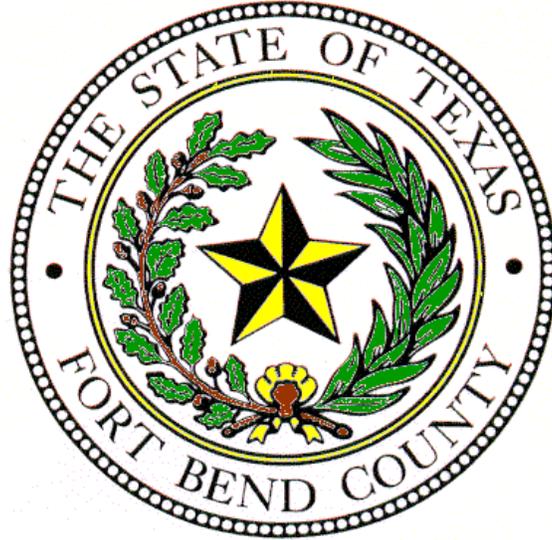


ANNEX T



DONATIONS MANAGEMENT

Fort Bend County

APPROVAL & IMPLEMENTATION

Annex T

Donations Management

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

Signed by:



KP George,
County Judge
Fort Bend County

2.26.2019

Date

Reviewed by:



Debbie Kaminski, CPPB
Purchasing Agent
Fort Bend County

2-13-19

Date



Mark Flathouse
Fire Marshal/Emergency Management Coordinator
Fort Bend County

2/18/19

Date

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 a disaster.

III. EXPLANATION OF TERMS

A. Acronyms

CBO	Community-Based (Volunteer) Organization
EOC	Emergency Operations Center
FBR	Fort Bend Recovers
LTRG	Long-Term Recovery Group
PIO	Public Information Officer
VOAD	Voluntary Organizations Active in Disaster

B. Definitions

1. Donations refer to the following:
 - a. Financial: Cash, currency, checks, money orders, securities, etc.
 - b. Goods: Food, water, clothing, equipment, toys, furniture, pharmaceuticals, bedding, cleaning supplies, building materials, etc.
 - c. In-kind services: Professional, skilled, or unskilled services that may or may not provide specialized equipment or capabilities such as clean-up crews and home repair teams. Can also include the use of facilities, such as a warehouse for storing donations.
 - d. Volunteers:
 - i. Individuals who are not members of any particular volunteer group (often referred to as “spontaneous” or “non-affiliated” volunteers).
 - ii. Individuals who are members of recognized disaster relief organizations that have undergone formal training by those organizations (i.e., “affiliated” volunteers).
 - iii. People with specialized training and expertise (e.g., doctors, nurses, medics, search and rescue, firefighting, heavy equipment operators, etc.) who may either be non-affiliated or members of a disaster relief organization.
2. Short-Term Recovery Donations: Generally, refers to financial, material, or in-kind donations to meet basic needs immediately following a disaster. This generally includes food, water, new clothing, medications, and the services and support to provide basic needs to disaster survivors.
3. Long-Term Recovery Donations: Generally, refers to financial, material, or in-kind donations to meet long-term recovery needs immediately following a disaster. This

generally includes building materials, furniture, and unmet needs assistance.

4. **Fort Bend Recovers:** A collaborative network of non-profit, faith-based, and governmental organizations and business partners that serves as Fort Bend County’s long-term recovery group and addresses the long-term needs of Fort Bend County following a disaster.

IV. SITUATION & ASSUMPTIONS

A. Situation

1. As noted in the Basic Plan, Fort Bend County and its Joint Resolution Jurisdictions are at risk from several 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 aid the survivors 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 survivors. Similarly, there can be a large challenge associated with supervising volunteer workers desiring to assist in the recovery 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 survivors. Such a system is best operated by Fort Bend Recovers (Fort Bend County’s long-term recovery group) or 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 Fort Bend Recovers and volunteer organizations and agencies.

According to Tex. Gov’t Code § 418.074, the federal government, another public or private agency, or an individual offers to the state or through the state to a political subdivision services, equipment, supplies, materials, or funds as a gift, grant, or loan for purposes of emergency services or disaster recovery 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 the donations are received.

B. Assumptions

1. Should a disaster occur, donations may be given/delivered to Fort Bend County and/or the Joint Resolution Jurisdictions whether or not they are solicited. In large quantities, such donations may overwhelm the capability of the local community to handle and distribute them.
2. In a disaster affecting the jurisdiction, local government, the long-term recovery group, 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 survivors may be made to local government.

4. To the extent possible, local community-based organizations will coordinate donations management operations in the short-term recovery phase immediately following a disaster.
5. To the extent possible, Fort Bend Recovers will coordinate donations management and solicit necessary donations for and during the intermediate and long-term recovery phases following a disaster.
6. Most donations and volunteer services will be offered in the short-term and intermediate phases of recovery, however the need for donations and volunteer services remain in the long-term phase of recovery, albeit the type of donations and volunteer services may change.
7. Many individuals donate goods that are not needed by disaster survivors 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.
8. In some cases, the amount of donations received by a community may relate more to the media attention the disaster receives rather than the magnitude of the disaster or the number of survivors.
9. The problem of unneeded donations can be reduced, but not necessarily 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.
10. 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 are not really 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 (e.g. expired foodstuffs or pharmaceuticals), unusable (e.g. broken furniture; dirty or torn clothing), or unsuitable (e.g. 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 survivors.
 - e. Be offered at a “discount” to disaster survivors, 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.
11. 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.
12. Donations may frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, garbage bags, 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 survivors.

13. Donors and volunteers 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 survivors, 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 house of worship, 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, provided with lodging, and given specific projects if they are providing volunteer services.

14. Disaster survivors 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 donation distribution process.
- c. May have unmet needs which can be satisfied by additional donations.

15. If documented properly, eligible donated resources can contribute toward the local jurisdiction’s non-federal cost share of eligible FEMA Public Assistance Emergency Work Project Worksheets.

V. CONCEPT OF OPERATIONS

A. Objectives

The donations management program objectives are to:

- 1. Determine the needs of disaster survivors 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 survivors 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 survivors. Such a system is best operated by Fort Bend Recovers or 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 Fort Bend Recovers and 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 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 survivors or provide vouchers to disaster survivors 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 Management Work Group, and the Unmet Needs Committee. The operating units include: a Recovery Unit and/or Disaster Recovery Manager in the Emergency Operations Center (to operate as a Donations Operations Office); a Donations Warehouse; a Phone Bank; one or more Donation Distribution Points (local community-based organizations); and a Volunteer Reception Center.

1. Organizational Elements

- a. Donations Coordinator. A Donations Coordinator, in conjunction with the Fort Bend Recovers Donations Management Work Group, 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 Donations Coordinator appointment letter.
- b. Other Key Donations Management Personnel. Other 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 Warehouse, Phone Bank, Volunteer Reception 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 other key donations management personnel.
- c. Donations Management Work Group. The Donations Management Work Group under Fort Bend Recovers should provide 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 Fort Bend Recovers Donations Management Chairperson(s) handles organizing the Donations Management Work Group. The Donations Coordinator should serve as a member of this work group. See Appendix 4, Tab B for the Fort Bend Recovers Donations Management Work Group membership roster. When a disaster has occurred, the Fort Bend Recovers Donations Management Work Group should meet regularly to address policy issues and coordinate the solution to major challenges, such as soliciting needed donations and locating a suitable facility for a donations warehouse(s).
- d. Unmet Needs Committee. The function of the Unmet Needs Committee is to assist disaster survivors whose needs are for goods or services but are not covered by personal means, insurance, or existing assistance programs. Fort Bend Recovers will facilitate forming an Unmet Needs Committee as soon as practicable or necessary after a disaster occurs. The Unmet Needs Committee may continue to operate for an extended period. The Unmet Needs Committee should consist of representatives from organizations that can provide money or materials to assist in disaster relief and members of the long-term recovery group's steering committee. Members can include:
- i. Representatives of local volunteer organizations;
 - ii. Representatives of the local ministerial alliance or houses of worship;
 - iii. Representatives of corporations that have money or goods available for disaster recovery efforts;
 - iv. Prominent and trusted members of the community.

Although Fort Bend Recovers should assist in forming the Unmet Needs Committee, its Chairperson should be elected by the committee's members and preferably be a highly regarded and well-known local resident who does not have other major commitments or a facilitator of Fort Bend Recovers. The Chairperson of the Unmet Needs Committee will be elected at the time the committee is formed following a disaster. See Appendix 4, Tab D, for more information about the Unmet Needs Committee.

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 preparedness planning; see Appendix 4. Some of the operating units listed below may be collocated if suitable facilities are available; for example, the Volunteer Reception Center may be collocated with the Donations 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 these facilities.

- a. The Recovery Unit and/or the Disaster Recovery Manager at the Fort Bend County and/or Joint Resolution Jurisdictions' Emergency Operations Center
- i. The Recovery Unit and/or the Disaster Recovery Manager coordinates the operation of the donations management program in the aftermath of a disaster. Further, the Recovery Unit and/or the Disaster Recovery Manager 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) Coordinates with the Donations Coordinator to ensure an appropriate accounting and disbursing system is established for any financial donations received to Fort Bend County (as a governmental entity) (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.
- ii. See Appendix 4, Tab E, for additional information on the operation of the Recovery Unit and/or Disaster Recovery Manager in the Fort Bend County Emergency Operations Center.
- b. Phone Bank
 - i. The Fort Bend County Emergency Operations Center and/or the Joint Resolutions Jurisdictions may establish a Phone Bank before, during, or after a disaster. This phone bank, or a separate donations and volunteer management phone bank that is established at the time of the disaster, can 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.
 - ii. Unless a donations warehouse is already established, the Phone Bank will refer potential donors or volunteers to existing local organizations that are receiving donations and/or accepting volunteers.
 - iii. If necessary, donation offers received by phone for goods and services on the Current Needs List can be recorded on a Record of Donation Offer, which will be provided to the Recovery Unit in the Emergency Operations Center for follow-up action and coordination with the Donations Coordinator and the Fort Bend Recovers Donations Management Work Group. See Appendix 2 for an example of the Donation Offer Record.
 - iv. The Phone Bank should work closely with the Fort Bend County and/or Joint Resolution Jurisdiction Emergency Operations Center (EOC) to advise donors and the public on items needed and not needed; to obtain official, updated disaster relief information for rumor control; to provide survivor assistance referrals; to provide data for government situation reports; etc.
 - v. See Appendix 4, Tab G for information on the operation of the Phone Bank (separate from the EOC Phone Bank) and the facilities, equipment, and staffing required.
- c. Donations Warehouse
 - i. A Donations 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 disaster survivors can pick them up.
 - ii. The donations warehouse is normally located outside of, but close to, the disaster area and is normally operated by volunteer workers. The donations warehouse should be managed in collaboration between the Donations Coordinator, the Fort Bend Recovers Donations Management Work Group, local community-based organizations, and national VOADs (e.g. Adventist Community Services) if applicable.
 - iii. A regional donations warehouse may be established to serve a group of affected communities. If a regional donations warehouse is established, volunteers from those communities that receive goods from the facility will normally participate in its operation.
 - iv. See Appendix 4, Tab F, for information on the operation of the Donations Warehouse and the facilities, equipment, and staffing required.

- d. Donation Distribution Points
 - i. 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 Warehouse) or financial assistance will be distributed to disaster survivors.
 - ii. Donation distribution points are typically operated by local community-based organizations (CBOs) or nationally recognized volunteer agencies such as The Salvation Army and the American Red Cross.
 - iii. Donation distribution points are generally located in proximity to areas where disaster survivors are living. They may be housed in facilities owned by volunteer groups, local government, or in donated space.
 - iv. See Appendix 4, Tab H, for information on the operation of Donation Distribution Points and the facilities, equipment, and staffing required.
- e. Volunteer Reception Center
 - i. The Volunteer Reception Center is a facility where spontaneous and unaffiliated volunteers assemble and are registered, assigned recovery tasks, and provided logistical and other support. Volunteers may be assigned to a specific non-profit agency with volunteer work, to operate various donation management facilities, to provide direct assistance to survivors (such as clean-up and home repair), or to assist government departments in recovery operations.
 - ii. The Volunteer Reception Center should be located in reasonable proximity to the disaster area, but not directly in the impacted area.
 - iii. The Volunteer Reception Center may also operate virtually, online through existing volunteer recruiting platforms.
 - iv. See Appendix 4, Tab I, for information on the operation of the Volunteer Reception Center and the facilities, equipment, and staffing required.

D. Activities by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of a disaster. 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 Donations Management Work Group under Fort Bend Recovers 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 (separate from the EOC Phone Bank), Donations Warehouse, and a Volunteer Reception Center. Refer to Appendix 4.
- d. Develop tentative operating procedures for the Donations and Volunteer Management Phone Bank, Donations Warehouse, Donation Distribution Points, and Volunteer Reception Center and determine how those facilities will communicate with each other.
- e. Identify and coordinate with 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 recovery 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 Donations Management Work Group under Fort Bend Recovers.
- 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 Fort Bend Recovers Donations Management Work Group and the Donations Coordinator 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 and documentation of donations (goods, financial, and services) received and, where appropriate, thank donors.
- h. Activate the Unmet Needs Committee under Fort Bend Recovers to provide assistance to survivors with unmet needs, 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. In certain circumstances, eligible donated resources can contribute toward the local jurisdiction’s non-federal cost share of eligible FEMA Public Assistance projects under Category B (Emergency Work) if documented properly.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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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, goods, or services) that are made to Fort Bend County or the Joint Resolution Jurisdiction for disaster relief, subject to any regulations that may be enacted by the Fort Bend County Commissioner's Court or City Councils of Joint Resolution Jurisdiction members (refer to Appendix 4, Tab J).
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 coordinates donations and volunteer management efforts with Fort Bend Recovers, volunteer groups, and local government. The Donations Coordinator may be a volunteer or government employee familiar with the role of Fort Bend Recovers, volunteer organizations active in disasters, and other local non-profit, faith-based, and community-based organizations. As the Emergency Management Coordinator has demanding duties during emergency response and recovery, the Emergency Management Coordinator 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 donations and volunteer management efforts with Fort Bend Recovers, 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 will:
 - a. Coordinate, in conjunction with the Fort Bend Recovers Donations Management Work Group, planning for and overseeing the operation of the donations management program.
 - b. Prepare and keep current this annex.
 - c. Designate or recommend members to the Donations Management Work Group under Fort Bend Recovers with the advice of senior local officials and local non-profit, faith-based, and community-based organizations.
 - d. Identify, in conjunction with appropriate senior local officials and the Fort Bend Recovers Donations Management Work Group, individuals for the following key donations management positions:
 - i. Volunteer Coordinator
 - ii. Donations Warehouse Manager
 - iii. Phone Bank Supervisor (if separate from the Emergency Operations Center Phone Bank)
 - iv. Donations Financial Manager
 - e. Develop and maintain, in coordination with the Fort Bend Recovers Donations Management Work Group, a Donations Management Operations Guide (Appendix 4 to this Annex). In the preparedness phase, this Guide will contain general planning information in 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 following the incident. In the preparedness phase, the Guide shall include:

- i. Potential locations for the Volunteer Reception Center, Donations Warehouse, and Phone Bank.
 - ii. Equipment requirements for the facilities listed above.
 - iii. Supply requirements for the facilities listed above.
 - iv. Skeleton staff rosters for the facilities listed above.
 - v. 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 and volunteer 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 Management Work Group under Fort Bend Recovers will:
 - a. Assist the Donations Coordinator 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 Donations Coordinator in determining which donations management functions should be activated after a disaster occurs.
 - d. Provide advice to the Donations Coordinator 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 Recovery Unit and/or Disaster Recovery Manager in the Fort Bend County Emergency Operations Center in maintaining records on donations activities.
 - g. Provide information to donors regarding voluntary agency operations and needs through the 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 Donations Coordinator make decisions on when to terminate or consolidate donations management functions.
4. The Volunteer Coordinator will:
 - a. Select a site for a Volunteer Reception Center and coordinate equipping and staffing the facility and/or coordinate the posting of volunteer opportunities existing online volunteer recruiting platforms.
 - b. Develop operating procedures for and train staff to operate the Volunteer Reception Center.
 - c. Supervise Volunteer Reception Center operations.
 - d. Prepare and keep current Appendix 4, Tab I.
5. The Donations Warehouse Manager will:
 - a. Select a site in coordination with the Donations Coordinator and Fort Bend Recovers Donations Management Work Group for a Donations Warehouse and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Donations Warehouse.
 - c. Supervise the Donations Warehouse operations.

- d. Prepare and keep current Appendix 4, Tab F.
6. The Phone Bank Supervisor will:
 - a. Select a site for a Phone Bank (if separate from the Phone Bank at the Emergency Operations Center) 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 Appendix 4, Tab G.
 7. The Donations Financial Officer will:
 - a. Follow the process established by the Fort Bend County Auditor’s Office for receiving monetary donations. See Appendix 4, Tab J.
 - 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 Donations Management Work Group under Fort Bend Recovers, in conjunction with the Donations Coordinator, will provide general guidance for donations management operations.
3. The Donations Coordinator will manage the donations management program, supervise key donations management program personnel, and coordinate donations and volunteer management efforts Fort Bend Recovers, 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 Donations Coordinator will work with the Recovery Unit and/or Disaster Recovery Manager 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 Recovery Unit and/or Disaster Recovery Manager in the Fort Bend County EOC.

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 financial donations.
3. Check activation 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 disaster operations, the Recovery Unit and/or Disaster Recovery Manager in the Fort Bend County EOC should 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, Fort Bend Recovers, and the heads of local non-profit, faith-based, and community-based organizations participating in the recovery process.

2. Donations management facilities, if government-operated, shall provide a daily report of their activities to the Recovery Unit and/or Disaster Recovery Manager in the Fort Bend County EOC. Such reports will include the following information:
 - a. Phone Bank
 - i. Number of calls by type (donation offer, vendor capabilities, requests for information, etc.)
 - ii. Significant donations offered and their disposition
 - iii. Major issues or challenges
 - b. Donations Warehouse
 - i. Number and type of bulk donations received (truckloads, pallets, etc.)
 - ii. Significant donations and disposition
 - iii. Goods delivered to donation distribution points (truckload, pallets, boxes)
 - iv. Unneeded goods delivered to other agencies.
 - v. Current hours of operation
 - vi. Number of persons employed (volunteers and paid workers)
 - vii. Major operational activities
 - viii. Support activities (feeding, lodging, etc.)
 - ix. Major issues or challenges
 - c. Donation Distribution Points
 - i. Locations and organization operating the donation distribution point
 - ii. Number of customers served
 - iii. Hours of operation
 - iv. Number of workers (volunteers and paid workers)
 - v. Major issues or challenges
 - d. Volunteer Reception Center
 - i. Hours of operation
 - ii. Number of volunteers assigned to tasks
 - iii. Number of workers within the facility
 - iv. General types of jobs to which workers have been dispatched
 - v. Support activities (feeding, etc.)
 - vi. Major issues or challenges
 - e. Financial Accounting
 - i. Financial donations received
 - ii. Financial donations distributed
 - iii. 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 Management Work Group under Fort Bend Recovers should document the policies formulated and activities undertaken at work group meetings. The Fort Bend Recovers shall maintain those records.
3. The Fort Bend Recovers Unmet Needs Committee shall have a United Way of Greater Houston representative (as fiscal sponsor for Fort Bend Recovers, the Fort Bend County Long-Term Recovery Committee). United Way shall maintain financial records for the disbursement of Unmet Needs funds and other donated goods and services as required

by generally accepted accounting principles. When the recovery process is completed, those records will be maintained for 7 years and are available for audit as needed by the Donations Coordinator.

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 donated and 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 response and recovery operations in the aftermath of disaster. 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 disaster, donations management program personnel shall participate in the review.

E. Training

1. The Donations Coordinator and members of the Fort Bend Recovers Donations Management Work Group 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 Fort Bend County and its Joint Resolution Jurisdictions.

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 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, *Volunteer and Donations Management Support Annex*
- E.** FEMA, *Public Assistance Donated Resources Policy (2018)*

**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

- 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

b. Services

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

2. Not needed:

- USED clothing/shoes

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

Call received by: _____ Date: _____ Time: _____

Donor Name and Information:

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 Donation: (e.g., people, supplies/equipment, financial): _____

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

**How Can I Help? - Information on Assisting Survivors of the
[Disaster Name]**

GIVE MONEY

After a disaster, many agencies rush in to offer help and assistance to residents of Fort Bend County. Often times these agencies are non-profits and rely on financial gifts to fund their actions. One such agency is the American Red Cross. The Red Cross lets you choose to help those impacted by the recent disaster, give where it is needed most, or give to your local chapter.

GIVE RESOURCES

There are a number of agencies accepting donations of physical goods. Please do not bring physical goods to the disaster scene, and do not attempt to donate goods not requested by the agencies accepting physical goods. Doing so will reduce their capacity to serve and will not help the survivors of disaster.

Organization	Address	Hours	Donations
Example Organization	11111 Airport Avenue, Rosenberg, TX 77471 281-342-0000	Unknown	Food and Clothing
Example Organization 2	12 Avenue N, Rosenberg, TX 77471 281-342-0001	Unknown	Food Pantry

If you represent an organization coordinating donated resources, please contact the Office of Emergency Management so you can be included on the list above.

GIVE TIME

If you are willing to assist in helping survivors recover from disaster in Fort Bend County, sign up for Crisis Cleanup so you can be matched to a voluntary organization in need of help.

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:
DONATIONS MANAGEMENT OPERATIONS GUIDE**

**FORT BEND COUNTY
DONATIONS MANAGEMENT
OPERATIONS GUIDE**

**DONATIONS MANAGEMENT
OPERATIONS GUIDE**

1. This Donations Management Operations Guide [hereafter referred to as the “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 can be published separately because it contains names, contact information, and facility data that change frequently.
2. In the preparedness phase, the Guide contains general planning information that identifies the Donations Coordinator (Tab A) and provides contact information for the Donations Management Work Group under Fort Bend Recovers (Tab B) and other key donations personnel (Tab C). The Guide also describes 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 in conjunction with the Fort Bend Recovers Donations Management Work Group. Copies will be provided to members of the Fort Bend Recovers Donations Management Work 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, staff rosters for each facility, and operating procedures 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 Fort Bend Recovers Donations Management Work 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	Fort Bend Recovers Donations Management Work Group
Tab C	Other Key Donations Management Personnel
Tab D	Unmet Needs Committee
Tab E	Recovery Unit and/or Disaster Recovery Manager – Fort Bend County Emergency Operations Center
Tab F	Donations Warehouse
Tab G	Phone Bank
Tab H	Donation Distribution Points
Tab I	Volunteer Reception Center
Tab J	Handling Financial Donations

TAB A
LETTER OF APPOINTMENT – DONATIONS COORDINATOR

Letter of Appointment
Donations Coordinator

Effective this date, I have appointed Debbie Kaminski, or her 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.

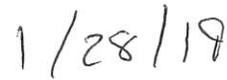
The DC will provide additional guidance, direction, and supervision to all functions of the Fort Bend County donations management program which are activated during and after a major emergency or disaster and fall under the jurisdiction of this County.

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.



KP George, County Judge



Date

TAB B
FORT BEND RECOVERS DONATIONS MANAGEMENT WORK GROUP

1. The Fort Bend Recovers Donations Management Work Group consists of local government officials, community leaders, and designated members of local non-profit, faith-based, and community-based organizations 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 Recovers and/or Fort Bend County.
2. The following are typical organizations, donations management personnel, and other officials that may be represented within the Fort Bend Recovers Donations Management Work Group:
 - a. Donations Coordinator – Directs donations management operations in conjunction with the Fort Bend Recovers Donations Management Work Group
 - b. Fort Bend Recovers Donations Management Work Group Chairperson(s) - Directs Fort Bend Recovers donations management operations. Coordinates operates in conjunction with the Donations Coordinator.
 - c. Volunteer Coordinator – Obtains/manages volunteers who donate time and services
 - d. Representatives from local community-based organizations (CBOs) such as:
 - i. Local non-profit organizations
 - ii. Faith-based organizations
 - iii. Clubs and organizations having a charitable mission as a part of their activities (e.g., Scouts, Lions Clubs, fraternities, sororities, Rotary Clubs, Knights of Columbus)
 - d. Representatives from local chapters of national voluntary agencies such as:
 - i. American Red Cross
 - ii. The Salvation Army
 - iii. Texas Baptist Men
 - iv. Adventist Community Services
 - v. Area Food Banks
 - vi. Humane Society
 - vii. United Methodist Committee on Relief
 - viii. Catholic Charities
 - ix. St. Vincent de Paul Society
 - x. Good360

TAB B
FORT BEND RECOVERS DONATIONS MANAGEMENT WORK GROUP

1. **[Fort Bend County] Donations Coordinator** – *coordinates with the Fort Bend Recovers Donations Management Work Group*

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

2. **Fort Bend Recovers Donations Management Work Group Co-Chairperson**

Kathy Renfrow, [Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

3. **Fort Bend Recovers Donations Management Work Group Co-Chairperson**

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

4. **Volunteer Coordinator:** *TBD*

5. **Attack Poverty**

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

6. **The Fort Bend Dream Center**

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

7. **American Red Cross**

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

8. **Good360** (depending on the disaster)

[Redacted]

TAB C
OTHER KEY DONATIONS MANAGEMENT PERSONNEL

In addition to the Donations Coordinator and the Fort Bend Recovers Donations Management Work Group, other key personnel include the individuals who will assist in the operation of the Donations Warehouse, Phone Bank, Volunteer Reception Center, and distribution of goods and financial donations to Donation Distribution Point(s), as well as the Donations Financial Manager.

1. Donations Coordinator

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

2. Assistant Donations Coordinator

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

3. Volunteer Coordinator: TBD

4. Donations Warehouse Manager: TBD

5. Donations Financial Manager - Records, handles, and disburses monetary donations (as applicable).

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

6. County Road Commissioner/Public Works Director – Assists in receiving, storing, sorting, transporting, and distributing donated resources.

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

7. Public Health Officer – Certifies specialized medical volunteers and the use or disposition of donated medical supplies.

[Redacted]
Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

8. Public Information Officer – Works with the media on donations announcements/requests. Fort Bend County Joint Information Staff

Address: [Redacted]
Office Phone: [Redacted]
E-mail Address: [Redacted]

TAB D
UNMET NEEDS COMMITTEE

1. During the recovery process, after disaster survivors have exhausted all insurance, personal resources, and assistance from disaster relief organizations and the state and/or federal government, 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, ministerial alliance(s), local houses of worship, local foundations, civic associations, local businesses, etc.) who meet together to consider individual cases where the survivors' needs are significantly greater than insurance, personal resources, and 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 representative of the United Way of Greater Houston (as the fiscal sponsor or Fort Bend Recovers) or a person elected by its members. If not the United Way representative, 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. Again, if not the United Way representative, 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. A case manager from a local or national case management agency will serve as the advocate for a particular unmet needs case.
 - b. A "request" should consist of the following:
 - i. A signed request by the survivor asking for additional assistance
 - ii. A verification of the loss incurred
 - iii. A compilation of the specific disaster-caused needs of the survivor
 - iv. A recap of the assistance already provided by the various disaster relief agencies, the State, and the federal government
 - v. The current financial status of the survivor (the individual must sign a "Release of Confidential Information" form)
7. The advocate case manager will present the individual case, and the Committee will review it. In order to protect the personal information of the survivor, the survivor's personal identifying information will be removed from the case presented to the Committee. Each agency representative on the Committee will determine whether his or her agency can provide additional assistance to what has already been provided.
8. 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.

9. 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 survivor. Other participating funders on the Committee will follow their own fund disbursement policies.

TAB E
RECOVERY UNIT AND/OR DISASTER RECOVERY MANAGER –
FORT BEND COUNTY EMERGENCY OPERATIONS CENTER

1. Purpose

The primary function of the Recovery Unit and/or Disaster Recovery Manager at the Fort Bend County Emergency Operations Center is to coordinate and manage recovery efforts on behalf of the County following a disaster, including coordinating a donations management program with the Donations Coordinator and the Fort Bend Recovers Donations Management Work Group.

The Recovery Unit and/or Disaster Recovery Manager coordinates and collaborates with the Fort Bend Recovers Donations Management Work Group, and other local non-profit, faith-based, and community-based organizations to set policy and establish donations management procedures.

The Recovery Unit and/or Disaster Recovery Manager 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 Recovery Unit at the Fort Bend County Emergency Operations Center will be staffed by the Disaster Recovery Manager (from the Fort Bend County Office of Emergency Management or as appointed by the Fort Bend County Judge) and additional County and volunteer staff as appropriate. The Recovery Unit will coordinate with Fort Bend Recovers organizations for additional staffing support if needed.

3. Operations

The Recovery Unit and/or Disaster Recovery Manager should accomplish the following:

- a. Assist the Donations Coordinator and Fort Bend Recovers Donations Management Work Group with determining which donations management facilities/functions will be used for the disaster.
- b. Work closely with local government officials on disaster recovery-related activities.
- c. Attend regular meetings of the Fort Bend Recovers Donations Management Work Group.
- d. Coordinate with the Donations Coordinator and Fort Bend Recovers Donations Management Work Group to provide operational policy for the operational donations management facilities.
- e. 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 recovery-related information to provide to the public via the Phone Bank.
- f. Coordinate with local non-profit, faith-based, and community-based organizations and volunteer agencies to determine updated referral numbers and other key information.
- g. Ensure the Donations Financial Officer is dealing with the issue of financial donations (refer to Appendix 4, Tab J).
- h. Work with the Fort Bend County and/or its Joint Resolution Jurisdiction Public Information Officer to prepare public service announcements, media releases, and disaster recovery information for the websites and social media of Fort Bend County and/or its Joint Resolution Jurisdictions' websites and Fort Bend Recovers.

- i. Coordinate with the Donations Coordinator and the Fort Bend Recovers Donations Management Work Group to maintain updated records on all donations (e.g., financial, goods, and volunteers).
- j. Operate as the initial Phone Bank if one is needed.
- k. Refer offers of donations that have come in through the Phone Bank to the Donations Coordinator and the Fort Bend Recovers Donations Management Work Group.
- l. Coordinate with Fort Bend Recovers and the Volunteer Coordinator for establishing a physical Volunteer Reception Center and/or for posting volunteer opportunities on online volunteering platforms.
- m. Assist in coordinating transportation issues with the Donations Warehouse and Donation Distribution Points if needed.

TAB F DONATIONS WAREHOUSE

1. Purpose

A Donations 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 survivors will receive donations from the Donations Warehouse at the Donation Distribution Points. Disaster survivors can also receive assistance directly from the Donations Warehouse as determined by the Donations Coordinator and Fort Bend Recovers. A Donations Warehouse may be established by Fort Bend Recovers, Fort Bend County, or a local community-based organization to serve a group of affected communities. If a Donations Warehouse is established, Fort Bend County will coordinate with Fort Bend Recovers on the management and staffing of the warehouse.

2. Facilities & Equipment

- a. General facility requirements are outlined below. Vacant warehouses and large stores are frequently used (See Attachment 1 for potential facilities).
 - i. Sufficient space (50,000-100,000 square feet) with hard flooring (for forklift). 25,000 square feet is acceptable.
 - ii. 1 or more loading docks
 - iii. Heated/cooled storage and work areas and some type of office space
 - iv. Bathroom facilities
 - v. Large, paved parking lot for numerous commercial trucks to maneuver and park
 - vi. Adequate power
 - vii. Security fencing with entry point and perimeter lighting
- b. General equipment/supply requirements are:
 - i. Phone service
 - ii. Adequate lighting for work areas
 - iii. Sufficient desks and chairs
 - iv. Long tables for sorting and packaging incoming goods
 - v. Packaging materials (e.g., special cartons, binding tape, shrink-wrap etc.)
 - vi. Drinking water
 - vii. Copier and fax machine
 - viii. Computers (with Internet access) and printer
 - ix. 1 Pallet jack
 - x. 1 Forklift (electric or natural gas if used inside closed building)

3. Staffing

See Attachment 2: Donations Warehouse Staffing Positions.

4. Operations

- a. Preparedness Phase:
 - i. Identify local realtors to assist in identifying appropriate facilities to serve as a Donations Warehouse (See Attachment 1).
 - ii. Identify facilities in the local area that could serve as a Donations Warehouse.
 - iii. Keep current telephone numbers of the lessors/realtors/owners that could provide the status of applicable facilities.
 - iv. 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:
 - i. Locate an available facility and obtain authority/permission for its use.
 - ii. Equip the facility (basic requirements are outlined above).
- c. Develop guidelines for:
 - i. Obtaining and recording costs for fuel used in distribution trucks
 - ii. Ensuring proper training of forklift operators
 - iii. Recording the receipt, storage, and distribution/disposition of donated goods
 - iv. Training, maintaining the status of, and assigning jobs to volunteer workers

**Attachment 1 to Tab F
Potential County Donations Warehouse Locations**

(To be developed with Fort Bend Society of Commercial Realtors (FBSCR), Greater Fort Bend Economic Development Council (GFBEDC), and the local 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. Local Real Estate Agents Handling Commercial Real Estate:

Point of Contact: [REDACTED]
Phone: [REDACTED]

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

Point of Contact: [REDACTED]
Phone: [REDACTED]

**Attachment 2 to Tab F
Donations Warehouse Staffing Positions**

(To be developed when a disaster occurs)

The following are recommended staffing positions for the Donations Warehouse to be filled when the disaster occurs.

1. Donations Warehouse Manager: TBD

Address:

Office Phone: Cell:

E-mail Address:

2. Equipment Unit Manager:

Address:

Office Phone: Cell:

E-mail Address:

3. Phone Line/Equipment Unit Manager:

Address:

Office Phone: Cell:

E-mail Address:

4. Transportation Unit Manager:

Address:

Office Phone: Cell:

E-mail Address:

5. Security Unit Manager:

Address:

Office Phone: Cell:

E-mail Address:

6. Support Unit Manager:

Address:

Office Phone: Cell:

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 the phone banks at the Fort Bend County and/or Joint Resolution Jurisdictions' emergency operations center capabilities.
- b. Calls can generally be classed into five types:
 - i. Donors providing a donation, starting a "drive," or wanting to know how best to donate
 - ii. Vendors wanting to provide services or materials at a reduced cost to the disaster survivors
 - iii. Drivers, en route to the disaster area, desiring to know where they should deliver their cargo, who will off-load it, etc.
 - iv. Persons, including disaster survivors, seeking disaster-related information
 - v. Affiliated or unaffiliated persons or groups that that want to volunteer

2. Facilities & Equipment

See Attachment 1.

3. Staffing

See Attachment 2.

4. Operations

- a. Set-Up
 - i. Locate the building/room(s) for the Phone Bank considering accommodations for Phone Bank staff with access and functional needs as well as parking accessibility.
 - ii. Obtain a phone bank number that can be advertised to the public.
 - iii. 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.
 - iv. Obtain corresponding switching equipment so incoming calls can be distributed equally.
 - v. Obtain appropriate answering equipment (phone instruments, headsets, etc.).
 - vi. Obtain appropriate furniture for operators (desks, chairs, cubicles, etc.).
 - vii. Select and train personnel.
 - viii. Prepare Referral information and contact lists of local agencies assisting with disaster recovery activities.
 - ix. Provide blank copies of the Record of Donation Offer form
 - x. Receive an updated copy of the Current Donations Needs List
- b. Operations
 - i. Alert pre-certified phone operator volunteers for duty; obtain additional volunteers or paid personnel.
 - ii. Prepare staffing rosters and schedules (based on anticipate incoming calls).
 - iii. Consider security of workers (especially at night).
 - iv. Prepare a phone recording device on the phone bank line for responding to donors during non-operational hours.

- v. Record donations-related information on the Record of Donation Offer form
- vi. 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.
- vii. Maintain documentation and records of phone bank operations and expenses incurred.

**Attachment 1 to Tab G
Phone Bank Facilities & Equipment**

Potential Phone Bank Locations (separate from the EOC's Phone Bank):

- Proposed Phone Bank 1:** [REDACTED]
Manager/Lessor/Seller: [REDACTED]
Address: [REDACTED]
Office Phone: [REDACTED] Cell: [REDACTED]
E-mail Address: [REDACTED]

- 2. Proposed Phone Bank 2: Fort Bend County IT Training Room**
Manager/Lessor/Seller: Jane Long Building – Basement
Address: [REDACTED]
Office Phone: [REDACTED]
E-mail Address: [REDACTED]

- 3. Proposed Site 3: Fort Bend County Elections Administration**
Manager/Lessor/Seller: Fort Bend County: John Oldham
Address: [REDACTED]
Office Phone: [REDACTED]
E-mail Address: [REDACTED]

Equipment

- 1. Answering equipment (phone instruments, headsets, etc.)
- 2. Appropriate furniture for call takers (desks, chairs, cubicles, etc.)
- 3. Office supplies (pads of paper, pens/pencils, etc.)
- 4. Referral information and contact lists of local agencies assisting with disaster recovery activities
- 5. Updated Current Donations Needs List
- 6. Blank copies of the Record of Donation Offer form

TAB H
DONATION DISTRIBUTION POINTS

1. Purpose

- a. Donation Distribution Points are locations where disaster survivors pick up donated goods, materials, and supplies, etc. after a disaster strikes.
- b. The Donations Coordinator (or designee) should work closely with the applicable local non-profit, faith-based, and community-based organizations and voluntary agencies to determine where exactly these distribution points should 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 and/or the Donations Warehouse can be modified to accommodate survivors needing to pick up donated items.

2. Facilities, Equipment, & Supplies

Will be handled by local community-based organizations.

3. Staffing

These facilities are generally operated by either local non-profit, faith-based, or 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

Since local distribution operations are generally conducted by local non-profit, faith-based, or community-based organizations and volunteer agencies, the procedures for such operations would be the ones already used by the particular agency operating the distribution point.

TAB I
VOLUNTEER RECEPTION CENTER

1. Purpose

- a. The Volunteer Reception Center is a facility where spontaneous or unaffiliated volunteers are assembled and assigned tasks to assist the disaster survivors or the community as a whole during and after a disaster.
- b. The Volunteer Reception Center performs several functions, including:
 - i. Task Identification – Determining exactly what needs to be done and the types of individuals and services needed to do the job.
 - ii. Registration – Identifying volunteers and checking their background, skills, credentials, and providing appropriate identification badges.
 - iii. Dispatch – Matching jobs with skills and directing volunteers where to go to complete the needed task(s).
 - iv. Communications – Working between the Volunteer Reception Center and local agencies involved in disaster recovery efforts to ensure volunteers are being used effectively.

2. Facilities & Equipment

Preparedness Planning

- a. Determine potential locations for the Volunteer Reception Center (civic center, houses of worship, recreation centers). If possible, the facility should have:
 - i. A large common area for volunteers to wait while their applications are being processed
 - ii. An office area
 - iii. A kitchen, dining area, and restroom facilities
 - iv. A sufficient parking area for large numbers of people arriving in cars, vans, trucks, buses, etc.
- b. Make arrangements in advance to use suitable facilities. See Attachment 1 for a list of potential facilities.
- c. Identify virtual, online volunteer platforms to have an online way for volunteers to find volunteer opportunities in the disaster affected community.
- d. 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 Reception Center is activated:
 - i. Sufficient phone lines and phone instruments to conduct volunteer operations, and sufficient furniture, desks, chairs, etc. to accommodate workers and staff
 - ii. Copier
 - iii. Computers (with Internet access) and appropriate printer
 - iv. Capability to run background checks on volunteers
 - v. Capability to produce security access badges (if available and appropriate)

- vi. Temporary floor coverings (plastic, etc.) for protecting the high traffic areas in the event the Volunteer Reception Center is located in a special-use building (e.g., house of worship, etc.)
- b. Facility Operation
 - i. Administrative function: In-process volunteer workers to determine their job interests, skills, and certifications; run background checks; etc.
 - ii. Dispatch function: Catalog what volunteer jobs exist and match the volunteer workers with the appropriate tasks to be accomplished
 - iii. Support function: Provide snacks, meals, drinks, etc. for the workers at the Volunteer Reception Center

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

1. **Proposed Site 1:** [REDACTED]
Name of Manager/Lessor/Seller: [REDACTED]
Address: [REDACTED]
Office Phone: [REDACTED] Cell: [REDACTED]
E-mail Address: [REDACTED]

2. **Proposed Site 2: George Memorial Library**
Manager/Lessor/Seller: [REDACTED]
Address: [REDACTED]
Office Phone: [REDACTED] Cell: [REDACTED]
E-mail Address: [REDACTED]

Attachment 2 to Tab I

Volunteer Reception Center Staffing
(To be developed when a disaster occurs)

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

Site Supervisor Contact:

Address:
Office Phone: Cell: Fax:
E-mail Address:

Alternate Site Supervisor 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 Office of Emergency Management

Point of Contact: [REDACTED]

Address: [REDACTED]

Office Phone: [REDACTED]

Cell: [REDACTED]

E-mail Address: [REDACTED]

Name of Organization: Interfaith Ministries/Volunteer Houston

Point of Contact: [REDACTED]

Address: [REDACTED]

Office Phone: [REDACTED]

Email Address: [REDACTED]

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 survivors with their specific disaster caused needs, including 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 local community-based organizations, United Way of Greater Houston (the fiscal agent for Fort Bend Recovers), or voluntary disaster relief agencies. Examples of voluntary disaster relief agencies include the American Red Cross, The Salvation Army, Houston Food Bank, Texas Baptist Men, United Methodist Committee on Relief (UMCOR), St. Vincent de Paul Society, B'nai B'rith, and others).
3. Financial donations given 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:
 - i. How the account will be managed.
 - ii. Who will establish and maintain the account?
 - iii. Under what authority.
 - iv. Who will give the approval to the bank account managers for disbursal?
 - v. What will be the exact process used to authorize disbursal?
 - vi. By what method is the payment made (two-party check, etc.).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.