Mississippi Donations Support Annex

Coordinating Agency
Mississippi Commission for Volunteer Service

Federal Coordinating Agency
Dept. of Homeland Security/ Federal Emergency Management Agency (FEMA)

Primary Agencies
Mississippi Emergency Management Agency

Federal Cooperating Agencies
Department of Agriculture
Department of Health & Human Services
Department of Homeland Security
Department of State
Department of Transportation

Support Agencies
Mississippi Department of Corrections
Mississippi Department of Finance & Administration
Mississippi Department of Transportation
Mississippi Information Technology Services

Corporation for National and Community Services
National Voluntary Organizations Active in Disaster
General Services Administration (GSA)
US Agency for International Development
USA Freedom Corps

Non-Governmental Organizations
Mississippi Voluntary Organizations Active in Disasters (MSVOAD)
Aidmatrix Foundation
American Red Cross
The Salvation Army

Introduction
The purpose of the Mississippi Donations Support Annex is to provide guidance for the coordination of information and activities of voluntary agencies and state and local governments with regard to handling and distribution of donated items during disasters.

The Donations Support annex describes the coordinating process used to ensure the most efficient and effective handling and distribution of unsolicited donations during disasters.

Scope of Operations

General

- This annex provides guidance for the state’s role in donations management. This guidance applies to all agencies with direct and indirect donations responsibilities under the Mississippi Comprehensive Emergency Management Plan (CEMP). The Donations Coordination Team will establish Standard Operating Guidelines (SOGs) relative to the Donations Support annex and its implementation. The coordination team is comprised of representatives of the Mississippi Emergency Management Agency (MEMA), Mississippi Commission of Volunteer Services (MCVS), Mississippi Volunteer
The coordination team uses the Incident Command System (ICS) concepts to manage its emergency/disaster responsibilities. The primary function of the team is to coordinate the provision of donated resources to meet the assessed needs of the impacted area. The coordination team will not be activated in all disasters, but only in response to a verifiable need within the impacted area.

During an emergency or disaster, the primary and support agencies included in the Donations Annex will respond directly to the Human Services Branch Director who reports to the Operations Section Chief.

SOGs will be established and reviewed annually for each function involved in this annex.

Organization

MCVS is the coordinating organization for the coordination team activities. Support agencies, volunteer groups and individuals with local, state and national affiliation are the primary avenue for securing and distributing donated goods in an effective manner. Both public and private sectors play a major role in supporting the coordination team in managing and distributing donations.

MEMA may assist MCVS in these activities as necessary based on an approved mission assignment depending on the scope of the disaster.

State, along with private agencies and organizations should expect to utilize their own resources unless reimbursement is authorized in a mission assignment issued by MEMA.

Policy

MEMA recognizes that voluntary organizations play a vital role in managing donations and assigns State Emergency Operations Center (SEOC) missions related to donations to those volunteer agencies through the Human Services Branch Director to MSVOAD as appropriate.

The state utilizes the Aidmatrix System to manage donation offers and to route them to the appropriate organization(s).

Unsolicited In-Kind Donation Offers:

- The preferred method for in-kind donation offers is through the Aidmatrix web-based donations management system.

- The coordination team will determine those who will have administrative rights to the Aidmatrix system.

- Administrators will review posted needs requests and determine whether the need is appropriate and, if appropriate, will publish to the Mississippi Aidmatrix Web site.

- Administrators will review donation offers and match to posted needs. Administrators will accept donations and offer to the appropriate organization(s) or decline if inappropriate, or offer to another state portal.
- Each vetted non-profit organization will provide representatives from their organization to be authorized to post items needed or accept or decline offers allocated to them via the Aidmatrix system.

- Internet links to the Mississippi Aidmatrix portal will be included in Mississippi disaster preparedness materials and will be posted on appropriate Web sites during disaster events.

- Unsolicited Monetary/Financial Donations:
  - MCVS will take direction from the Governor in regards to monetary donations received into the state emergency fund. MCVS will work with the Governor’s office to establish the Web site for donations. In addition, links will be established on all appropriate Web sites to direct the donor to the Governor’s emergency fund.
  - All activities, functions, and services are provided in accordance with existing federal and state statutes, rules and regulations.

Notification

- MEMA will notify the Executive Director of MCVS of a potential or actual event requiring a response by the coordination team, if appropriate. MCVS will notify all members of the coordination team by email or telephone.

- All support agency contact persons will be instructed to notify their networks throughout the state to ensure all available resources are on standby.

- Other potential sources of donated goods/services will be notified and asked to remain on standby.

Concept of Operations

- Requests for support under this annex from federal, state, local, and tribal authorities are coordinated through the SEOC; however, depending on the situation, coordination may occur at the Joint Field Office (JFO) once established.

- Management of unsolicited donations requires a cooperative effort by federal, state, local, and tribal governments, voluntary and community-based organizations, faith-based organizations, the private sector, and the media.

Donations Management on Different Levels of Disaster

Large Disasters (Catastrophic events, such as a category 4 or 5 hurricane or an earthquake)

- State donations management assistance will be required.

- The decision to open a donations warehouse must be authorized by the MEMA Director and determined by the impact of the disaster and the number of residents affected. MEMA will coordinate possible locations with the Mississippi Department of Finance and Administration.
The coordination team will work with MCVS and MEMA Public Information Officer (PIO) in communicating donations needs through the media.

Medium Disasters (Category 2 or 3 hurricane or tornado outbreaks covering a wide area)

- State assistance may be needed.
- A donations warehouse would most likely not be needed.
- The coordination team in cooperation with MS VOAD would assist volunteer agencies via the Aidmatrix system.

Small Disasters

- In small events, donations centers are mostly localized, such as churches, and state assistance is rarely needed.
- The coordination team may assist in the utilization of Aidmatrix, if requested.
- The Aidmatrix System can be used for donors to make offers in any size event.

Operational Objectives

Preparedness Objectives

- Maintain and distribute as necessary, a roster of agency contacts and support personnel.
- Primary and support agencies will participate in disaster operations training.
- Conduct an annual review and update of the coordination team Standard Operating Guidelines (SOG).
- Conduct annual or more frequent meetings of the coordination team.

Response Objectives

- Inventory, update, and maintain a database of offers of services, goods, and monetary donations.
- Communicate with other Emergency Support Functions (ESF) regarding available donated resources.
- Maintain a daily log of activities and action plans, including the scheduling of staff and submission of information for the Situation Report to ESF #6.
- Coordinate field activities related to unsolicited donated goods and services including the Volunteer and Donations Call Center, the Aidmatrix Donations Management System, and the donations warehouse as necessary.
- MEMA will request a donation warehouse based on severity of incident and needs from the coordination team.
• Provide appropriate information intended for public distribution to ESF #15.

Recovery Objectives

• The donations warehouse will continue to distribute donated goods expeditiously to relief agencies in the impacted area.

• MEMA staff and/or other support agency representatives will represent the coordination team at initial unmet needs coalition meetings in the impacted area.

Direction and Control

Coordination team activities will be coordinated from the SEOC during activation. The Donations Coordination Team will respond to message requests approved by the Human Services Branch Director. Any requests that cannot be filled by items already available in the database or through solicitations made to or by participating support agencies will be returned to the Human Services Branch Director for reassignment. State employees will not initiate or conduct direct solicitations for donated goods. Discussion between the coordination team and the originating ESF will occur prior to message rerouting. Message updates will be made regarding the progress in acquiring donated items or services.

Responsibilities

Mississippi Commission for Volunteer Services-Coordinator

• Will provide a representative to the coordination team.

• Will provide a representative to the SEOC when requested.

• Will coordinate with MS VOAD a daily needs list which will be posted on the Aidmatrix Network by recipients authorized to do so by the coordination team.

• Will provide personnel to staff donations warehouse and donations call centers as requested by MEMA or the coordination team.

• Will work to address the unmet needs of the impacted communities.

Field Activity

• The donations warehouse, if established, will coordinate response efforts with the coordination team.

• The Donations Call Center may be activated as needed at a designated site. Donation offers, depending on size, will be logged into the Aidmatrix Donations Management System or other donations management system and/or referred to an appropriate organization.

• Coordinate with county points of contact to facilitate the delivery of donated goods and services to areas of need.

• If state resources are not available, the coordination team will coordinate the transportation of donated goods through other entities, including the Mississippi Trucking Association.
Mississippi Emergency Management Agency-Primary Agency

- Will provide administrative and technical support regarding the Aidmatrix Donations system. Will assist Aidmatrix users in accessing the Aidmatrix system, along with offering assistance regarding information received on donation offer forms from the Volunteer and Donations Call Center, the coordination team or state agencies; situation report information; and ensure that a print out of these documents are distributed daily throughout the SEOC Logistics Section when activated.

- Will work in collaboration with MCVS and other organizations to address the unmet needs of the impacted communities.

- In the event of an overwhelming catastrophic disaster, MEMA may assume responsibility for donations management.

Unsolicited Donations Management Strategy

The state recognizes the value and challenges of managing unsolicited donations. The coordination team will assess the need for various actions to be taken in regards to the management and coordination of unsolicited donations.

The coordination team’s Unsolicited Donations Management Strategy consists of the following:

Pre-disaster - The coordination team will:

- Provide, in coordination and consultation with ESF #15, pre-scripted donations messages.
- Participate in exercises where the management of unsolicited donations is needed.

Response - The coordination team will:

- Provide, in coordination and consultation with ESF #15, appropriate donations related messages concerning:
  - How donations can be offered.
  - What donations are needed.
  - What donations are not needed.
  - Work, in coordination and consultation with ESF #15, with local and state media regarding in-kind donation drives and other similar public activities.

- Post-disaster - If needed, the coordination team will work with the State of Mississippi to continue to operate a donations warehouse(s) in support of ongoing, long-term recovery efforts. This includes helping local communities or emergency management develop a local donations warehouse.
• The Mississippi Aidmatrix internet portal:
  
  - May be used as a means for individual corporations or businesses to offer in-kind or financial donations following a disaster. The coordination team with MCVS and MS VOAD will help to inform their membership of these offers in a timely manner.
  
  - May also be used by non-profit organizations approved by the coordination team to post their needs for potential donors.

The donations warehouse, if activated, will serve as a central location for the management of unsolicited and in some cases solicited goods to address the needs of local agencies equitably and effectively. Though one agency provides management, any agency approved by the coordination team may receive donated goods.

If requested, the coordination team will ensure that a donations warehouse is operational for the distribution of food, water and other needed items. The coordination team will manage the flow of donated goods into Mississippi by identifying needs and informing the public of the needs via the Volunteer and Donations Call Center, the Volunteer Mississippi Web site, a needs link on the Mississippi Aidmatrix Web site, and by coordinating with ESF #15.

The Donations Warehouse Management Team will identify leadership through its internal staff and volunteers and provide training to coordinate the flow of incoming undesignated goods in close coordination with the coordination team; provide management of the donations warehouse and supervise local volunteers in receiving, sorting, packing and inventorying donated goods; make available all donated goods to organizations through coordination with the coordination team; and identify, with the assistance of state and county, a local agency to transfer the operation of the donations warehouse once it has been determined jointly by MEMA and the Donations Warehouse Management Team to do so.

Donations warehouse volunteers will inventory, sort, repackage and, in some cases, transport donated goods.

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**Financial Management**

• All agencies should maintain logs and journals documenting all expenses incurred in any disaster relief activities.

• Accounting/Record Keeping
  
  - All organizations receiving and utilizing donated items as their resources need to record all requested information into the database. All information will be kept confidential and will be used only for the purpose of donations management.
  
  - The state Donations Coordinator should, whenever feasible, direct all donated durable/non-expendable items to the appropriate, approved volunteer organizations and faith-based groups. They then become the recipients rather than accepting it for State government. The record keeping and final dispositions shift to that organization.
  
  - Financial documents submitted must be in accordance with regulations and guidelines established by FEMA Public Assistance in order to be considered for reimbursement by FEMA or MEMA.

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Support Agencies (State Government)

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<tr>
<th>Agency</th>
<th>Responsibilities</th>
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<tr>
<td>Mississippi Department of Corrections</td>
<td>• Provide inmate support for donation staging area/warehouse operations.</td>
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<td>• Provide any other resources as needed.</td>
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<tr>
<td>Mississippi Department of Finance and Administration</td>
<td>• Provide financial resource management.</td>
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<tr>
<td>Mississippi Department of Transportation</td>
<td>• Provide assistance in directing trucks to donation staging area/warehouse(s) at state lines.</td>
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<td>• Provide updated road condition information for better management of delivery of goods.</td>
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<tr>
<td>Mississippi Information Technology Services</td>
<td>• Provide communications (voice and data) and other information technology support.</td>
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<td>• Identify deficiencies in automation information and communications resources.</td>
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Support Organizations (Non-Government)

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<tr>
<th>Organization</th>
<th>Responsibilities</th>
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<tr>
<td>Mississippi Voluntary Organizations Active in Disaster</td>
<td>• Provide a liaison to the SEOC.</td>
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<td></td>
<td>• Coordinate with member and other volunteer agencies throughout Mississippi to determine disaster related needs and resources.</td>
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<td>• Provide a liaison to after action review meetings to assess ongoing and unmet needs.</td>
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<td>Aidmatrix Foundation</td>
<td>• Provide technical and developmental support for Aidmatrix Volunteer and Donations Management System.</td>
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<tr>
<td>American Red Cross</td>
<td>• Provide a representative to the Volunteer &amp; Donations Coordination Team.</td>
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<tr>
<td>The Salvation Army</td>
<td>• Provide a representative to the Volunteer &amp; Donations Coordination Team.</td>
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Review and Maintenance

As a minimum, the state agency contact will coordinate and conduct a biennial review of this annex with all support agencies. Additional reviews may be conducted if experience with an incident or regulatory changes indicate a need. Recommendations for change will be submitted to MEMA for approval, publication, and distribution.

Authorities and References

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended (42 U.S.C. 5121 et seq.)
- Volunteer and Donations Standard Operating Guidelines