

### **Coordinating Agency**

Madison County Emergency Management Agency

### **Primary Agencies**

Madison County Emergency Management Agency  
Madison County Administrator

### **Support Agencies**

Madison County Fire Departments  
Madison County CERT Team

### **State Supporting Agencies**

Mississippi Department of Corrections  
Mississippi Department of Finance & Administration  
Mississippi Department of Transportation  
Mississippi Information Technology Services

### **Non-Governmental Organizations**

Mississippi Voluntary Organizations Active in Disasters  
(MSVOAD)  
American Red Cross  
The Salvation Army

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## **Introduction**

### **Purpose**

The purpose of this Volunteer and Donations Management Support Annex is to provide guidance for the coordination of information and activities of voluntary agencies and federal, state and local government with regard to the effective utilization of unsolicited donated goods and spontaneous volunteers when responding in times of disaster.

### **Scope**

The Volunteer and Donations Management Support Annex describes the coordinating process used to ensure efficient and effective utilization of unaffiliated volunteers and unsolicited donations during disaster in Madison County.

### **General**

- This annex provides guidance for the county role in donations and volunteer management. Any reference to donations in this annex refers to unsolicited donations unless otherwise specified. Any reference to volunteer services in this annex refers to unaffiliated volunteers unless otherwise specified. This guidance applies to all agencies with direct and indirect donations and/or volunteer responsibilities under the Madison County Comprehensive Emergency Management Plan.

## **Madison County Volunteer and Donations Management Support Annex**

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- If local resources become overwhelmed, the county may request assistance from the state Volunteer Liaison (VAL). The state may also request assistance from the Mississippi Commission for Volunteer Services (MCVS). Resources from the Corporation for National & Community Service (CNCS) can be requested based on need and appropriateness of engagement. MCVS will make initial contact with the CNCS, and determine the resources needed. A formal request for resources will be made by the appropriate body.

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### **Organization**

- Madison County EMA is the coordinator for volunteer and donations coordinating in the county.
- Assistance with volunteer and donations coordination can be requested from the state using WebEOC or by contacting the MEMA Area Coordinator for the Mississippi Emergency Management Agency.
- Mississippi Commission for Volunteer Service (MCVS) is the coordinating organization for the State Volunteer and Donations Coordination Team activities. Support agencies and volunteer groups and individuals with local, state, and national affiliation are the primary avenue for securing and distributing services, volunteers and donated goods, in an effective manner. Both public and private sectors play a major role in supporting the Volunteer and Donations Coordination Team with volunteers and donations.
- All county, as well as private agencies and organizations should expect to utilize their own resources unless reimbursement is authorized in a mission assignment issued by MEMA.

### **Policies**

- MCVS, in conjunction with local and tribal governments and the Mississippi Voluntary Organizations Active in Disasters (MSVOAD), has primary responsibility for unaffiliated volunteer services.
- Madison County recognizes and supports those voluntary organizations that sign in at the Volunteer Reception Center (VRC) and/or check in with MSVOAD.
- The state requires individuals interested in volunteering personal disaster services to register with MCVS via a volunteer registration system, the Volunteer Hotline, a state-recognized Volunteer Reception Center, or with an affiliate of the MSVOAD.
- All activities, functions, and services are provided in accordance with existing federal and state statutes, rules, and regulations.
- Full use of existing non-governmental organizational volunteer resources is encouraged before seeking assistance of the federal or state governments.

### Unsolicited In-Kind Donation Offers:

- The local preferred method for in-kind donation offers is through the Madison County Emergency Management Agency.

### Unsolicited Monetary/Financial Donations:

## **Madison County Volunteer and Donations Management Support Annex**

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- Madison EMA will take direction from the Board of Supervisors regarding monetary donations received into the county emergency fund.
- All activities, functions, and services are provided in accordance with existing federal and state statutes, rules, and regulations.

### **Notification**

- All support agency contact persons will be instructed to notify their networks throughout the county to ensure all available resources are on standby.
- Other potential sources of donated goods/services will be notified and asked to remain on standby.

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### **Concept of Operations**

#### **Volunteer Management**

- Volunteer management operations may include operation of a Volunteer Call Center functioning on the state level coordinated by MCVS with an approved mission assignment by MEMA. The Mission Assignment would need to include details regarding reimbursement for all expenses incurred through the Volunteer Call Center, as well as operational protocols.
- Madison County Public Information Officer and/or MEMA External Affairs Office, will manage coordinated media relations through the state Joint Information Center (JIC).
- MCVS will provide liaisons to other emergency support functions (ESFs) and a facilities management plan to include Volunteer Reception Centers (VRC).
- Requests for support under this annex from federal, state, local, and tribal authorities are coordinated through the Madison County EMA or at the Joint Field Office (JFO).

#### **Donations Management**

- Requests for support under this annex from federal, state, local, and tribal authorities are coordinated through the SEOC; however, depending on the situation, coordination may occur at the Joint Field Office (JFO) once established.
- Management of unsolicited donations requires a cooperative effort by federal, state, local, and tribal governments, voluntary and community-based organizations, faith-based organizations, the private sector, and the media.

#### **Donations Management on Different Levels of Disaster**

*Large Disasters (Catastrophic events, such as a category 4 or 5 hurricane or an earthquake)*

- State donations management assistance will be required.

## **Madison County Volunteer and Donations Management Support Annex**

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- The decision to open a donations warehouse must be authorized by the MEMA Director and determined by the impact of the disaster and the number of residents affected. MEMA will coordinate possible locations with the Mississippi Department of Finance and Administration.
- The coordination team will work with Mississippi Commission for Volunteer Services (MCVS) and MEMA Public Information Officer (PIO) in communicating donations needs through the media.

### *Medium Disasters (Category 2 or 3 hurricane or tornado outbreaks covering a wide area)*

- State assistance may be needed.
- A donations warehouse would most likely not be needed.
- The coordination team in cooperation with Mississippi Voluntary Organizations Active in Disasters (MS VOAD) would assist volunteer agencies via the National Donation Management Network (NDMN).

### *Small Disasters*

- In small events, donations centers are mostly localized, such as churches, and state assistance is rarely needed.
- The coordination team may assist in the utilization of the NDMN, if requested.
- The NDMN can be used for donors to make offers in any size event.

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## **Operational Objectives**

### **Preparedness Objectives**

- Maintain and distribute as necessary, a roster of agency contacts and support personnel.
- Primary and support agencies will participate in disaster operations training.
- Conduct an annual review and update of the Volunteer and Donations Management Support Annex.
- Conduct an annual review and update of the Volunteer and Donations Coordination Team Standard Operating Guidelines.
- Conduct annual or more frequent meetings of Volunteer and Donations Coordination Team.

### **Response Objectives**

- Inventory, update, and maintain a database of offers of services, goods, and monetary donations.
- Communicate with other Emergency Support Functions regarding available donated resources.

## **Madison County Volunteer and Donations Management Support Annex**

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- Maintain a daily log of activities and action plans, including the scheduling of staff and submission of information for the Situation Report to Emergency Support Function 6.
- Coordinate field activities related to unaffiliated volunteers, unsolicited donated goods and services including the State Volunteer and Donations Call Center Line, the Donations Database, Donations Warehouse, Volunteer Reception Centers and volunteer/donations liaisons.
- Coordinate volunteer requests and assignments through MEMA Operations via the Mission Assignment Coordinator.
- Register unaffiliated volunteers and assign them to recognized volunteer organizations.
- Communicate with other emergency support functions regarding available volunteer resources.
- MCVS will request a donation warehouse based on severity of incident and needs from the DCT. Request will be forwarded to SEOC for the approval of the Governor's Authorized Representative. MCVS has a limited staff and capacity regarding warehouse management. MEMA has offered to staff the donations warehouse with qualified logistics managers who are MEMA Reservists. If MEMA reservists are not available to perform these duties, MCVS will not have the capacity to manage said warehouse.
- Provide appropriate information intended for public distribution to Emergency Support Function 15.

### **Recovery Objectives**

- The Donations Warehouse will continue to distribute donated goods in an expeditious manner to relief agencies in the impacted area.
- The Volunteer Reception Centers may be tasked with continuing to provide registration and coordination of spontaneous volunteers in the impacted area until the local community-based recovery entity can take over operations (or as determined by MCVS). Alternatively, the Volunteer and Donations Coordination Team may be tasked with helping a local community establish a locally operated Volunteer Reception Center to perform this function.
- MEMA staff and/or other support agency representatives will represent the Volunteer and Donations Coordination Team at initial unmet needs coalition meetings in the impacted area.

### **Direction and Control**

- Volunteer and Donations Coordination Team activities will be coordinated from the Madison County Emergency Operations Center during activation. The Volunteer and Donations Coordination Team will respond to message requests approved by the Human Services Branch Director and coordinate with the MSVOAD representative in the SEOC. Any requests that cannot be filled by items already available in the database or through solicitations made to or by participating support, agencies will be returned to the Human Services Branch Director for reassignment. County employees will not initiate or conduct direct solicitations for donated goods. Discussion between The Volunteer and Donations Coordination Team and the originating Emergency Support Function will occur prior to message rerouting. Message updates will be made regarding the progress in acquiring donated items or services.

## **Madison County Volunteer and Donations Management Support Annex**

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- Voluntary agencies continue to be operational when the State Emergency Operations Center is no longer activated. Activities may be coordinated from the Joint Field Office and may involve limited participation of Recovery Centers or Donations Warehouses.

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### **Responsibilities**

#### **Madison County EMA- Coordinator**

- Will provide representatives to the Madison County EOC during disasters as requested by the EMA director.
- Will coordinate the registration and assignment of unaffiliated volunteers during disasters to appropriate recognized volunteer organizations.
- Will assist in matching volunteers with volunteer needs requests in collaboration with the MSVOAD.
- Will organize the setup and staffing of Volunteer Reception Centers (VRCs) if deemed necessary.
- Will coordinate with MS VOAD a daily needs list which will be posted on the NDMN by recipients authorized to do so by the coordination team.
- Will work to address the unmet needs of the impacted communities, as able.

#### **Field Activity**

- MCVS will coordinate the staffing of the warehouse if activated. MCVS has a limited staff and capacity regarding warehouse management. MEMA has offered to staff the donations warehouse with qualified logistics managers who are MEMA Reservists. If MEMA reservists are not available to perform these duties, MCVS will not have the capacity to manage said warehouse.
- The Mississippi Volunteer and Donations Call Center will be activated, as needed, at a designated site. Offers of volunteer service will be referred to volunteer agencies via the call center and/or the NDMN Volunteer Management System other approved volunteer registration system.
- The donations warehouse, if established, will coordinate response efforts with the coordination team.
- The Donations Call Center may be activated as needed at a designated site. Donation offers, depending on size, will be logged into the NDMN or other donations management system and/or referred to an appropriate organization.
- If state resources are not available, the coordination team will coordinate the transportation of said donated goods through other entities, including the Mississippi Trucking Association.

#### **Unaffiliated Volunteer Management Strategy**

The county recognizes the value and challenges of working with unaffiliated volunteers. Upon request, Mississippi Commission for Volunteer Services (MCVS) will assess the need for VRCs in disaster areas. The Volunteer Reception Center (VRC) will register and coordinate volunteer deployment to volunteer organizations in the impacted areas. The Unaffiliated Volunteer Management Strategy consists of the following:

## **Madison County Volunteer and Donations Management Support Annex**

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- Pre-disaster - MCVS will coordinate Volunteer Response Center Trainings for volunteers and voluntary organizations
- During disaster - VRCs, and an MCVS approved volunteer registration system may be used as a means for individual unaffiliated volunteers to register to volunteer their services following a disaster. MCVS, in coordination with MSVOAD, will affiliate volunteers with organizations to best match their qualifications, skills and services offered. If needed, A Volunteer and Donations Call Center will be established, given that a Mission Assignment is issued.
- Post-disaster - If needed, MCVS will open and operate the Mississippi Volunteer and Donations Call Center as defined in a Mission Assignment. The JIC will release to the public the volunteer hotline phone number so volunteers will know the appropriate ways to offer their services. MCVS, in concert with local volunteer centers or other volunteer organizers and local emergency management agencies, will assess the need for VRCs near impacted areas to manage unaffiliated volunteers. Local organizations, The United Way, Retired and Senior Volunteer Programs, and local government volunteer programs may participate in the operation of VRCs as needed, and with the support of MCVS. In the absence of a local organization trained to manage unaffiliated volunteers, MCVS will be prepared to train and assist local organizations until they can coordinate staffing assistance from a local volunteer pool.

### **Unsolicited Donations Management Strategy**

The state recognizes the value and challenges of managing unsolicited donations. The coordination team will assess the need for various actions to be taken regarding the management and coordination of unsolicited donations.

The coordination team's Unsolicited Donations Management Strategy consists of the following:

**Pre-disaster** - The coordination team will:

- Provide, in coordination and consultation with ESF #15, pre-scripted donations messages.
- Participate in exercises where the management of unsolicited donations is needed.

**Response** - The coordination team will:

- Provide, in coordination and consultation with ESF #15, appropriate donations related messages concerning:
  - How donations can be offered.
  - What donations are needed?
  - What donations are **not** needed?
  - Work, in coordination and consultation with ESF #15, with local and state media regarding in-kind donation drives and other similar public activities.
- **Post-disaster** - If needed, the coordination team will work with the State of Mississippi to operate a donations warehouse(s) in support of ongoing, long-term recovery efforts. This includes helping

## **Madison County Volunteer and Donations Management Support Annex**

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local communities or emergency management develop a local donations warehouse. MCVS has a limited staff and capacity regarding warehouse management. MEMA has offered to staff the donations warehouse with qualified logistics managers who are MEMA Reservists. If MEMA reservists are not available to perform these duties, MCVS will not have the capacity to manage said warehouse.

- The Mississippi NDMN internet portal:
  - May be used as a means for individual corporations or businesses to offer in-kind or financial donations following a disaster. The coordination team with MCVS and MS VOAD will help to inform their membership of these offers in a timely manner.
  - May also be used by non-profit organizations approved by the coordination team to post their needs for potential donors.

The donations warehouse, if activated, will serve as a central location for the management of unsolicited and in some cases solicited goods (but not solicited from any state employee) to address the needs of local agencies equitably and effectively. Though one agency provides management, any agency approved by the coordination team may receive donated goods.

If requested, the coordination team will ensure that a donations warehouse is operational for the distribution of food, water and other needed items. The coordination team will establish a Donations Management Team (comprised of MEMA Reservists experienced in Logistics Management), which will manage the flow of donated goods into Mississippi by identifying needs and informing the public of the needs via the Volunteer and Donations Call Center, the Volunteer Mississippi Web site, a needs link on the Mississippi NDMN Web site, and by coordinating with ESF #15.

The Donations Warehouse Management Team will identify leadership through its internal staff and volunteers and provide training to coordinate the flow of incoming undesignated goods in close coordination with the coordination team; provide management of the donations warehouse and supervise local volunteers in receiving, sorting, packing and inventorying donated goods; make available all donated goods to organizations through coordination with the coordination team; and identify, with the assistance of state and county, a local agency to transfer the operation of the donations warehouse once it has been determined jointly by MEMA and the Donations Warehouse Management Team to do so.

Donations warehouse volunteers will inventory, sort, repackage and, in some cases, transport donated goods.

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### **Financial Management**

- All agencies should maintain logs and journals documenting all volunteer hours and expenses incurred in any disaster relief activities.
- Accounting/Record Keeping
  - All organizations receiving and utilizing volunteer services and/or donated items as their resources need to record all requested information into the database. All information will be kept confidential and will be used only for the purpose of volunteer and donations management.



## Madison County Volunteer and Donations Management Support Annex

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- MCVS shall direct all volunteers to the appropriate voluntary organizations. The voluntary organizations then become responsible for record keeping and final dispositions shift to them.
- The state Donations Coordinator should, whenever feasible, direct all donated durable/non-expendable items to the appropriate, approved volunteer organizations and faith-based groups. They then become the recipients rather than accepting it for State government. The record keeping and final dispositions shift to that organization.
- Financial documents submitted must be in accordance with regulations and guidelines established by FEMA Public Assistance in order to be considered for reimbursement by FEMA or MEMA.

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### SUPPORT AGENCIES

Agency	RESPONSIBILITIES
<b>Madison County Fire Departments</b>	<ul style="list-style-type: none"><li>• Provide any other resources as needed</li></ul>
<b>Madison County Churches</b>	<ul style="list-style-type: none"><li>• Provide any other resources as needed</li></ul>

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### Review and Maintenance

As a minimum, the Madison County agency contact for volunteer and donations management will conduct a biennial review of this annex with all support agencies. Additional reviews may be conducted if experience with an incident indicates a need.