

**OHIO EMERGENCY OPERATIONS PLAN
EMERGENCY SUPPORT FUNCTION #7
RESOURCE SUPPORT AND LOGISTICS MANAGEMENT**

TAB A: DONATIONS MANAGEMENT SUPPORT PLAN

LEAD AGENCY: Ohio Emergency Management Agency (OEMA)

SUPPORT AGENCIES: Ohio Department of Administrative Services (DAS)
Ohio Department of Transportation (ODOT)
Adjutant General’s Department, Ohio National Guard (ONG)
Ohio Voluntary Organizations Active in Disasters
(Ohio VOAD) and Associated VOAD Member Organizations
Ohio Bureau of Motor Vehicles (OBMV)
Ohio Department of Public Safety (ODPS)
American Red Cross (ARC)
Salvation Army (SA)

I. INTRODUCTION

- A. The purpose of this plan is to outline the state of Ohio’s donations management system. The State of Ohio’s state-level donations management system is designed to effectively and efficiently support and maintain close collaboration with impacted jurisdictions to manage influxes of offers of goods and services to local jurisdictions, VOADs and other entities.
- B. Ohio EMA is the lead agency for this plan, and the plan is supported by the agencies listed above.

II. SITUATION

- A. Following a disaster or emergency there may be a need for goods and services that could be fulfilled through public donations. These donations could include goods that are solicited and/or unsolicited before, during and after a disaster or emergency.
- B. If not properly managed, unsolicited donations, and sometimes solicited donations, can add unwanted stresses and logistic burdens during the response phase related to the following response actions:
 - a. Storage and warehousing
 - b. Inventory and sorting
 - c. Transportation and distribution

- d. Disposal of unsuitable or unusable items
- C. Effective donations management is necessary to take full advantage of donated goods and services.
- D. Donations of non-useful and unwanted items (soiled clothing, perishable food, used mattresses, etc.) will occur.
- E. Receipt, handling and disposal procedures will be required for surplus, unneeded and junk donations.

III. ASSUMPTIONS

- A. Of donated goods, there will be an acceptable and usable number to warrant donations management operations.
- B. There will be donated goods that are unusable and require disposal.
- C. Adequate facilities, transportation and other equipment, personnel and other resources will be available for donations management operations.
- D. An adequate number of trained individuals will be available to carry out donations management operations.

IV. SCOPE

- A. This plan is applicable to all emergencies, disasters and incidents within the state of Ohio that result in the receipt of solicited or unsolicited goods and/or monetary donations that would require state-level management and/or assistance.

V. CONCEPT OF OPERATIONS

A. General Considerations

1. Donations management operations will normally be carried out at the county or municipal level, with state-level support as needed.
2. If this plan is activated, close coordination with the Public Information Officer (PIO) and/or Joint Information Center (JIC) will be essential to ensure that accurate information on donation needs; information on the availability of donated goods; and information on donations management operations is provided to the media to ensure timely and precise public media releases. Pre-scripted media releases may be developed to speed and standardize messaging.

3. For incidents that require state-level donations management operations and/or assistance, the primary and support agencies to this tab will form and participate in a State-Level Donations Management Group within the Ohio Emergency Operations Center (State EOC). As the primary agency, Ohio EMA will designate a State Donations Management Coordinator to facilitate this team, and support agencies will provide a liaison to the State EOC and for the Donations Management Team as needed.
4. The Donations Management Team will assess the need for state-level donations management operations, such as:
 - a. Warehousing
 - b. Inventory and sorting
 - c. Transportation and distribution
 - d. Disposal
 - e. Staffing

B. Facilities and Resources

1. Identify, locate, and procure donations storage, staging, warehousing, transportation resources and other goods and services, as needed, to support state-level donations management operations.
2. Assist local jurisdictions with the identification and procurement of donations storage, staging, warehousing and transportation and other goods and services, as needed for local-level donations management operations.
3. Provide vehicles and other transportation support for movement of donated goods.
4. Provide personnel support for state and local donations management storage, staging, warehousing, etc.

C. Donations Hotlines

1. Assist in the location and set up of donations hotline call centers.
2. Support donations management hotline operations.
3. Provide donations hotline telephone operators and supervisors.

D. Operational Facilitation

1. Coordinate with appropriate agencies to identify any needs of survivors which could be met using donated goods or services.
2. When the scope and/or type of incident indicates a priority need for specific goods, services or monetary donations, the State Donations Management Coordinator, with recommendations from the Donations Management Team, will work with the PIO

and/or JIC(s) to prepare and distribute messages to solicit these specific donations, and to provide information related to the process for these donations to be made.

3. When unsolicited donations of goods or monetary donations are anticipated or made, the State-Level Donations Management Team will determine the best means to assist and/or manage the acceptance of donations at the state level and/or assist and/or manage the direction of donors to local or private/non-profit organizations.
4. When needed, a state-level hotline may be established to support state- and/or local level donations management operations. The hotline would provide information (in cooperation with the PIO and/or JIC) to the public on needed and acceptable donations to state and local organizations.
5. Whenever possible, the State will encourage donations of cash to established VOADs or other local organizations that are providing services to disaster survivors in lieu of donations of food, clothing or other items,.
6. Special actions may be required to avoid unsolicited donations becoming a burden to response and recovery operations.
7. Unusable items that cannot be turned away will be destroyed or donated to suitable charities.
8. Facilitate, develop and/or maintain appropriate logistics and fiscal records support operations.
9. Maintain applicable records on member organizations participation in state and local donations management operations.
10. Demobilization planning for state-level donations management operations will begin soon after operations begin.

E. Operational Coordination by Level of Government

1. Local jurisdictions and agencies will facilitate and manage donations management operations within their jurisdictions.
2. The State will provide resource and other support to local agencies or jurisdictions in support of donations management when those services are needed.
3. The State will facilitate, coordinate and manage statewide donations management operations when doing so exceeds the operational abilities of local agencies and jurisdictions as long as those resources continue to be needed.
4. The federal government will provide technical, logistic, managerial, resource and personnel support for donations management that exceeds the capabilities of the state, or if state-level response operations are overwhelmed.

5. Coordination of international donations offers will be referred to the US Department of State.

VI. ASSIGNMENTS OF RESPONSIBILITY

A. Ohio EMA – Lead Agency

1. Designate an individual to serve as the Ohio EMA Donations Management Coordinator.
2. Coordinate the Donations Management Team.
3. Manage the state donations management hotline.
4. Coordinate the management of state-level donations collection, storage, staging, warehousing and distribution.
5. Facilitate, develop and/or maintain appropriate logistics and fiscal records support operations.
6. Coordinate the state-level support of local-level donations management operations.

B. Ohio Department of Administrative Services (DAS)

1. Identify, locate, and procure donations storage, staging, warehousing, transportation resources and other goods and services, as needed, to support state-level donations management operations.
2. Assist local jurisdictions with identifying and procurement of donations storage, staging, warehousing and transportation and other goods and services, as needed for local-level donations management operations.
3. Assist in the location and set up of donations hotline call centers.

C. Ohio Voluntary Organizations Active in Disasters (Ohio VOAD)

1. Support donations management hotline operations.
2. Facilitate VOAD member organizations' participation in state-level donations management and support operations.

D. Ohio Department of Transportation (ODOT)

1. Provide vehicles and other transportation resources as able to support the movement of donated goods.

E. Adjutant General's Department, Ohio National Guard (ONG)

1. Provide vehicles and other transportation support resources for movement of donated goods.

2. Provide personnel support for state and local donations management storage, staging, warehousing operations.
- F. Ohio Bureau of Motor Vehicles (BMV)
1. Provide donations hotline telephone operators and supervisors.
- G. Ohio Department of Public Safety (ODPS)
1. Provide donations hotline telephone operators.
 2. Provide personnel support for state and local donations management storage, staging, warehousing operations.
- H. American Red Cross
1. Coordinate with appropriate agencies to identify the needs of incident survivors that can be met with donated goods and/or services.
- I. Salvation Army
1. Coordinate with appropriate agencies to identify the needs of incident survivors that can be met with donated goods and/or services.

VII. RESOURCE REQUIREMENTS

- A. State-level donations hotline operations will require a sufficient number of staff, supervisors, telephones and telephone lines, computer workstations, office supplies, access to a printer/copier and internet access.
- B. State-level donations receipt, warehousing, and distribution operations will require sufficient staff and associated equipment.