

## ANNEX 18 (ESF-18)

### DONATED GOODS AND VOLUNTEER SERVICES

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**PRIMARY:** Budget and Control Board, General Services Division

**SUPPORT:** Office of The Adjutant General, South Carolina Emergency Management Division and State Guard; Governor's Office of Executive Policy and Programs; Adventist Community Services; Department of Parks, Recreation and Tourism; Department of Health and Human Services; Department of Revenue; Department of Social Services; Department of Labor, Licensing, and Regulation; Department of Health and Environmental Control; Employment Security Commission; South Carolina State Housing Finance and Development Authority; South Carolina Food Bank Association (Feeding America); SC Baptist Convention; United Way Association of South Carolina; SC Commission on National and Community Service; Veterans of Foreign Wars (VFW) of the US Department of SC Headquarters; SC VOAD

#### I. INTRODUCTION

- A. State assistance under this function consists of two components: donated goods and volunteer services. Donated goods consist of commodities provided by public and private sources without charge to the government. Volunteer services consist of assistance provided by personnel without charge to the government.
- B. Historically, the public has responded to disasters with offers of donated goods and volunteer services. In large-scale disasters, public response is often significant and the scope of this emergency function is to manage the volume of this assistance and ensure the expeditious delivery of donated goods and volunteer services to the affected area.

#### II. PURPOSE

To facilitate the acceptance and delivery of donated goods and volunteer services to support relief efforts in disaster areas.

#### III. CONCEPT OF OPERATION

- A. The Budget and Control Board, General Services Division, is responsible for the coordination of all ESF-18 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating and maintaining the ESF-18 SOP. All ESF-18 supporting agencies must assist the Budget and Control Board, General Services Division, in the planning and execution of the above. All ESF-18 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-18 planning and response operations.

- B. ESF-18 may be activated to different levels of staffing as directed by Chief of Operations and coordinated with ESF-18 primary.
- C. ESF-18 will coordinate with all supporting and other appropriate departments/agencies and organizations for operational readiness in time of emergency.
- D. In coordination with and in support of the State Assessment Team (SAT), ESF-18 will assess the situation (both pre- and post-event), and in coordination with local emergency management officials, develop strategies to respond.
- E. Offers of donated goods and volunteer services will be handled by operators of the Call Center telephonically via a toll-free telephone number. Operators will enter data into Aidmatrix. Individuals will be encouraged to donate cash to local organizations of their choice. Under certain circumstances donated goods and volunteer services may not be accepted.
- F. Donated goods: A Volunteer/Donations Coordination Team will manage requests for donated goods. Normally, donated goods (non-food items) will be delivered to a central warehouse managed by the Adventist Community Services (ACS). Pre-certified state and local groups, including volunteer organizations will be allowed to request donated goods directly from the ACS warehouse. The Volunteer/Donations Coordination Team will decide the usefulness of donated goods that do not appear on the pre-approved list of “needed” and “not needed” goods. Goods may be delivered upon request from the ACS warehouse to a local reception/distribution center. All food donations will be delivered to the Harvest Hope Food Bank in Columbia or upon the direction of Harvest Hope, delivered to a central warehouse or affiliated food banks in the state as necessary. Food will be distributed by Harvest Hope Food Bank in accordance with Feeding America Disaster Relief Plan. See ESF-11 Annex and SOP.
- G. Volunteer Services: A Volunteer/Donations Coordination Team consisting of the Governor’s Office of Executive Policy and Programs and United Way Association of South Carolina will manage requests for volunteer services. The DHEC Office of Public Health Preparedness will manage requests for medical volunteer services.
- H. County Government Interface
  - 1. County governments are encouraged to develop ESF-18 policies and procedures to certify and maintain a list of local relief agencies, areas, districts, municipalities, etc. to request available support.

2. County governments shall be responsible for coordinating support for implementation of donated goods and volunteer services including developing agreements with volunteer organizations.
3. Donated Goods Receiving Areas are designated locations normally in the impacted area at which resources will be turned over to county or designated voluntary agency for distribution. State assets may be used to augment Receiving Area operations. Counties are encouraged to designate pre-approved donated goods Receiving Areas for disaster victims.
4. Counties should designate a volunteer reception center(s) and point of contact to receive volunteers.

#### **IV. ESF ACTIONS**

The emergency operations necessary for the performance of this function include but are not limited to:

##### **A. Preparedness**

1. Coordinate with United Way Association of South Carolina, SC Voluntary Organizations Active in Disasters (SCVOAD), or other relief organizations as necessary to maintain a listing of available support services and capabilities.
2. Maintain a SOP and coordinate the Memorandum of Understanding (MOU) with other organizations to include but not limited to ACS, United Way Association of South Carolina, and SC Food Bank Association (Feeding America).
3. Coordinate with General Services Division, Real Property Services and ESF 24, to identify prospective staging area warehouses available for lease before an event occurs.
4. Develop procedures for the Volunteer/Donations Coordination Team for responding to donor offers of donated goods and volunteer services.
5. Train and exercise volunteer organization personnel.
6. Participate in state exercises. Conduct, at least annually, an ESF-18 exercise to validate this annex and supporting SOPs.

7. Ensure all ESF-18 personnel integrate NIMS principles in all planning. All ESF personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance. ESF-3 will provide ESF representation on the Recovery Task Force.
8. Ensure procedures are in place to document costs for any potential reimbursement.
9. Support the Emergency Management Assistance Compact (EMAC) by ensuring ESF state agency personnel are trained on EMAC responsibilities, by pre-identifying assets, needs and resources that may be allocated to support other states, and by maintaining related information in WebEOC.
10. ESF-18 will provide ESF representation on the Recovery Task Force.
11. Plan for, train, and maintain appropriate plans to activate Donated Goods and Volunteer Services Call Center.

B. Response

1. Activate and notify state agencies and volunteer relief organizations when an emergency or disaster is threatening or has occurred as directed by SEOC Chief of Operations.
2. Activate the SC Donated Goods and Volunteer Services Management System (Aidmatrix) as directed by SEOC Chief of Operations.
3. Implement MOU with ACS, SC Food Bank Association (Feeding America), United Way Association of South Carolina, and other organizations as required.
4. Coordinate procurement actions with ESF-7 after activation of the SEOC to source prospective donated goods warehouses available for lease. Final approval is through SEOC OPS Group.
5. Coordinate delivery of donated goods and volunteer services to the victims; maintain records of services being provided, the location of operations and requirements for support.
6. Logistics Cell Transportation Coordinator will coordinate for adequate transportation to deliver donated goods from the ACS warehouse or Harvest Hope to local Receiving Areas.

7. Ensure maintenance of accurate records of expenditures for State incurred expenses related to the delivery of services during emergency operations.
8. Coordinate with ESF-17 to organize and manage animal and plant response donations.
9. Identify and provide a Liaison Officer for each EMAC request, to facilitate arrival and onward movement of EMAC support at appropriate staging area.
10. Upon notification, activate and manage Donated Goods and Volunteer Services Call Center.
11. Upon activation, coordinate with affected county on donated goods and volunteer resource related activities.
12. Coordinate with SC VOAD.

C. Recovery

1. Scale down operations as requirements diminish and return to routine operations as soon as possible.
2. Assess the requirements for continued donated goods and volunteer services for the disaster victims.
3. Evaluate donated goods and volunteer services operations for effectiveness and revise plans to eliminate deficiencies.
4. Provide recommendations to the SEOC Chief of Operations to determine appropriate distribution of remaining donated goods to State Agencies and/or volunteer groups.
5. Assess unmet needs at the local level in providing resources and volunteers to meet those needs from available volunteer organizations.
6. Coordinate licensing requirements for volunteers.
7. ESF-18 will support long-term recovery priorities as identified by the Long-Term Recovery Committee and Recovery Task Force.

D. Mitigation

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.

2. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments, upon initiation and within review period.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
4. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports and action plans.

**V. RESPONSIBILITIES**

- A. General: All state agencies train personnel on EMAC procedures to include; identifying agency resources to sustain emergency operations, pre-scripting anticipated needs on specific EMAC messages, and listing agency resources available for interstate and intrastate mutual aid missions.
- B. Budget and Control Board, General Services Division
  1. Identify, train and assign Budget and Control Board personnel to staff ESF-18 during periods of activation.
  2. Notify all ESF-18 supporting agencies upon activation.
  3. Coordinate training and operation of Donated Goods and Volunteer Services Call Center and Volunteer/Donations Coordination Team.
  4. Provide a location for the Call Center of ESF-18, which will include adequate space, computers, Internet access, telephones, fax machines, copiers, and any other necessary equipment.
  5. Maintain accurate records of personnel services and operational expenditures related to the delivery of services during emergency operations.
  6. Develop procedures to scale down ESF-18 operations as requirements diminish and return to routine operations.
  7. Develop procedures to distribute remaining donated goods to State Agencies and/or volunteer groups.
  8. Coordinate with General Services Division, Real Property Services, to identify prospective donated goods warehouses available for lease before an event occurs.

9. Coordinate with the Governor's Office of Executive Policy and Programs for the recruitment of representatives for the Volunteer/Donations Coordination Team of ESF-18.
10. Prepare a list of "needed" and "not needed" goods for Telephone Operators at the Donated Goods and Volunteer Services Call Center.
11. Coordinate and train primary and support agency personnel in the use of "Aidmatrix".

C. Office of The Adjutant General

1. South Carolina Emergency Management Division
  - a. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
  - b. Coordinate and train primary and support agency personnel in the use of WebEOC.
  - c. Coordinate and manage the pre-certification of local groups by County Emergency Operation Centers (local government) to request goods directly from ACS warehouse or other sources.
  - d. Maintain MOU with ACS, SC Food Bank Association (Feeding America), United Way Association of South Carolina, and other organizations as required.
  - e. Coordinate with County Emergency Operation Centers (local governments) to establish ESF-18 or a Donated Goods and Volunteer Services point of contact at the local level.
  - f. Identify state level agencies to request donated goods from the donated goods warehouse and make this list available to ACS.
  - g. SEOC ESF-15 will coordinate the news release of the State's toll-free telephone number for the Donated Goods and Volunteer Services Call Center to the appropriate news media.
  - h. Assist Budget and Control Board with development of a list of "needed" and "not needed" goods for Telephone Operators at the Donated Goods and Volunteer Services Call Center.
  - i. Ensure counties have points of contacts for Donated Goods and Volunteer Resources.

2. State Guard

- a. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
- b. Provide personnel at Welcome Centers to assist truck drivers of donated goods with information concerning location of donated goods warehouse, etc.
- c. Provide State Liaison at the Donated Goods Warehouse.
- d. Provide liaison for ESF-18 at SEOC location.
- e. Provide telephone operators to staff Donated Goods Call Center.

D. Governor's Office of Executive Policy and Programs

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Manage and develop procedures for the Volunteer/Donations Coordination Team of ESF-18 involving donated goods and volunteer services.
3. Manage the callback process of notifying donors of decisions in regard to their offer of questionable donated goods and all volunteer services.
4. Coordinate the linkage of requestors to donors of volunteer services. Requestors and donors of these services are responsible for arranging locations, accommodations, and times to report.
5. Coordinate with United Way, SCVOAD, and other relief organizations as necessary to provide Telephone Operators with an updated list of voluntary organizations' disaster response telephone numbers to refer all donors, specifically those with cash donations.
6. Coordinate with United Way, SCVOAD, or other relief organizations as necessary to maintain a listing of available support services and capabilities. Communicate on a regular basis with SCVOAD Chairman and attend scheduled SCVOAD meetings.
7. Assess unmet needs at the local level in providing resources and volunteers to meet those needs from available volunteer organizations.



E. Adventist Community Services

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Coordinate and manage operation of donated goods inventory to include receipt, sorting, storage, and dispersal of donated goods.
3. Provide inventory report, as requested.

F. SC Baptist Convention

1. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Support Adventist Community Services by providing personnel to assist with receipt, sorting, storage, and dispersal of donated goods in warehouse operations.

H. Department of Parks, Recreation and Tourism

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide facilities (Welcome Centers) for the State Guard to assist truck drivers of donated goods with disposition information.
3. Assist State Guard in providing information to truck drivers of donated goods if needed.

I. Department of Health and Human Services

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

J. Department of Revenue

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

K. Department of Social Services

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

L. Department of Labor, Licensing, and Regulation

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.
3. Coordinate volunteer licensing responsibilities.

M. Department of Health and Environment Control

1. Coordinate volunteer deployment of medical and behavior professionals and Medical Reserve Corp volunteers to disaster areas.
2. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.

N. SC Food Bank Association (Feeding America)

1. Identify and assign personnel to ESF-18 to maintain contact with and prepare to execute missions in support of ESF-11 during periods of activation.
2. Provide ESF-18 with addresses of Harvest Hope Food Bank and other food banks in the SC Food Bank Association (Feeding America) with directional maps for faxing to donors.
3. Coordinate and manage operation of donated foods inventory to include receipt, sorting, storage, and distribution of donated goods.
4. Provide reports to ESF-5 for distribution, as appropriate.

N. United Way

1. Association of South Carolina

- a. Identify, train and assign personnel to staff ESF-18 during periods of activation.
  - b. Assist with unaffiliated/unsolicited volunteers from both within and outside the state during a disaster or emergency.
2. SC Commission on National and Community Service (United Way Association of South Carolina)
  - a. Maintain communications with Volunteer Organizations Active in Disasters (VOAD) and ESF-18.
  - b. Provide volunteer coordination and support.
  - c. Provide the AmeriCorps, and other national service streams database information, as required.

P. South Carolina Employment Security Commission

1. Identify and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation
2. Maintain and operate an employment telephone assistance hotline to address and resolve victim's employment/unemployment issues.

Q. South Carolina State Housing Finance and Development Authority

Be prepared to assist in the coordination and/or delivery of housing-related information to displaced families.

S. Veterans of Foreign Wars of the US Department of SC Headquarters

1. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
2. Assist with recovery and mitigation tasks as outlined in Annex 14 and 24 of the South Carolina Emergency Operations Plan.

## VI. FEDERAL ASSISTANCE

- A. This annex has no direct counterpart in the National Response Framework (NRF). However, the Volunteer and Donations Support Annex in the National Response Framework outlines the federal response within this function and includes:
  1. Enhanced voluntary agency coordination.

2. Assistance in establishing a donation coordination team and donation coordination center.
  3. Technical and managerial support.
  4. National network of information and contacts to assist donations specialists in the field.
  5. Communications support, as necessary.
- B. The Federal Emergency Management Agency (FEMA) will coordinate the federal response under this function and will appoint a regional point of contact. State ESF-18 will coordinate with the regional point of contact to obtain federal assistance when required.
- C. All State ESF-18 personnel will be familiar with the National Response Framework (NRF) and the corresponding annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the make up, functions and responsibilities of the Incident Management Assistance Teams (IMAT) and the Joint Field Office (JFO).

#### **ATTACHMENTS**

- A - Memorandum of Understanding between the South Carolina Emergency Management Division and Adventist Community Services
- B - Memorandum of Understanding between the South Carolina Emergency Management Division and SC Food Bank Association (Feeding America)
- C - Memorandum of Understanding between the South Carolina Emergency Management Division and United Way Association of South Carolina
- D - Memorandum of Understanding between the South Carolina Emergency Management Division and SC Commission on National and Community Service. (To Be Developed).
- E - Memorandum of Understanding between the VFW and SCEMD