

STATE OF OHIO EMERGENCY OPERATIONS PLAN



EMERGENCY SUPPORT FUNCTION #7 RESOURCE SUPPORT AND LOGISTICS MANAGEMENT

TAB A – DONATIONS MANAGEMENT SUPPORT PLAN

FACILITATING AGENCY

Ohio Emergency Management Agency

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TAB A: DONATIONS MANAGEMENT SUPPORT PLAN

FACILITATING AGENCY: Ohio Emergency Management Agency (Ohio EMA)

SUPPORT AGENCIES: Ohio Department of Administrative Services (DAS)
Ohio Department of Transportation (ODOT)
Adjutant General’s Department, Ohio National Guard (OHNG)
Ohio Voluntary Organizations Active in Disaster
(Ohio VOAD)
Ohio Bureau of Motor Vehicles (BMV)
Ohio Department of Public Safety (ODPS)
Ohio Military Reserve (OHMR)
American Red Cross (ARC)

I. INTRODUCTION

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

II. SITUATION

- A. During emergencies, unplanned deliveries of donated goods and services to an incident 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 (State EOC) 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, unplanned and/or unmanageable donations drives develop at the local level.
4. Solicitations in impacted areas, and/or additional information regarding donations indicates a need for State-level support.

D. 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 availability of 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-level 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 will be thru Ohio VOAD organizations.

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 State EOC.
- B. Ohio EMA will coordinate with Support Agencies to this plan to evaluate the donations management operations-support needs of those who are impacted by an incident, and to determine if all, or portions of this plan need to be activated.
- C. Activation of this plan will be 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. When this plan is activated, in whole or in 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 local EMAs will be responsible for establishing a bank account for public monetary donations.
- F. Local EMAs will be responsible for coordinating and managing local donation operations.
- G. Monetary donations will not be accepted through the State EOC.
- H. When monetary 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 provide information to potential donors and refer them to disaster relief organizations that are accepting donations.
 - 2. The Hotline will also provide JIC-produced standard messaging to the public on acceptable donations.
 - a. Hotline telephone operations will be managed by Ohio EMA, and hotline supervisors will be obtained through the Bureau of Motor Vehicles, and/ or if needed, through Ohio VOAD.

J. Donations Management Facilities and Resource Staging Areas

1. If an alternate state-level donations management facility(ies) is/are needed, DAS will locate an alternate facility.
2. 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).
3. 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.
4. Receiving organizations will determine whether donated goods are usable or not, and will discarded and/or recycle unused goods.
5. Donations Warehouses 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.
6. The Ohio Military Reserve has resources to assist with local-level operations at points of collection and distribution: and warehouse operations, including forklift operation and inventorying and ordering of supplies. They will also assist with the management of unsolicited materiel donations.

K. Catastrophic Incident Response

1. If it is determined and requested that local resources will not be sufficient to adequately manage donations operations (most-often in response to a catastrophic or large-scale disaster), State level operations will be established to coordinate and manage the acceptance, control, receipt, storage, distribution, and shipping of donated goods at both the local and State level.
2. If requested by a local jurisdiction, the Executive Group will work with the State EOC'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.
3. If activated, management and staff for a State-level donations management facility(ies) for the duration of the event will be from the BMV emergency response team. If alternative staffing resources are needed, they will be accessed through Ohio VOAD.

L. Addressing Unmet Needs

1. 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.

2. The Ohio EMA Disaster Recovery Branch (DRB) may be activated to assist with Long-Term Recovery Committees.

L. 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.

M. 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 State EOC'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 State EOC 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 until requested to do so by the county EMA director, but the individual member organizations will as members of the affected community. A wide variety of recovery and mitigation assistance is provided by member organizations. VOAD provides the overall coordination of their member organizations 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 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. Provide and/or assist with the transportation of donated goods from donations warehouses to specified sites.
 2. Provide appropriate cargo, vehicles, and drivers for the transportation of donated goods.
- E. Adjutant General's Department, Ohio National Guard (OHNG)
1. Provide and/or assist with the transportation of donated goods from donations warehouses to specified sites.
 2. 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. If needed, provide purchasing services in support of donations management operations.
- H. Ohio Military Reserve (OHMR)
1. Assist with the operation of points of collection and distribution, and warehouse operations, including forklift operation and inventorying and ordering of supplies; and the operations of walk-up, drive-up and bulk distribution centers.
 2. Assist with the management of unsolicited materiel donations; including evaluating, inventorying and distribution.

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.