ANNEX T
DONATIONS MANAGEMENT

Confidential per § 418.177 Texas Government Code
APPROVAL & IMPLEMENTATION

Annex T

Donations Management

This emergency management plan is hereby approved. This plan is effective immediately and supersedes all previous editions.

John Hall
Vice President for Administration and Campus Operation

Kim A. Lemaux
Chief of Police

2/20/2017
Date

2/13/2017
Date

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Emergency Management Coordinator

3/1/17
Date

Ver 3.0
02/2017

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# RECORD OF CHANGES

Annex T

Donations Management

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<td>Cindy Mohat</td>
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<td>1.0 Review</td>
<td>05/10/2011</td>
<td>Jason Johnston</td>
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<td>Peggy Morales</td>
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<td>Kate Parsons/ Kevin Eagan</td>
<td>02/8/2017</td>
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**SUPPORT DOCUMENTS**

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Support Document 2 Sample Record Of Donation Offer ....................................................... SD-2
Support Document 3 ICS 214 Activity Log ................................................................. SD-4
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ANNEX T
DONATIONS MANAGEMENT

I. AUTHORITY

A. University of Texas at Arlington (UTA) Basic Plan for general authorities
B. City of Arlington (Arlington) Emergency Management Plan, Attachment 2
C. Annex T Donations Management, State of Texas Emergency Management Plan

II. PURPOSE

The purpose of this annex is to outline the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteers to manage donations of goods and services that will occur in the aftermath of an emergency on campus.

III. EXPLANATION OF TERMS

A. Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tr>
<td>Arlington</td>
<td>City of Arlington</td>
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<tr>
<td>CBO</td>
<td>Community-Based Organization</td>
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<tr>
<td>DC</td>
<td>Donations Coordinator</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
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<tr>
<td>EMC</td>
<td>Emergency Management Coordinator</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>VOAAD</td>
<td>Volunteers Active on Disaster</td>
</tr>
<tr>
<td>UTA</td>
<td>University of Texas at Arlington</td>
</tr>
</tbody>
</table>

B. Definitions

**Donations** refer to the following:

1. Cash: currency, checks, money orders, securities, etc.
2. Goods: food, water, clothing, equipment, furniture, pharmaceuticals, bedding, cleaning supplies, etc.
3. Volunteers and services:
   a. Individuals who are not members of any particular volunteer group (often referred to as “spontaneous,” “emergent,” or “non-affiliated” volunteers).
   b. Individuals who are members of recognized disaster relief organizations who have undergone formal training by those organizations (e.g., “affiliated” volunteers).
c. People with specialized training and expertise (e.g., doctors, nurses, medics, firefighting, heavy equipment operators, etc.) who will either be non-affiliated or members of a disaster relief organization.
d. Teams that provide specialized equipment or capabilities (e.g., urban search and rescue, dog teams, swift water rescue teams, home repair teams, etc.).

IV. SITUATION & ASSUMPTIONS

A. Situation

1. UTA is at risk from a number of hazards that could threaten the health and safety of students, staff, and faculty as well as campus property. Following a major disaster or a lesser emergency where there is high level of media interest, individuals will want to donate money, goods, and/or services to assist the victims or participate in the recovery process. The amount of donations offered could be sizable, and UTA could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims and supervising volunteer workers desiring to assist in the effort.

2. Neither Arlington nor UTA wish to operate a system to collect, process, and distribute donations to disaster victims. Community-based organizations (CBOs) and other voluntary agencies, such as Volunteers Active on Disaster (VOADs) are best at operating such systems who have successfully handled donations in the past. Local government however does desire to coordinate with volunteer organizations and agencies on donation management efforts.

3. According to Chapter 418.074 of the Texas Government Code, the UTA president may accept a donation (in the form of a gift, grant, or loan) on behalf of UTA for purposes of emergency services or disaster recovery. In turn, UTA may use all the services, equipment, supplies, materials, and funds fully authorized by the agreement received.

B. Assumptions

1. If a major emergency or disaster occurs on campus, UTA may receive donation(s) even if not requested.
2. Because of the generosity of patrons, UTA may accept financial contributions using normal gifting venues.
3. Many individuals donate goods or services not necessary in the recovery process or usable by disaster victims. Receiving and sorting unneeded goods or hosting volunteers who do not have needed skills wastes valuable resources. Disposing of large quantities of unneeded goods can be a lengthy and very costly process.
4. In some cases, the amount of donations received by UTA may relate more to the media attention, than the magnitude of the disaster or the number of victims.
5. Most donations are given with little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgment of thanks.
6. However, some donations may be unusable, have “strings attached,” or not really be donations at all. Some examples are:
a. Items given with an expectation of some sort of repayment, publicity, or a tax write-off.

b. Items that are out-of-date (such as expired food or pharmaceuticals) unusable (broken furniture, dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats, etc.)

c. Items provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.

d. Items offered at a “discount” to disaster victims, with any real savings being minimal or nonexistent.

e. Items offered in limited quantity as a deception to show simply an “association” with disaster relief as a basis for future advertising or publicity.

7. Donated goods may arrive at UTA via trucks and the delivery drivers will want to know where they can deliver their load and who will unload it. They typically want their cargo offloaded quickly so they can minimize downtime.

8. Donors will want to:

a. Know what is needed -- cash, goods, and/or services.

b. Know how they will transport their donation to UTA, or if there is someone who can transport it for them.

c. Start a “drive for donations” to help disaster victims, but have no knowledge of what to do and how to do it.

d. Earmark their donation for a specific local group or organization, such as a fraternal society or want to know who, specifically, received their donation.

e. Have their donation received by a UTA official and/or receive a letter of appreciation or public recognition.

f. Want to receive food and lodging if they are providing volunteer services.

9. Disaster victims will:

a. Desire immediate access to donations before they are sorted and disseminated at appropriate distribution points.

b. Believe that the donations are distributed un-fairly if they do not have information on the process of distributing donations.

c. Have unmet needs which can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of the donations management program are to:

1. Determine the needs of disaster victims and inform potential donors of those needs through regional and federal systems in place to capture donations.
2. Receive, process, and distribute goods and cash donations to victims for use in recovering from a disaster.

3. Discourage the donations of unneeded goods and services, so that such donations do not become a major problem.

B. Operational Concepts

1. Neither Arlington nor UTA wishes to operate a system to collect, process, and distribute donations to disaster victims. CBOs and other volunteer organizations that have successfully handled donations in the past are best at operating such systems. However, experience has shown that volunteer groups can be overwhelmed by the scale of donations and need certain government assistance (such as traffic control, security, and help in identifying facilities to receive, sort, and distribute donated goods); additionally, large numbers of donations may be sent to the local government itself. Hence, UTA desires to coordinate donation management efforts with volunteer organizations and agencies.

2. Recognized CBOs and VOADS are skilled in the donations management process, and they will be the first resource for collecting and managing donations after a disaster.

3. Donations of cash to CBOs and VOADS for disaster relief allows those organizations to purchase the specific items needed by disaster victims or provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing.

C. Donations Management Program

The donations management program is composed of several operating units that are activated as needed at a level suitable for the anticipated workload. The operating units may include a phone bank, one or more distribution points, and a volunteer center.

1. Operating units

   Establish the operating units listed below after a disaster has occurred. To facilitate rapid activation of the units, identify suitable local facilities for each unit in pre-emergency preparedness planning. Volunteers largely staff these facilities.

   a. Phone bank

      1. A phone bank normally receives and responds to offers of donations and disseminate other disaster-related information. Depending on the goods or services offered and the current local situation, the phone bank may refer some donors to other agencies that may be better equipped to handle their donations. The phone bank will provide disaster-related information to callers.

      2. The phone bank will work closely with the Emergency Operations Center (EOC) to advise on items needed and not needed, to obtain official updated disaster relief information for rumor control and victim assistance referrals, to provide data for government situation reports, etc.

   b. Distribution points
1. Distribution points are sites from which ready-to-use goods or cash vouchers are distributed to disaster victims.

2. CBOs or VOADs such as The Salvation Army and the American Red Cross typically operate such systems.

3. Distribution points are generally located in proximity to areas where disaster victims are living. They are housed in facilities located on campus, or in a donated space.

c. Volunteer center

1. The volunteer center is a facility where volunteers are assembled, registered, assigned tasks, and provided logistical support.

2. The volunteer center will be located in reasonable proximity to the disaster area.

### D. Actions by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities will occur during the preparedness and response phases of emergency management.

1. Preparedness

   a. Prepare and update this annex to outline local donations management plans.
   b. Identify possible sites for the phone bank, distribution points, and a volunteer center.
   c. Identify and coordinate with those volunteer organizations that could provide assistance in operating the donations management program.
   d. Brief the Executive Policy Group, department heads, and local volunteer groups on a periodic basis about donations management.
   e. Brief citizen groups on how they can contribute to disaster relief with their donations and how a donations management program typically operates.
   f. Establish contingency procedures for rapidly activating a bank account to receive and disburse monetary donations.

2. Response

   a. Review the donations management program with the Executive Policy Group.
   b. Identify and prepare specific sites for donations management facilities and begin assembling needed equipment and supplies.
   c. Identify and activate staff for donations management facilities.
   d. Support Arlington with donations management where possible.

3. Recovery

   a. The operations section chief will determine which donations management facilities to activate.
b. Set-up activated donations management facilities and determine how to support each facility logistically.

c. Continually assess donations management operations and determine when the donations management facilities will close and when the donations management program can terminate.

d. Keep records of donations received and, when appropriate, thank donors.

e. Maintain accounts of expenses, individual work hours, etc.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The organization for donations management in the aftermath of a disaster will consist of the facilities described in this annex, supplemented by UTA personnel and other resources where needed. The organizations described in this annex are composed largely of volunteers. Volunteers will primarily operate the facilities described in this annex.

2. The EOC manager, in collaboration with the logistics section chief, may request donations through regional and federal systems in place to capture donations.

B. Task Assignments

1. The logistics section chief will:

   a. Appoint a donations coordinator.
   b. Ensure that a donations management program that coordinates the efforts of volunteer groups at UTA is planned and ready for activation.
   c. Monitor the operation of the donations management program when activated.

2. The Donations Coordinator (DC) will:

   a. Coordinate planning for and oversee the operation of the donations management program.
   b. Identify, in conjunction with appropriate campus officials, individuals for the following key donations management positions:

      1. Volunteer coordinator (Human Resources and volunteers)
      2. Phone bank supervisor (Telecommunications)

   c. Provide the EOC manager with regular reports on donations management operations.
   d. Ensure required maintenance of donations records.
3. The Public Information Officer will:
   Provide the media information on donations management for dissemination to the public.

4. The volunteer coordinator will:
   a. Select a site for a volunteer center and coordinate equipping and staffing the facility.
   b. Supervise volunteer center operations.

5. The phone bank supervisor will:
   a. Select a site for a phone bank and coordinate equipping and staffing the facility.
   b. Supervise phone bank operations.

6. The finance and administration section chief will:
   a. Establish a donations account for receiving monetary donations.
   b. Establish specific wording for the “Pay to the order of” line for all checks and other securities to provide appropriate information to potential donors.

7. The Emergency Management Coordinator (EMC) will:
   a. Review and update this annex annually.
   b. Assist in identification of donations management facilities.

VII. DIRECTION & CONTROL

A. General

1. The EOC manager is responsible for all UTA activities related to donations management.
2. The supervisor of the donations management facility will direct the work of volunteers and UTA employees at a donations management facility.
3. Volunteers working as an integral part of a recognized volunteer group (e.g., The American Red Cross, the Adventist Community Services, The Salvation Army, etc.) will respond to direction from those organizations.

B. Coordination

Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments and coordinate its activities.

VIII. READINESS LEVELS
A. Level 4 – Normal Conditions

See actions recommended in the preparedness activities in Section V.D.1.

B. Level 3 – Increased Readiness

1. Review donation management procedures for currency.
2. Check recall rosters for accuracy and update as required.

C. Level 2 – High Readiness

1. Monitor the situation.
2. Alert key donations management staff for potential operations.
3. Ensure source lists for volunteer workers are up-to-date.
4. Check potential donations operations facilities for accessibility and availability.

D. Level 1 - Maximum Readiness

1. Continue to monitor the situation.
2. Activate key donations management staff to update planning.
3. Make tentative donations management facility selections.
4. Review equipment and supply status and alert providers of possible need.
5. Alert organizations that provide volunteer workers of possible activation.

IX. ADMINISTRATION & SUPPORT

A. Reporting

Donations management facilities operated by UTA will provide a daily report of their activities to the planning section. After EOC deactivation, provide a periodic summary of activities to campus officials and the heads of volunteer organizations participating in the recovery process.

B. Records

1. Activity logs - Each donations facility is to maintain a log of major activities at that facility, location including activation and deactivation, arrivals and departure of staff, receipt of or return of major equipment, and the commitment of people, equipment, or materials to specific tasks. (See Support Document 3).
2. Documentation of costs – Expenses incurred in operating the donations management system are generally not recoverable. However, in the event state and/or federal reimbursement is considered, provide accurate records. Therefore, all departments and agencies will maintain records of personnel and equipment used and supplies consumed during donations management operations.
C. Post Incident Review

The Basic Emergency Management Plan provides that the EMC shall organize and conduct a review of the emergency operations in the aftermath of major emergency or disaster operations. The purpose of this review is to identify needed improvements in this plan, its procedures, its facilities, and its equipment.

Donations management personnel will participate in the review, after the activation of the donations management system.

D. Training

1. The DC will attend training in donations management. The Texas Division of Emergency Management and a number of volunteer groups offer such training.
2. Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

E. Exercises

Exercises will periodically include a donation management scenario based on the anticipated hazards, which UTA faces.

X. DEVELOPMENT & MAINTENANCE

A. Development

The Office of Emergency Management is responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded as needs become apparent.

B. Maintenance

This annex will be revised every two years or as needed.

XI. REFERENCES

B. FEMA, Donations Management Workshop (Student Manual), October 1997
C. FEMA, *Donations Management Workshop (Toolbox)*, October 1997  
D. FEMA, *Support Annex (Donations Management-1)*, April 1999

**SUPPORT DOCUMENTS**

- Support Document 1: Sample Donations Request List  
- Support Document 2: Sample Record Of Donation Offer  
- Support Document 3: ICS 214 Activity Log  
- Support Document 4: ICS 214 Activity Log Instructions