

Georgia Emergency Operations Plan

Volunteer & Donations Management

Support Annex 5



GEMA

Updated: (February 2012)

Volunteer & Donations Management Support Annex

Coordinating Agency

Georgia Emergency Management Agency

Primary Agency

Georgia Emergency Management Agency

Supporting Agencies

Adventist Community Services

American Red Cross

Department of Agriculture

Department of Defense

Department of Community Affairs

Department of Corrections

Department of Public Health

Department of Natural Resources

Department of Public Safety

Department of Transportation

Georgia Building Authority

Georgia Public Broadcasting

GA Volunteer Organizations Active in Disaster

Office of Planning and Budget

State Properties Commission

The Salvation Army Georgia Division

INTRODUCTION

Purpose

During and following a major disaster requests for goods and services will exceed local and state capabilities. The Volunteer & Donations Management Support Annex documents the coordinating processes deemed most efficient and effective in utilizing volunteers and donations during disasters.

Scope of Operations

This Annex provides guidance on the state's role in volunteer and donations management. This guidance applies to all agencies with direct and indirect volunteer and/or donations responsibilities under the Georgia Emergency Operations Plan.

The scope of this annex includes the coordination of state planning, response, and recovery efforts as related to volunteers (affiliated and unaffiliated) and donated goods (solicited and unsolicited). The Annex is designed to be scalable and applicable for all hazards.

Policies

- Local governments and participating volunteer agencies are encouraged to develop, maintain and implement a local volunteer and donation management annex.
- By request the state will support local governments with donation and volunteer issues.
- The state endorses: "Initial 10 key elements of National Donations Management Strategy" and "10 Principles of Managing Unaffiliated Volunteers." (Appendix A)

Situation

The State of Georgia is at risk for a number of catastrophic events that could threaten public health and safety as well as private and public property. Should an event with a high level of media interest occur; individuals, businesses, and organizations will want to donate money, goods, and services to assist survivors or to participate in the recovery process.

The amount of donations offered could be sizeable, and there could be extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims. In addition, coordinating volunteer workers desiring to assist may be problematic.

Assumptions

- All disasters are local, but may require state assistance.
- A disaster may occur with much warning or little to no warning and may escalate more rapidly than the ability of the jurisdictions impacted can manage.
- Disasters will cause one or more of the following: loss of life; damage or destruction to public and private property; displacement of persons and families; shortages of daily necessities; social and environmental disruption; and disruption of utilities, services, and daily life activities.
- The most effective resources in disasters are survivors. They are often first on the scene and provide instant assistance to other survivors.
- Achieving and maintaining effective community preparedness reduces the immediate demands on response organizations.
- Local government agencies will initiate actions toward saving lives and protecting property.
- Counties will request mutual aid assistance from other counties through the Statewide Mutual Aid Agreement and will use available resources and mutual aid before requesting state assistance.
- Volunteer and Donations support may be necessary in declared and non-declared disasters.
- All available state resources will be coordinated through GEMA to mitigate the impact of the disaster.
- In the case state resources are exhausted, additional resources will be requested through the Emergency Management Assistance Compact (EMAC), and federal assistance through the Stafford Act.
- In a large or catastrophic event, the damage and resource shortfalls will require extensive assistance through volunteers and donations which will have to be organized.
- A portion of donations received will be unsolicited. These may come without warning; with drivers that expect quick unloading; loads may be unsorted and unorganized.
- 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 the current needs of victims as well as those items and services that are not required.
- A portion of the influx of volunteers will be unaffiliated or spontaneous volunteers and need to be placed according to their skills and abilities.
- Without planning for unsolicited donations and unaffiliated volunteers each may become a disaster in itself, demanding critical resources in order to organize and manage them.

CONCEPT OF OPERATIONS

Volunteer and Donations Coordination Team (VDCT)

This team will assemble as needed for enhanced volunteer and donation coordination. The team may include:

- The state volunteer and donations coordinator
- Volunteer and Donations Annex support agencies
- Local and state VOAD representatives
- Local and state emergency management agencies
- Business and industry representatives

This team will work together on volunteer and donation management in preparedness, response and recovery functions outlined in this annex including but not limited to:

1. Develop standard operating guides (SOG's) for functions of this Annex updated annually
2. Establishing procedures to manage spontaneous volunteers and unsolicited donations
3. Maintain and distribute a roster of agency contacts and support personnel, as necessary
4. Manage the Volunteer and Donations Management Call Center
5. Secure and manage a Multi-Agency Warehouse
6. Identify needed donations of services or goods
7. Process donation offers from the public
8. Ensure effective logistical and communication procedures
9. Work to include emerging relief organizations
10. Maintain a list of support services
11. Manage Georgia's NDMN (AidMatrix) portal if activated

DONATION COORDINATION OPERATIONS

Preparedness Actions	Responsibility
1. Identify and coordinate with organizations that will participate on the State Volunteer and Donation Management Team, meet as necessary.	VDCT
2. Primary and support agencies will participate in disaster operations planning, training, and exercises.	VDCT
3. Implement and train appropriately to utilize the National Donations Management Network (NDMN) system provided by AidMatrix.	VDCT, GAVOAD
4. Develop mechanism to direct the transportation of goods coming into the state to regional or local collection and distribution areas.	VDCT, GEMA, Local Govt.
5. Encourage local governments to develop policies for unneeded goods.	VDCT, GEMA
6. Encourage local governments to pre-identify and validate distribution sites	GEMA
7. Develop SOG for securing and managing a state multi-agency warehouse.	VDCT, ACS
8. Develop pre-scripted press releases and public messaging.	GEMA

Response/Recovery Actions	Responsibility
1. Activate the Volunteer and Donations Support Annex through ESF #5 and the State Operations Center.	GEMA
2. Conduct ongoing needs assessments by communicating with local agencies and partners to determine items needed, not needed, potential unmet needs. Develop daily donations situation report.	VDCT
3. Coordinate with local EMA's involved in the disaster to collect donation information to contribute to needs assessment.	GEMA
4. Coordinate with GEMA's Public Information Officer (PIO) to publish information on donations. If needed, publish daily list of needed and not needed items on GEMA website.	VDCT, GEMA
5. Utilize NDMN (AidMatrix) system to manage donations needed and offered, as well as a method of encouraging cash donations.	VDCT, GEMA, ACS
6. If the event warrants a multi-agency warehouse coordinate with ESF7 to locate a warehouse storage facility that can serve as a multi-agency warehouse. Adventist Community Services will serve as lead for management and coordination of activities at the warehouse.	GBA, SPC, GEMA, ACS
7. If needed, provide additional resources to help organize donations.	GAVOAD, DOC, DOD
8. If needed, coordinate security for donations en route, or in warehouses and distribution sites.	DPS, GEMA, DOC
9. If needed, efficiently coordinate the transport of incoming donations including checkpoints, weigh stations, and direction to collection centers.	DOT, DPS, GEMA
10. Handle any unsolicited and unneeded goods according to local policy.	VDCT, GEMA
11. Demobilize multi-agency warehouse and donation operations appropriately.	VDCT, ACS

VOLUNTEER MANAGEMENT OPERATIONS

Preparedness Actions	Responsibility
1. Identify and coordinate with organizations that will participate on the State Volunteer and Donation Management Team, meet as necessary.	VDCT
2. Identify site(s) for the Volunteer and Donations Call Center(s).	VDCT
3. Develop operating guide for call center(s).	VDCT, GPB
4. Develop list of affiliated volunteer groups active in disaster in Georgia.	GAVOAD
5. Develop strategies to assist local governments in managing unaffiliated volunteers.	VDCT, GEMA GAVOAD, DCA

6. Provide and attend training on Volunteer and Donation Management and Volunteer Reception Centers.	VDCT, GEMA
7. Encourage all volunteer groups and local jurisdictions to track volunteer work hours for potential reimbursement. A local agency will be designated to collect hours and submit hours to the county. Statewide partners must track and submit individual reports by county.	VDCT, GEMA

Response/Recovery Actions	Responsibility
1. Activate the Volunteer and Donations Support Annex through ESF #5 and the State Operations Center.	GEMA
2. Conduct needs assessment of impacted area with respect to volunteers.	VDCT, GEMA, Local Govt.
3. Develop and regularly update a volunteer situation report.	GAVOAD, GEMA
4. Coordinate affiliated volunteers through daily conference calls.	GAVOAD
5. Coordinate activities related to services including the state Volunteer and Donations Call Center, Volunteer Reception Centers, and Volunteer Organizations at the event.	GEMA, VDCT, GAVOAD
6. If requested assist local emergency managers or designated agency in establishing a Volunteer Reception Center (VRC).	GAVOAD, GEMA, DCA
7. If needed provide or arrange for additional manpower and equipment to assist in establishing and securing volunteer reception centers.	DCA, DOC, DOD, GAVOAD
8. If needed and requested by local government, coordinate media campaign to attract additional volunteers. Coordinate with local volunteer coordinator to ensure sufficient structure to receive influx of volunteers.	GEMA, GAVOAD, DCA
9. If event warrants a State Volunteer and Donations Call Center(s) coordinate with Georgia Public Broadcasting to activate and run call center(s).	GEMA, GPB
10. Coordinate with GEMA PIO to provide public with the Georgia Volunteer and Donations Call Center number and information on volunteering.	GEMA, GPB
11. Demobilize Volunteer and Donation Call Center operations appropriately.	GEMA, GPB

VDCT Field Liaison

In the early stages of a disaster, it is vital to try to positively influence the efforts of local governments in the area of Volunteers and Donations. Often times, there are individuals managing volunteers and donations that might not know all of the resources available and standard issues that arise. To that end, the State VDCT will attempt to send a Field Liaison into the affected disaster area, no more than 48 hours after a significant event. The Liaison will be offered to the local emergency manager, and at no time, self-deploy without local approval.

The VDCT Field Liaison will:

- Receive a tasking from the SOC along with local point of contact who is managing volunteers and/or donations.
- Link up with the local point of contact to provide guidance and assistance anywhere from half day to a week as necessary.
- Report back to SOC and VDCT with any needed resource needs, questions, or issues that may arise during the incident response and recovery.
- Send regular situation reports to the VDCT and State Volunteer and Donations Coordinator.

RESPONSIBILITIES

Local Governments

<i>Local Citizen Corps Council</i>	<ul style="list-style-type: none"> • As needed or available: Events involving a county with an established Citizen Corps Program may liaison with the state Citizen Corps Program Manager to coordinate local and surrounding counties Citizen Corps Councils volunteers.
<i>Local Emergency Management Agency</i>	<ul style="list-style-type: none"> • Develop and maintain a local volunteer and donations management annex which includes the following: <ul style="list-style-type: none"> ○ Plan to coordinate offers of donations including in-kind donations, volunteers and offers of services. ○ Appoint a volunteer coordinator to coordinate with local volunteer agencies and unaffiliated public volunteers. ○ Designate a volunteer liaison responsible for the coordination of the voluntary effort in the local area. This liaison will assess county needs and relay information to the State Volunteer and Donations Coordinator. ○ Appoint a donations coordinator and designate a lead agency/organization within their jurisdiction for reception and distribution of goods. ○ Identify and secure receiving and distribution sites to be used in time of disaster. ○ Identify alternate warehouse/collection center space for contingency purposes. ○ Provide information and assistance as initial input to needs

	<p>assessment team and continue providing updated information as requested or necessary.</p> <ul style="list-style-type: none"> ○ Coordinate with local volunteer, community and religious organizations to manage and operate local distribution centers. • Immediately following impact, assess the potential needs (goods, volunteers and services) of all affected communities. Communicate needs to the SOC, which will be forwarded to the State Volunteer and Donations Coordinator. • Make requests for unmet needs through the SOC. • Provide telephone numbers and other pertinent information to the VDCT in order to begin effective communications process.
Local Volunteer Organizations	<ul style="list-style-type: none"> • Build relationships with local EMA. Define what each organizations responsibilities and capabilities are in disasters. • Consider with County EMA establishing an organization to coordinate volunteer organization activities regarding volunteers and donations during disasters. (e.g. Local or Regional VOAD, Citizen Corps Council)

State Agencies

Georgia Emergency Management Agency	<ul style="list-style-type: none"> • Serve as lead agency to coordinate the activities of this annex to manage, maintain and coordinate donations management and volunteers as described. • Establish a State Volunteer and Donations Management Coordinator to: <ul style="list-style-type: none"> ○ Act as the lead for Volunteer and Donations Management and supervise the overall State Volunteer and Donations Coordination Team. ○ Coordinate with appropriate agencies/coordinators to determine available resources and needs. ○ Maintain contact with county volunteer and donations coordinators. ○ Coordinate and arrange for transportation as required during the reception, movement and distribution of donations. • Identify any additional GEMA staff to work the Volunteer and Donations Management function. • Provide telephone numbers and other pertinent information to local government, FEMA, and volunteer agencies in order to begin an effective communications process. • Provide directions and materials to those transporting donated goods and volunteering services. Circulation of information coordinated through welcome centers, weigh stations, visitor information centers, and the GEMA website. • Coordinate to offer a Volunteer and Donations Call Center for all
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	<p>citizens and agencies desiring to donate money, services or other in-kind donations.</p> <ul style="list-style-type: none"> • Coordinate through ESF 7 the procurement and maintenance of a multi-agency warehouse. Further coordinate with ACS for the management, operations, and demobilization of the warehouse. • Serve as an administrator to and manage Georgia’s online donation portal offered through the National Donation Management Network (AidMatrix). • Maintain communication with state staff, county liaisons, and local EMAs in the impacted area to determine any unmet needs. • Provide training and expertise on volunteer and donations management. • Publish press releases and messages to guide media and Georgia Citizens in positively contributing to the volunteer and donation effort. • If needed, activate any Volunteer and/or Donations Coordinators through the GEMA Reservist Program to assist either in the SOC or in the field. • If needed, activate First Saturday initiative coordinating with PIO’s, local government, GA VOAD, and DCA to set up a media push for volunteer support and provide for a local support structure to receive additional volunteers.
<i>Department of Agriculture</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Provide expertise and personnel if necessary to inspect donations relevant to DOA’s abilities. • Provide guidelines and rules/regulations for acceptance and handling of donated goods.
<i>Department of Community Affairs</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Assist with unaffiliated/spontaneous volunteers from both within and outside the state during a disaster or emergency. • Maintain volunteer database for relief agencies and organizations. This service will screen and provide information to volunteers as to the requirements necessary to participate in the voluntary effort. • Provide volunteer coordination and support. • Mobilize pre-identified members to fill support roles, as needed. • Maintain communications with the SOC and Volunteer and Donations Management Coordinator. • If needed, support the First Saturday initiative with volunteers trained to man a volunteer reception center.
<i>Department of Corrections</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Provide personnel to assist in loading/ unloading, sorting, packaging and otherwise handling donated goods, as required.

	<ul style="list-style-type: none"> • Provide state owned resources to assist in the storage, warehousing and movement of donated goods, as required. • Provide and coordinate and necessary security needs at volunteer and/or donations facilities.
<i>Department of Defense</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Provide personnel to assist in loading/ unloading, sorting, packaging and otherwise handling donated goods, as required. • Provide state owned resources to assist in the storage, warehousing and movement of donated goods, as required.
<i>Department of Natural Resources</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • If necessary, provide expedited waste/debris disposal permits.
<i>Department of Public Health</i>	<ul style="list-style-type: none"> • As needed: For events requiring activation of the Public Health and Medical Volunteer System, provide a liaison to the Volunteer and Donations Coordination Team and coordinate medical and public health volunteer efforts with local agencies and voluntary organizations involved in relief efforts. • Provide health guidelines and medical rules/regulations for acceptance and handling of donated goods. • Provide professional input concerning communicable disease control as it relates to redistribution of donated goods. • Provide database system for the registration of volunteers
<i>Department of Public Safety</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Coordinate with Department of Transportation (DOT) to identify and manage checkpoints and staging areas for incoming donations. • Check incoming commercial shipments of donated goods at weigh stations. • Assist DOT in directing vehicles and trucks bringing donations into the State. • Provide or coordinate convoy escorts as needed. • Coordinate the flow of disaster relief traffic with the State Volunteer and Donations Management Coordinator. • Provide and coordinate and necessary security needs at volunteer and/or donations facilities.
<i>Department of Transportation</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Identify and manage checkpoints and staging area for incoming donations. • Post signs/directions as needed to direct vehicles and trucks bringing donations into the state. • Coordinate procedures for securing transportation resources upon request from the State Volunteer and Donations Management Coordinator for the movement of goods.

	<ul style="list-style-type: none"> • Provide expedited transportation/load movement permits if required. • Coordinate with the VDCT to decide what to do when unsolicited donated goods are encountered at checkpoints or staging areas.
Georgia Building Authority	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Through ESF 7 locate and secure office supplies and warehouse space as needed for the event for use in handling donated goods in compliance with the specifications provided for in the GEMA/ACS MOU. • Selection will take into account possible need for refrigeration, security, size, facilities, and parking. • Coordinating with ESF 7, and the Volunteer and Donations Coordinator develop standard operating procedures for securing a warehouse. Streamline and pre-arrange as many processes as possible to allow for quick procurement.
Georgia Public Broadcasting	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Maintain facilities and systems necessary to operate and support State Volunteer and Donations Call Center. • Work with VDCT to develop Call Center standard operating guide and in developing technology interface for Call Center. • If Call Center is activated, provide GEMA with Call Center number and coordinate with GEMA on publicizing the number.
Office of Planning and Budget	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Cash donations will be encouraged to be sent to the donor's choice of volunteer organizations assisting in the disaster, however if cash donations are being sent to the State of Georgia, OPB is to provide support in managing cash donations. • Provide financial and accounting assistance, if needed.
State Properties Commission	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Through ESF 7 locate and secure office supplies and warehouse space as needed for the event for use in handling donated goods in compliance with the specifications provided for in the GEMA/ACS MOU. • Selection will take into account possible need for refrigeration, security, size, facilities, and parking. • Coordinating with ESF 7, and the Volunteer and Donations Coordinator develop standard operating procedures for securing a warehouse. Streamline and pre-arrange as many processes as possible to allow for quick procurement.

Private Sector

<i>Private Sector Committee (Formation of Committee is currently in progress)</i>	<ul style="list-style-type: none"> • Provide a liaison to the VDCT to leverage private sector resources for a response and recovery. • Continue to build partnerships and awareness for businesses.
<i>Corporations, Businesses, Industry</i>	<ul style="list-style-type: none"> • Support recovery efforts of impacted employees and communities through appropriate methods.

Volunteer Organizations

<i>Adventist Community Services Disaster Response</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Provide management and oversight of staff for a multi-agency warehouse or distribution center when requested by the State. • Assist in developing procedures for managing unsolicited, undesignated donations received through the volunteer and donations call center and National Donations Management Network. • Provide volunteers; operate warehousing; and manage distribution center operations, transportation, distribution or other volunteer services within the MOU. • Furnish telephone numbers and other pertinent information to the VDCT in order to provide an effective communications process. • Provide procedures for acceptance/ disposition of unsolicited donations when received/ asked for by the VDCT. • Coordinate with local offices and identify unmet needs. • Demobilize appropriately and deliver any remaining donations to the Long Term Recovery Committee, or verified local charitable organizations.
<i>American Red Cross (ARC)</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Coordinate the designated donations that are solicited by the American Red Cross. • Furnish telephone numbers and other pertinent information to the VDCT to contribute to an effective communications process. • Coordinate ARC actions concerning volunteer and donations with local government, contribute to aid in efficient volunteer and donations operations by communicated and collaborating with other organizations. • Coordinate with local offices and identify unmet needs.
<i>Georgia Volunteer Organizations Active in Disaster (Georgia VOAD)</i>	<ul style="list-style-type: none"> • Designate a Georgia VOAD government liaison to work with the SOC and VDCT. Communicate throughout the disaster with the Georgia VOAD government liaison at the SOC for ongoing assessment of needs and resources. • Inform member agencies about the volunteer and donations management annex; encourage them to follow annex guidance.

	<ul style="list-style-type: none"> • Furnish telephone numbers and other pertinent information to the VDCT in order to provide an effective communications. • Identify which agencies can and will receive and use certain types of volunteers and donations for that particular emergency or disaster and relay that information to the Georgia VOAD designated government liaison at the SOC. • Provide daily conference call for member organizations to coordinate volunteer and donation response and recovery efforts. • Provide daily situation reports, compiled from the various voluntary agency activities, to the State Volunteer and Donations Coordinator through the SOC. • Member agencies prepare for and manage unaffiliated volunteers. • Member agencies develop and give aid to Long Term Recovery Committees in an affected area. • Member agencies assess the need for individual assistance, case management, and unmet needs. • Member agencies provide volunteers and donations to impacted areas. Agencies are expected to follow local government guidance.
<i>The Salvation Army</i>	<ul style="list-style-type: none"> • Provide liaison for the VDCT. • Coordinate the designated donations that are solicited by the Salvation Army. • Assist with warehousing and distribution of donated goods. • Furnish telephone numbers and other pertinent information to the VDCT to contribute to an effective communications process. • Coordinate TSA actions concerning volunteer and donations with local government, contribute to aid in efficient volunteer and donations operations by communicated and collaborating with other organizations. • Coordinate with local offices and identify unmet needs.

Federal Government

<i>Federal Emergency Management Agency</i>	<ul style="list-style-type: none"> • Maintains a centralized donations management system for supporting national, state, local, and voluntary organization needs. • Provides a database management system for recording offers. • Provide FEMA Donations Coordinator to work with the State Volunteer and Donations Management Coordination Staff in accomplishing an effective Donations Management function within the State. The FEMA Donations Coordinator is the single liaison to the FEMA toll -free Number Center Manager in order to avoid confusion. • Be prepared to fully support the State’s donations management
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	<p>system and look principally to those voluntary organizations with established donations structures already in place to receive and deliver appropriate donated goods to disaster victims.</p> <ul style="list-style-type: none"> • At the SOC, other state facility, or other Joint Field Office, advise and assist the State Volunteer and Donations Coordinator as needed in: <ul style="list-style-type: none"> ○ Establishing a Volunteer and Donations Coordination Team. ○ Establishing a State Volunteer and Donations Coordination Center, including a donations hotline as appropriate. ○ Coordinating with FEMA Region IV Voluntary Agency Liaison, congressional affairs, community relations, logistics, Defense Coordinating Officer, and other federal agencies and elements, as necessary. ○ Preparing input for federal and State situation reports, briefings, and VIP visits, as necessary. ○ Coordinating with the appropriate federal ESF under the National Response Framework to provide vital donations management support services such as: <ul style="list-style-type: none"> ▪ Supplemental transportation and telecommunications assets and guidance. ▪ Logistical support (to include, as necessary, technical assistance, supplies, services, equipment and facilities). ▪ Coordinate international offers of assistance and communicates with the appropriate United States Embassy in the originating country.
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Administrative

Administrative

- Overall records of purchases, rentals, agreements, loans, and similar documents are maintained, organized, and monitored by the Finance Section in the SOC.
- Each agency is responsible for maintaining its own records of expenditures for later reimbursement, if required.
- All agencies are responsible for participating in after action debriefs and completion of post event reporting.

Accounting

- Organizations accepting donations of goods and/or cash will follow applicable internal audit policies and procedures.
- All organizations which receive and apply donated items as their resources should record the donor's name and address, and what was donated.

Plan Maintenance

This Annex is intended to contain a comprehensive overview of the Volunteer and Donations preparedness, response, and initial recovery actions undertaken by disaster enterprise partners in Georgia. This plan has been developed with the assistance of federal, state, and local governmental agencies; volunteer organizations; and private-sector partners. The Annex will be reviewed annually, and updated as necessary.

To submit corrections, comments, suggestions, or questions pertaining to this plan, please contact the GEMA Volunteer and Donations Coordinator or the GEMA Planning Director (404-635-7200).

Glossary of Terms & Acronyms

ACS	Adventist Community Services
ARC	American Red Cross
DCA	Georgia Department of Community Affairs
DOC	Georgia Department of Corrections
DPH	Georgia Department of Public Health
DNR	Georgia Department of Natural Resources
DPS	Georgia Department of Public Safety
DOT	Georgia Department of Transportation
FEMA	Federal Emergency Management Agency
GEMA	Georgia Emergency Management Agency
GPB	Georgia Public Broadcasting
GAVOAD	GA Volunteer Organizations Active in Disaster
NDMN	National Donations Management Network (AidMatrix as platform)
OPB	Georgia Office of Planning and Budget
PIO	Public Information Officer
SOC	State Operations Center
TSA	The Salvation Army Georgia Division
VDCT	Volunteer and Donations Management Team
VRC	Volunteer Reception Center

10 Principles of Managing Unaffiliated Volunteers

1. **DONATIONS ACTIVITIES MAY BEGIN BEFORE A DISASTER DECLARATION:** Donations and volunteers may flow into a disaster area immediately after a disaster. It is imperative that efforts are made to coordinate these early efforts to prevent difficult problems and misunderstandings later. Donations planning, coordination, and management are necessary to avoid the chaos, waste of time, and effort that large shipments of undesignated goods can cause. This is also necessary toward addressing spontaneous, unaffiliated volunteers who often arrive on-site at a disaster ready to help. Because they are not associated with any part of the existing emergency management response system, their offers of help are often underutilized and even problematic to professional responders.
2. **DONATIONS MANAGEMENT SHOULD ADDRESS UNDESIGNATED GOODS AND SPONTANEOUS VOLUNTEERS:** State and Federal donations management concerns and efforts are the **unsolicited or undesignated** goods and **spontaneous or convergent volunteers**. Designated goods and services are not addressed by the national strategy; they are managed by voluntary agencies, as designated goods are part of a voluntary organization's supply line and designated volunteers are affiliated with an organization. Spontaneous volunteer efforts should be carefully monitored to ensure that there are no health or safety issues associated with the volunteer services.
3. **SHIPMENT OF DESIGNATED GOODS MAY BE AFFECTED BY STATE POLICIES:** During a catastrophic disaster, the State may set policies that affect the transportation of all vehicles including shipments of designated donated goods. These policies should facilitate, and not interfere with, the shipment of designated goods.
4. **STATE AND LOCAL GOVERNMENTS ARE IN CHARGE OF DONATIONS OPERATIONS:** The government should address critical issues, such as what procedures should be established at weigh stations, toll booths, and other points of entry. The government also should address developing and disseminating a message to the public regarding donated goods and volunteer services.
5. **FEDERAL GOVERNMENT AND NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (NVOAD) HAVE SUPPORT ROLES:** NVOAD is a coalition of disaster relief agencies in the United States founded in 1969 after Hurricane Camille. Its mission is to foster cooperation, coordination, collaboration, and communication among voluntary agencies. It provides guidance to Voluntary Organizations Active in Disaster (VOAD), a State-level coalition of disaster relief agencies. The NVOAD works together with FEMA in a supporting role to State and local governments and State VOADs.
6. **STATE SHOULD MAKE FULL USE OF EXISTING VOLUNTARY AGENCY CAPABILITIES:** State and local donations management personnel should be very familiar with the strengths and interests of the voluntary agencies in their area. Disaster voluntary agencies, community-based organizations, and other non-governmental organizations have a wide variety of abilities that can be used during a disaster. Experienced voluntary agencies are often the best judges of what donated goods and volunteer services may be needed in the disaster area. Voluntary agencies are very concerned with making full use of potential donated goods and services and in developing a good rapport with donors, in case of future disasters.
7. **USE A FLEXIBLE STRATEGY:** Flexibility must always be used in disaster operations. There is no single correct way to manage unsolicited goods and spontaneous volunteers for all disasters. The approach taken will depend on the size of the disaster and the kinds of needs in the affected community. Other factors determining the appropriate approach will depend on the types of working relationships and agreements that are made between government emergency management personnel and voluntary agencies prior to a disaster.
8. **USE A TEAM APPROACH:** While the government is responsible for certain critical issues, the leading voluntary agency representatives are actively involved in the day-to-day operations.
9. **CASH DONATIONS TO VOLUNTARY AGENCIES ARE PREFERRED:** Cash donations to the voluntary agencies experienced in disaster relief help the agencies purchase precisely what the affected community needs, such as food items for the food bank. Cash donations to voluntary agencies help the local economy affected by the disaster because the money is spent in the local area. Cash donations also eliminate the difficult transportation and logistics requirements necessary for the donation of goods.
10. **INFORMATION MANAGEMENT IS ESSENTIAL:** During a large-scale or catastrophic disaster, several thousand calls to a phone bank (hotline) can be anticipated. A phone bank is the backbone of a successful donations management operation. The public should know where to call to discuss and coordinate their offers before they collect and send goods and volunteers into the disaster area. A volunteer and donations phone bank must be adequately staffed to give the caller accurate and timely information about the need for donations of goods and volunteers.

¹ Developed by FEMA, Points of Light Foundation, and National VOAD Volunteer Management Committee, through a grant from the UPS Foundation. Published in "Managing Spontaneous Volunteers in Times of Disaster: The Synergy of Structure and Good Intentions," by the Points of Light Foundation.

Initial 10 Key elements of national donations management strategy

1. **VOLUNTEERING AND COMMUNITY LIFE:** Volunteering is a valuable part of every healthy community. Volunteers come from all segments of society and often provide essential services. Everyone has the potential to contribute strength and resources in times of emergency.
2. **THE VALUE OF AFFILIATION:** Ideally, all volunteers should be affiliated with an established organization and trained for specific disaster response activities. However, the spontaneous nature of individual volunteering is inevitable; therefore it must be anticipated, planned for, and managed.
3. **VOLUNTEER INVOLVEMENT IN THE FOUR PHASES:** There are valuable and appropriate roles for unaffiliated spontaneous volunteers in mitigation, preparedness, response, and recovery – as well as in other areas of community need. The response phase provides an opportunity to direct volunteers toward longer-term affiliation and community involvement.
4. **MANAGEMENT SYSTEMS:** Volunteers are a valuable resource when they are trained, assigned, and supervised within established emergency management systems. Similar to donations management, an essential element of every emergency management plan is the clear designation of responsibility for the on-site coordination of unaffiliated volunteers.
5. **SHARED RESPONSIBILITY:** The mobilization, management, and support of volunteers is primarily a responsibility of local government and nonprofit sector agencies, with support from the state level. Specialized planning, information sharing, and a management structure are necessary to coordinate efforts and maximize the benefits of volunteer involvement.
6. **VOLUNTEER EXPECTATIONS:** Volunteers are successful participants in emergency management systems when they are flexible, self-sufficient, aware of risks, and willing to be coordinated by local emergency management experts. Volunteers must accept the obligation to “do no harm.”
7. **THE IMPACT ON VOLUNTEERS:** The priority of volunteer activity is assistance to others. When this spontaneous activity is well managed, it also positively affects the volunteers themselves and thus contributes to the healing process of both individuals and the larger community.
8. **BUILD ON EXISTING CAPACITY:** All communities include individuals and organizations that know how to mobilize and involve volunteers effectively. Emergency management experts and VOAD partners are encouraged to identify and utilize all existing capacity for integrating unaffiliated volunteers.
9. **INFORMATION MANAGEMENT:** Clear, consistent, and timely communication is essential to successful management of unaffiliated volunteers. A variety of opportunities and messages should be utilized in order to educate the public, minimize confusion, and clarify expectations.
10. **CONSISTENT TERMINOLOGY:** When referring to volunteer involvement in emergency management, it is helpful to use consistent terminology. The following terms and definitions are recommended:
 - Affiliated volunteers* are attached to a recognized voluntary or nonprofit organization and are trained for specific disaster response activities. Their relationship with the organization precedes the immediate disaster, and they are invited by that organization to become involved in a particular aspect of emergency management.
 - Unaffiliated volunteers* are not part of a recognized voluntary agency and often have no formal training in emergency response. They are not officially invited to become involved but are motivated by a sudden desire to help others in times of trouble. They come with a variety of skills. They may come from within the affected area or from outside the area. (also known as: “convergent,” “emergent,” “walk-in,” or “spontaneous.”)

² Developed from FEMA’s National Donations Steering Committee in 1993 which included representatives from local and state emergency management, and Federal Agencies. Published in FEMA training course G288.