

# Volunteer and Donations Management

## I. PURPOSE

To designate a volunteer and donations management team (VDMT) that will organize activities associated with funds, goods, services, time, and/or talent offered by a variety of sources in response to an emergency or disaster, and to make the best use of these offered items if, and when, they are received. This team will continue as needed into the recovery phase.

## II. OPERATIONAL OVERVIEW

The Iowa Homeland Security and Emergency Management Division (HSEMD) will serve as the lead agency for Volunteer and Donations Management during a disaster of such magnitude that it exceeds the capability of local governments to respond. HSEMD will coordinate closely with the Iowa Commission on Volunteer Service (ICVS) for volunteer resources as well as the Iowa Disaster Human Resource Council for both volunteer and donated resources. All efforts will be coordinated through the State Emergency Operations Center.

## III. Volunteer and Donations Management Team (VDMT)

The VDMT consists of the following agencies:

1. Adventist Community Services Disaster Response (ACSDR)- Co Lead for Donations Management
  - 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 donations hotline and National Donations Management Network.
2. American Red Cross (ARC)
  - Provide a liaison to the VDMT to coordinate ARC assistance with state and local agencies and voluntary organizations involved in relief efforts.
3. Citizen Corps
  - **As needed:** For events that include a county with an established Citizen Corps Program may require a liaison from the local Citizen Corps Council to facilitate coordination between local and statewide volunteers
4. Iowa Commission on Volunteer Service (ICVS)- Co Lead for Volunteer and Donations Management
  - Acts as lead support agency to help facilitate spontaneous, unaffiliated volunteers
5. Iowa Concern Hotline (ISUE)

- Provide 24/7 updated information and resources for the public that may have questions or needs in the aftermath of a disaster
  - Services can include, but not limited to, referral for volunteers and donations, legal education, and stress counseling.
6. Iowa Department of Public Health
- **As needed:** For events requiring activation of the Public Health and Medical Volunteer System, provide a liaison to the Donations Coordination Team and coordinate medical and public health volunteer efforts with local agencies and voluntary organizations involved in relief efforts.
7. Iowa Disaster Human Resource Council (IDHRC)
- Works to assess the need for individual assistance, case management, and unmet needs.
  - Works to develop Long Term Recovery Committees in an effected area
8. The Governors' Office (as applicable)
- Provide a liaison and a public information officer to the Donations Management Team to keep the Governor apprised of donations activities, amounts flowing and unmet needs.
  - Provide, when needed, a single unified voice to the citizens of Iowa informing them of the unmet needs, and progress of volunteer and donations management.
9. The Salvation Army
- Provide a liaison to the VDMT and coordinate assistance from The Salvation Army with state and local agencies and voluntary organizations involved in relief efforts
10. Safeguard Iowa Partnership
- Provide a liaison to the VDMT to leverage private sector resources for a response and recovery.

#### **IV. DONATIONS**

##### **a. DONATIONS MANAGEMENT ACTIVITIES**

- Designate a Donations Management Coordinator.
- Conduct a needs assessment to determine types of items needed.
- Coordinate with Iowa HSEMD's Public Information Officer (PIO) and Iowa Concern Hotline to provide the following information to the public:
  - A statement encouraging cash donations versus donated goods;
  - A list of organizations accepting donations;
  - A list of items needed, if solicitation becomes necessary;
  - Pre-scripted press releases describing needs, the donations process, etc.

- Information regarding the National Donations Management Network (NDMN).
- Cash donations will managed by utilizing the NDMN Cash Donation Portal.
- Coordinate with HSEMD's webmaster to post the donation information process description and list of needed items on HSEMD web site.
- Utilize NDMN tracking of donations needed and offered.
- Coordinate closely with outreach workers in the disaster area to identify potential and actual unmet needs.
- Designate a donations management representative to staff the SEOC, when requested.
- Maintain contact with the Food Bank of Iowa to determine space availability for collection and storage of food items.
- If space is not available, coordinate with the Department of General Services to locate a warehouse storage facility that can serve as a donations warehouse. Per the MOU signed May, 2010, Adventist Community Services will serve as lead for management and coordination of activities at the warehouse. The warehouse space must meet the following minimum requirements:
  - Should be close to, but outside of, the disaster area;
  - Should contain approximately 10,000 square feet of climate controlled space (this is a baseline estimate and will vary based on the magnitude of the disaster and estimated short-term and long-term space needs);
  - Must have a loading dock capable of handling more than one truck at a time;
  - Must have room for 18 wheelers to maneuver and turn;
  - Must have loading and unloading capabilities (i.e., dock, forklift, conveyor belt etc);
  - Must have restrooms and hand-washing facilities.
  - Work with the ICVS and ACDR to locate volunteers, or work with an established group, to staff any warehouse facilities that have been opened.
  - Track volunteer work hours for potential reimbursement through the Donated Resources Program, if a Federal disaster is declared.
  - Utilize HSEMD's PIO and media contacts to make impacted citizens aware of donations facility, hours of operation, and process for receiving goods.
- Ensure any goods not distributed by the end of recovery period are donated to shelters or food pantries for their use.

#### **b. DONATIONS MANAGEMENT COORDINATOR**

The Donations Management Coordinator will:

- Work in coordination with the Iowa HSEMD
- Serve as a representative of the state donations coordination group, which includes, but is not limited to, the IDHRC the Food Bank of Iowa, state agency representatives and private sector partners;
- Train and act as site administrator for NDMN (AidMatrix)

- Lead all donation efforts for use and management of donated goods;
- Represent and speak on behalf of donations policy in SEOC decisions;
- If the Donations team is overwhelmed with offers, consider requesting assistance through EMAC.
- Communicate policy decisions to the VDMT;
- Represent the team in all SEOC coordination issues;
- Work with the state government leadership and Public Information Staff to produce appropriate press releases (see Annex I: Public Information);
- Work with Iowa Concerns Hotline and 211 partners to provide them with the most current information for the public;
- Communicate needs identified in the SEOC to the VDMT for procurement of needed donations;
- Communicate and coordinate with FEMA Donations Coordinator;
- Attend and participate in all coordination meetings with FEMA VAL's.

## **V. VOLUNTEERS**

### **a. VOLUNTEER MANAGEMENT ACTIVITIES**

- Designate a Volunteer Management Coordinator.
- Utilize the ICVS volunteer registration and web portal - Volunteer Solutions system.
- Coordinate with the SEOC for volunteer needs
- Coordinate with the Iowa Homeland Security and Emergency Management Division's (HSEMD) Public Information Officer (PIO) to provide the public with the Iowa Concern Hotline number, information on Volunteer Solutions, and information on how to volunteer.
- Assist local Emergency Managers in establishing Volunteer Reception Center (VRC) if requested or aid local designated agency responsible for establishing volunteer reception center.
- Work with HSEMD PIO to discourage unaffiliated spontaneous volunteers and encourage potential volunteers to go to the Volunteer Web Portal [www.volunteeriowa.org](http://www.volunteeriowa.org) to register or get instructions on how to volunteer through an affiliated agency or Volunteer Reception Center.
- Provide volunteer coordinator contact information to the incident commander so that he/she can request a list of potential volunteers to fill a specific need.
- Track volunteer work hours for potential reimbursement through the designated volunteer tracking system, if a Federal disaster is declared. Reporting instructions will be available on the volunteer solutions web portal by the Volunteer Management Coordinator. A local agency will be designated to collect hours and submit hours by county to the Volunteer Management Coordinator. Statewide partners must track and submit individual reports locally.

## **b. VOLUNTEER MANAGEMENT COORDINATOR POSITION DESCRIPTION**

The Volunteer Management Coordinator will:

- Work in coordination with ICVS and the Donations Management Coordinator;
- Represent volunteer agencies;
- Provide state government leadership and others with basic information about the services and capabilities of various voluntary agencies and IDHRC;
- Lead all volunteer efforts in the use and management of volunteers;
- Represent and speak on behalf of the volunteer management policy in SEOC decisions;
- If the Volunteer team is overwhelmed with offers, consider requesting assistance through EMAC.
- Communicate policy decisions to the VDMT;
- Represent the team in all SEOC coordination issues;
- Work with the state government leadership and Public Information Function to produce appropriate press releases (see ESF 6: Communications);
- Work with Iowa Concerns Hotline and 211 partners to provide them with the most current information for the public;
- Communicate needs identified in the SEOC to Team for procurement of needed volunteers;
- Communicate and coordinate with the FEMA VAL's Coordinator;
- Attend and participate in all coordination meetings with FEMA VAL's

## **VI. VDMT 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 VDMT will attempt to send a Field Liaison into the effected 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 VDMT Field Liaison will:

- Receive a tasking from the State EOC along with local POC who is managing volunteers and/or donations
- Link up with the local POC to provide guidance and assistance anywhere from half day to a week as necessary.
- Report back to VDMT with any needed resource needs, questions, or issues that may arise during the incident response and recovery.

## **VII. FEDERAL INTERFACE**

The Donations/Volunteer Management Annex corresponds to the Donations Management Support Annex in the National Response Framework.

Federal Support can also be gained from contacting FEMA Region VII, through EMAC, or by requesting support from staff at AidMatrix.

## **VIII. INFORMATION ABOUT ORGANIZATIONS AND PROGRAMS MENTIONED IN THIS ATTACHMENT**

### **Food Bank of Iowa:**

The Food Bank of Iowa, founded in 1982, is a private, non-profit charitable organization whose mission is to alleviate hunger and reduce food waste.

The Food Bank of Iowa solicits, receives, inventories and distributes donated food and grocery products. These products are distributed to partner agencies (which include food pantries, soup kitchens, homeless shelters and shelters for victims of domestic violence, non-profit day care and residential care centers, as well as child and senior programs) in 42 Iowa counties who directly serve needy families and individuals through a variety of programs. The Food Bank of Iowa is a member of Feeding America, the largest domestic hunger relief organization in the United States. [www.foodbankiowa.org](http://www.foodbankiowa.org)

### **Iowa Concern Hotline:**

The Iowa Concern Hotline number (1-800-447-1985) is staffed 24 hours a day, 7 days a week. Iowa Concern provides confidential phone counseling on stress, legal questions, financial concerns, and information and referral to other agencies.

People experiencing disruptions in their lives can talk with stress counselors. Also available through ISU Extension is a teen hotline number (1-800-443-8336). This number is available for teens with problems or concerns, as well as parents who have concerns about teenagers. Iowa Concern Hotline is utilized during disaster events by the Iowa Disaster Human Resource Council to gather information regarding persons with unmet needs. Iowa HSEMD has utilized the Hotline to gather information from persons willing to donate goods or services during a disaster event. [www.extension.iastate.edu/iowaconcern](http://www.extension.iastate.edu/iowaconcern)

### **Iowa Disaster Human Resource Council:**

The Iowa Disaster Human Resource Council is composed of voluntary, faith-based and governmental organizations active in disaster services. The Council strives to foster a more effective response and recovery for the people of Iowa in times of disaster during both declared and non-declared events, addressing unmet needs. The mission statement of the council is: *Coordinate a holistic approach to disaster recovery by maximizing public and private resources, thereby providing an efficient system that can address immediate and long-term physical, spiritual, and emotional needs of impacted citizens.* [www.idhrc.org](http://www.idhrc.org)

### **Iowa Commission on Volunteer Service:**

The Iowa Commission on Volunteer Service is composed of staff and commissioners who share a passion for volunteerism and national service.

State Commissions exist to foster a bi-partisan state-level commitment to advancing service initiatives in the state and to support community service agencies that depend on volunteers to meet community needs, and make a difference in local communities. [www.volunteeriowa.org](http://www.volunteeriowa.org)

### **National Donations Management Network**

National Donations Management Network is the program developed through FEMA to provide the nation with a National Donations Management System. FEMA, the AidMatrix Foundation and Corporate Sponsors have partnered to launch a virtual portal to allow companies or individuals to offer their support on-line to leading organizations in humanitarian relief. This portal is designed to make it as easy to offer financial support, product donations, or to donate your skills and time to nonprofit organizations active in disaster relief.

<http://www.aidmatrixnetwork.org/fema/>

## **Glossary**

ACSDR- Adventist Community Services Disaster Response

ARC- American Red Cross

CCP- Citizen Corps Programs

EMAC- Emergency Management Assistance Compact

FEMA- Federal Emergency Management Agency

HSEMD-Homeland Security Emergency Management Division

ICVS- Iowa Commission on Volunteer Service

IDHRC- Iowa Disaster Human Resource Council

IDPH- Iowa Department of Public Health

ISUE- Iowa State University Extension

PIO- Public Information Officer

SEOC- State Emergency Operations Center

SIP- Safeguard Iowa Partnership

VAL- Volunteer Agency Liaison



**Donated Resources Program:**

Under the Stafford Act Public Assistance program, the value of donated resources may be used to offset the state and local portion of the cost share for emergency work (Categories A and B). The term “donated resources” includes volunteer labor, donated equipment, and donated materials. The amount of credit that can be applied to a project is capped at the non-federal share so that the federal share will not exceed the applicant’s actual out-of-pocket costs. Any excess credit can be applied to other emergency work projects of the same applicant.

Donated resources must apply to actual emergency work, such as debris removal or the filling and placing of sandbags. The donated services must be documented and must include a record of hours worked, the work site, and a description of work.

Volunteer labor will be valued at the same hourly labor rate used for someone in the applicant’s organization performing similar work. If the Applicant does not have employees performing similar work, then the rate should be consistent with those ordinarily performing the work in the same labor market.

The value for donated equipment should be determined by using the applicable FEMA equipment rate and multiplying it by the number of hours the piece of equipment was used to perform eligible work.

Donated materials are valued at the current commercial rate. If the materials were donated by a federal agency, such as sandbags donated by the U.S. Army Corps of Engineers, the value of the materials cannot be applied for volunteer credit.