

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **I. INTRODUCTION**

#### **A. PURPOSE**

The purpose of this appendix is to ensure the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support all ESFs during incidents of significance in North Carolina that require a state response.

#### **B. SCOPE**

This appendix provides guidance on the state's role in supporting the management of masses of unaffiliated volunteers and unsolicited donated goods. Any reference to volunteer services and donated goods in this appendix refers to unaffiliated volunteer services and unsolicited goods, unless otherwise stated. Unaffiliated volunteers, also known as spontaneous volunteers, are individuals who offer to help or who self-deploy to assist in emergency situations without coordinating their activities. They are considered "unaffiliated" because they are not part of a disaster relief and/or emergency response organization. The guidance in this appendix ensures the effective and efficient acceptance, management and delivery of solicited and unsolicited donated goods and services to affected areas. Volunteer and donations management requires effective coordination among many supporting agencies and organizations.

### **II. SITUATION AND ASSUMPTIONS**

#### **A. SITUATION**

During and following a major disaster, requirements for goods and services will exceed local and state capabilities. Volunteer and donations management will play a major role in meeting these needs. However, the State will need to provide leadership and direction so that the public donates goods and services that are needed and does not burden the system with unneeded goods and services that only detract relief efforts. Special actions will be required to avoid unsolicited donations becoming a burden to response and recovery operations.

#### **B. ASSUMPTIONS**

1. Local volunteer resources will be inadequate to deal with the disaster. State, and possible federal, assistance will be required.
2. Individual and/or groups of volunteers will go to the affected area and offer assistance.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

3. An organized volunteer disaster response effort will be required.
4. Sufficient personnel will be available from one or more support agencies to staff and operate the state's Multi-Agency Donations Warehouse, NC 211, and local emergency volunteer centers.
5. When emergency conditions subside after a disaster, individuals and relief organizations from outside the disaster area may begin to collect materials and supplies to meet the needs of the survivors.
6. Appropriate messages will be provided to the media to provide the public with guidance about donating product, services, and/or cash.
7. Should a large-scale or catastrophic event occur, unsolicited donated goods may come from around the state, country, or the world.
8. Donated goods may arrive in a disaster area day or night without warning.
9. Donated goods may arrive unsorted or with minimal packaging.
10. The amount of donated goods and services will increase with the amount of media attention the disaster receives.
11. Non-useful and unwanted donations will occur, to include unsorted or dirty clothing, used mattresses, perishable foodstuffs and worn-out or cast-off items (i.e., junk). Disposal sites and procedures will be required for surplus, unneeded and junk donations.
12. NC Voluntary Organizations Active in Disaster (NCVOAD) member organizations may offer assistance by receiving and distributing donated goods to distribution centers at the local level.
13. Affected local government(s) will be able to establish distribution centers within their jurisdictions.
14. Resource gaps tied to medical supplies and pharmaceuticals will be addressed through the Department of Health and Human Services, Division of Public Health first through all available means. The Multi-Agency Donations Warehouse may accept medical supplies with the exception of pharmaceuticals due to DEA licensure requirements.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

#### **A. LEAD STATE AGENCY**

##### **1. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)**

###### **NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)**

- a. Establishes a separate location (outside the EOC, but closely co-located) Donations Coordination Center for the Volunteer and Donations Coordination Team (VDCT) members to work if the situation dictates a significant expansion to the team.
- b. Assist in the arrangement for transportation that might be required during the receipt, movement and distribution of donations.
- c. Arranges for technical and other resource support when opening the state's Multi-Agency Warehouse in accordance with the Memorandum of Agreement between Adventists Community Services and NCEM.
- d. Provides telephones, computers, other equipment and supplies necessary for the operation of NC 211.
- e. Provides a liaison to interface with the VDCT and monitors offers to determine if resource offered can support any needs requested by stakeholders.
- f. Establishes additional donations management facilities as needed.

#### **B. LEAD TECHNICAL AGENCY**

##### **1. OFFICE OF THE GOVERNOR**

###### **NC COMMISSION ON VOLUNTEERISM AND COMMUNITY SERVICE**

- a. Serves as the lead agency and designates one staff person to manage, coordinate, maintain and control donations management (donated goods, volunteers, and donated cash). That person serves as the State Donations Management Coordinator.
- b. Leads the VDCT in the Donations Coordination Center and coordinates activities with the FEMA Voluntary Agency Liaison (VAL).

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

- c. Coordinates with support agencies to determine available resources and needs.
- d. Maintains contact with volunteer and donations management liaisons in local county emergency management agencies.
- e. Remains cognizant of the activities and needs of NCVOAD member organizations through collaborative efforts with the NCVOAD representative in the State Emergency Response Team (SERT) Human Services Section.
- f. Activates web-based on-line tools used for recording and management of donated goods, volunteer service, or cash donation offers.
- g. Creates and executes an event-specific media messaging campaign for donated goods, volunteers and donated cash.
- h. Manages the NC Disaster Relief Fund should it be activated by the Governor.

### **C. SUPPORTING STATE AGENCIES**

#### **1. NC DEPARTMENT OF ADULT CORRECTION**

- a. Coordinates available offender labor to assist at the North Carolina's Multi-Agency Warehouse.

#### **2. NC DEPARTMENT OF ADMINISTRATION (NCDOA)**

##### **STATE PROPERTY OFFICE (SPO)**

- a. Provides information, if requested by the State Donations Management Coordinator, of any state-owned facility that might be used as a Multi-Agency Warehouse.

#### **3. NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES (NCDA&CS)**

##### **EMERGENCY PROGRAMS DIVISION**

- a. Coordinates the use of the state fairgrounds in Raleigh and other facilities.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

- b. Arrange for the transport of donated food items to the state's Multi-Agency Warehouse or local distribution sites, if needed.
- c. Conduct inspections of potential suspect food donations at the Multi-Agency Warehouse at the request of the State Donations Management Coordinator.
- d. Provide a liaison to collaborate companion animal donations activities with the State Donations Management Coordinator.

### **4. NC DEPARTMENT OF HEALTH AND HUMAN SERVICES (NCDHHS)**

- a. Inform the State Donations Management Coordinator of identified needs within DHHS divisions and/or offices that could be satisfied by offers of donated goods or volunteer services.
- b. Assists the State Donations Management Coordinator in the management of donated pharmaceuticals through the Division of Public Health.

### **DIVISION OF HEALTH SERVICE REGULATION (DHSR) OFFICE OF EMERGENCY MEDICAL SERVICES (OEMS)**

- a. Inform the State Donations Management Coordinator of any disaster response activity by NC Medical Reserve Corps units.
- b. Collaborate with the State Donations Management Coordinator and the Logistics Facilities Unit in a large-scale or catastrophic disaster if it is determined a warehouse is needed for storing donated pharmaceuticals and/or medical supplies.

## **D. SUPPORTING VOLUNTEER AGENCIES**

### **1. ADVENTIST COMMUNITY SERVICES (ACS)**

- a. Provide liaison to the VDCT to assist in the state's process for accepting/refusing offers of donated product, if requested.
- b. Manage the state's Multi-Agency Warehouse, including transportation, product delivery and distribution, and other volunteer services.
- c. Provide ACS volunteers to assist in warehouse operations.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

- d. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.
- e. Coordinate appropriate disposal of unwanted or unusable donated goods.

### **2. AMERICAN RED CROSS**

- a. Coordinate with appropriate agencies to identify any needs of survivors which could be met using donated goods or the services of event-based volunteers.
- b. Inform the State Donations Management Coordinator of identified needs for products that might be donated.
- c. Provide organizational donation phone numbers to NC 211 for reference.
- d. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

### **3. THE SALVATION ARMY**

- a. Provide a liaison to the VDCT and/or BEOC as requested to assist in the state's process for accepting/refusing offers of donated product.
- b. Inform the SERT of the status of TSA distribution efforts and TSA needs.
- c. Provide organizational donations management and/or volunteer coordination information to NCEM and/or the Joint Information Center (JIC).

### **4. FOOD BANKS OF NORTH CAROLINA**

- a. Provide a liaison to the VDCT to assist in the state's process for accepting/refusing offers of donated product, if requested.
- b. Prepare procedures to accept unsolicited donations of food and other appropriate products when received through the state's web-based donated goods system or from the state's Multi-Agency Warehouse.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

- c. Provide organizational donation phone numbers to NC 211 for reference.
- d. Inform the State Donations Management Coordinator of any identified needs of survivors which could be met using donated goods or the services of spontaneous volunteers.
- e. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

### **5. NORTH CAROLINA BAPTISTS ON MISSION**

- a. Provide a liaison to the VDCT to assist in the state's process for accepting/refusing offers of donated product, if requested.
- b. Provide organizational donation phone numbers to NC 211 for reference.
- c. Inform the State Donations Management Coordinator of any identified needs of survivors which could be met using donated goods or the services of spontaneous volunteers.
- d. Be prepared to accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

### **6. METHODIST DISASTER RESPONSE**

- a. Provide organizational donation phone numbers to NC 211 for reference.
- b. Inform the State Donations Management Coordinator of any identified needs of survivors which could be met using donated goods or the services of spontaneous volunteers.
- c. Accept assignment of spontaneous volunteers through the state's volunteer registration system to support event-specific volunteer needs of the organization.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **7. UNITED WAY OF NC**

- a. Provide the information and referral service, NC 211, a public information portal for residents to obtain real-time communications and resources related to a disaster.
- b. Provides trained call specialists to staff the NC 211 call center in order to provide information and referrals on available resources within their community in addition to eligibility requirements and intake information.
- c. Collaborate with the State Donations Management Coordinator and the Office of the Governor by serving as the fiscal agent for the NC Disaster Relief Fund, if activated.

### **8. NORTH CAROLINA ASSOCIATION OF VOLUNTEER ADMINISTRATION (NCAVA)**

- a. Establish and staff an Emergency Volunteer Center for managing spontaneous volunteers at the request of local emergency management, if necessary.
- b. Support local emergency management's efforts for volunteer and donations management.

### **9. GOVERNOR'S ADVISORY COUNCIL ON HISPANIC/LATINO AFFAIRS**

- a. Translate or interpret emergency information into Spanish to support volunteer and donations management efforts.

### **10. NORTH CAROLINA PSYCHOLOGICAL ASSOCIATION (NCPA)**

- a. Provide NC 211 with mental health professionals to support the personal needs of operators.
- b. Respond to callers who may need assistance.

### **11. CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

- a. Provide coordination on the Federal Emergency Management Agency's (FEMA) mission tasking of AmeriCorps programs and members into North Carolina.



## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **12. COMMUNITY EMERGENCY RESPONSE TEAMS (CERTS)**

- a. Assist with sheltering operations.
- b. Conduct Light Search and Rescue.
- c. Perform Damage Assessments.
- d. Assist with sandbagging operations.
- e. Assist in local/county/state Emergency Operations Centers.
- f. Assist with Disaster Medical Operations.
- g. Assist with Animal Rescue and Sheltering.
- h. Provide Communications Support.
- i. Assist with Points of Distribution.

### **13. TRIBAL AND LOCAL GOVERNMENTS**

- a. Prepare plans to accept offers of donated goods and volunteer services.
- b. Identify local volunteer coordinators who can set-up an Emergency Volunteer Center where they will match spontaneous volunteers with local organizations or agencies that need volunteers after a disaster event.
- c. Coordinate with local volunteer, community and religious organizations to manage and operate local distribution sites. Community Emergency Response Teams (CERTs) are highly encouraged to fulfill this role.
- d. Identify a receiving and distribution point to be used in times of disaster.
- e. Identify an alternate distribution point for contingency purposes.
- f. Assess local needs for donated goods and volunteers and communicate the needs through NC SPARTA to the State Donations Management Coordinator in the SERT Logistics Section.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **IV. CONCEPT OF OPERATIONS**

#### **A. GENERAL**

The state manages unsolicited donations and volunteers by conducting a vigorous information campaign to publicize needs and by staffing an organization at the state level to receive public offers and manage them effectively. The organization consists of a hotline to receive all offers, a coordination team in the State EOC to manage the offers and direct them effectively, a donations management warehouse to receive donated goods, and local volunteer organizations to distribute goods and utilize volunteers. The organizational components are tied together through the use of networked software to facilitate information management and coordination.

The State Donations Management Coordinator will implement a public information campaign at the onset of the disaster to encourage donations of money and specific goods and services needed to address the particular nature of the disaster. Initial speeches by the Governor and senior state officials will inform the public of the donations policy and how the public can best contribute. The State Donations Management Coordinator will continue the public information effort throughout disaster operations by coordinating with the Governor's Press Office and the Joint Information Center. NC 211 call specialists will provide callers with emergency information such as shelter locations, feeding sites, and road closures, along with intake information and eligibility requirements.

The State Donations Management Coordinator will provide NC 211 with priority emergency information and instructions necessary for electronically capturing donor information related to goods, volunteers, and cash.

A Volunteer and Donations Coordination Team is formed to assist in the management of the donations effort and to ensure it is coordinated with the state's overall incident action plan. The VDCT may be located in the State EOC or in a nearby location. The State Donations Management Coordinator serves as the VDCT leader. The team includes representatives from several NCVOAD organizations and a liaison from SERT Logistics.

As part of the response effort, the State Donations Management Coordinator and SERT Logistics Section will forward specific requests to meet local needs to the state's Multi-Agency (Donations Management) Warehouse, operated by Adventist Community Services. When and where it is appropriate, emergency supplies may also be moved from the NCEM logistics warehouse to distribution points operated by any NCVOAD member organization to satisfy unmet local needs.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

The state's Multi-Agency Warehouse is critical in the process of receiving donated goods, by sorting and storing them and by distributing them through NCVOAD member organizations to distribution sites in localities where the goods are needed. VCDT members direct donors to send accepted goods to the state's Multi-Agency Warehouse.

### **CONCEPT FOR DESIGNATED DONATIONS**

A designated donation is an offer of a donation made to, and accepted by, an organization or a specific donation requested by an organization. Inquiries concerning offers of donations designated for a specified organization will be referred to that organization. The organization accepting or receiving the donation will follow its own logistics policies and procedures. The State Coordinator and VDCT members will discourage donors from sending unsolicited donations directly to the state's Multi-Agency Warehouse or the disaster site. Donors will be advised electronically when their offers have been accepted. Some inappropriate offers may not be accepted. The State Donations Management Coordinator and VCDT members will consider the need for donated products in the long-term recovery efforts of NCVOAD organizations.

### **CONCEPT FOR SOLICITED/UNSOLICITED DONATED GOODS**

Unsolicited goods are those donations that arrive, but have not been requested by an agency. Solicited goods are those which are advertised as needs. The State's Multi-Agency Warehouse will operate a checkpoint(s) on the perimeter of its facility to screen for unsolicited goods. Donated products, solicited or unsolicited, that can be used will first be directed to a NCVOAD organization that has agreed to accept such goods. Otherwise, goods will be received and stored for later use. Some donors may be asked to hold their donation until the product is needed. Donated goods that are determined to be a health hazard or unsuitable for use by any organization involved in the disaster operation will not be accepted. Pharmaceuticals and medical supplies are generally not accepted from the general public. However, in a large-scale or catastrophic event when pharmaceuticals and/or medical supplies may be needed, the State Donations Management Coordinator will collaborate with NCEM and the Department of Health and Human Services to determine the best methodology for accepting such.

Used mattresses will not be accepted at the Multi-Agency Warehouse. Clothing (new or used) will generally not be accepted. Unusable items that cannot be turned away will be destroyed or donated to suitable charities.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

Acceptance, Management and Disposal: Offers of solicited or unsolicited donated goods are accepted if they are needed. The public learns how to make offers of donated goods through various methods including press releases, press conferences, and social media. Offers are input in a web-based system for review by the State Donations Management Coordinator and/or members of the VDCT. Once accepted, the donated product management is provided by Adventist Disaster Services at a Multi-Agency Warehouse by utilizing a web-based system designed specifically for managing donated product in disasters. The product tracks donor information, donation category and quantity, storage location in warehouse, and distribution date. Offers of product that is not needed may be negotiated for another product or refused. Product remaining in the Multi-Agency Warehouse when the warehouse is closing is distributed via NCVOAD member organizations, many of which are engaged in recovery efforts.

### **CONCEPT FOR TRANSPORTATION**

The transportation of goods from the donor to the state's Multi-Agency Warehouse or the receiving organization will be the responsibility of the donor. Exceptions may be made on a case-by-case basis, but only for those items most desperately needed. Transportation of donated disaster supplies from the state's Multi-Agency Warehouse to NCVOAD member organization distribution points may be by any appropriate means. NCVOAD organizations will arrange pick-up of goods with the State's Multi-Agency Warehouse.

Exceptions may be made on a case-by-case basis for items urgently needed to allow transportation to be provided to distribution points through the SERT Logistics Section, Ground Support Unit. NCVOAD member organizations, in coordination with the State Donations Management Coordinator and SERT Logistics, will be responsible for transporting donated disaster supplies in their custody. In certain events, the State Coordinator may collaborate with the Business EOC to determine the availability of no-cost corporate transportation for moving priority-needed donated goods within the state. The federal government will not provide transportation of donations from the donor to the state's Multi-Agency Warehouse or the affected area.

### **CONCEPT FOR VOLUNTARY SERVICES**

Individuals interested in volunteering their service will be encouraged to affiliate with recognized NCVOAD member organizations, other private volunteer organizations, or Citizen Corps Councils and their established programs (i.e. Community Emergency Response Teams, Medical Reserve Corps, etc.). Unaffiliated volunteers will be discouraged, through media messaging, from going directly into any disaster site. Emergency managers will be asked to

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

identify requirements for volunteers with specific technical skills. Volunteer agencies and NCVOAD member organizations may also identify their needs to the local emergency management coordinator. Spontaneous volunteers from the public sector will be encouraged to register on NC's web-based volunteer registration system or to call NC 211 for volunteer registration assistance. The VDCT will review volunteer offers collected by NC 211 and attempt to match them with agencies/organizations seeking volunteers with particular skills and/or interests.

Professional medical volunteers and support medical volunteers will be encouraged to register on-line with ServNC, a web-based system that screens and verifies credentials through the N. C. Board of Medical Examiners, NC Board of Nursing, NC Veterinary Medical Board or other appropriate licensing agency. Local government and volunteer organizations involved in disaster operations may request spontaneous volunteers from the VDCT. State agency requests for spontaneous volunteers will be made through NC SPARTA. If volunteers require housing and feeding, the agency with whom they are matched will arrange for these accommodations. Volunteers serving in Citizen Corps programs (Community Emergency Responses Teams, Medical Reserve Corps, etc.) will be encouraged to serve locally. An Emergency Volunteer Center (aka Volunteer Reception Center), under the direction of the tasked agency for this appendix, may be opened at the request of a local Emergency Management Coordinator. The center will be located near the disaster site and provide a walk-in location for spontaneous volunteers to register to help, and a place for NCVOAD member organizations, other voluntary organizations and agencies to register their need for the service of volunteers. Spontaneous volunteers will be matched with one of the organizations that express the need for help.

### **CONCEPT FOR CORPORATE DONATIONS**

Corporate offers of bulk items will be accepted if they are needed in the disaster response and relief efforts. The Business Emergency Operations Center coordinates both solicited and unsolicited goods and services using the approved web-based donations tool with its partners. The VDCT may also receive unsolicited corporate donations. All corporate donors are specifically requested to store their donations, and distribute only when the donated resource matches an existing resource request. If the corporate donor is not able to distribute, then a request shall be made to the Logistics Section, Ground Support Unit to facilitate transport. Corporate offers of volunteer services are discussed between the BEOC manager and the State Donations Management Coordinator.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **CONCEPT FOR PUBLIC AWARENESS/INFORMATION MESSAGING**

The State Donations Management Coordinator will implement a public information campaign at the onset of a disaster event to encourage donations of money and specific goods and services needed to address the particular nature of the disaster. Through consistent messaging efforts in Press Conferences and/or interviews, the Governor and senior state officials will inform the public of the donations policy and how the public can best contribute. The State Donations Management Coordinator will continue the public information messaging effort throughout disaster operations by coordinating with the Press Secretary in the Office of the Governor and the Public Information Officer at the NC Department of Public Safety.

### **REQUESTS FOR SERVICES (VOLUNTEERS)**

Requests from state agencies, local government or private volunteer organizations for volunteers to assist in affected jurisdictions that are received by the State Donations Management Coordinator and/or the VDCT will be forwarded to a local Emergency Volunteer Center, or the local emergency management coordinator. This does not preclude direct coordination with private voluntary organizations by local jurisdictions. Completed requests for volunteer services will be filed by the State Donations Management Coordinator or VDCT members.

## **B. NOTIFICATION**

Notification requirement for activation of web-based systems for donated goods and volunteer services includes informing the President of NCVOAD, the Governor's Press Office and the Joint Information Center.

Notification requirement of the NC Disaster Relief Fund includes informing the President of United Way of NC (fiscal agent for the fund), the Governor's Press Office and the Joint Information Center.

A confirmation notification for all activations is provided to the Logistics Chief, SERT Leader and senior staff in the Office of the Governor (even though these individuals may have been part of the decision-making process).

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **C. RESPONSE ACTIONS**

#### **1. INITIAL**

- a. Several response activation decisions are required initially, including soliciting for donations (goods and services), open a Multi-Agency (donated goods) warehouse, and the NC Disaster Relief Fund.

#### **2. CONTINUING**

- a. To ensure continuity in the operation of the hotline, the operator staffing patterns must continue to be developed for future shifts.
- b. Continue to monitor the need for donated goods and volunteer services by participating in NCVOAD conference calls and communicating with NCVOAD leadership and local emergency management coordinators. If donations are solicited; continue to accept or refuse the offers based on survivor needs.
- c. Continue to process financial donations for the NC Disaster Relief Fund, if activated for the disaster.

### **D. RECOVERY ACTIONS**

#### **1. INITIAL**

- a. Donated Goods: If a Multi-Agency Warehouse is opened during the response phase, it may be open in the initial stage of recovery
- b. Volunteer Services: If volunteers are needed in the initial phase of recovery, the need is addressed through messaging via press releases, press conferences, social media, etc. Community Emergency Response Teams (CERTs) are highly encouraged to engage in this area.
- c. NC Disaster Relief Fund: The fund, if activated, will be open early in the event and remain open to receive donations in the initial phase of recovery.

## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

### **2. CONTINUING**

- a. **Donated Goods:** The Multi-Agency Warehouse, if opened, will be closed after the initial phase of recovery. Any offers of donated building materials or supplies will be forwarded by the State Donations Management Coordinator to the NCVOAD member organizations that are active in the continuing response phase by repairing or rebuilding homes that were damaged or destroyed by the disaster.
- b. **Volunteer Services:** NCVOAD member organizations will notify the State Donations Management Coordinator when they need volunteers in the continuing recovery phase. Most member organizations have their own cadre of trained volunteers they utilize in recovery.
- c. **NC Disaster Relief Fund:** If activated, the fund continues to receive donations. Financial contributions are distributed to vetted NCVOAD member organizations that are engaged in long-term recovery efforts by repairing or rebuilding homes that were damaged or destroyed by the disaster. Funds are distributed via a documented and tested Request for Proposal process.

## **V. DIRECTION, CONTROL AND COORDINATION**

### **1. LOCAL**

Local governments and volunteer agencies will be encouraged to develop and implement volunteer and donations management plans. Local emergency managers and other recommended individuals and groups will receive donations management and managing spontaneous volunteers training by NCEM if requested.

### **2. STATE**

The Commission on Volunteerism and Community Service will designate an individual to serve as the State Donations Management Coordinator. The State Donations Management Coordinator will create a statewide strategy for managing unaffiliated volunteers, unsolicited donated goods, and undesignated cash. They will have a work station in the Logistics Section at the State Emergency Operations Center during SERT activation. In addition to determining if offers of donated goods are needed and available to meet local needs as determined by local emergency management officials, the State Coordinator may activate a volunteer and donations coordination team to review and accept/refuse offers of donated goods after a disaster. The VDCT will consist of members one or more NCVOAD organizations and a



## **VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7A)**

2023

representative of the NCEM Logistics Section. VDCT membership is scalable and may increase in larger scale/catastrophic events.

The state will have a system to manage and coordinate appropriate offers of unaffiliated volunteer services, unsolicited donated goods, and cash. Emergency information will be dispersed related to donated goods, spontaneous volunteers, and cash donations. Additionally, information will be communicated to the deaf, hard of hearing, and/or speech-disabled.

Rather than donations of food, clothing or other items, the state will encourage donations of cash to established NCVOAD member organizations that are providing services to disaster survivors or to the NC Disaster Relief Fund if activated for the event. The state will primarily collaborate with NCVOAD member organizations that have established structures in place to receive and distribute appropriate donated goods to disaster survivors. They will also encourage unaffiliated volunteers (individuals and groups) to affiliate with a recognized NCVOAD member organization, a local volunteer center, and/or to participate through their local Citizen Corps program to facilitate their service involvement in disaster relief activities.

The decision to activate the NC Disaster Relief Fund is made after discussion between the State Donations Management Coordinator and senior staff in the Office of the Governor. The decision to open a multi-agency donated goods warehouse is made by the State Donations Management Coordinator, after conversations with the President of NCVOAD and the Logistics Coordinator. The decision to activate the web-based tool for volunteer management is made by the State Donations Management Coordinator, after conversations with the President of NCVOAD.

All available means will be used to educate the public, emergency management community, elected officials, and the media on the strategy and principles for managing donations.

### **3. FEDERAL**

The State Donations Management Coordinator communicates and coordinates with the FEMA Regional Voluntary Organization Liaisons (VALs) who are deployed for the disaster. Some VALs are specifically designated as a Donations Management VAL.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
ANNEX A | APPENDIX 5 | TAB B | ENCLOSURE 1  
**VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7B)**  
2023

**NC Volunteer and Donations Coordination Team Organization Chart**

**NC VOLUNTEER AND DONATIONS MANAGEMENT**  
**Volunteer and Donations Coordination Team (VDCT)**  
(Organized under the SERT Logistics Section)

