

Capability Standard – Volunteer and Donations Management

Volunteer Management and Donations is the capability to effectively coordinate the use of volunteers and donations in support of domestic incident management. The Volunteer and Donations Management Capability should fully address the actions that are taken for coordinating, collecting, and distributing goods and monetary donations during and following an emergency or disaster. These actions can include managing unaffiliated organizations and volunteers, managing monetary and physical donations, disseminating donations- and volunteer-related messages and information to the public, managing Volunteer Reception Centers, and managing the donations and volunteer system demobilization.

Associated Target Capabilities: [Volunteer Management and Donations](#); [Community Preparedness and Participation](#); [Emergency Public Information and Warning](#). Additional information on building these capabilities can be found on pages 55 (Community Preparedness and Participation), 237 (Volunteer Management and Donations, and 421 Emergency Public Information and Warning) of the U.S Department of Homeland Security's September 2007 document: *Target Capabilities List: A Companion to the National Preparedness Guidelines*.

Desired Outcome: The jurisdiction is able to effectively use volunteers and donations to augment and improve incident operations.

The jurisdiction has created and maintains an Emergency Operations Plan and a Resource Manual that:

- Describe the method by which unaffiliated volunteers and unaffiliated organizations (non-VOAD) will be managed and their resources applied to incident response and recovery activities (for example, establishing a Volunteer Reception Center)
- Identify and describe the agencies and actions they will take to establish and staff donation management functions (activation, recordkeeping, cost documentation, reporting, set up toll-free hotlines, create databases, appoint a donations liaison/office, use support organizations).
- Identify and describe the agencies and actions they will take to verify and/or vet voluntary organizations and/or organizations operating relief funds.
- Identify and describe the agencies and actions they will take to collect, sort, manage, and distribute in-kind and un-solicited contributions, including methods for disposing of or refusing goods that are not acceptable.
- Identify and describe the agencies and actions they will take to coordinate donation management issues with neighboring districts and the state's donations management system.
- Identify and describe the agencies and processes used to tell the general public about the donations program (instructions on items to bring and not bring, scheduled drop-off sites and times, the way to send monies), including a process for issuing routine updates.
- Identify and describe the agencies and actions they will take to handle the spontaneous influx of volunteers at the incident scene
- Identify and describe the agencies and actions they will take to receive, manage, and distribute cash contributions.

- Identify and describe the agencies and the actions they will take to coordinate the provision of services related to unmet needs during response and recovery operations (e.g. long-term recovery committee).
- Identify and describe the agencies and the actions they will take to establish and manage a Volunteer Reception Center (VRC), including the identification of VRC sites and facilities.
- Identify and describe the agencies and the actions they will take to manage the demobilization of donations management operations following an emergency or disaster.
- Pre-identify sites that will likely be used to sort and manage in-kind contributions (private warehouses, government facilities).

Comments and Notes:

A fully-functioning Donations Management capability should address the following measures:

- The jurisdiction's donations management function response operations have been established and maintained in EOP/SOP/SOG and includes the following elements:
 - The jurisdiction has designated a donations management coordinator.
 - The jurisdiction has established a donations coordination team (DCT).
 - The jurisdiction has developed a data management system to track and coordinate donated goods.
 - The jurisdiction has identified facilities for donations staging areas, warehouses, distribution centers and mobilization points.
 - The jurisdiction has established donations hotline procedures and operations.
- The jurisdiction's volunteer management function response operations have been established and maintained in EOP/SOP/SOG and includes the following elements:
 - Volunteer personnel specifically registered by emergency assignment classifications
 - Volunteer personnel trained to carry out responsibilities for which they are registered
 - Have volunteer personnel been administered loyalty oath
 - Planned to manage influx of untrained, non-registered volunteers.
 - Clear linkage exists between donated goods and services function and the resources function (so whoever does the ordering of supplies, etc., is aware of what has been offered for free).

Comments and Notes:

Capability Assessment - Administration, Finance, and Direction and Control

- 1 2 3 4 5 The jurisdiction has engaged an integrated team to develop this capability.
- 1 2 3 4 5 The jurisdiction has developed an integrated plan for this capability.
- 1 2 3 4 5 The jurisdiction has identified the hazards/threats that would necessitate the application of this capability.
- 1 2 3 4 5 The jurisdiction's local responders have the necessary training to effectively carry out this capability.
- 1 2 3 4 5 The jurisdiction has access to the necessary resources to effectively carry out this capability (either local or identified through MOUs).
- 1 2 3 4 5 The jurisdiction's local responders have received the necessary training to be able to carry out this capability.
- 1 2 3 4 5 The jurisdiction's local responders have the expertise to carry out this capability.
- 1 2 3 4 5 The jurisdiction has tested this capability within the last year through exercise or activation.

Scale Key:

- 1- The jurisdiction has not started to develop this measure.
- 2- The jurisdiction has started to develop this measure, but we are not far along in the process.
- 3- The jurisdiction has developed this measure, but it needs to be improved.
- 4- The jurisdiction has fully developed this measure.
- 5- The jurisdiction has fully developed and tested this measure.