

**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)

**I. INTRODUCTION**

- A. Ohio's State-level donations management support system is designed to support the most efficient and effective delivery of donated goods and services to support disaster relief efforts.
- B. Each of the above-named agencies is responsible for addressing and maintaining its own policies and procedures continuous operations in support of this plan.

**II. SITUATION**

- A. During emergencies, unplanned deliveries of donated goods and services to a disaster site can jam distribution channels, overwhelm volunteer agencies, and can hamper or interrupt local and State-level emergency response operations.
- B. Effective State-level operations in support of local jurisdiction-based donations management operations may reduce or eliminate problems associated with unsolicited donations..
- C. Based on an incident's situation and needs, the Executive Group within the State of Ohio's Emergency Operations Center (SEOC) may analyze local donations management support needs and may recommend activation of State-level donations management support operations if one-or-more of the following situations occurs:
  - 1. There is an unmanageable number of potential donors making inquiries regarding an incident.
  - 2. The State of Ohio is responding to an out-of-state incident that requires significant support.

3. Uncoordinated and/or unplanned donations drives develop and are unmanageable at the local level.
  4. Solicitations in impacted areas, and/or additional information regarding donations indicates a need for State-level support.
- E. Ohio VOAD is a primary resource for the support of local jurisdiction-based donations management operations, and is composed of a number of member organizations. The often-changing list of available associated Ohio VOAD organizations is maintained by the Ohio VOAD Executive Committee.

### **III. ASSUMPTIONS**

- A. Ongoing needs will be identified throughout the response and recovery phases.
- B. Adequate facilities, equipment and other resources will be available for local and State donations management operations.
- C. Donations management support operations personnel will be adequately trained and will be prepared to carry-out their functions.
- D. Except in the case of a catastrophic incident, State-level donations warehousing will not be conducted.
- F. In general, donations warehousing will be a local jurisdiction activity and state-level warehousing will not be conducted.

### **IV. SCOPE**

- A. Donations management at the state level will normally not be activated except for large-scale or catastrophic incidents.
- B. Incidents will generally be within the state of Ohio. In rare circumstances they could be in response to an incident outside of Ohio.
- C. State-level agencies may, if requested by a local jurisdiction, provide direct reinforcement of a local jurisdiction's material and/or cash (financial) donations warehousing, collection and/or distribution operation(s). Generally this would be thru VOAD.
- D. State-level support of volunteer management operations/activities is discussed in Emergency Support Function #6 – Mass Care.

## V. CONCEPT OF OPERATIONS

- A. During an incident that requires the activation of State-level operations in support of local jurisdiction-based donations management operations, State-level agencies will provide materiel and personnel resources in response to donations management support missions that are generated out of the SEOC.
- B. EMA will coordinate with Support Agencies to this plan to evaluate the donations management operations-support needs of disaster survivors and to determine if all-or-portions of this plan will be activated.
- C. Activation of this plan is dependent on the type and level of assistance needed. In many cases the level of assistance needed will not necessitate the activation of this Plan, since some donation needs during disasters may be adequately addressed by other means.
- D. Any time that this plan is activated, in whole or part, close coordination with the Joint Information Center (JIC) will be essential to ensure that information on donation needs, information on the availability of donated goods, and information on donations management operations is provided to the media for dissemination to the public.
- E. If determined to be necessary based on the incident, the National Donations Management Network (Aidmatrix) will be activated and operated at the State level to coordinate and manage the acceptance, control, receipt, storage, distribution, and shipping of donated goods at both the local and State level. Aidmatrix:
  - 1. Serves as a portal to relay consistent donations-related messages to the public.
  - 2. Serves as a clearinghouse for donations registration.
  - 3. Uses a tool to register the needs of vetted partners.
  - 4. Serves as a means to document incident needs as identified by state and/or local official.
- F. Aidmatrix is the approved State-level donations management system and will be used by State-level entities to assist local jurisdiction to meet their donations management needs.
- G. Cash donations will not be accepted through the SEOC.
- H. When cash donations are offered or solicited, donors will be encouraged to contribute to a recommended, accredited charitable organization, rather than to the state.
- I. There are three basic functions of State-level operations in support of local jurisdiction-based donations management operations:
  - 1. Donations Hotline – If activated, the Donations Management Hotline (Hotline) will receive and process offers of donated goods and services via AIDMATRIX. The Hotline will also

provide information to the public via the JIC on acceptable donations and on disaster relief organizations that are accepting donations.

- a. The Hotline will consist of multiple telephone lines.
- b. The Hotline's primary location will be in a space provided at the SEOC.
- c. If necessary, DAS will determine and secure an alternate location for the Hotline.
- d. Hotline telephone operators and supervisors will be obtained through the Bureau of Motor Vehicles, and/ or if needed, through Ohio VOAD.
- e. The Hotline's telephone operators will assist callers by registering their donation offers in the Aidmatrix. Internet connection will be available to the operators to use in guiding callers through the process.

## 2. Donations Management Facilities and Resource Staging Areas

- a. If requested by a local jurisdiction, the Executive Group will work with the SEOC's Logistics Section to determine if State-level resources will be activated in support of a local jurisdiction's donations collection, warehousing and/or distribution operations. This includes catastrophic incidents.
- b. If activated, Ohio VOAD will provide management and staff for a State-level donations management facility(ies) for the duration of the event. If alternative resources are needed, a non-profit agency will be contracted to support State-level donations management operations.
- c. If an alternate state-level donations management facility(ies) is/are needed, DAS will locate an alternate facility.
- d. In the event that a non-DAS controlled alternate facility(ies) is/are needed nearer to the disaster site, DAS will arrange for the acquisition of an appropriate facility(ies).
- e. The Aidmatrix system will be used by VOAD to track solicited and unsolicited donations in all State-level and local-level donations management facilities.
- f. Donations management operations may include, but may not be limited to receiving, staging, sorting, processing, recording, inventorying, distributing, and shipping donated goods and materials to disaster victims. Sorting will determine whether items are usable or not. Unusable items will be discarded.
- g. The Donations Warehouse will have the ability to deliver goods to county destinations. State-level and/or private sector contract hauler transportation resources will be used to secure appropriate cargo vehicles and drivers.

### 3. Addressing Unmet Needs

- a. Unmet Needs are individual and family needs that were not met, or could not be met by government agencies or volunteer organizations during response and recovery phases. State, local and federal-level agencies will work together to assess the unmet needs of affected populations.
- b. The OEMA Disaster Recovery Branch (DRB) may be activated to assist in with Long-Term Recovery Committees.

### J. Demobilization

1. Demobilization of State-level donations management operations will begin when the flow of goods and services diminishes. Goods in the donations pipeline will be directed to volunteer agencies with existing warehouse facilities and personnel.
2. Joint decisions between engaged State agencies will be made to demobilize State-level donations management operations. Decisions may include when closeout activities, downsizing of government involvement in facilities, coordination, and operations, transitioning to voluntary agency activities, and transition of remaining goods and services to traditional charitable organizations should occur.

### K. Coordination by Level of Government

#### 1. Federal

- a. The federal government may provide technical, logistical, managerial, resource and manpower support for donations management.

#### 2. State

- a. If requested/needed by a local jurisdiction, State-level donations management resources will be activated to assist at the local, or if needed, State level to guide, facilitate and support donations collection, warehousing, staging and/or distribution operations.
- b. In response to a catastrophic incident, the SEOC's Logistics Section will assess the need for the activation of a State-level donations management facility(ies) for the collection, warehousing, distribution and/or staging of donated goods..

#### 3. Local

- a. Local jurisdictions will request, activate and oversee the management of Donations Management operations within their jurisdictions.
- b. Local jurisdictions will be the principal operators/managers of operations for the collection, warehousing, distribution and/or staging of donated goods.

- c. Local jurisdictions may request assistance for the support of local jurisdiction-based donations management operations if locally-available resources are insufficient to address their needs.

## **VI. ASSIGNMENTS OF RESPONSIBILITY**

### **A. Ohio Emergency Management Agency (Ohio EMA) – Primary Agency**

1. Based on an incident's identified needs, notify and assemble appropriate agency resources to assess the need for the support of local jurisdiction-based donations management operations.
2. Provide equipment and support for telephones, computers and other equipment in support of Donations Hotline operations.
3. Coordinate and facilitate Donations Hotline operations.
4. Coordinate Joint Information Center operations in support of local jurisdiction- and State level-based donations management operations.
5. Coordinate support for the collection, storage, staging, warehousing and distribution of donated goods

### **B. Ohio Department of Administrative Services (DAS)**

1. In response to SEOC missions, identify, locate, and (if necessary) lease facility(ies) for Donations Warehouses and Staging Areas.
2. Assist local jurisdictions in the identification of warehouses and/or terminal facilities for use in donations collection and management.
3. Assist in the coordination of the transportation of donated goods.
4. If needed, assist in the coordination of security operations at donations warehouses with ESF-13 - Law Enforcement.

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

1. Ohio VOAD does not deliver services to the site of the emergency, but the individual member organizations can. A wide variety of emergency assistance is provided by member organizations. VOAD provides the overall coordination necessary to ensure that redundant or conflicting services are avoided, that needed volunteer resources are located, and that offers of donated goods and services are handled expeditiously. VOAD will:
  - a. Notify member organizations when they need to be activated by the State EOC.

- b. Keep the EOC notified of activities of member organizations throughout an emergency.
  - c. Facilitate resolution for areas- of-responsibility between member organizations during emergencies.
- 2. As able and as appropriate, be responsible for warehousing activities, including management and staff.
  - 3. Provide back-up telephone operators and supervisors for the Donations Hotline.
  - 4. Track donated services contributed to support response and recovery.
  - 5. Coordinate the response operations of Ohio VOAD member organizations
- D. Ohio Department of Transportation (ODOT)
- 1. As able, provide and/or assist with the transportation of donated goods from donations warehouses to specified sites.
  - 2. As able, provide appropriate cargo, vehicles, and drivers for the transportation of donated goods.
- E. Adjutant General's Department, Ohio National Guard (ONG)
- 1. As able, provide and/or assist with the transportation of donated goods from donations warehouses to specified sites.
  - 2. As able, provide appropriate cargo, vehicles, and drivers for the transportation of donated goods.
- F. Ohio Bureau of Motor Vehicles (OBMV)
- 1. Provide Donations Hotline telephone operators and supervisors.
- G. Ohio Department of Public Safety (ODPS)
- 1. As able, and if needed, will provide material handling and transportation of donated goods.
  - 2. As able, and if needed, will provide purchasing services in support of the donations management effort.

## **VII. RESOURCE REQUIREMENTS**

- A. Each VOAD member organization is responsible for maintaining a list of resources available during emergencies.
- B. VOAD will produce, maintain, and regularly update a directory of goods and services available from member organizations and will use the directory as a reference during state-level emergencies.
- C. The Donations Hotline will require phone and data connectivity, computer hardware, workstations, office supplies and access to a printer/copier.