

# SERT LOGISTICS SECTION

December 2019

## A. PURPOSE

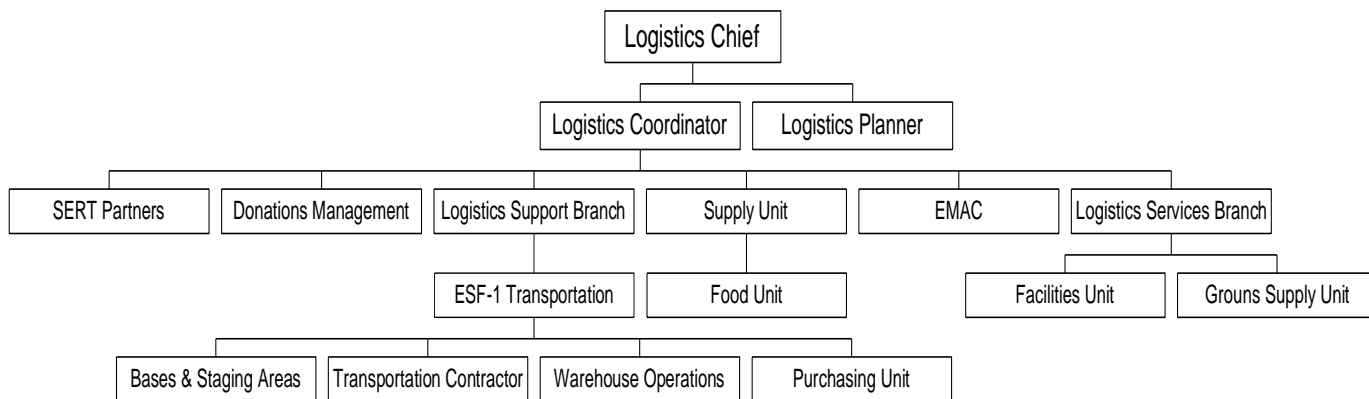
This appendix describes the Logistics Section of the State Emergency Response Team (SERT) during activation, including processes and procedures for resource management, transportation management, donations and volunteer management, and military support.

## B. MISSION

The Logistics Section procures, stores and transports state and donated resources in support of disaster response and recovery operations. It processes resource requests from local governments, state agencies, and division organizations and tasks appropriate agencies to satisfy these requests. Resources include supplies, equipment, and personnel.

## C. ORGANIZATION

The Logistics Chief reports directly to the SERT Leader and is responsible for overall logistics activities. The Logistics Coordinator controls the Section's day-to-day activities.



## D. CONCEPT OF OPERATIONS

### 1. LOGISTICS SUPPLY UNIT

At full activation, the Branch operates 24 hours a day and is responsible for:

- a. Initial processing of resource requests and coordination of sourcing solutions.

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- b. Tasking subordinate branches and SERT partners to fill resource requests or to accomplish logistics missions.
- c. Logistics situational awareness.
- d. Logistics planning for future operations.

### **2. LOGISTICS SUPPORT BRANCH**

Consists of two warehouses, a purchasing unit, an ESF-1 Transportation Unit, and the SERT civilian transportation contractor's representative. At full activation, the Branch operates 24 hours a day. The Log Support Branch is responsible for:

- a. Warehouse Operations.
- b. Inventory Management.
- c. Purchasing, transporting, staging and issuing supplies and equipment.
- d. Management of all transportation requirements.

### **3. LOGISTICS SERVICES BRANCH**

Responsible for supply and services support to the State Emergency Operations Center and to response teams deploying to the field. For deploying teams, the Branch provides staging facilities, vehicle support, supplies, mail and equipment. At full activation, the Branch operates 12-14 hours a day.

- a. Supports EOC operations.
- b. Links with FEMA LOG Operations.
- c. Supports ongoing Recovery operations.
- d. Supports JFO operations.

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### **4. EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC) BRANCH**

Responsible for coordinating mutual aid during a disaster. At full activation, the Branch operates 24 hours a day.

### **5. DONATIONS MANAGEMENT COORDINATION TEAM**

Responsible for managing public donations and volunteer offers. In addition, through the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, they gather and disseminate to the Human Services Section information about people who require individual assistance. At full activation, the Branch operates 12-14 hours a day. The Branch Manager is the Governor's liaison for volunteers. In accordance with a Memorandum of Agreement with NC Division of Emergency Management, Adventists Disaster Services provides representatives to man the Donations Management Coordination Team and to operate a State Donations warehouse if necessary.

### **6. LOGISTICS SERT PARTNERS**

The Logistics Coordinator and members of the Logistics Supply Unit task SERT partners to satisfy resource requests and to perform other missions via NC SPARTA. Their roles and capabilities are described below.

- a. The Department of Administration provides support to the SERT in several areas. Motor Fleet Management Division provides motor pool support. Augments disaster purchasing by providing purchasing agents to NCEM. The State Property Office provides facilities to support disaster needs.
- b. The Civil Air Patrol (CAP) provides both light aviation and significant ground resources to assist with logistics disaster response. CAP aircraft are Cessna single-engine planes used for aerial damage assessment, search and rescue operations, and light logistical transport. The CAP also provides several Type III Points of Distribution (POD) teams and several two-person County Logistics Liaison Teams that have the mission of assisting hard hit counties get the logistics support they need and of assisting SERT Logistics get the information it needs to help the counties.

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- c. The North Carolina Department of Agriculture and Consumer Services (NCDA&CS) has Food Distribution Division trucks and refrigerated trailers which can be used for transportation requirements. Additionally, the NCDA&CS Food Distribution Division supports mass feeding and shelter operations. NCDA&CS Food Distribution maintains two warehouses in Butner, NC and Salisbury, NC where they store and distribute USDA foods to 7 feeding programs across the state.
- d. The Department of Public Safety Division Purchase and Logistics provides support to the SERT by augmenting Logistics Support with disaster purchasing. Purchase and Logistics provide personnel to operate as the Purchasing Unit Manager and purchasing agents. These personnel are charged with processing resource request purchases from multitude of sources; disaster convenience contract, State Term contract and/or other vendors. They operate within the State Emergency Operation Center and/or from a satellite location.
- e. The Division of Adult Correction has a variety of resources which include: manpower intensive requirements, approximately 200 buses and vans with drivers, several special law enforcement teams, and tracking teams useful for Search and rescue operations. The Division of Adult Correction operates 24 hours a day during Level 1 EOC activations.
- f. The N.C. League of Municipalities facilitates mutual aid between North Carolina cities. It provides a representative to the Logistics Section during activation and operates 24 hours a day.

### 7. LOGISTICS CONCEPTS FOR DISASTER RESPONSE

The Logistics Concept for all disaster response operations is as follows:

- a. Maintain warehoused stocks of basic disaster supplies (food, water, etc.) for immediate response needs.
- b. Maintain convenience contracts with vendors to purchase additional supplies/equipment and to fill the procurement pipeline for follow-on supplies during large disasters. Operate a purchasing unit to procure items not available within the Logistics Warehouse inventory SERT Partners, or BEOC.

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- c. Employ a transportation contractor who can procure commercial trucks and trailers for disaster transportation requirements. Operate an ESF-1 Transportation Coordination Cell consisting of representatives from appropriate State Agencies to coordinate use of State transportation assets when required.
- d. Deliver most resources to one, designated County Receiving and Distribution Point per county unless a county requests delivery to another location. Support local government operation of Points of Distribution (POD) for public distribution of disaster supplies (food, water, tarps, ice).
- e. Make maximum use of mutual aid assets, both nationally through the Emergency Management Assistance Compact and through intra-state mutual aid between local governments.
- f. Use resources available from Logistics SERT Partners wherever possible.
- g. Integrate Federal partners into our EOC processes, particularly the FEMA Logistics and Corps of Engineers representatives of the FEMA Incident Management Assistance Team (IMAT).
- h. Maintain the capability to establish both a mobile Joint Reception, Staging, Onward Movement and Integration (JRSOI) site and a base or camp for response workers in an area impacted by a disaster.
- i. Ensure effective management of donations and volunteers to include a proactive donations management information campaign.

### 8. CONCEPT FOR PROCESSING RESOURCE REQUESTS

The Logistics Supply Unit processes all resource requests assigned to the Logistics Coordinator before any agency is tasked to fill a request. The role of personnel in the Supply Unit is to coordinate with requestors, the Logistics Branches, or Logistics SERT Partners as necessary to develop good sourcing recommendations to satisfy requests. The Logistics Coordinator approves or denies resource requests, or makes recommendations to the Logistics Chief, based on the level of authority delegated by the Logistics Chief. Approved requests are tasked to a SERT Partner, EMAC or Logistics Support Branch for items in stock or items which require purchasing action.

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NC SPARTA is used for customers to make requests, for EOC personnel to query for additional information and for the Logistics Supply Unit personnel to task Logistics Branches or SERT Partners to take action to satisfy requests.

NC Sparta, Logistics Inventory, purchase orders, and the file library are used to provide real time asset visibility of available commodities, equipment and to share essential process information among all Logistics players. The Logistics Inventory is used to:

- a. View inventory balances at multiple locations.
- b. Issue and receive inventory.
- c. View purchase order lists.
- d. View convenience and contract information.
- e. Schedule and manage all transportation missions by truck and mission number.
- f. Produce bills of lading.
- g. Provide situational awareness information and management reports to assist in managing logistics processes.

The Logistics process is complex and difficult to manage. Logistics personnel are a limited asset. It is, therefore, essential to make maximum use of information technology to provide the asset visibility, data communication among logistics players, and information necessary for effective management of logistics processes.

### E. REFERENCES

- A. JRSOI Plan
- B. Logistics Standard Operating Procedures (Log SOP)
- C. General Warehouse Management and Operations Standard Operating Procedures
- D. Disaster Purchasing Standard Operating Procedures

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**F. TABS**

- A. Transportation
- B. Resource Support
- C. Volunteer and Donations Management

## **TRANSPORTATION (NCESF-1)**

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### **I. INTRODUCTION**

#### **A. PURPOSE**

The purpose of this appendix is to provide for movement of resources in support of local governmental entities, volunteer organizations and other emergency response organizations requiring transportation capacity to perform emergency assistance missions.

#### **B. SCOPE**

The provision of state transportation includes overall coordination of transportation assistance requests from local governments and state agencies, allocation of public and private transportation resources needed for the transportation of people, goods and services to and from the affected area, and assisting with recovery operations as necessary.

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

#### **A. SITUATION**

A significant disaster may severely damage the transportation infrastructure. Local transportation activities may be hampered by damaged surface transportation infrastructure and disrupted communications.

#### **B. ASSUMPTIONS**

1. Many local resources may be unavailable due to the level of damage to the transportation infrastructure or insufficient to handle the situation.
2. The state will provide transportation for resources requested by local government and may be required to provide transportation assets to assist local government in evacuation of citizens.
3. Clearing of access routes may be slow. Coordination between the local government and the State Emergency Response Team (SERT) Logistics Section and the SERT Infrastructure Branch may be required to organize emergency relief.
4. Damage to the transportation infrastructure may require use of air and water transportation assets.



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**III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. LEAD STATE AGENCY**

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

**NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)**

- a. Manage the emergency transportation function, coordinate with supporting agencies and prioritize the requests for transportation services in consultation with the SERT Leader and other SERT agencies.

**B. SUPPORTING STATE AGENCIES**

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

**NCEM/CIVIL AIR PATROL (CAP)**

- a. Provide ground support.
- b. Provide POD Teams
- c. Provide transportation for evacuees as needed.

**DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE**

- a. Provide transportation to support evacuation missions, equipment, uniformed personnel and related services for the support of law enforcement personnel as may be directed.
- b. Provide transportation for the evacuation of inmates and other affected department personnel.
- c. Provide trucks and drivers as well as provisions (blankets, pillows, etc) from Correction Enterprise Warehouses.

**NORTH CAROLINA NATIONAL GUARD (NCNG)**

- a. Provide ground transportation and logistical support as directed. (NCNG will not be a primary source for routine transportation requirements).

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**2. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI) – Lead Tech Agency**

- a. Liaison between public and private transport assets to coordinate support for evacuation and re-entry.
- b. Coordinate with county school systems to provide buses for evacuation.

**3. NC DEPARTMENT OF ADMINISTRATION (NCDOA)**

**MOTOR FLEET MANAGEMENT**

- a. Operate motor pools in support of disaster locations as may be requested by the SERT.

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

**NORTH CAROLINA FOREST SERVICE (NCFS)**

- a. Transport emergency food supplies through food distribution and state farms operations from DA&CS owned warehouses or other sources to distribution and/or mass feeding locations in disaster areas.
- b. Respond to requests for other available transportation assets in support of emergency/disaster requirements.

**IV. CONCEPT OF OPERATIONS**

**A. GENERAL**

Local governments will use their transportation assets and prearranged supporting resources to the extent necessary and available. If the extent of the disaster exceeds the transportation resources of the local government, state assistance will be provided upon request.

Contracted truck and charter bus transportation services, as well as state government transportation resources available to the State Emergency Response Team (SERT), will be used to assist local emergency operations and other state agencies in meeting the requirements of moving people, supplies and equipment. Resources will be allocated according to the following priorities: evacuation of persons from danger areas; transporting

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materials, equipment, and people required in support of local emergency response activities as requested through the State Emergency Operations Center (SEOC); and maintenance of traffic movement for evacuation and re-entry.

The Logistics Section is responsible for transportation operations, and the Logistics Support Branch Manager serves as the State Transportation Coordinator. State Logistics employs a civilian transportation contractor to provide contract trucks and trailers to move most resources in response to a disaster. The transportation contractor will provide a representative in the SEOC to procure transportation assets as directed by the State Transportation Coordinator.

An ESF-1 Transportation Cell, consisting of transportation representatives from appropriate state agencies, will be established in the SEOC under the control of the State Transportation Coordinator whenever state assets are required to assist with evacuation operations. As a minimum for evacuation operations, the ESF-1 Cell will consist of representatives from the Division of Public Transportation, Division of Public Instruction, Department of Public Safety, and a representative from the civilian charter bus company currently under state contract. The ESF-1 Cell may also be established during other contingencies when significant, non-bus transportation assets are required from other state agencies for the disaster response.

### **B. NOTIFICATION**

Transportation agencies will be notified by the Logistics Chief, Coordinator or Logistics Support Manager located at the SEOC by telephone or email to advise of the situation.

### **C. RESPONSE ACTIONS**

#### **1. INITIAL**

- a. The Transportation Contractor's EOC representative is notified to report to the EOC as needed.
- b. ESF-1 Cell representatives are notified by the Logistics Support Branch Manager if it is decided to activate the cell.
- c. Transportation resources are pre-staged if appropriate.
- d. Satisfy transportation request and requirements for delivery of resources to local government and requesting state agencies.

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### 2. CONTINUING

- a. Continue to satisfy requests.
- b. Continually reassess priorities to assure the most urgent transportation needs are being addressed appropriately.
- c. Send resources to staging areas as applicable and appropriate.
- d. Continually track committed resources and redeploy as necessary.

### D. RECOVERY ACTIONS

#### 1. INITIAL

- a. Coordinate requests for transportation resources to assist in recovery activities.
- b. Coordinate with support agencies to develop recovery actions.

#### 2. CONTINUING

- a. Provide transportation resources as necessary throughout the recovery period.

### V. DIRECTION, CONTROL AND COORDINATION

#### 1. LOCAL

Local governments have transportation assets that are used to support normal functions within the community and which may also be used during emergencies. These include administrative and utility vehicles (sedans, pick-ups, dump trucks), special purposes vehicles (water tankers, tractor-trailers), local school activity buses and public school buses (as prearranged between local government and local school boards).

#### 2. STATE

The Logistics Support Branch Manager, as the State Transportation Coordinator, will provide transportation support as requests for assistance come through the SEOC. Most state requirements will be handled using contract transportation assets. If additional assets are required, or when it is prudent to use state agency assets for transportation requirements, the State

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Transportation Coordinator will coordinate directly with these support agencies. If significant assets are required from state agencies, the ESF-1 Cell will be established.

### **3. FEDERAL**

The U.S. Department of Transportation is responsible for coordinating federal emergency transportation assistance to affected state and local governmental entities. If the transportation demands exceed the resources of North Carolina agencies, federal transportation resources will be requested. U.S. DOT is also responsible for coordinating transportation assistance for federal agencies with disaster mission assignments that lack sufficient transportation capabilities necessary to perform their emergency missions. The federal government maintains a contract with a civilian transportation company to handle most requirements.

## RESOURCE SUPPORT (NCESF-7A)

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### I. INTRODUCTION

#### A. PURPOSE

The purpose of this appendix is to provide resource support prior to, during, and following an emergency or disaster event, including a catastrophic disaster. This plan also provides a platform for compatibility and interoperability among all agencies.

#### B. SCOPE

Resource support involves the provision of logistical support to state and local emergency organizations during the entire period of a disastrous event. This includes the procurement of emergency relief supplies, space, office equipment, office supplies, telecommunications, contracting services, transportation services, and personnel required to support emergency operational activities. It also provides for logistical support for requirements not specifically identified in the other emergency support functions, resources unique to the emergency itself. Resource support involves the effort and activity necessary to evaluate, locate, procure, and provide essential material resources throughout the event.

### II. SITUATION AND ASSUMPTIONS

#### A. SITUATION

Communities have been isolated due to problems with the transportation and communications infrastructure. County emergency operation centers are inundated with emergency telephone calls and resource capabilities become overwhelmed. State government has the capacity to meet most foreseeable logistical requirements. However, there will be shortages of a wide variety of supplies necessary for emergency population survival such as cots, sheets, blankets, pillows, pillowcases, tents for temporary shelter, and plastic and paper items for mass feeding.

#### B. ASSUMPTIONS

1. Successful and sustained emergency operations are contingent upon an efficient and effective logistics effort.

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2. Transportation of resources may require staging areas. Counties must pre-designate staging areas to support their county operations and plan for integration of state provided assets. The state will designate Regional Staging Areas to support catastrophic disasters and survey annually.
3. Supplies and equipment will be provided from current state stocks or from commercial sources.

### III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

#### A. LEAD STATE AGENCY

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

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

- a. Direct and coordinate logistics operations.
- b. Provide resource support for the State Emergency Operations Center (SEOC), State Emergency Response Team (SERT), emergency management offices and other state supported field locations.

#### B. SUPPORTING STATE AGENCIES

##### 1. NC DEPARTMENT OF ADMINISTRATION (NCDOA)

###### MOTOR FLEET MANAGEMENT

- a. Operate motor pools in support of response and recovery operations.

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

- a. Provide facilities needed by the SERT for response and recovery operations.
- b. Make available a tabulation of properties that may be available as requested by the SERT.
- c. Provide assistance in locating appropriate lodging, meals, or other support services for emergency workers.

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- d. Provide janitorial, mail, courier, and other general administrative services as required.
- e. Through State Capitol Police, provide security services for the SEOC and other emergency management facilities.
- f. Provide surplus property listing for use during emergency situations.

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

- a. Provide the SERT with information related to available emergency resources and supplies.

**3. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)**

**DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE**

- a. Provide transportation, equipment, uniformed personnel, inmate labor, and related services as may be directed.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell, when activated, who is able to coordinate use of buses and passenger vans to assist with evacuation operations.
- c. Provide trucks and drivers as well as provisions (blankets, pillows, etc) from Correction Enterprise Warehouses.

**STATE HIGHWAY PATROL (SHP)**

- a. Provide transportation, equipment, uniformed personnel, and related services as may be directed.

**PURCHASE AND LOGISTICS (P&L)**

- a. Provide personnel for the Purchasing Unit in the SEOC during disaster activations.
- b. Ensure personnel are trained and exercised periodically.
- c. Coordinate procedures with NCEM Logistics Chief.



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**4. NC DEPARTMENT OF ENVIRONMENTAL QUALITY (NCDEQ)**

- a. Provide the SERT with information related to available emergency resources and supplies

**5. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)**

- a. Provide the SERT with information related to available or potential emergency facilities, resources, supplies, and/or personnel resources.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell who is able to coordinate use of school buses to assist with evacuation operations.

**6. NC DEPARTMENT OF TRANSPORTATION (NCDOT)**

- a. Provide a representative to the SERT Logistics ESF-1 Transportation Cell to provide assistance with communication between public transportation sub recipients.
- b. Provide a list of transportation agencies.
- c. Identify potential federal funding sources and identify other financial resources that may be available for public transportation grantees during an emergency.

**IV. CONCEPT OF OPERATIONS**

**A. GENERAL**

All available state owned resources may be used during emergency operations. Primarily, resource distribution will occur through the State EOC or area commands and from state warehouses. Resources that cannot be provided from state assets will be secured through direct procurement from federal or vendor resources.

**B. NOTIFICATION**

NCEM will notify SERT members of an impending or occurring disaster situation. Emergency management standing operating procedures for SERT notification will be used.

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**C. RESPONSE ACTIONS**

**1. INITIAL**

- a. Assess potential resource needs and evaluate the Disaster Buy List.
- b. Prepare the Emergency Operations Center for operational activation.
- c. Maintain a resource tracking and accounting system for Logistics resources.
- d. Provide the SERT Leader with resource status reports.
- e. Identify procurement resources required in the impacted area.
- f. Identify potential facility locations in the impacted area.
- g. Logistically support the occupation of the Joint Field Office (JFO) by state personnel.
- h. Ensure that the state component to the JFO is operational within 12 to 24 hours of site selection and establishment decision, provided the pre-designated site and communications facilities are usable and operable.

**2. CONTINUING**

- a. Continue to assess disaster reports to identify potential resource needs.
- b. Continue operation of the State EOC as long as necessary.
- c. Continue to monitor and track resource requests and provide decision makers with accurate and concise information.
- d. Continue to provide the SERT Leader with resource status reports.
- e. Continue to support all state supported field locations.
- f. Provide for the full range of logistical requirements of the agencies participating in the disaster response and recovery efforts.
- g. Determine availability and provide supplies stocked in state distribution facilities.
- h. Provide security enforcement services to the State EOC.

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- i. Coordinate with the SERT Fiscal Section to insure proper accounting for all expenditures and purchases.

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

### **1. LOCAL**

All requests for state resources should be made through the county emergency management coordinators. Municipalities should coordinate their resource requests through the appropriate county EOC. County requests for resources should be directed to the State EOC for assignment by the Mission Assignment Coordinator (MAC). Each county will maintain one County Receiving and Distribution Point (CRDP) to ensure the county has the ability to receive state resources during a disaster. The CRDP should have at least 2,000 to 3,000 square feet of warehouse space to store pallets of emergency supplies, material handling equipment sufficient to unload supplies from tractor trailers, sufficient outside parking area to store at least 10, 53 foot cargo trailers, and designated personnel trained to operate the facility. Counties must designate a sufficient number of points of distribution (POD) to support distribution of disaster supplies (food, water) to 20 percent of their populations and report these locations to the Logistics Section so that they are available for use during disasters. Counties must also plan to provide staffing and equipment to operate these PODs or report to the Logistics Section the locations needing state support to operate.

### **2. STATE**

The NCEM Logistics Section Chief is responsible for management of SERT Logistics, reports to the SERT Leader, and coordinates the logistics operations of all state agencies. State logistics will be coordinated through the State EOC. NCEM staff will provide personnel augmentation to the Logistics Section so it can meet the increased personnel requirements of activation. Upon notification of implementation of the NCEOP, the Logistics Chief will determine which pre-designated augmentation personnel from other state agencies and within NCEM are required for the State EOC and the State Emergency Management Warehouses.

### **3. FEDERAL**

The Federal Emergency Management Agency (FEMA) will be the initial contact point for emergency operations. The Federal Coordinating Officer (FCO) will be the single conduit for accessing federal resources during disaster events. FEMA Region IV will provide a Logistics Liaison Officer to the Logistics Section of the SERT.

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

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### **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.

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2. Individual and/or groups of volunteers will go to the affected area and offer assistance.
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, Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, and local emergency volunteer centers.
5. The Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, if necessary, may also serve as the state's Donations and Volunteer Hotline.
6. 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.
7. Appropriate messages will be provided to the media to provide the public with guidance about donating product, services, and/or cash.
8. Should a large-scale or catastrophic event occur, unsolicited donated goods may come from around the state, country, or the world.
9. Donated goods may arrive in a disaster area day or night without warning.
10. Donated goods may arrive unsorted or with minimal packaging.
11. The amount of donated goods and services will increase with the amount of media attention the disaster receives.
12. 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.
13. NC Voluntary Organizations Active in Disaster (NCVOAD) member organizations will offer assistance by receiving and distributing donated goods to distribution centers at the local level.
14. Affected local government(s) will be able to establish distribution centers within their jurisdictions.
15. Resource gaps tied to medical supplies and pharmaceuticals will be addressed through the Department of Health and Human Services, Division of Public

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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.

### **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 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 the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center.
- 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.

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- b. Leads the Volunteer and Donations Coordination Team (VDCT) in the Donations Coordination Center and coordinates activities with the FEMA Voluntary Agency Liaison (VAL).
- 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. Activates and maintains a 24-hour, toll-free telephone number (Governor's Emergency Information Bilingual Hotline / 2-1-1 Center) for individuals to call to obtain emergency information (shelter locations, feeding site locations, road closings, etc.). Operators may speak English, Spanish, or communicate with the deaf and hard of hearing callers by answering a TTY toll-free phone number. The same phone number is used to answer questions about making offers of donated product, registering as a volunteer, and to obtain information about making cash donations.
- h. Staffs the hotline by using various support agencies, volunteer organizations, and community volunteers.
- i. Creates and executes an event-specific media messaging campaign for donated goods, volunteers and donated cash.
- j. Manages the NC Disaster Relief Fund should it be activated by the Governor.

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

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

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

##### **DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE**

##### **SECURITY SERVICES**

- a. Coordinates available inmate 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.
- 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.



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- b. Assists the State Donations Management Coordinator in the management of donated pharmaceuticals through the Division of Public Health.

### **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.

### **STATE GOVERNMENT CABINET-LEVEL AGENCIES**

- a. Provide agency staff (employees) to serve as hotline operators at the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center.

## **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.
- d. 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)**

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- e. Coordinate appropriate disposal of unwanted or unusable donated goods.

### **2. AMERICAN RED CROSS (ARC)**

- 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 the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center 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 (TSA)**

- 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.
- c. Provide organizational donation phone numbers to the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for reference.

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

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- 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 the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center 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 the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center 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.

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

- a. Collaborate with the Governor's Emergency Information Bilingual Hotline prior to dispensing certain event-specific information over the 2-1-1 network.

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

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- b. 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 OFFICE OF HISPANIC/LATINO AFFAIRS**

- a. Recruit bilingual community volunteers to serve as operators for the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, if activated.
- b. Translate or interpret emergency information into Spanish to support volunteer and donations management efforts.

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

- a. Provide the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center with mental health professionals to support the personal needs of hotline 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.

### **12. TRIBAL AND LOCAL GOVERNMENTS**

- a. Prepare plans to accept offers of donated goods and volunteer services.

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

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- 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.
- 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.

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

#### **A. GENERAL**

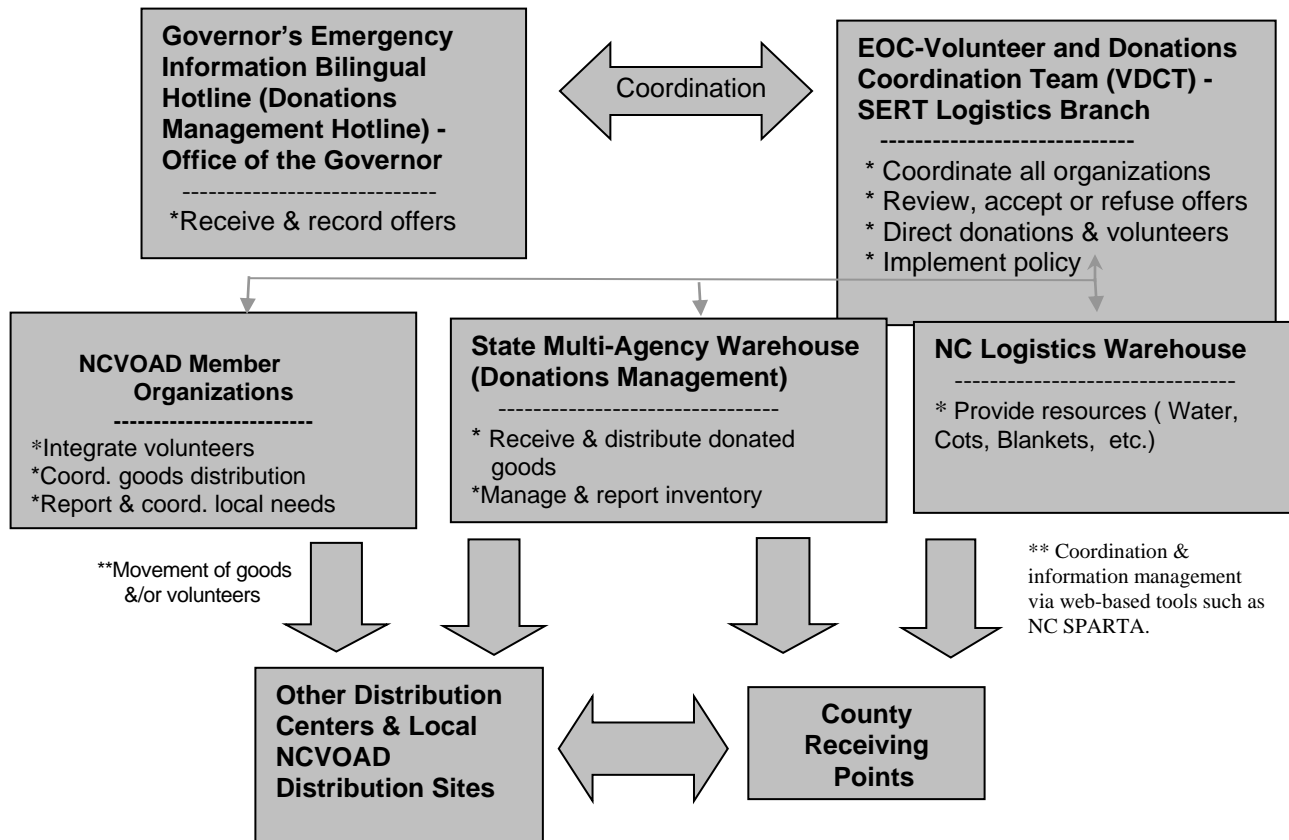
The state manages unsolicited donations and volunteers by conducting a vigorous information campaign to publicize needs and by staffing an organization at the state level to receive public offers and manage them effectively. The organization consists of a hotline to receive all offers, a coordination 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.

This schematic shows the organizational concept for volunteer and donations management and how the Hotline, Coordination Team, Warehouse and NCVOAD organizations function together to achieve effective management of offers.

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The State Donations Management Coordinator will activate the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center where operators will provide callers with emergency information such as shelter locations, feeding sites, and road closures. The type of event and its projected impact and severity will be used as triggers for activating the hotline. Type and length of activation are event-specific. If donated goods, volunteers or cash donations are needed or if unsolicited offers become an issue, the Hotline will also serve as a Donations and Volunteer Hotline. Phone operators will electronically capture donor information for offers of donated goods and those who want to volunteer. Operators will encourage cash donations be made to voluntary organizations active in the response/recovery effort and to other disaster relief funds as directed by the Governor. Phone operators will not accept offers of donated goods, match volunteers with organizations, or accept cash donations; rather they record the information for action by the Volunteer and Donations Coordination Team in the EOC.

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The State Donations Management Coordinator will provide the Hotline supervisors 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.

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.

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### **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.

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



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

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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 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 the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center for volunteer registration assistance. The VDCT will review volunteer offers collected by the Hotline 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

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

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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.

### **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.

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

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### B. NOTIFICATION

Notification requirement for activation of Governor's Emergency Information Bilingual Hotline / 2-1-1 Center includes a preliminary notice (intent to activate) to state agencies that provide hotline phone operators. A follow-up notification provides detailed activation information such as date/time and operator shift-assignment schedule.

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).

### C. RESPONSE ACTIONS

#### 1. INITIAL

- a. Several response activation decisions are required initially, including activating the Governor's Emergency Information Bilingual Hotline / 2-1-1 Center, solicit for donations (goods and services), open a Multi-Agency (donated goods) warehouse, and the NC Disaster Relief Fund...
- b. If the hotline is activated, initial steps for activation include coordinating with the 10 Cabinet-level agencies to provide state employees to work in shifts at the hotline.

#### 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.

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

December 2019

- c. Continue to process financial donations for the NC Disaster Relief Fund, if activated for the disaster.

### **D. RECOVERY ACTIONS**

#### **1. INITIAL**

- a. Governor's Emergency Information Hotline / 2-1-1 Center: through conversations between the State Donations Management Coordinator and the NCEM Recovery Section Chief, the hotline is transitioned into a Recovery function that is managed by the Recovery Section. The operation requires full-time phone operators who are hired by NCEM. The hotline may be physically located at the Joint Field Office.
- b. Donated Goods: If a Multi-Agency Warehouse is opened during the response phase, it may be open in the initial stage of recovery
- c. 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.
- d. 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.

#### **2. CONTINUING**

- a. Governor's Emergency Information Hotline / 2-1-1 Center: the hotline, under the direction of NCEM's Recovery Section Chief, will remain open until it is determined by them to no longer be needed.
- b. 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.
- c. 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.
- d. NC Disaster Relief Fund: If activated, the fund continues to receive

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

December 2019

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 representative of NCEM Logistics Branch. 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. The State Coordinator will have a system for operating a toll-free, bilingual hotline (call center) for disbursing emergency information and information/ inquiries related to donated goods, spontaneous volunteers, and cash donations. The hotline will have the capability to communicate with deaf, hard-of-hearing and/or speech-disabled callers.

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

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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 Governor's Emergency Bilingual Hotline / 2-1-1 Center is made after discussion between the State Donations Management Coordinator, SERT Leader and senior staff in the Office of the Governor. 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**

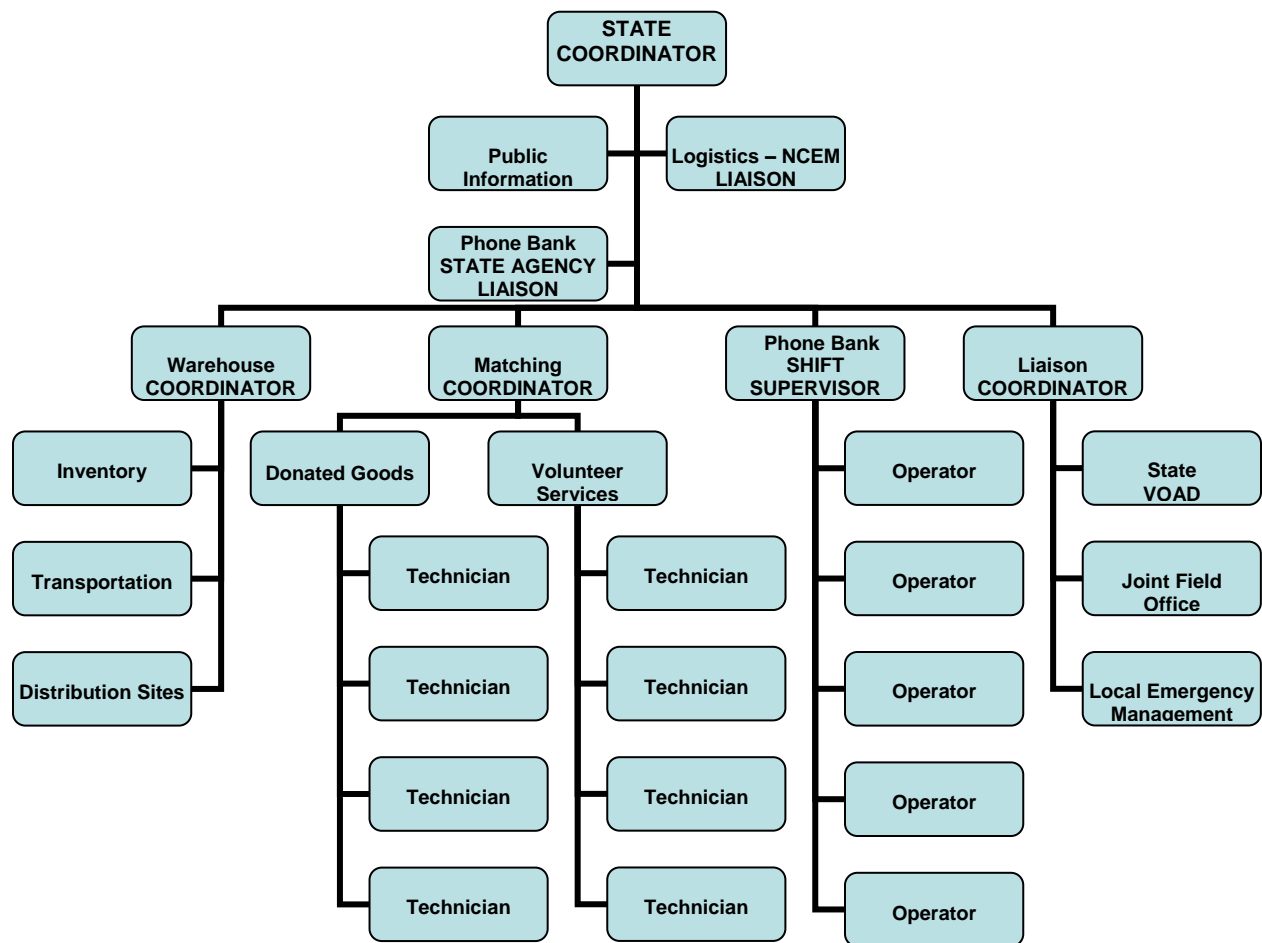
The State Donations Management Coordinator communicates and coordinates with the FEMA Regional Voluntary Organization Liaisons (VALs) who are deployed for the disaster. Some VALs are specifically designated as a Donations Management VAL.

# VOLUNTEER AND DONATIONS MANAGEMENT (NCESF-7B)

December 2019

## 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)



NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
ANNEX A | APPENDIX 5 | TAB D  
**DISTRIBUTION MANAGEMENT PLAN**  
December 2019

**I. INTRODUCTION**

**A. PURPOSE**

This appendix is to provide guidance for the effective and efficient distribution of critical resources and services prior to, during, and following an emergency or disaster event.

**B. SCOPE**

Distribution management covers the disbursement of critical commodities and services to affected personnel, municipalities, counties and other state agencies in North Carolina. Distribution management involves managing a comprehensive supply chain, resource management; warehouse and transportation operations to effectively and efficiently distribute supplies to distribution points and staging areas; provision of equipment and services to support incident requirements; and a mechanism for supplies and commodities to be provided to survivors.

**C. Background**

Disasters in North Carolina, both large and small, will disrupt normal supply chains. This triggers the need for relief distribution chains that address critical emergency supplies such as food, water, tarps, and fuel. This emergency distribution management system is managed at all levels by state, local, tribal, and territorial agencies and/or voluntary, faith-based, or community-based organizations. Gaps in response during previous disasters have pushed us to develop and adjust our emergency distribution plan to effectively and efficiently distribute critical resources and services to disaster survivors in the community.

**II. SITUATION AND ASSUMPTIONS**

**A. SITUATION**

Emergency Operation Centers (Municipalities and Counties) have the potential to exceed their capabilities to provide emergency supplies such as food, water, tarps, fuel and services due to transportation and communications limitations or failure. The State Emergency Operation Center (EOC) and State Emergency Response Team (SERT) can augment the capacity to meet most foreseeable logistical requirements.



NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
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**DISTRIBUTION MANAGEMENT PLAN**  
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**B. ASSUMPTIONS**

1. Successful and sustained emergency operations are contingent upon an efficient and effective logistics and distribution management plan at all levels.
2. Effective distribution of resources may require State Regional Staging Areas (SRSA), County Receiving and Distribution Points (CRDP) or local Points of Distribution (POD's). Counties must pre-designate CRDP's, Staging Area's and POD locations to support their county operations and plan for integration of state provided resources.
3. Commodities and equipment may be provided from State Emergency Response Team (SERT), Business Emergency Operations Center (BEOC) partners, publicly donated or commercial sources.

**III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. LEAD STATE AGENCY**

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

**NORTH CAROLINA EMERGENCY MANAGEMENT (NCEM)**

- a. Direct and coordinate logistics operations.
- b. Provide distribution support for the State Emergency Operations Center (SEOC), State Emergency Response Team (SERT), emergency management offices and other state supported field locations.

**B. SUPPORTING STATE AGENCIES**

**1. NC DEPARTMENT OF ADMINISTRATION (NCDOA)**

**MOTOR FLEET MANAGEMENT**

- a. Operate motor pools in support of distribution, response and recovery operations.

NORTH CAROLINA EMERGENCY OPERATIONS PLAN (NCEOP)  
ANNEX A | APPENDIX 5 | TAB D  
**DISTRIBUTION MANAGEMENT PLAN**  
December 2019

**2. NC DEPARTMENT OF PUBLIC SAFETY (NCDPS)**

**DIVISION OF ADULT CORRECTION AND JUVENILE JUSTICE**

- a. Provide transportation, equipment, uniformed personnel, inmate labor, and related services as may be directed.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell, when activated, who is able to coordinate use of buses and passenger vans to assist with evacuation operations.
- c. Provide trucks and drivers as well as provisions (blankets, pillows, etc) from Correction Enterprise Warehouses.

**STATE HIGHWAY PATROL (SHP)**

- a. Provide transportation, equipment, uniformed personnel, and related services as may be directed.

**PURCHASING AND LOGISTICS (P&L)**

- a. Provide personnel for the Purchasing Unit in the SEOC during disaster activations.
- b. Provide Field Purchasers down range if required.
- c. Ensure personnel are trained and exercised periodically.
- d. Coordinate procedures with NCEM Logistics Chief.

**3. NC DEPARTMENT OF PUBLIC INSTRUCTION (NCDPI)**

- a. Provide the SERT with information related to available or potential emergency facilities, resources, supplies, and/or personnel resources.
- b. Provide a representative to the SERT Logistics ESF-1 Transportation Cell who is able to coordinate use of school buses to assist with evacuation and re-entry operations.

**4. NC DEPARTMENT OF TRANSPORTATION (NCDOT)**

- a. Provide a representative to the SERT Logistics ESF-1 Transportation Cell to provide assistance with communication between public transportation sub recipients.
- b. Represents transportation agencies including Aviation, Mass Transit Association, NC Ferry Division, Rail and Ports Authority.
- c. Identify potential federal funding sources and identify other financial resources that may be available for public transportation grantees during

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an emergency.

**5 NORTH CAROLINA NATIONAL GUARD**

- a. Provides transportation assets from the National Guard such as trucks, personnel, material handling, and air assets

**6. OTHER STATE AGENCIES**

Other state agencies can supply transportation needs if requested to make immediate deliveries.

**IV. CONCEPT OF OPERATIONS**

**A. Requirement Defining**

North Carolina cannot possibly stock or maintain all of the equipment and commodities required for every natural or manmade disaster. NCEM has identified specific response commodities and levels are maintained for initial response. Agency specific contracts, mutual aid agreements, and business partnerships are in place to replenish stock levels and provide continual support during a response. Gaps for resources are identified as the results of exercises and real world activations.

NCEM also assists with the critical distribution for the Strategic National Stockpile (SNS) and the National Veterinary Stockpile (NVS). Those distribution plans are synchronized with NCEM Logistics SOP 002.

**B. Resource Ordering**

The Logistics Supply Unit processes all resource requests assigned to Logistics before tasking any agency to fill a request. The role of personnel in the Logistics Supply Unit is to coordinate with requestors, the Logistics Branches, SERT and BEOC partners as necessary to develop good sourcing recommendations to satisfy resource requests. Supply Officers recommend sourcing solutions to the Logistics Coordinator who approves, denies, or makes resource recommendations to the Logistics Chief. Supply Officers task appropriate organization (SERT, BEOC partners, EMAC, Logistics Support or Logistics Services) and follow the progress of assigned tasks through to completion.

WebEOC is primary platform utilized by state and county agencies to make requests, for EOC personnel to track requests, and for Logistics personnel to task Logistics agencies to take action to satisfy requests. Logistics personnel use Resource Tracker within WebEOC to provide real time asset visibility commodities and equipment,

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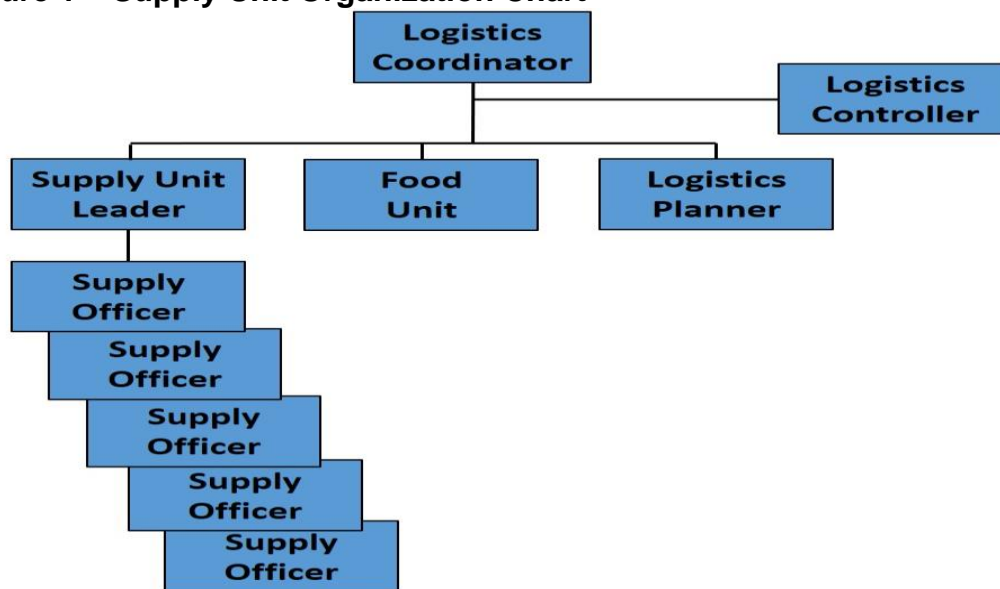
record all purchases and rental equipment transactions. Resource Tracker is used to:

- view inventory balances at multiple locations
- issue and receive inventory
- record purchases and view purchase list
- manage/track rental equipment
- produce hand receipts and bills of lading
- provide situational awareness information and management reports.

### Logistics Supply Unit

The Logistics Supply Unit is the nerve center of the Logistics, where the Logistics Coordinator directs processing and coordination activities. On the following page, figure 1 shows the unit organization.

Figure 1 – Supply Unit Organization Chart



The Logistics Controller reviews all WebEOC requests and assigns them to one of several Supply Officers. The Logistics Coordinator provides guidance to Supply Officers and approves their sourcing recommendations.

The role of the Supply Officer is to develop and recommend to the Logistics Coordinator a sourcing solution for resource requests. He/she will gather additional information needed to make a good sourcing solution by querying a county for additional information, checking in Resource Tracker to determine whether the warehouses or FEMA have the resources on hand in sufficient quantities, or by coordinating with SERT partners to ascertain whether they can fill the request. A

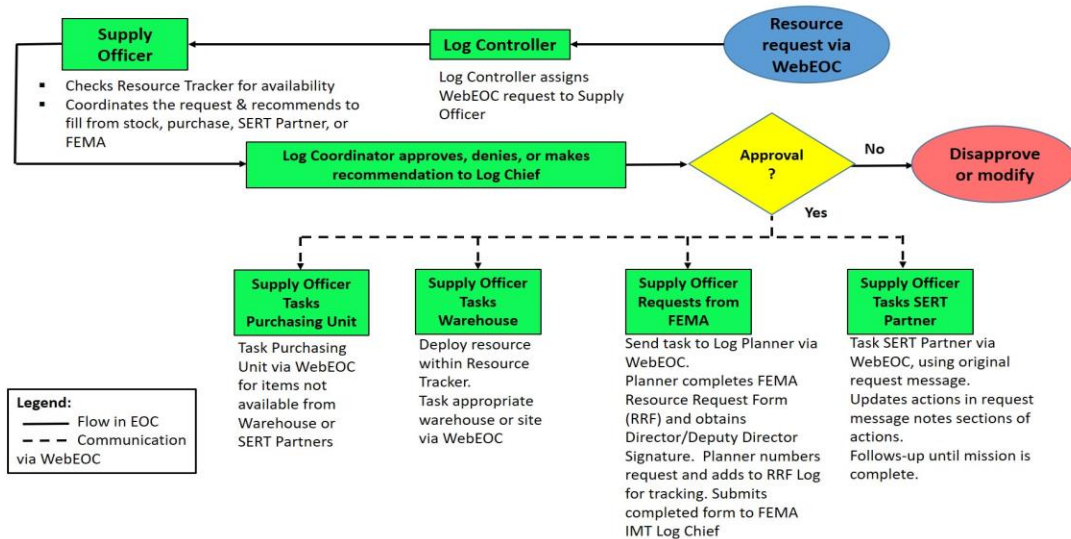
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Supply Officer may determine that the best solution is to purchase the requested resources. When the Logistics Coordinator approves a Supply Officer's recommendation, the Supply Officer tasks the appropriate agency in WebEOC to provide the resources. The number of Supply Officers can be increased to keep pace with requirements as the number and frequency of requests increases.

In large events, the Logistics Coordinator will appoint a Supply Unit Leader to assist with the approval process and to provide guidance to the Supply Officers. If no Supply Unit Leader is assigned then the Logistic Coordinator will assume those duties.

Figure 2 shows the process flow of Resource Requests within the Logistics Supply Unit. It illustrates the role and actions of a Supply Officer for a request. The bullets at each stage in the process describe the actions of the players. Dashed lines in the figure indicate the flow of information in WebEOC and Resource Tracker.

**Figure 2 - Process Flow for Resource Request**



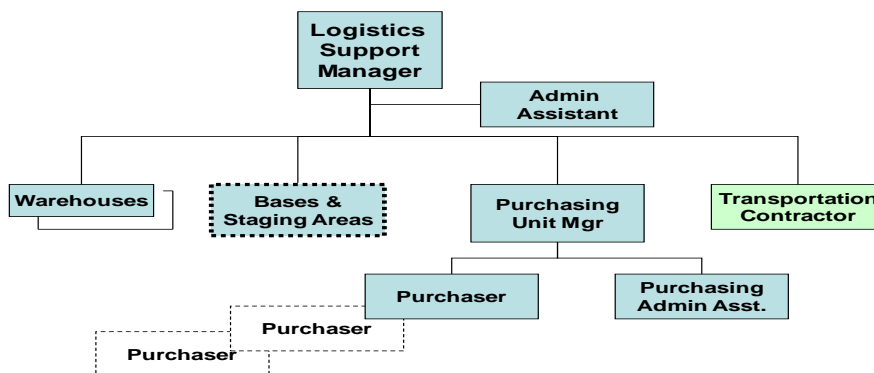
If the items are on-hand in one of the logistics warehouses, the Supply Officer deploys the resource in Resource Trackers then tasks the appropriate warehouse via WebEOC.

**C. Distribution Methods**

The mission of the Logistics Support Branch is to execute approved sourcing solutions for on-hand supplies and equipment, to purchase disaster supplies and services, and to coordinate ground, air or sea transportation for distribution. Figure 3 shows branch organization.

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Figure 3 - Logistics Support Branch



The Branch requests and assigns ground transportation to the state warehouses as needed, and such assets operate under the control of the warehouse manager. These assets can come from state agencies such as the North Carolina Department of Agriculture and Consumer Services, the North Carolina National Guard, and contracted vendors. The Logistics Support Branch will coordinate with the State Emergency Response Team Air Boss for air transportation, or with the Department of Transportation in the Infrastructure Support Functional Room for ferry or additional ground support needs such as waivers and over-weight/height routing.

### Commodities Distribution Infrastructure

Below shows the distribution infrastructure for disaster commodities.

- **FEMA Incident Support Base (ISB) (Ft. Bragg)**
  - 29 trucks meals; 57 trucks water
  - 5+ days for 50,000 people
- **Logistics Support Centers (Badin and Tarboro Warehouses )**
  - Stocks for 20,000 people for one day and 15 push packs (up to 6 pallets water, 2 pallets meals, and 250 tarps)
  - Staging areas for trailer loads of commodities adjacent to warehouses
- **County CRDP**
  - Pre-landfall commodities for responders
  - Post-landfall stocks for emergency POD re-supply
- **County PODs**
  - Operational by Landfall +72 hours

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- **County Logistics Liaison Teams (2-person)**
  - Assist County EM Coordinator with request & CRDP/POD reporting
  - Ensure SERT Logistics gets the information it needs

### **FEMA Incident Support Base (ISB)**

The FEMA Incident Support Base (ISB) at Fort Bragg backs up the State with 29 truckloads of meals and 57 truckloads of water. The ISB is stocked and operational by landfall minus one day for hurricane events with enough food and water for 285,000 people for a day – or more than 5 days of supply for 50,000 people. The quantity of supplies is the result of a FEMA-NCEM gap analysis based on a category 3 hurricane impacting Wilmington and coming inland along Interstate 40. The ISB is requested using the Federal Resource Request Form (RRF) process and can deliver to state warehouses, staging areas, or local CRDP and POD's in coordination with State Logistics.

### **Logistics Support Centers**

The state has two warehouses with enough meals and water for 20,000 people for one day. Warehouses also have tarps and plastic sheets for covering damaged roofs, chainsaws and four sandbaggers. Each warehouse also has an area of hardstand available for staging tractor-trailer loads of commodities, up to 80 truckloads per staging area. National Guard Warehouse Force Packages provide personnel to assist NCEM managers to operate each warehouse and staging areas adjacent to the warehouses. Additionally, NG trucks are staged at the warehouses as a shuttle fleet to deliver supplies in addition to internal Logistics Personnel, contractors, or other SERT partners available to deliver to CRDP's and POD's.

Supply chain management is coordinated between the Logistics Supply Unit and the Logistics Support Branch with key stakeholders such as vendors, contractors, state agencies, and FEMA. The Logistics Support Branch will work with the Logistics Supply Unit and the Logistics Services Branch to spin up additional logistics support centers or staging areas as needed.

### **County Receiving and Distribution Point**

Counties have identified at least one County Receiving and Distribution Point (CRDP) capable of receiving supplies from State Logistics. State guidance is for CRDPs to have approximately 2,000 feet of inside storage for pallets; a loading dock; enough hardstand to park ten, 53-foot trailers; and material handling equipment to off-load trucks. The CRDP should open by Landfall minus one or two days for hurricane events. Counties should order food/water for county responders to arrive by LF-1 day so they have for

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themselves and an initial push to provide to citizens post landfall. Post-landfall, CRDPs will distribute supplies to un-typed commodity distribution points and be prepared to provide emergency re-supply for other PODs and responders in the county area.

### **County Logistics Liaison Team**

To assist the counties in managing commodities distribution and to ensure SERT Logistics gets the information it needs to support the Counties effectively, NCEM is prepared to send the most critically impacted counties a two-person Logistics Liaison Team. Both the National Guard and Civil Air Patrol have identified personnel for these teams. The Team works in conjunction with the County EM Coordinator to assist him/her with all State logistics support requirements. Each team will receive training on its mission prior to reporting to the county. It will be able to help the EM Coordinator manage operations and inventory at the CRDP and PODs. In particular, the team can help the County EOC with re-supply orders for PODs and the CRDP and ensure re-supply orders are submitted with the required information and at the required time each day. County EM Coordinators must request a Logistics Liaison Team in order to receive one. Teams will stage at the Disaster Recovery Operations Center (DROC) in Raleigh at landfall minus one day, where they will receive vehicles, equipment, supplies and just-in-time training for their mission, presented by Logistics Services personnel. The Teams will deploy to designated counties immediately after the storm departs.

### **Points of Distribution (PODs)**

Using the United States Army Corps of Engineers POD model, counties have identified enough POD locations to meet the needs of at least twenty percent of its population base. POD locations, point of contact information, and other key elements of information are kept up to date in the WebEOC disaster management software. A county will make an initial commodity order with the state if needed based on the standard POD typing methodology. One caveat is the state uses an “un-typed” POD standard: one pallet each of meals, water and tarps for small/rural areas.

## **V. INVENTORY MANAGEMENT**

The NCEM warehouses stock basic commodities such as packaged food, bottled water, clean-up supplies, sandbags, and chainsaws. The Logistics Inventory in WebEOC is the inventory management system for the warehouses and provides real-time asset visibility for all Logistics Section personnel as noted above. Minimum commodity thresholds are established within WebEOC, and the system will notify key logistics personnel when the



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minimum re-order threshold has been reached. Each facility, be it a state staging area, logistics coordination center or other, uses the First In First Out (FIFO) methodology. Initial inventories will be validated prior to a facility opening, and again when the facility closes. PODs are to report inventory balances and burn rates to counties around 5 PM daily, with counties putting in re-stock orders around 7 PM daily to the state.

### VI. TRANSPORTATION

The Division's primary commercial Transportation Contractor (we currently have contracts with three Vendors for redundancy), provides a representative in the EOC 24/7 who is co-located with and works for the Logistics Support Branch Manager. The responsibility of the Transportation Contractor is to provide the trucks and trailers needed to deliver warehoused and purchased resources in excess of what can be delivered by NCEM employees and the NC National Guard shuttle fleet established at the warehouse(s). The Logistics Support Branch Manager assigns these transportation missions to the Transportation Contractor as Supply Officers assign WebEOC requests to the warehouses or to the Purchasing Unit.

#### A. WAREHOUSE

- I. Transportation Representatives take action on assigned missions follow procedures outlined in this SOP and in Agency Specific contracts.
- II. Use WebEOC message number or the PO# for transportation mission numbers so they convey the purpose of the mission. Ensure drivers reporting to vendors and the warehouses know their transportation mission number.
- III. Notify the Logistics Support Manager as missions are completed so completion can be posted in WebEOC.
- IV. Work with the Commodities Planning Team to provide transportation for delivery of supplies to local commodity PODs.

#### B. STRATEGIC NATIONAL STOCKPILE

Strategic National Stockpile / Medical Countermeasure will be distributed per the SNS/MC Transportation and Escort Security Plan.

#### C. NATIONAL VETERINARY STOCKPILE

The National Veterinary Stockpile will be distributed per the State of North Carolina National Veterinary Stockpile Plan.

#### D. RADIOLOGICAL EMERGENCY PREPAREDNESS (REP) PROGRAM

The North Carolina REP assets will be distributed at the county level first and

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then augmented by Logistics Support.

**E. MASS FEEDING PLAN**

Mass Feeding will be distributed by SERT Partners and supported by Logistics Support.

**VII. STAGING**

Not regarding the staging areas adjacent to state warehouses as previously mentioned, the state will designate and operate forward staging areas based on the needs of the event. Each state regional coordination center can establish and manage an operational staging area, and/or base camp. Staging can also occur at a state run Joint Receiving, Staging, Onward Movement and Integration (JRSOI) site, National Guard armories, other state facilities, airports, and commercial sites such as truck stops. State staging areas will be managed using the Logistics LOG SOP-002 Warehouse Operations Standard Operating Guide as a baseline.

**VIII. DEMOBILIZATION**

Log Support tracks rentals for renewals and/or demobilization using WebEOC during the event. At the request of the end user or the RCC, the resource will be marked "DEMOB" in the WebEOC resource request. Log Support will contact the Vendor and arrange the pick-up of the resource. Log Support will complete a post activation/demobilization inventory of the warehouse and record it in the WebEOC Logistics Inventory. Any shortfalls in inventory will be noted and resources will be ordered to bring the inventory to State required levels. The Log Support Manager will demobilize warehouse staff when instructed. Other assets in the operational theater are demobilized using a tiered approach: released from county, released from Regional Coordination Center, then released from state in accordance with published incident specific demobilization plans.

**IX. REFERENCES**

References can be found in the WebEOC File Library, Logistics Folder or other locations as indicated:

1. NCEM Emergency Operations Plan
2. Log SOP-001 SERT Logistics
3. Log SOP-002 Warehouse Operations

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4. Log SOP-003 Disaster Purchasing
5. RSOI (Reception, Staging, Onward Movement and Integration) Plan
6. RSOI Standard Operating Procedure
7. SNS/State of North Carolina Medical Countermeasure Transportation and Escort Security Plan
8. National Veterinary Stockpile Plan