

## Volunteer and Donations Management Support Annex

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### Coordinating Agency:

Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency

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### Cooperating Agencies:

Department of State  
Department of Transportation  
General Services Administration  
Corporation for National and Community Service  
National Voluntary Organizations Active in Disaster

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## Introduction

### Purpose

The Volunteer and Donations Management Support Annex describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited donated goods during Incidents of National Significance.

### Scope

This annex provides guidance on the Federal role in volunteer and donations management. Any reference to volunteer services and donated goods in this annex refers to unsolicited goods and unaffiliated volunteer services. This guidance applies to all agencies with direct and indirect volunteer and/or donations responsibilities under the National Response Plan.

### Policies

- State, local, and tribal governments, in coordination with Voluntary Organizations Active in Disaster (VOAD), have primary responsibility for the management of unaffiliated volunteer services and unsolicited donated goods.
- The donation management process must be organized and coordinated to ensure that State, local, and tribal jurisdictions are able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with or hampering of incident management operations.

- The Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency (DHS/EPR/FEMA) coordinates with other Federal agencies to ensure unaffiliated volunteers and unsolicited donated goods are effectively used during an Incident of National Significance.
- Federal and State governments look principally to those voluntary organizations with established volunteer and donations management structures to receive and ensure utilization of appropriate volunteers and donated goods.
- The Federal Government encourages cash donations to recognized nonprofit voluntary organizations with relevant experience.
- The Federal Government encourages individuals interested in volunteering personal services to participate through the local Citizen Corps Council and/or to affiliate with a recognized nonprofit voluntary organization.
- All activities, functions, and services are provided in accordance with existing Federal statutes, rules, and regulations.
- Full use of existing nongovernmental organizational volunteer and donations management resources is encouraged before seeking assistance of the Federal or State governments.
- Donations of blood products are referred to in the ESF #8 – Public Health and Medical Services Annex.

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## Concept of Operations

Volunteer and donations management operations may include the following: a Volunteer and Donations Coordination Team led by the State Volunteer and Donations Coordinator, a phone bank functioning at the State and Federal levels, a coordinated media relations effort, effective liaison with other emergency support functions, and a facilities management plan to include a Volunteer Reception Center, donations warehouse, donations staging area, and Donations Coordination Center, as needed.

Requests for support under this annex from Federal, State, local, and tribal authorities generally are coordinated through the Regional Response Coordination Center (RRCC). However, depending on the situation, coordination may occur at the National Response Coordination Center (NRCC). DHS/EPR/FEMA provides Volunteer and Donations Management staff to the NRCC, RRCC, and Joint Field Office, as required.

### Donated Goods Management Function

- Management of unsolicited donated goods involves a cooperative effort by Federal, State, local, and tribal governments; voluntary and community-based organizations; the business sector; and the media.
  - DHS/EPR/FEMA supports the State Volunteer and Donations Coordinator and voluntary organizations. The affected State, local, and tribal governments, in conjunction with their voluntary organization partners, are responsible for developing donations management plans and managing the flow of donated goods during incident management operations.
  - Federal support may include:
    - Assistance in establishing a Donations Coordination Team, a Donations Coordination Center, and a donations staging area and warehouse;
- Development of a Donated Goods Facility Management Plan;
  - Technical and managerial support;
  - A national network of information and contacts to assist donations specialists in the field; and
  - Communications support as necessary.

### Volunteer Management Function

- Management of unaffiliated volunteers requires a cooperative effort by Federal, State, local, and tribal governments; voluntary and community-based organizations, such as Citizen Corps Councils; faith-based organizations; the private sector; and the media.
- DHS/EPR/FEMA supports the State Volunteer and Donations Coordinator and voluntary organizations. The affected State, local, and tribal governments, in partnership with voluntary organizations, are responsible for developing plans that address the management of unaffiliated volunteers during incident response and recovery.
- Federal support may include:
  - Assistance in establishing a Volunteer Coordination Team and a Volunteer Reception Center;
  - Technical and managerial support;
  - A national network of information and contacts to assist volunteer management specialists working in the field; and
  - Communications support as necessary.

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## Responsibilities

### Headquarters-Level Responsibilities: DHS

- Designates a headquarters-level point of contact for the management of volunteers and donated goods.
  - Makes early contact with the key Volunteer and Donations Coordinators from national voluntary organizations and the affected region regarding the issue of unaffiliated volunteers and unsolicited donated goods.
  - Provides program guidance, and other assistance as appropriate, based on the affected region's request for assistance.
  - Provides support and assistance to the field, especially regarding international offers of assistance, large corporate offers, or other collection drives.
  - Expedites the entry of approved individuals into the United States, in coordination with the Department of State (DOS) and the NRCC donations specialist.
  - Provides training and technical assistance as required.
  - Refers offers of gifts to the appropriate Federal agency or department for review and processing.
  - DHS/Border and Transportation Security/Customs and Border Protection (DHS/BTS/CBP), in coordination with the NRCC Volunteer and Donations specialist and the Department of State/Office of Emergency Management (DOS-A/OPR/OEM), expedites the entry of approved donated items into the United States.
- Assists the State Volunteer and Donations Coordinator with:
    - Establishing a Volunteer and Donations Coordination Team;
    - Setting up a Volunteer and Donations Coordination Center, including a volunteer and donations hotline;
    - Ensuring the appropriate donations receiving and distribution facilities are established and operating effectively;
    - Coordinating with Joint Information Center (JIC) staff on public service announcements, press releases, and other media-related support;
    - Coordinating with the DHS Voluntary Agency Liaison, congressional affairs, community relations, logistics, the Defense Coordinating Officer, and other Federal agencies as necessary; and
    - Preparing input for situation reports, briefings, and VIP visits as necessary.

### Regional-Level Responsibilities: DHS

- Designates a regional point of contact for volunteers and donated goods who coordinates with the RRCC.

## Cooperating Agencies

<p><b>Department of State</b></p>	<p>The DOS-A/OPR/OEM serves as the conduit to all U.S. Embassies and Consulates worldwide, providing them with information on DHS, State, local, tribal, and voluntary organization policies and procedures on unaffiliated volunteers and unsolicited donated goods management.</p> <ul style="list-style-type: none"> <li>▪ As required, coordinates all actions and special issues with related agencies (e.g., U.S. Agency for International Development (USAID)) concerning foreign offers of assistance and special requirements.</li> <li>▪ Informs the NRCC Volunteer and Donations specialist of offers being made by foreign governments and provides assistance as necessary.</li> <li>▪ Coordinates with the NRCC Volunteer and Donations specialist to ensure all foreign donors receive acknowledgment of the assistance they provide.</li> </ul>
<p><b>Department of Transportation</b></p>	<ul style="list-style-type: none"> <li>▪ Provides information on transportation routes as necessary.</li> <li>▪ Provides guidance and support on transportation rules, regulations, and requirements as needed.</li> </ul>
<p><b>General Services Administration</b></p>	<p>Provides equipment, supplies, and facilities as required.</p>
<p><b>National Voluntary Organizations Active in Disaster</b></p>	<ul style="list-style-type: none"> <li>▪ Assists in providing information on affiliated volunteer and solicited donations management operations of member agencies.</li> <li>▪ Assists in providing information on unaffiliated volunteer and unsolicited donations management involving national, State, and local VOAD collaboration.</li> <li>▪ Provides technical assistance, as needed, to member organizations and State and local VOADs regarding their unaffiliated volunteer and unsolicited donations management activities.</li> </ul>
<p><b>Corporation for National and Community Services</b></p>	<p>Provides trained volunteer and donations management personnel as needed.</p>