOO for follow-up action.
- 3) The Phone Bank will be coordinate with the DC and work closely with the COH/HC Emergency Operations Centers (EOCs) 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) For more information on the operation of the Phone Bank, see Appendix 4, Tab G.

c. Multi-Agency Warehouse (MAW) - Warehouses

Responding agencies will maintain their own MAWs and decide what additional MAWs, if any, would be needed.

An MAW may be established to receive, sort, organize, repackage if necessary, and temporarily store donated and other goods and then transport them to Distribution Points where victims can pick them up.

It is normally located in close proximity to the disaster areas and is operated by volunteer workers. Because of their expertise in warehouse management, the Adventist Community Services (ACS) has an agreement with the COH & HC to operate the MAWs.

d. Distribution Points

- 1) Sites from which ready-to-use goods or other assistance will be provided to disaster victims.
- 2) Local CBOs and VOAIDs typically operate them.
- 3) 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 Distribution Points.

e. Volunteer Center

1) A Volunteer Center is a facility where spontaneous, emergent, unaffiliated volunteers are assembled, registered, assigned recovery tasks, and provide 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/s should be located in reasonable proximity to the disaster area, but not in that area.

3) See Appendix 4, Tab I for on the operation of the Volunteer Center.

D. Actions by Phases of 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. Be sure the DC has been appointed.
- b. Be sure this annex is current and outlines the local donations management plan.
- c. Identify possible sites for the Donations Operations Office, Phone Bank, Distribution Points, and a Volunteer Center.
- d. Develop tentative operating procedures for the Phone Bank, Distribution Points, and Volunteer Center and determine how those facilities will communicate with each other.
- e. Coordinate with the volunteer organizations that could provide assistance in operating the local 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. 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.
 - b. Activate the DMC.
 - c. Activate the Phone Bank and information management system.
 - d. Activate staff for donation management facilities.
 - e. Provide the media (through the PIOs) with information regarding donation needs and procedures, and regularly update that information.
3. Recovery
- a. The DMC should determine which donation management facilities will and will not be activated.
 - b. Staff donations management facilities with volunteer or paid workers.
 - c. Collect, sort, store, distribute, and properly determine disposition of donations, if necessary.
 - d. Continually assess donations management operations.
 - e. In coordination with the PIOs, provide regular updates to the media on donations procedures, progress, and status.
 - f. 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 all donations received.
 - h. Coordinate with CBO, Faith and Non-Faith Groups on the activation of the UNC, if needed, to provide continuing assistance to victims.
 - i. Donations activities and functions are not generally reimbursable; however, if certain expenses are considered for reimbursement, accurate records will need to be maintained and submitted appropriate agencies.
 - j. The DC may be asked to participate in the formation of the Unmet Needs Committee and it may continue to operate for an extended period. Members may include representatives of local volunteer organizations, local faith-based organizations and other interested organizations. The Unmet Needs Committee (UNC) consists of twenty (20) agencies and is organized by the United Ways of Texas. The function of the UNC is to assist disaster victims who

need assistance that government has been unable to provide, either for short or long term recovery. The Committee may be formed as soon as practicable after a disaster occurs.

E. National Incident Management System (NIMS)

The National Incident Management System (NIMS) will be used to manage and efficiently mitigate any such incident by integrating a combination of facilities, equipment, personnel, procedures, and communications into a common organizational structure. NIMS is used to organize both near-term and long-term field level operations for a broad spectrum of emergencies, from small to complex incidents, both natural and manmade. Description of the implementation is located within the Basic Emergency Management, Annex I - Public Information, Annex M – Resource Management and Annex N – Directions. Departmental policies and procedures are developed based on these principles.

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, may be supplemented by government personnel and other resources where needed, available and appropriate. The organizations described in this annex are composed largely of volunteers and/or staff; the facilities described in this annex will be primarily operated by volunteers.
2. The normal City/County emergency organization, described in the COH's/HC's Emergency Management Plan, will carry out government activities in support of donation management.
3. The COH or HC will be responsible for managing donations (monetary or goods) that are made to the City or County government for disaster relief, subject to any regulations that may be enacted by the City Council or County Commissioners.

B. Task Assignments

1. The EMCs will:
 - a. Appoint a DC.
 - b. Work with participating organizations to ensure, to the extent possible, that the City of Houston and Harris County have an effective donations management program.
 - c. Monitor the operation of the donations management program when activated.
2. The DC will:
 - a. Coordinate planning for and oversee the operation of the donations management program.
 - b. Facilitate and chair the DMC.

- c. Identify key donations management positions.
 - d. Provide the media, in coordination with the PIOs, information on donations management for dissemination to the public.
 - e. Provide the EOC with reports on donations management operations, as necessary.
 - f. Develop and maintain, in coordination with the Donation Management Council, a Donations Management Operations Guide (Appendix 4 to this annex) as a separately published document.
3. The DMC will:
- a. Assist the DC in developing a donations management program for the COH/HC 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 in 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. Work together to determine the best method for handling and distributing large-volume or high-value donations received from the public or corporate entities.
 - f. If requested, assist the DC in making the decision when to terminate or consolidate donations management functions.

VII. DIRECTION AND CONTROL

A. General

- 1. The EMC is responsible for all governmental activities involved with the jurisdiction's donations management system.
- 2. The DMC should provide general guidance for donations management operations.
- 3. The DC will manage the donations management program and coordinate the efforts of volunteer groups and local government.
- 4. The work of volunteers and paid government employees at a donations management facility will be directed by the supervisor of that facility.
- 5. Volunteers working as an integral part of a recognized volunteer group (e.g., the ARC, the ACS, TSA, 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 their absence.

B. Coordination

The DC will coordinate with the EOCs as needed.

VIII. READINESS LEVELS

A. Refer to Basic Plan, Section 3.2.2 for Readiness Levels **Green** and **Blue** (Level IV). Part B-D below is specific to this annex and in addition to actions/activities for the identified readiness levels defined in the Basic Plan.

B. **Yellow** (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. **Orange** (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. **Red** (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

During emergency operations, the Donations Operations Office compile and provide a daily summary of significant donations management activities to the EOCs for use in staff briefing and inclusion in periodic Situation Reports (See Annex N).

B. Records

1. Activity logs - Each donations facility should maintain a log of major activities at that facility.
2. The DMC and the UNC may each appoint a secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group. The DC should maintain those records.

3. Documentation of costs – Expenses incurred in operating the donations management system are generally not recoverable. However, in the event local, 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. Post Incident Review

See COH's & HC's Emergency Management Plans.

D. Training

1. The DC should attend training in donations management. The State Division of Emergency Management offers such training.
2. Donations management facilities are responsible for providing on-the-job training for individuals who will be working in their facilities.

E. Exercises

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

X. ANNEX DEVELOPMENT & MAINTENANCE

- A. The EMCs with input from the DMC are responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded to OEM as needs become apparent.
- B. This annex will be reviewed annually and updated once every five (5) years or sooner, if necessary.
- C. Individuals agencies and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating guidelines (SOGs) to carry out those responsibilities.

XI. REFERENCES

- A. FEMA, Donations Management Guidance Manual, Feb 1995
- B. FEMA, Donations Management Workshop (Student Manual), Oct 1997
- C. FEMA, Donations Management Workshop (Toolbox), Oct 1997
- D. FEMA, *Support Annex (DM-1)*, Apr 1999

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 - Donations Coordinator Appointment
- Tab B - Donations Management Council
- Tab C - Key Donation Management Members
- Tab D - Unmet Needs Committee
- Tab E - Donations Operations Office (DOO)
- Tab F - Multi-Agency Warehouse (MAW)
- Tab G - Phone Bank
- Tab H - Service Sites
- Tab I - Volunteers
- Tab J - Handling Monetary Donations

APPENDIX 2 TO ANNEX T
RECORD OF DONATION OFFER
COH/HC

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 TO ANNEX T
Public Information Release
SAMPLE
(City/County Letterhead)
(Date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT:

We are receiving citizens and community inquires 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.

Monetary is the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. Monetary donation may be sent to the organization of your choice.

If you have any questions, please contact the Donations Coordinator, Ms. Linda Walker at (832) 928-4937.

Yours truly,

Sharon A. Nalls, Assistant Director & Emergency Management Coordinator
City of Houston

Mike Montgomery
Emergency Management Coordinator & Fire Marshal
Harris County Homeland Security & Emergency Management Office

APPENDIX 4 TO ANNEX T

DONATIONS MANAGEMENT

OPERATIONS GUIDE

City of Houston/Harris County

Work in progress and will be on file with Offices of Emergency Management.

APPENDIX 4 TO ANNEX T
**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 will be partially completed to provide contact information for key donations personnel, 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. In this phase, the Guide will be developed and maintained by the Donations Coordinator with the assistance of the Donations Management Council. Copies will be provided to members of the Donations Management Council, key donations management personnel, and the Emergency Management Coordinators.
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. It is anticipated that 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 Management Council, key donations management personnel, the Unmet Needs Committee, and 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 Donations Coordinator Appointment
 - Tab B Donations Management Council
 - Tab C Key Donations Management Members
 - Tab D Unmet Needs Committee
 - Tab E Donations Operations Office (DOO)
 - Tab F Multi-Agency Warehouse (MAW)
 - Tab G Phone Bank
 - Tab H Distribution Points
 - Tab I Volunteers
 - Tab J Handling Monetary Donations



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TAB A TO APPENDIX 4 TO ANNEX T

September 12, 2006

Mr. Joe Watts
Community Services Division
Adventist Community Services
2025 Turning Basin # 818
Houston, TX 77029

Dear Mr. Watts:

RE: Donations Management Coordinator Appointment

Herewith, I have appointed Linda Walker of the Adventist Community Services as the Donations Coordinator (DC) for the City of Houston. In this capacity, she will supervise the donations management program for the city in accordance with guidelines and direction provided in Annex T (Donations Management) to the City of Houston's Emergency Management Plan.

The DC will provide guidance, direction, and supervision to the city's donations management program when activated during or after a major emergency or disaster and will work closely and collaborate with all recognized voluntary agencies in the city and county that will be helping victims during and after a disaster.

Thank you for agreeing to support the City of Houston in this matter.

Sincerely,

Sharon A. Nalls
Emergency Management Coordinator

Council Members: Toni Lawrence Jarvis Johnson Anne Clutterbuck Ada Edwards Addie Wiseman M.J. Khan, P.E. Pam Holm
Carol Alvarado Adrian Garcia Peter Brown Sue Lovell Shelley Sekula-Gibbs, M.D. Ronald C. Green Michael Berry City Controller:
Annise D. Parker



**HARRIS COUNTY OFFICE OF
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September 20, 2007

Mr. Joe Watts
Community Services Director
Adventist Community Services
2025 Turning Basin #818
Houston, TX 77029

Dear Mr. Watts:

RE: Donations Management Coordinator Appointment

Herewith, I have appointed Linda Walker of the Adventist Community Services as the Donations Coordinator (DC) for Harris County. In this capacity, she will supervise the donations management program for the County in accordance with the guidelines and direction provided in Annex T (Donations Management) to the Harris County Emergency Management Plan.

The DC will provide guidance, direction, and supervision to the County's donations management program when activated during or after a major emergency or disaster and will work closely and collaborate with all recognized voluntary agencies in the County and City that will be helping victims during and after a disaster.

Thank you for agreeing to support the Harris County in this matter.

Sincerely,

Mike Montgomery
Emergency Management Coordinator
Harris County, Texas

**TAB B TO APPENDIX 4 TO ANNEX T
DONATIONS MANAGEMENT COUNCIL (DMC)**

1. The Donations Management Council (DMC) should consist of local government officials, community leaders and members of CBOs and VOLAGs who would have an interest in setting policy for and being a part of the donations management program, if needed.
2. The following are typically represented on the DMC:
 - a. Donations Coordinator
 - b. Representatives from CBOs
 - c. Representatives from VOLAGs
 - d. Representatives from the City
 - e. Representatives from the County
 - f. Other volunteer organizations the DC deems necessary.
3. Refer to section V.C.1.b of this annex.

TAB C TO APPENDIX 4 TO ANNEX T
DONATIONS MANAGEMENT COUNCIL MEMBERS

1. Adventist Community Service
Representative's Name/Title: Linda Walker or designed representative
Agency Address: 2215 Lanark Avenue, Dallas, Texas 75203
Office Phone: 281-351-0219
Cell: 832-928-4937
Fax: 281-351-1924

2. American Red Cross-Greater Houston Area Chapter
Representative's Name/Title: Tim Kidwell or designed representative
Agency Address: 2700 Southwest Freeway, Houston, Texas 77001-0397
Office Phone: 713-526-8300
Direct Office Line: 713-313-1618
Cell: 713-416-8569
Fax: 713-526-3267

3. The Salvation Army
Representative's Name/Title: Dominic Janflone or
Agency Address: 1500 Austin, Houston, TX 77002
Office Phone: 713-752-0677
Fax: 713-752-0078

Rolan Chambless
Office Phone: 832-201-8019
Cell Phone: 832-969-6578

4. Houston Food Bank
Representative's Name/Title: Brian Greene or
Agency Address: 3811 Eastex Freeway, Houston, Texas 77026
Office Phone: 713-223-3700
Direct Office Line: 713-547-8602
Cell: 281-924-9332
Fax: 713-547-8675

Office Phone: 713-223-3700
Cell Phone: 281-830-0492

5. A designated representative from the City of Houston Office of Emergency Management may be included.
Agency Address: 5520 N. Shepherd Drive, Houston, Texas 77091
Office Phone: 713-884-4500
Fax: 713-884-4545

6. A designated representative from the Harris County Office of Emergency Management may be included.

Agency Address: 6922 Old Katy Road, Houston, Texas 77024
Office Phone: 713-881-3100
Fax: 713-881-3700

Representatives from other CBOs, VOAIIDs and governmental agencies may be added as needed.

TAB D TO APPENDIX 4 TO ANNEX T
UNMET NEEDS COMMITTEE

To Unmet Needs Committee may convene as soon to address long term recovery.

The Unmet Needs Committee is organized by the United Ways of Texas (Houston Office). The Office telephone number is: 713-685-2325; Fax: 713-685-2836.

TAB E TO APPENDIX 4 TO ANNEX T
DONATIONS OPERATIONS OFFICE (DOO)

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

The address of the Donations Operations Office will be part of the Donation Operations Guide. Confidential telephone numbers and locations will be included in this document. This document will be maintained in the Offices of Emergency Management for the City of Houston and Harris County.

TAB F TO APPENDIX 4 TO ANNEX T

Multi-Agency Warehouse (MAW)

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

The Multi-Agency Warehouse (MAW) will be managed by the Adventist Community Services (ACS) and it will be accept donations from individuals, corporations, and companies. ACS will make donated goods available to qualified agencies distributing donated goods.

TAB G TO APPENDIX 4 TO ANNEX T
PHONE BANK

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

A phone bank will be established to handle all donation calls. Work still in progress.

TAB H TO APPENDIX 4 TO ANNEX T

Distribution Points

To be determined and completed based upon the need and as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

Work is in progress.

TAB I TO APPENDIX 4 TO ANNEX T
VOLUNTEERS

To be completed as soon as it becomes apparent that the donations management function will be activated for a significant emergency or disaster.

The City of Houston and Harris County and numerous volunteer organizations will assist in the selection, screening, placement and coordination of volunteer in conjunction with the DMC.

**TAB J TO APPENDIX 4 TO ANNEX T
HANDLING MONETARY DONATIONS**

Refer to section V.B.3 of this annex.