

## ANNEX 18

### ESF-18 - DONATED GOODS AND VOLUNTEER SERVICES

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COORDINATING: SC Department of Administration, Division of Facilities Management and Property Services

PRIMARY: SC Emergency Management Division; SC Department of Administration, Office of Technology and Information Services; Feeding the Carolinas; SC State Guard; Adventist Community Services Disaster Response; SC Baptist Disaster Relief Services; United Way Association of South Carolina/SC Commission on National and Community Service; SC Department of Health and Human Services; SC Department of Revenue

SUPPORT: SC Department of Labor, Licensing, and Regulation; SC Department of Public Health; SC Voluntary Organizations Active in Disasters; Veterans of Foreign Wars

#### I. INTRODUCTION

A. State assistance under this function consists of two components:

- Donated Goods - Commodities, designated or undesignated, provided by public and private sources without charge to the government.
- Volunteer Services - Assistance provided by personnel without charge to the government.

B. Historically, the public has responded to disasters with offers of donated goods and volunteer services.

C. In large-scale disasters, public response is often significant, and the scope of this emergency function is to manage the volume of this assistance and ensure the expeditious delivery of solicited and/or unsolicited donated goods and volunteer services to the affected area.

#### II. PURPOSE

Facilitate the acceptance and delivery of solicited and/or unsolicited donated goods and volunteer services to support relief efforts in disaster areas.

#### III. CONCEPT OF OPERATION

A. The Department of Administration is the lead agency for ESF-18 and is responsible for the coordination of all ESF-18 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating and maintaining the ESF-18 SOP.

B. ESF-18 supporting agencies must assist the Department of Administration in the planning and execution of the above.

- C. ESF-18 personnel will be familiar with the corresponding FEMA Annex with Federal counterpart concepts, actions and responsibilities.
- D. ESF-18 may be activated to different levels of staffing as directed by the Chiefs of Operations and Recovery in coordination with the ESF-18 lead agency.
- E. ESF-18 will coordinate with all supporting and other appropriate departments/agencies and organizations for operational readiness in time of emergency.
- F. In coordination with and in support of the counties, ESF-18 will assess the situation (both pre- and post-event), and in coordination with local Emergency Management officials, develop strategies to respond.
- G. Donated Goods and Volunteer Services Call Center
  - 1. The SC Department of Administration manages and supports the State's Donated Goods and Volunteer Services Call Center.
  - 2. Other agencies supporting the Call Center include the SC Department of Health and Human Services and SC Department of Revenue.
  - 3. The Donated Goods and Volunteer Services Call Center maintains coordination with ESF-18 to ensure requested goods are being matched appropriately with incoming donations.
- H. Offers of Solicited and/or Unsolicited Donated Goods and Volunteer Services
  - 1. Donated Goods
    - a. The Donated Goods and Volunteer Services Call Center will handle all offers of solicited and/or unsolicited donated goods. Operators will enter data through the ESF-18 donations management process.
    - b. The Volunteer and Donations Coordination Team (VDCT), as defined in the ESF-18 SOP, will manage solicited and/or unsolicited donations and requests for donated goods.
    - c. Types of Donated Goods
      - (1) Cash. Offers of cash donations will be referred to voluntary agencies through the SCEMD website.
      - (2) Drugs. Solicited and/or unsolicited donated drugs are NOT accepted in any situation unless the donor can provide a pedigree for the product.

- (3) Facilities. Solicited and/or unsolicited offers of donated facilities will be referred to ESF-7 (Finance and Administration).
- (4) Non-Food Items
  - (a) The VDCT will decide the usefulness of solicited and/or unsolicited donated goods that do not appear on the pre-approved list of “needed” and “not needed” goods.
  - (b) Normally, trucks carrying donated goods (non-food items) will be instructed to deliver the donated goods directly to County donated goods receiving areas. If this is not possible, donated goods will be delivered to a central warehouse managed by the Carolina Conference Adventist Disaster Response (ACSDR).
  - (c) Pre-certified State and local groups, including volunteer organizations, will be allowed to request donated goods directly from the ACSDR warehouse.
  - (d) Goods may be delivered, upon request, from the ACSDR warehouse to a local reception/distribution center.
- (5) Food Items
  - (a) The central receiving point for solicited and/or unsolicited donated food items is Harvest Hope Food Bank (2220 Shop Road, Columbia, SC 29201), or, upon the direction of Feeding the Carolinas, a central warehouse or affiliated food banks in the State as necessary.
  - (b) Harvest Hope Food Bank will receive, inspect, store and distribute all solicited and/or unsolicited donated food items.
  - (c) Harvest Hope Food Bank will distribute food in accordance with the Feeding the Carolinas Disaster Relief Plan.

2. Volunteers and Volunteer Services

- a. Offers of solicited and/or unsolicited volunteers and volunteer services will be handled by referring the potential volunteers to the Volunteer South Carolina website, [volunteersc.org](http://volunteersc.org), or by entering

the volunteer information into Volunteer SC if the volunteer has no internet access.

b. Management of Requests for Volunteer Services

- (1) The United Way Association of South Carolina will manage requests for volunteer services as outlined in the United Way Association of South Carolina's (UWASC) Memorandum of Understanding (MOU) with the South Carolina Emergency Management Division (SCEMD) [See Annex 7 (Memorandum of Understanding between the South Carolina Emergency Management Division and United Way Association of South Carolina) to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP].
- (2) The SC Department of Public Health (SCDPH) Office of Public Health Preparedness will manage requests for medical volunteer services.
- (3) Any offers of veterinary services will be coordinated through ESF-17.

3. Under certain circumstances solicited and/or unsolicited donated goods and volunteer services (e.g., used clothing and bottled water) may not be accepted as determined by the VDCT.

I. County Government Interface

1. County governments are encouraged to develop ESF-18 policies and procedures to certify and maintain a list of relief agencies in their local areas, districts, municipalities, etc.
2. County governments are responsible for coordinating support for implementation of solicited and/or unsolicited donated goods and volunteer services including developing agreements with volunteer organizations.
3. Solicited and/or Unsolicited Donated Goods Receiving Areas
  - a. Solicited and/or unsolicited Donated Goods Receiving Areas are locally/county designated locations, normally in the impacted area, at which resources will be turned over to County or designated voluntary agency for distribution.
  - b. State assets may be used to augment Receiving Area operations.
  - c. Counties are encouraged to designate pre-approved solicited and/or unsolicited donated goods Receiving Areas for disaster victims.

4. Counties should designate a Volunteer Reception Center(s) and POC to receive solicited and/or unsolicited volunteers.

#### IV. ESF ACTIONS

##### A. Prevention/Protection

1. Coordinate with United Way Association of South Carolina, SC Voluntary Organizations Active in Disasters (SCVOAD), or other relief organizations as necessary to maintain a listing of available support services and capabilities.
2. Maintain a SOP and coordinate MOUs with other organizations to include but not limited to ACSDR, UWASC, and Feeding the Carolinas (Feeding America).
3. Department of Administration and ESF-24 (Business and Industry) will identify prospective staging area warehouses available for lease before an event occurs.
4. Develop procedures for the VDCT for responding to donor offers of solicited and/or unsolicited donated goods and volunteer services.
5. Train and exercise ESF-18 support organization personnel.
6. Ensure procedures are in place to document costs for any potential reimbursement.
7. Plan for, train, and maintain appropriate plans to activate Donated Goods and Volunteer Services Call Center.
8. Participate at least annually in State exercises and/or conduct an exercise to validate this Annex and supporting SOPs.

##### B. Response

1. Activate and notify state agencies and volunteer relief organizations when an emergency or disaster is threatening or has occurred as directed by SEOC Chief of Operations.
2. Activate the SC Donated Goods and Volunteer Services Management System as directed by SEOC Chief of Operations.
3. Activate MOU with ACSDR, Feeding the Carolinas, United Way Association of South Carolina, and other organizations as required [See Annex 5 (Memorandum of Understanding between the South Carolina Emergency Management Division and The Carolina Conference Adventist Disaster Response), Annex 6 (Memorandum of Understanding between the

South Carolina Emergency Management Division and Feeding the Carolinas), and Annex 7 (Memorandum of Understanding between the South Carolina Emergency Management Division and United Way Association of South Carolina) to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP].

4. Coordinate procurement actions with ESF-7 (Finance and Administration) after activation of the SEOC to source prospective solicited and/or unsolicited donated goods warehouses available for lease. Final approval is through SEOC Operations Section.
5. Coordinate delivery of donated goods and volunteer services to the survivors; maintain records of services being provided, the location of operations and requirements for support.
6. Coordinate with the SCEMD Logistics for transportation of goods from the ACSDR warehouse or Harvest Hope to local points of distribution.
7. Ensure maintenance of accurate records of expenditures for State incurred expenses related to the delivery of services during emergency operations.
8. Coordinate with ESF-17 (Agriculture and Animals) to organize and manage animal and plant response donations.
9. Upon notification, coordinate the activation and management of the Donated Goods and Volunteer Services Call Center.
10. Upon activation, coordinate with affected counties on solicited and/or unsolicited donated goods and volunteer resource related activities.
11. Coordinate with SCVOAD as necessary.
12. Refer individuals requiring licensing to the appropriate agencies.
13. Provide ESF-18 representation on the Recovery Task Force.

C. Recovery

1. Coordinate the scaling down operations as requirements diminish and return to routine operations as soon as possible.
2. Evaluate solicited and/or unsolicited donated goods and volunteer services operations for effectiveness and revise plans to eliminate deficiencies.
3. Provide recommendations to the SEOC Chief of Operations to determine appropriate distribution of remaining donated goods to State Agencies and/or volunteer groups.

4. Assess unmet needs at the local level in providing resources and volunteers to meet those needs from available volunteer organizations.
5. Coordinate credentialing requirements for volunteers.
6. Support recovery priorities as identified by the Recovery Task Force.

D. Mitigation

1. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
2. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments, upon initiation and within review period.
3. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.

**V. RESPONSIBILITIES**

- A. General. ESF-18 lead and support agencies will identify, train and assign personnel to staff, maintain contact with, and coordinate missions in support of ESF-18 during periods of activation.

B. SC Department of Administration

1. Coordinate training and operation of Donated Goods and Volunteer Services Call Center and Volunteer/Donations Coordination Team.
2. Provide a location for the Donated Goods and Volunteer Services Call Center which will include adequate space, computers, Internet access, telephones, fax machines, copiers, and any other necessary equipment.
3. Coordinate and train primary and support agency personnel in the use of the donations management process.
4. Prepare, distribute, and update a list of “needed” and “not needed” goods for the telephone operators at the Donated Goods and Volunteer Services Call Center.
5. Maintain accurate records of personnel services and operational expenditures related to the delivery of services during emergency operations.
6. Develop procedures to scale down ESF-18 operations as requirements diminish and return to routine operations.
7. Coordinate the recruitment of representatives for the VDCT.

8. Manage and develop procedures for the VDCT involving solicited and/or unsolicited donated goods and volunteer services.
9. Coordinate with Division of Facilities Management and Property Services to identify prospective solicited and/or unsolicited donated goods warehouses available for lease before an event occurs.
10. Develop procedures to distribute remaining donated goods to State Agencies and/or volunteer groups.
11. Manage the callback process of notifying solicited and/or unsolicited donors of decisions in regard to their offer of questionable donated goods and volunteer services.
12. Coordinate the linkage of requestors to donors of volunteer services. Requestors and solicited and/or unsolicited donors of these services are responsible for arranging locations, accommodations, and times to report.
13. Coordinate with UWASC, SCVOAD, and other relief organizations as necessary to provide telephone operators with an updated list of voluntary organizations' disaster response telephone numbers to refer all donors, specifically those with cash donations.
14. Coordinate with UWASC, SCVOAD, or other relief organizations as necessary to maintain a listing of available support services and capabilities. Communicate on a regular basis with SCVOAD Chairman and attend scheduled SCVOAD meetings.

C. South Carolina Emergency Management Division

1. Coordinate and train primary and support agency personnel in the use of Palmetto.
2. Coordinate and manage the pre-certification of local groups by County Emergency Operation Centers (EOC) to request goods directly from ACSDR warehouse or other sources.
3. Maintain MOUs with ACSDR, Feeding the Carolinas, UWASC, and other organizations as required.
4. Coordinate with County EOCs to establish ESF-18 or a Donated Goods and Volunteer Services and Resources POC.
5. Identify State-level agencies authorized to request donated goods from the donated goods warehouse and make this list available to ACSDR.



6. Coordinate the news release of the State's toll-free telephone number for the Donated Goods and Volunteer Services Call Center and the Volunteer SC volunteer management website through ESF-15 (Public Information).
7. Assist Department of Administration with development of a list of "needed" and "not needed" goods for telephone operators at the Donated Goods and Volunteer Services Call Center.
8. Update location and status information of POD sites and distribute to ESF-18 as needed.

D. SC Department of Public Health

Coordinate volunteer deployment of Medical Reserve Corp volunteers to disaster areas.

E. SC Department of Health and Human Services

Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

F. SC Department of Labor, Licensing, and Regulation

1. Coordinate volunteer licensing responsibilities.
2. Provide computer access to real-time licensing data and determine qualifications for emergency licensure pursuant to applicable statutory requirements.

G. SC Department of Revenue

Provide personnel for telephone operators at the Donated Goods and Volunteer Services Call Center.

H. SC State Guard

1. Provide a State Liaison at the Donated Goods Warehouse if needed.
2. Provide a liaison for ESF-18 at the SEOC.
3. Provide telephone operators to staff the Donated Goods and Volunteer Services Call Center.

I. Feeding the Carolinas

1. Identify and assign personnel in coordination with network food banks to ESF-18 to maintain contact with and coordinate missions in support of ESF-11 (Food Services) during periods of activation.

2. Provide ESF-18 with addresses of food banks in the Feeding the Carolinas network, with directional maps for distribution to donors.
3. Coordinate and manage operation of solicited and/or unsolicited donated foods inventory to include receipt, sorting, storage, and distribution of donated goods.
4. Provide reports to SEOC for distribution, as appropriate.

J. SC VOAD

1. Coordinate with ESF-18 personnel to ensure communication with SCVOAD agencies and organizations regarding their capacity to use solicited and/or unsolicited donated goods and volunteer resources.
2. Coordinate with Regional and County VOADs.

K. Adventist Community Services Disaster Response

1. Coordinate and manage operation of solicited and/or unsolicited donated goods inventory to include receipt, sorting, storage, and dispersal of donated goods.
2. Provide inventory reports, as requested.

L. SC Baptist Disaster Relief Services

If SC Baptist Disaster Relief Services has sufficient staff available after fulfilling its roles related to ESF-6, Mass Care, and a request is made by ASCDR, SC Baptist Disaster Relief Services will support ASCDR to the best of its ability by providing personnel to assist with receipt, sorting, storage, and dispersal of solicited and/or unsolicited donated goods in warehouse operations.

M. United Way Association of South Carolina (UWASC)/SC Commission on National & Community Service

1. Assist with directing unaffiliated/unsolicited volunteers to participating organizations through the Volunteer SC website from both within and outside the State during a disaster or emergency.
2. Maintain communications with SCVOAD and ESF-18.
3. Provide the AmeriCorps and other national service streams database information, as required.

N. Veterans of Foreign Wars (VFW)

Assist with tasks as outlined in the MOU between the VFW and SCEMD (See Annex 8 (Memorandum of Understanding between the VFW and SCEMD) to

Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP), Annex 14 (Initial Recovery and Mitigation), and Annex 24 (Business and Industry).

## **VI. MEMORANDUMS OF UNDERSTANDING**

- A. Memorandum of Understanding between the South Carolina Emergency Management Division and the Carolina Conference Adventist Disaster Response (See Annex 5 to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP).
- B. Memorandum of Understanding between the South Carolina Emergency Management Division and Feeding the Carolinas (See Annex 6 to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP).
- C. Memorandum of Understanding between the South Carolina Emergency Management Division and United Way Association of South Carolina (See Annex 7 to Attachment D (MOUs, MOAs, and Other Agreements) to the SCEOP).

## **VII. FEDERAL ASSISTANCE**

- A. This Annex has no direct counterpart in the National Response Framework (NRF). However, the Volunteer and Donations Support Annex in the National Response Framework outlines the Federal response within this function and includes:
  - Enhanced voluntary agency coordination.
  - Assistance in establishing a donation coordination team and donation coordination center.
  - Technical and managerial support.
  - National network of information and contacts to assist donations specialists in the field.
  - Communications support, as necessary.
- B. The Federal Emergency Management Agency (FEMA) will coordinate the Federal response under this function and will appoint a Regional POC. State ESF-18 will coordinate with the Regional POC to obtain Federal assistance when required.

## VIII. CONTACT MATRIX

Agency	Primary Contact	Phone	Email	Secondary Contact	Phone	Email
Adventist Community Services	David Graham	704-962-6386	<a href="mailto:Dgraham@carolinasda.org">Dgraham@carolinasda.org</a>	Joshua Nelson	404-792-0535, Ext 1295	<a href="mailto:jnelson@sacsdia.org">jnelson@sacsdia.org</a>
Feeding the Carolinas	Mike Darrow	336-225-0868	<a href="mailto:mdarrow@feedingthecarolinas.org">mdarrow@feedingthecarolinas.org</a>	LeeAnn Stricklin Dan Purini	803-440-2232 803-600-6074	<a href="mailto:LeeAnn.Stricklin@admin.sc.gov">LeeAnn.Stricklin@admin.sc.gov</a> <a href="mailto:Dan.Purini@admin.sc.gov">Dan.Purini@admin.sc.gov</a>
SC Department of Administration	Ashlie Lancaster	803-760-9262	<a href="mailto:Ashlie.Lancaster@admin.sc.gov">Ashlie.Lancaster@admin.sc.gov</a>			
SC Department of Public Health	Whitney Cofield	803-429-0315	<a href="mailto:COFIELDWG@dhec.sc.gov">COFIELDWG@dhec.sc.gov</a>			
SC Department of Health and Human Services	Reggie Delaine	803-896-2652	<a href="mailto:DELAINER@scdhhs.gov">DELAINER@scdhhs.gov</a>	Jamie Graham	839-223-5280	<a href="mailto:Jamie.Graham@scdhhs.gov">Jamie.Graham@scdhhs.gov</a>
SC Department of Labor, Licensing and Regulation	Robbie Bolland	803-606-4662	<a href="mailto:Robbie.Bolland@llr.sc.gov">Robbie.Bolland@llr.sc.gov</a>	Susan Boone	803-960-0950	<a href="mailto:Susan.Boone@llr.sc.gov">Susan.Boone@llr.sc.gov</a>
SC Department of Revenue	Tally Peake	803-673-6029	<a href="mailto:Tally.Peake@dor.sc.gov">Tally.Peake@dor.sc.gov</a>	Jeff Adkins	803-521-5698	<a href="mailto:Jeffrey.Adkins@dor.sc.gov">Jeffrey.Adkins@dor.sc.gov</a>
SC State Guard	COL Renee' MacDonald		<a href="mailto:renee.macdonald@sg.sc.gov">renee.macdonald@sg.sc.gov</a>			
Southern Baptist Disaster Relief Services	Susan Peugh	803-432-3067	<a href="mailto:susanpeugh@srbaptist.org">susanpeugh@srbaptist.org</a>			
United Way Association of South Carolina	Henry Well		<a href="mailto:henry.well@uwasc.org">henry.well@uwasc.org</a>	Mark Weller Mallory Panuelo Jesus Caldera	803-920-4868 803-908-3760	<a href="mailto:mark.weller@uwasc.org">mark.weller@uwasc.org</a> <a href="mailto:mallory.panuelo@uwasc.org">mallory.panuelo@uwasc.org</a> <a href="mailto:jesus.caldera@uwasc.org">jesus.caldera@uwasc.org</a>
Department of SC - Veterans of Foreign Wars	Jim Fox	803-359-8738				
SC VOADS	Mike Patterson	704-363-3767	<a href="mailto:Mike.Patterson@uss.salvationarmy.org">Mike.Patterson@uss.salvationarmy.org</a>			