



# DONATIONS MANAGEMENT ANNEX

---

## PRIMARY AGENCIES:

State: Department of Administration  
Division of Emergency Management  
Office of the Governor

Volunteer: Arizona Voluntary Organizations Active in Disasters

## I. PURPOSE:

Coordinate private volunteer organizational activities to react to the needs of disaster victims in an efficient and timely manner. This support annex will not interfere with any individual or private community volunteer organization's policies concerning gifts or donations.

## II. SITUATION AND ASSUMPTIONS

- A. Disasters create a need to coordinate donations of goods, money and volunteer services. When circumstances warrant, a united and cooperative effort by private volunteer organizations and the donor community is necessary for the successful management of donations campaigns and relief supplies.
- B. This support annex outlines a system for managing the distribution of unsolicited goods.
- C. Private relief organizations are experienced in managing donations and can receive, process and distribute goods and services to disaster victims. The state will rely on those organizations to administer the donations management system.
- D. The state will provide support services to coordinate needs and requests from impacted counties.

## III. CONCEPT OF OPERATIONS

### A. Direction and Control

This support annex and implementing procedures may be activated in a disaster/emergency. The Director, ADEM, in cooperation with Arizona Voluntary Organizations Active in Disasters (AzVOAD), will determine the implementation of the procedures and notify the appropriate federal/state/local government and related participating volunteer organizations before a public announcement.

### B. Operations

1. The State Donations Liaison and representatives of AzVOAD will assemble at

the Donations Coordination Center (DCC) to form the Donations Coordination Team (DCT). DCC will serve as the central location for management of the system. A representative from FEMA may join DCT when a Presidential Declaration is received.

2. Participating volunteer organizations will give DCC phone numbers and other pertinent information, to establish an effective communications structure. This information will be managed by DCC.
3. DCT is responsible for administering the donated goods and services with participating distribution organization.
4. The ADEM switchboard has a toll free number for receiving donations inquiries. This information will be relayed to DCC by computer or telephone. The number of local operators needed to receive the information will be determined by the Director, ADEM, based on the magnitude of the disaster. A rotary telephone system with a recording backup will be established in DCC for information from FEMA and local donors.
5. A standardized data base will be utilized for documenting donated resources. Donation information will be made available to participating agencies, volunteer organizations, emergency responders, and the public.
6. Information regarding individuals and businesses soliciting contracts for relief goods or services will be recorded separately from donated goods and services.
7. Facilities will be identified as Donations Reception Centers (DRCs), Local Distribution Centers (LDCs) and Donations Staging Areas (DSAs).
8. LDCs may be operated by churches, community-based organizations, volunteer agencies and local government to provide donated goods directly to disaster victims.
9. Twenty-four-hour security will be provided for Donations Management facilities and personnel. Coordination for security will be provided by ADEM/AzVOAD, in cooperation with local law enforcement agencies.
10. Public health and sanitation facilities for volunteers, staff and the public will be available at facilities.
11. News releases and flyers will be used to encourage public donations. Information provided to the media will be coordinated in advance by the participating agencies before being distributed to the public.
12. AzVOAD agencies will operate independent facilities for controlling donations that are specifically solicited by their organizations.
13. The procedures regarding designated donations will include:

- a. All inquiries concerning donations for a specified organization will be referred to that organization.
  - b. An organization accepting/receiving designated donations will follow its own policies.
14. The procedures regarding non-designated cash donations will include:
- a. Cash received but not designated for a specified organization will be deposited in a Disaster Donation Fund (DDF) Account. This account will be established and maintained by the Director, Department of Administration (DOA) for the state. Donors who do not wish to specify an organization will make the check payable to DDF.
  - b. A Board of Directors, appointed by the Governor, will be charged with the responsibility for authorizing expenditures and approving/disapproving applications for grants from DDF.
  - c. Churches volunteer and other 501(c)(3) nonprofit organizations may apply for grants from DDF if the proceeds are:
    - (1) Used for disaster related needs and expenses;
    - (2) Not used for administrative purposes; and
    - (3) Documentation and expenditures are submitted to the Board of Directors.
  - d. Non-designated cash donations will be used only for needs/expenses resulting from state declared disasters.
  - e. Donors will be advised that cash donations remaining in DDF after all current disaster needs/expenses have been met, will be used for future state declared disasters.
15. The procedure for unsolicited/non-designated in-kind donations will include:
- a. Donors will be discouraged from sending unsolicited in-kind donations directly to the disaster site.
  - b. Donors who insist on donating unsolicited or unwanted goods will be advised that the goods cannot be accepted. The information regarding these goods will be entered into the data base and made available to federal/state/volunteer agencies. Should a need arise for the goods, the requesting agency will contact the donor directly.
  - c. Goods not requested, which could be utilized, will be made available to participating volunteer 501(c)(3) nonprofit organizations (i.e., Goodwill Industries or community food banks).

- d. Unneeded goods, such as clothing, will be recycled/redistributed to others in need.
  - e. Guidelines will be established for tracking the receipt and distribution of unsolicited and non-designated goods.
16. The procedures for corporate donations will include:
- a. Bulk items will be accepted if the items can be used in disaster response/relief efforts.
  - b. Information concerning offers of bulk items will be entered in the resource data base.
  - c. Information concerning the proper use of items being donated and expiration dates will be entered in the resource data base.
  - d. Advising donors to label all goods and provide detailed inventory lists with all shipments.
  - e. Information on these resources to be made available to all private volunteer organizations, emergency responders and ESF agencies, through the resource data base.
17. Tax deductible status for charitable contributions, Section 170 of the Internal Revenue Code states that donations made to nonprofit, tax exempt organizations can be deducted on tax returns, to the extent allowed by law. New rules in effect as of January 1, 1994, place the burden on the nonprofit, tax exempt organizations for reporting contributions and providing the individual/ corporation with a receipt showing the amount and type of donation.
18. The procedures for international donations will include:
- a. In case of disaster within the state, offers including cash may be expected from many different countries. Many countries make generous offers that should be considered based upon needs and logistical requirements.
    - (1) Foreign governments, countries, and individuals offer to donate to the United States (US) because they are grateful for US support around the world and want to offer help.
    - (2) Services such as response personnel, emergency medical service providers and water purification system operators are some of the most common services offered from foreign countries/governments.
  - b. Offers of assistance to state/local emergency managers may be made directly to:

- (1) The Governor, county/city officials; and
  - (2) FEMA headquarters from the foreign donor or through the US State Department.
- c. If foreign offers are needed, FEMA will conference call with the donor and the leader of the state DCT. This will allow the state official to discuss the offer, with the foreign donor directly and in a timely manner.
  - d. FEMA and the US State Department will contact one another to inform each EOC of their respective contacts for donated goods and services.
  - e. A cable for the American embassies worldwide is developed by the State Department based on information FEMA provides (consistent with the affected state government's policy on donations). The cable emphasizes the preference for cash donations and lists the addresses and commercial numbers for the National Voluntary Organizations Active in Disasters members known to be active in the particular disaster. The FEMA Headquarters Donations Coordinator's number is also included in the cable to allow foreign donors to call FEMA directly.
19. The procedures for volunteer services will include:
- a. Encouraging interested individuals to affiliate with a recognized private volunteer organization or other organized group of their choice to facilitate relief efforts;
  - b. Discouraging unaffiliated volunteers from going directly to any disaster site;
  - c. Encouraging organizations to give volunteers easily recognizable identification;
  - d. Requesting public volunteers from the DCC;
  - e. Having disaster affected area(s) submit their requests for volunteers to the SEOC which will forwarding them to the DCC; and
  - f. Coordinating volunteers received through the DCC with AzVOAD.

#### **IV. ORGANIZATIONAL ROLES AND RESPONSIBILITIES**

##### **A. State Government**

- 1. **DOA will:**
  - a. Establish a DDF Account.
  - b. Assist with the establishment of guidelines to be followed by the Board of Directors in approving/disapproving grants from the DDF.

2. **ADEM** will:
  - a. Assign staff to serve on a needs assessment team, maintain this ESF or Donations Management Plan and monitor related activities.
  - b. Designate a staff member as the Donations Liaison to facilitate transactions concerning offers of cash, goods and services.
  - c. Submit the names of at least three persons (recommended by the Director) to the Governor to be considered for membership on the DDF Board of Directors.
  - d. In coordination with FEMA, local governments and related organizations, identify appropriate facilities to serve as DRCs, LDCs and DSAs. If the metro Phoenix area has not been seriously affected by the disaster, initial consideration may be given to using the State Fair Grounds (Veterans Memorial Coliseum and Exposition Center) as a primary DRC. Other areas to be considered would be county/local fairgrounds located outside the disaster area.
  - e. Establish the DCC close to the SEOC, Joint Information Center, or with the Disaster Field Office when established.
  - f. In coordination with the Director, DOA and/or other state agencies, provide personnel to assist in managing operating facilities and donations phone lines.
  - g. In coordination with the Department of Transportation (ADOT), the Department of Public Safety (DPS), other state agencies and local governments, identify and manage checkpoints and staging areas for incoming donations. Weigh stations and rest areas will be considered for this use.
  - h. In coordination with ADOT and DPS, direct vehicles and trucks bringing donations into the state. Road signs should be posted and clearly marked.
  - i. Work with the appropriate state/federal agencies to coordinate waste disposal operations contracts to dispose of cardboard, paper, metal and spoiled, damaged or unsafe containers of goods.
  - j. Coordinate with local volunteer radio operator organizations, such as Radio Amateur Civil Emergency Services (RACES), to provide communications with truck drivers transporting donated goods. Volunteer radio operators could be stationed at weigh stations or rest areas on major highways to establish communications with drivers transporting donated goods and direct them to the appropriate staging areas.

- k. Call upon other state agencies to provide assistance in implementing this ESF.
3. The **Governor** will:
    - a. Establish an Internal Revenue Service approved DDF Account through DOA.
    - b. Appoint a Board of Directors to oversee DDF. The Board of Directors should consist of at least six members with 50% representation from AzVOAD. The Board will be charged with authorizing expenditures and approving/disapproving applications for grants from the DDF Account, based on established guidelines.
    - c. Assign the ADEM Donations Liaison/staff to review applications for DDF grants, prepare a brief summary for each application and submit recommendations to the Board.

**B. County/Local Government will:**

1. Establish and operate, in cooperation with local volunteer organizations, DSAs for dispersing goods directly to disaster victims. These will be managed locally and stocked by parent organizations or spontaneous donations.
2. Direct all incoming communication resources to DCC except local volunteers, who may be utilized locally.
3. Provide information to the donations data base provided by ADEM which can be accessed by DCC. The data base will provide county/local governments with listings of available donated resources.
4. Provide 24 hour security for facilities and assist local volunteer organizations with distribution of donated goods.

**C. AzVOAD will:**

1. Assist with the implementation and administration of this support annex;
2. Provide information to the donations data base;
3. Establish and operate an AzVOAD section at the DCC; and
4. Submit names and positions of at least four persons to be considered by the Governor for appointment to the DDF Account Board of Directors.

**V. ADMINISTRATIVE SUPPORT**

Administrative support will be provided by FEMA, state agencies and volunteer organizations in implementing this support annex. Temporary personnel may be employed as needed.

## **VI. PUBLIC INFORMATION**

- A.** ADEM, through the Joint Information Center, in coordination with private volunteer organizations will maintain an outreach program to educate the media, government officials and the public concerning donations and volunteers.
- B.** The public information program will be directed to promote monetary donations and limit the flow of unneeded goods and services.
- C.** The public awareness program will reach a variety of organizations such as civic and religious groups, unions, social/fraternal organizations and other interested community-based groups.
- D.** Press releases will be issued immediately following a Major Disaster. These press releases will encourage donations to private volunteer organizations.
- E.** The frequency of press releases will be determined by an assessment of needs and the impact of the disaster on the public.
- F.** Volunteer organizations are responsible for representing their own organizations. Coordination between agencies should take place to ensure that messages to the public are consistent.

## **VII. AUDITS**

- A.** Organizations accepting donated goods, cash and services will follow their own policies and procedures for internal audits.
- B.** The Board of Directors, appointed by the Governor, is responsible for insuring that an audit of the non-designated cash donations accepted and deposited in the DDF Account be conducted according to generally accepted accounting principles.

## **VIII. TRAINING**

- A.** In order to emphasize the importance of donated goods and services to the overall response, relief and recovery efforts, ADEM and AzVOAD will publish a roster of the donors that have contributed to the relief efforts.
- B.** Public recognition of in-kind gifts, donations and services will probably be the only method that can be utilized to thank the donors.