



This document outlines the systems and procedures used for volunteer and donations management procedures and serves as a Support Annex to the Yolo County Emergency Operations Plan

Yolo County Volunteer and Donations Management Annex

Annex to the Yolo County
Emergency Operations Plan

Version 2.0

December 2024

PROMULGATION

This Emergency Support Function Annex to the County of Yolo Emergency Operations Plan describes how Yolo County will manage an emergency incident or disaster mitigation, preparedness, response, and restoration related to this Emergency Support Function. All Primary and Support agencies identified as having assigned responsibilities in this Emergency Support Function shall perform the emergency tasks described, including preparing and maintaining Standard Operating Guidelines and Procedures and carrying out the training, exercises, and plan maintenance needed to support the plan.

This Emergency Annex plan was developed using the Comprehensive Planning Guide 101 version 3 from the Federal Emergency Management Agency and California's emergency planning guidance documents. Adoption will occur following the established maintenance schedule; however, the plan may be modified in the interim without prior approval and formal adoption under the direction of the Director of Emergency Operations. The revised plan will be relayed digitally to all Primary and Support agencies with assigned responsibilities in this Emergency Support Function. The Primary assigned agency will coordinate the review and update of the plan with the Support agencies as needed at least every three years. This Emergency Support Function plan supersedes any previous versions.

This Emergency Support Function Annex applies to Primary and Support agencies within Yolo County who are assigned responsibilities by Emergency Support Function of the All-Hazard Emergency Operations Plan and identified within the Emergency Support Function Annex.

This plan replaces previous annexes of the same or similar title.

The County of Yolo Board of Supervisors chairperson will formally promulgate this annex. The County Ordinance empowers the County Board of Supervisors to review and approve emergency and mutual aid plans.

Lucas Frerichs
Chair of the Board of Supervisors

Date:

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SECTION 1.0: INTRODUCTION

The purpose of this annex is to provide a central point for the coordination of information and activities of voluntary agencies responding in times of disaster and the effective utilization of donated cash, goods, and services within the Yolo Operational Area (YOA). This Annex provides guidance to personnel coordinating the relief efforts of the supporting agencies and the management of undesignated cash donations, unsolicited goods, and spontaneous volunteers throughout all six YOA jurisdictional areas (four incorporated cities, one unincorporated area, and one Tribal nation), and numerous special districts, state, and private agencies. It will also provide guidance to nongovernmental organizations working in support of or in coordination with this annex during an emergency.

Volunteer and donations management is a critical component of any disaster response effort. Effective use of volunteers and donations can help augment a wide range of county and municipal services during an event, utilizing unique skill sets and talents of committed individuals. It is important to have a well-managed volunteer and donations management program in place in order to avoid hindering the efforts of first responders and emergency personnel.

1.1 PURPOSE

The purpose of the Yolo County Volunteer and Donations Management Annex is to establish a process and organizational structure for accessing, mobilizing, and coordinating affiliated and non-affiliated volunteers and donations during post-disaster events in the Yolo County Operational Area. An efficiently managed volunteer and donations program provides valuable and cost-effective resources to the community in times of an emergency or large-scale disaster.

1.2 SCOPE

This plan applies to the mobilization and coordination of volunteers and donations in the Yolo Operational Area during all phases of emergency management. The plan is intended to be applicable to all hazards and scalable to the size and scope of an event. Additionally, the plan addresses the need for communication and coordination by the YOA with local nongovernmental organization (NGO) affiliated volunteer programs.

This Annex encourages strengthening partnerships and communications among the OA of responsibility, other agencies, and NGO volunteer coordination and donation management during an event. This Annex augments the Yolo County Emergency Operation Plan (EOP) and ensure compliance with principles and practices described in the National Response Framework (NFR) and California's State Emergency Plan.

1.3 GOALS

The goals of this plan are to:

- Providing direction, coordination and management of donated goods or services following a disaster.

- Ensuring that local government and Non-Governmental Organizations (NGOs) engaged in disaster work remains the primary recipients, managers, and distributors of donated funds, bulk goods, and services
- Provide an all-hazards framework for volunteer coordination and donations management that is scalable to the size and scope of a disaster event
- Enhance resources available to each jurisdiction and the community at large for disaster response and recovery by providing an organized system to receive both monetary and in-kind donations
- Identify roles and responsibilities within the YOA that support coordination of volunteers and donation management programs
- Strengthen and encourage partnerships and communication among the YOA, governmental agencies, and NGO's regarding volunteer coordination and donation management during a disaster event
- Augment, as a supporting annex, the YOA Emergency Operations Plan (EOP)
- Ensure that the implementation of the Volunteer and Donations Management Plan is in accordance with the principles and practices described in the National Response Framework, and the State of California Emergency Plan
- Describes the resources available and required to effectively collect and manage bulk and corporate donations, in-kind donations, and monetary donations; and get resources to organizations providing services to people adversely affected by the disaster

1.4 PLANNING ASSUMPTIONS AND CONSIDERATIONS

Volunteers and donations represent a potential resource to a community impacted by disaster events. However, volunteers who respond spontaneously and without appropriate training and qualifications, can easily overwhelm the capabilities of local government and other agencies. Similarly, the amount of donations offered could be sizable and may pose extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster survivors. With a system in place for receiving and referring spontaneous volunteers, and receiving and distributing donations, local government and relief organizations can capture these valuable resources and thus provide more efficient and cost-effective service to the community.

The following planning considerations should be considered prior to a disaster event:

Volunteers

- Spontaneous unaffiliated and affiliated volunteers will come forward to assist in a disaster.
- Most spontaneous volunteers will not know where to go or how to become engaged.
- The first priority in a disaster event is to utilize volunteers affiliated within the YOA.
- Volunteers that have pre-disaster training and are affiliated with a government agency or NGO should report to their respective agency or organization as requested.

- The YOA and NGO's are responsible for interviewing, screening, registering, training, verifying, and supervising volunteers within their respective agencies/organizations.
- Volunteer deployment will be based on the size and type of disaster or planned event as well as the skills needed by local officials to mount an effective response and recovery effort.
- The YOA may delegate some of its volunteer and donations management to another organization through its Emergency Operation Center (EOC).
- Most spontaneous volunteers will not know how to use and deploy potential resources effectively
- On-scene management and "Just in Time" (JIT) training, orientation, and support resources may be required to properly coordinate volunteer efforts.
- When spontaneous volunteer activity is well managed, it positively affects the volunteers and the community, and contributes to the healing process of both individuals and the larger community
- Media coverage will affect the level of volunteer and donations and can be leveraged to support messaging to the public.

Donations

- Donations may be given and delivered to the YOA whether or not they are requested at any time of day without warning, and may overwhelm local capabilities to handle and distribute them
- Donations will frequently arrive unsorted and may be packed in numerous different ways.
- Many individuals and organizations donate items that are not needed, and it may be a lengthy and costly process to manage and dispose of them. This problem can be reduced by developing and maintain a current list of disaster needs, screening donation offers, and providing information to potential donors through the media.
- Some donations may be given with an expectation of repayment, may be expired or unusable, and/or may be provided illegally.
- Eligible private nonprofits and voluntary organizations may document their disaster-related expenses and seek reimbursement, as available, for expenses incurred during disaster operations.
- Disaster survivors may respond negatively towards the distribution of donations, and may have unmet needs which may or may not be satisfied by additional donations.
- Unsolicited items will be donated. Unsolicited items can be mitigated by the County and other agencies who commonly receive donations by providing a list of widely needed donated items during an emergency
- Some donations might be given with an expectation of repayment
- Legality of redistribution must be considered
- There will be financial contributions to assist disaster victims, without the designation of a specific agency to manage/distribute them. A fund management/distribution system will need to be established to receive, account for, and distribute these undesignated financial contributions

SECTION 2.0: VOLUNTEER MANAGEMENT

2.1 DEFINITIONS

A volunteer is someone who provides his/her services without receiving financial compensation. Disaster volunteers are commonly defined as being either spontaneous or affiliated. For the purposes of this plan, the following definitions will be used:

Spontaneous Volunteer

An individual who comes forward following a disaster to assist a governmental agency or NGO with disaster-related activities during the response or recovery phase without pay or consideration. By definition, spontaneous volunteers are not initially affiliated with a response, relief agency, or pre-registered with an accredited disaster council. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated volunteers (SUV) and convergent volunteers.

Impressed volunteer

An impressed volunteer is an individual who is impressed into service by a government agency during a disaster event. Impressed volunteers are rarely encountered.

Disaster Service Worker (DSW)

Is any public employee in the State of California, person registered with a disaster council or the California Governor's Office of Emergency Services for the purpose of engaging in disaster service pursuant to the California Emergency Services Act without pay. A DSW volunteer should be deployed by the registering authority in order to be eligible for worker's compensation insurance coverage in the event the DSW volunteer is injured while performing assigned disaster duties. Please refer to the *Yolo County Emergency Operations Plan* for additional information.

Affiliated Volunteer

An individual who is affiliated with either a governmental agency or NGO, and has been trained for a specific role or function in disaster relief or response during the preparedness phase. Affiliated volunteers can be in either ongoing programs that meet regularly or in reservist programs where they are only called into duty during times of disaster. Examples of affiliated volunteers may include members of auxiliary communication services, Community Emergency Response Teams (CERT), Volunteers in Police Service (VIPS), Search and Rescue (SAR), the American Red Cross (ARC), and the Salvation Army (TSA).

Emergency Volunteer Center (EVC)

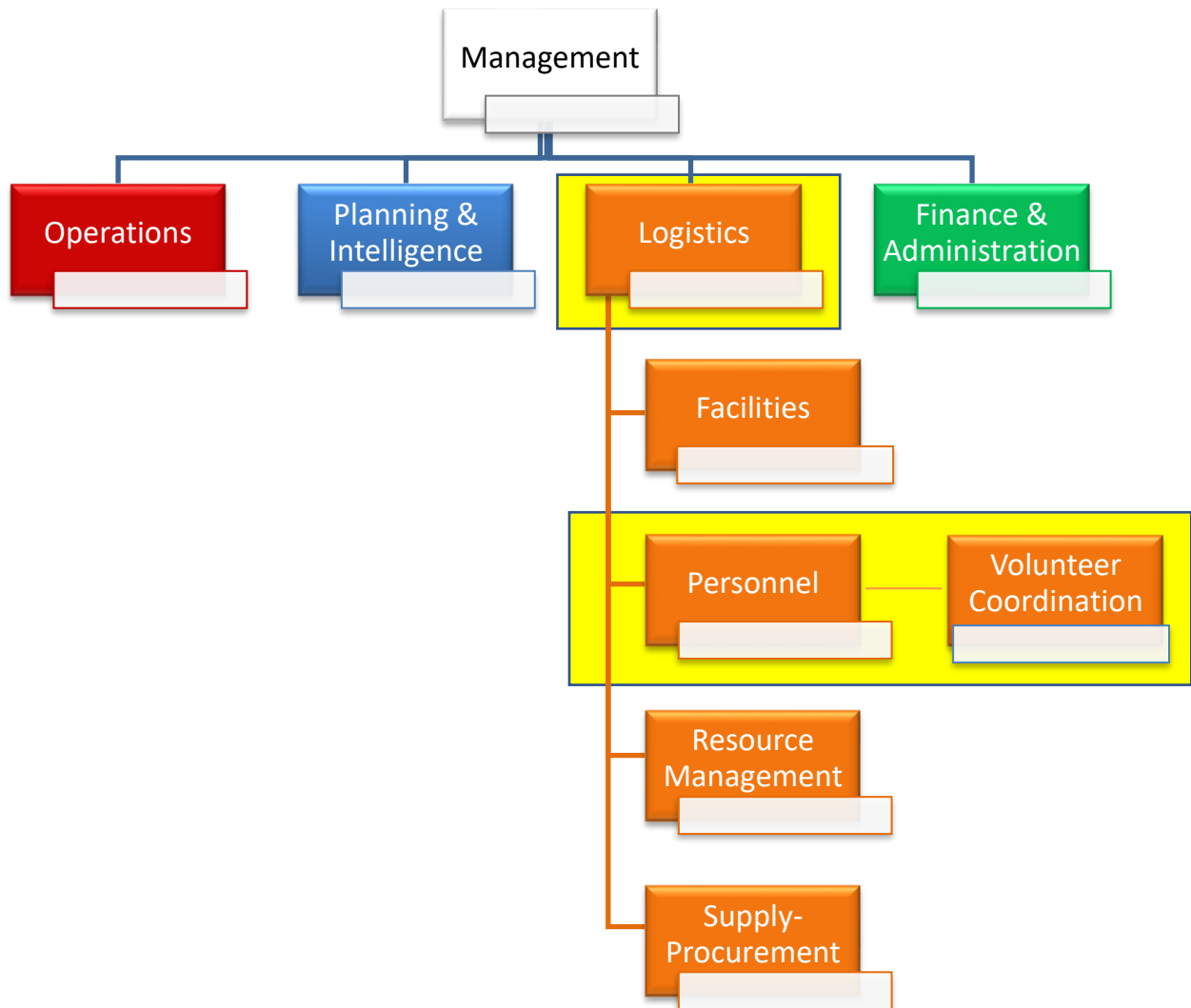
An Emergency Volunteer Center (EVC) is a location used where volunteers are organized, assigned and deployed for their respective duties. When activated, the EVC helps spontaneous volunteers affiliate with an organization that is providing disaster services.

For more information on the establishment and operation of an EVC, see the Yolo OA Emergency Volunteer Center Standard Operating Procedure (SOP).

2.2 ROLES AND RESPONSIBILITIES

EOC Coordination

Coordination of volunteers in the YOA is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). In the EOC, volunteer coordination falls under the Personnel Unit of the Logistics Section. The Personnel Unit is staffed by Human Resources personnel. A pre-identified and trained Volunteer Coordinator will oversee volunteer coordination.



In the YOA EOC, the Volunteer Coordinator will coordinate and communicate with the cities and any partner agencies for effective volunteer coordination within the YOA. This includes:

- Leveraging and sharing resources for establishing EVCs
- Addressing duplication of efforts or gaps in services for EVCs

- Providing consistent messaging to the public about volunteering, including working with the Public Information Officer and the Joint Information Center
- Coordinating mutual aid through the proper levels of SEMS
- Responding to requests from within the EOC and other agencies

Each jurisdiction in the YOA is responsible for the coordination, mobilization, deployment, and demobilization of their volunteers. The YOA will assist the efforts of NGO's and governmental agencies in providing the maximum utilization of resources throughout the community during a disaster event.

Recordkeeping

The Yolo County Office of Emergency Services manages all YOA Disaster Service Worker (DSW) volunteers on a day to day basis using FEMA's Incident Resource Inventory System (IRIS), and keeps track of all training certificates.

The cities of Davis, West Sacramento, and Woodland each manage their own Community Emergency Volunteer Team (CERT).

Disaster Healthcare Volunteers (DHVs)

During an emergency that requires the use of volunteers under Emergency Support Function 6/8, the Yolo County Health and Human Services Agency (HHSA) will manage these volunteers as Disaster Healthcare Volunteers (DHVs). The DHV system is designed to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in the event of an emergency requiring medical resource. The DHV program is administered by the California Emergency Medical Services Authority (California EMS Authority). DHVs in the YOA are managed on a day to day basis by HHSA, and the DHV program will be managed by HHSA's department operations center during an emergency. HHSA will coordinate with the Volunteer Coordinator in the YOA EOC on the management of all DHV's.

Lead agency

The Yolo County's Assessors office will be the lead agency assigned. The lead agency is assigned based upon the agencies coordinating responsibilities, authorities, functional expertise, resources, and capabilities in managing volunteer activities. The lead agency may not be responsible for all elements of a function and will work with supporting agencies and community partners to ensure a coordinated response.

Supporting volunteer

Supporting volunteer agencies include but are not limited to:

Yolo 211	Yolo 211 is a public information line for the Yolo County area, available 24 hours a day and seven days a week. The YOA has also established a Memorandum of Understanding (MOU) with Sacramento 211 for it to serve as the YOA public information line during a disaster event.
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California Volunteers	The state office that manages programs and initiatives aimed at increasing the number of Californians engaged in service and volunteering.
American Red Cross	National non-governmental organization that manages and administers volunteer programs, providing an outlet for spontaneous volunteers during an event.
California Governor’s Office of Emergency Services (CalOES)	Coordinates the emergency activities of all state agencies in the event of an emergency and utilizes state resources to fulfill mutual aid requests and support emergency operations. Activates the State Emergency Operations Center and Regional Emergency Operations Center (REOC) when needed. CalOES offers their California Donations Portal which allows for the public to donate financial contributions, people interested in become volunteers, and empowers private businesses and nonprofit organizations to make in-kind donations for communities in California.
Federal Emergency Management Agency (FEMA)	Supports overall activated of the federal government for incident management, and serves as the coordinating agency for the Volunteer and Donations Management Support Annex to the National Response Framework.

Affiliated Volunteer Programs

The YCOA recognizes people who wish to volunteer and help county staff respond to disaster events. Often, people will call up during a disaster and offer to help. While this is appreciated, the YCOA generally prefers to work with volunteers who are known ahead of time. This allows the YCOA to know the skills and training of volunteers, and for the volunteers to know the structure within which they will be working. There are several affiliated volunteer programs that can be utilized in the YCOA:

Community Emergency Response Team (CERT)	The CERT program educates individuals about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills such as fire safety, light search and rescue, team organization, and disaster medical operations. Using training learned in the classrooms and during exercises, CERT volunteers can assist others in their community following a disaster when professional responders are not immediately available to help. CERT volunteers are also encouraged to support emergency response agencies by taking an active role in emergency preparedness projects. Yolo County does not have a CERT program for the unincorporated area, however there are active programs in the City of Davis, the City of West Sacramento, and the City of Woodland. All these programs are coordinated through the respective jurisdictional fire departments.
Amateur Radio Emergency Service (ARES)	A primary responsibility of the Amateur Radio Service, as established by Part 97 of the Federal Communications Commission’s regulations (47 CFR), is the performance of public service communications for the general public, particularly in times of an emergency when normal communications may be disrupted or inadequate. The Yolo County ARES is comprised of licensed amateurs who reside and/or work within the YCOA and who have voluntarily registered their equipment and skills and have expressed a desire to organize, train, and be prepared to provide auxiliary

	<p>communication services for public service agencies and other relief organizations when disaster strikes or whenever called upon.</p>
<p>Radio Amateur Civil Emergency Service (RACES)</p>	<p>The Radio Amateur Civil Emergency Service is a standby radio service provided for in Part 97.407 of the Federal Communications Commission (FCC) rules and regulations governing amateur radio in the United States. When so activated, the Radio Amateur Civil Emergency Service will consist of only those amateur radio operators who have previously registered with State and local governments to provide emergency radio communications for them in times of emergency. Other amateur radio operations might be suspended and operations under the RACES rules might be restricted to certain frequencies within the amateur radio bands.</p> <p>In addition to wartime communications, operations under the RACES rules can provide or supplement communications during emergencies where normal communication systems have sustained damage. It may be used in a wide variety of situations, including natural disasters, technological disasters, nuclear accidents, nuclear attack, terrorist incidents, and bomb threats.</p>
<p>Yolo Amateur Radio Society (YARS)</p>	<p>The Yolo Amateur Radio Society / Mt. Vaca Radio Club (MVRC) is primarily a public service-oriented club assisting with communications for many public events around the Sacramento Valley. These events include the Davis Double Century Bicycle Ride, Foxy's Fall Bike Ride, and many other local and regional events.</p>
<p>University of California (UC) Davis Veterinary Emergency Response Team (VERT)</p>	<p>The VERT at the UC Davis School of Veterinary Medicine is a volunteer group comprised of faculty, students, and staff who are interested in learning hands-on skills and providing service for animal emergency response and disaster management. Members of VERT receive training in the ICS and NIMS and become registered DSW's. UC Davis VERT is a recognized and fully functional Medical Reserve Corps Unit 1393. UC Davis VERT may be activated on a local basis to assist veterinarians in the field who need additional expertise and resources in technical rescue or roadway incidents. UC Davis VERT is linked with the primary responders of the VMTH ambulatory service, which provides veterinary services and emergency response within a defined local radius. UC Davis VERT is combined of both veterinary students as well as faculty that can respond in various capacities to an event.</p>
<p>Yolo County Sherriff's Office</p>	<p><u>Team of Active Retired Seniors (STARS)</u></p> <p>The Sheriff's Team of Active Retired Seniors provides an opportunity for individuals ages 50 and above to volunteer in Yolo County through a variety of nonhazardous law enforcement activities. The STARS are a nonprofit organization that is overseen by the Sheriff's Office yet independently operated by dedicated STARS members.</p> <p>The STARS organization provides opportunities for older adults to share their talents and life experiences by assisting Sheriff's Office personnel with routine duties which allows paid employee to focus on higher priority work. The STARS are trained in a wide range of areas allowing them to participate in interesting and exciting opportunities while contributing to the safety of the community.</p> <p><u>Sherriff's Posse</u></p>

	<p>The Sheriff's Posse provides mounted and ground-support to the Sheriff as needed. It has expanded its scope to promote charitable and public service activities within the community and to promote health and safety among equine enthusiasts – riding and non-riding.</p> <p><u>Sherriff's Reserve</u> The Reserve Deputies are available to support and assist the department in the protection of life and property, the preservation of public peace, and the enforcement of the laws of the county and state. The Reserves also work security at private and community functions to raise money for community programs and to support the Reserve Program.</p> <p><u>Sherriff's Cadet Program</u> The Cadet Program offers young adults a personal awareness of the criminal justice system through training, practical experiences, competition, and other activities. Work experience is obtained from providing actual service at various events and functions at the local level including directing traffic, parking, crowd control, and giving assistance when requested such as helping to locate missing persons.</p> <p><u>Sherriff Search and Rescue (SAR) Team</u> The Yolo County Search and Rescue Team comprised of volunteers that provide assistance to the Yolo County Sheriff's Office in Search and Rescue operations and other support functions. The team is on-call 24 hours a day and is ready for both urban and wilderness searches in Yolo County. Response is based on availability of the members at the time of call out.</p> <p>The un-paid members may receive training in various tactics and methods of search, rescue, human tracking, land navigation techniques, rope rescue, incident command system, search management, first aid and other support functions.</p> <p><u>Aero Squadron</u> The Yolo County Sheriff's Aero Squadron is composed of approximately 20 volunteer members who are interested in aviation and committed to assist in the cause of law enforcement in Yolo County. Our missions include drug interdiction/eradication, search and rescue, aerial surveillance, crime scene photography, general photography for law enforcement purposes, backup for ground units, assist with high speed pursuits, and generally any requests that come from deputies on the ground.</p>
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2.3 PREPAREDNESS

This list consists of preparedness activities for all participating agencies of this annex.

- Coordinate with local NGOs to maintain an inventory of available volunteer personnel and their experience and skills.
- Coordinate with affiliated volunteer organizations, to recruit and train volunteers on an ongoing and routine basis.

- Conduct training for Disaster Service Workers (DSW) emphasizing their role as a county employee, and therefore a DSW, as well as general disaster volunteer principles.
- Establish, maintain, and update the Volunteer and Donations Management Annex
- Coordinate and build relationships with individuals and organizations involved in addressing human service needs before and after a disaster.
- Exercise the Volunteer and Donations Management Annex for relevant volunteer drills and exercises.
- Ensure volunteer references in other YOA plans and annexes are updated, as necessary

2.4 RESPONSE

Activation

The volunteer section of the Volunteer and Donations Management Annex will be activated through the EOC by the Emergency Operations Director and the Logistics Chief. Reasons for activation may include:

- A local or state emergency proclamation
- A federal declaration of major disaster or emergency
- When shortages of workers require augmentation of staffing support from outside resources
- When volunteers with particular knowledge, skills, and abilities could enhance emergency management efforts

The Volunteer Coordinator will work through the Personnel Unit and Logistics Section to notify those people and agencies tasked with specific implementation roles. Upon plan activation, one or more EVC's will be established to help manage volunteers (see the EVC Standard Operating Procedure document for further information on how EVC's will be established). As part of this activation, the Volunteer Coordinator will work with the Public Information Officer to have 211 Yolo activate the 211-information line and direct volunteers through the EVC as needed. The Public Information Officer will draft a press release (See Appendix E) and use different communication methods to notify the public of the information line.

The choice of volunteer activation level depends on many factors such as the size and scope of the disaster, and what communications capabilities are available. The choice of activation level should be tailored to the specific incident. This plan identifies as guidance three levels of volunteer activation:

Low Level Activation

A low-level activation would involve establishing an EVC to serve any jurisdiction throughout the YOA, with the management of approximately **1-20 volunteers**. Jurisdictions would primarily handle the management of volunteers on their own to support operations for a localized incident, and may request assistance from another jurisdiction in the YOA if needed. Volunteer coordination will occur through the Personnel Unit of the Logistics Section in the local EOC.

Medium Level Activation

A medium level activation would typically involve establishing one or more EVC's to serve two or more of the seven jurisdictions throughout the YOA with approximately **20-100 volunteers**. A medium level activation could also occur in one jurisdiction if there is a high number of volunteers needed. Jurisdictions combine and leverage resources for volunteer management upon activation, which one jurisdiction identified as the lead. The lead agency would establish the EVC under their Personnel Unit to serve both jurisdictions, coordinating with the Personnel Unit in each of the other jurisdiction's EOC.

High Level Activation

A high-level activation would typically involve establishing multiple EVCs to serve the entire YOA during a major disaster event, with **over 100 volunteers** approximately, and would be managed by the YOA EOC. A high-level activation could also occur in one or several jurisdictions if there is a very high number of volunteers needed. Local and multi-jurisdictional EVCs may roll over into a countywide EVC lead by the Personnel Unit in the YOA EOC. The Volunteer Coordinator in the YCOA EOC may reach out to outside volunteer agencies for assistance in operating EVCs.

Local government is often the first point of contact for volunteers, who will tend to congregate in public places where they may believe there are opportunities to volunteer. Local government typically bears the responsibility for responding to these requests and providing support for EVC operations.

2.5 PUBLIC INFORMATION AND COMMUNICATION

One of the most critical items for managing volunteers and donations successfully during a disaster is to develop an early coordinated public information campaign through the PIO to message the specific needs of the impacted area. Once the EVC has been established, the Volunteer Coordinator from the EOC Logistics Section will work closely with the PIO to create a press release that should be distributed to proper media channels in accordance with the policies and procedures described in the YOA Public Information Executive Summary. The EVC organizational infrastructure will be in place before sending out the first release to the public regarding volunteers and donations. See Appendix E for a volunteer press release template and social media template. Public information for volunteering will be posted on the Yolo County website and will be provided to 211 Yolo.

In addition, the EOC Liaison will ensure volunteer and donations information is communicated to community partner organizations, neighboring counties, Cal OES, and other organizations with a role in supporting the community in a disaster, to ensure consistent, accurate messaging from such organizations.

Public Messaging

The PIO has multiple methods to disseminate information through the media and the public. These methods include:

- Print media (Newspapers, flyers, bulletins)
- Electronic media (Yolo County website, County Listservs, email, social media)
- In person at community town halls and other outreach activities

- Over the air media (radio, television)

An early, effective public information campaign can significantly reduce the burden on the Volunteer Coordinator. Public information messages should include the following talking points, as relevant and appropriate:

- Volunteers should be informed of needs and expectations, including skills desired, training available, registration and deployment processes including screening and background checks, and opportunities for affiliation with established volunteer organizations.
- Volunteers, including those with disabilities and other Access and Functional Needs (DAFN) will be matched to appropriate work based on skill, health, ability, and other factors and reasonable accommodations will be provided. While the County or municipality will provide wrap-around services whenever possible, volunteers should expect to provide their own lodging, meals, and PPE. Every effort will be made to provide volunteers with hydration, breaks, and access to sanitation facilities while on scene.

Pre-Scripted Messaging

An effective and proactive way of reaching the public and keeping your messaging succinct across all participating entities is through preparing pre-scripted messages. Pre-scripted messaging can be used for press releases, print media, social media, and for talking points in speeches for both the PIO and local politicians and community leaders. Sample scripted messages regarding volunteer and donations can be found in Appendix E and F: Public Information Templates.

Access and Functional Need Individuals

The AFN population may require special accommodations to receive and utilize emergency communications. Additionally, this population may have specific donation needs post-disaster. The EOC Liaison will reach out to AFN partner organizations to understand and communicate these needs to appropriate donation partners and to the PIO for public information.

Yolo County has a significant Spanish-speaking population. When possible, the PIO will take steps to ensure that the use of interpreters, translators and assistive technologies are available to make certain that messaging can be received by all populations.

EVC Communication

Communication must occur between the EOC and the EVC, including the lead agency in charge for managing multiple EVCs if more than one is set up. Each EVC will need to communicate their needs directly to their lead agency who will coordinate with the EOC. There must also be communication between all jurisdictions and the YOA about coordination between EVC's activated in various jurisdictions.

In the event that direct communications via telephone is not possible, the EVC will employ other methods of communication including but not limited to:

- E-mail
- Fax
- Voice and digital radios
- Amateur radio operators
- Other radio services
- Runners

A resource directory with agency names and contact information will enhance the communication abilities of the YCOA and should be prepared in advance.

Mutual Aid

The YOA may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. The Emergency Medical Services Authority (EMSA) would provide assistance with DHV's. Requests should be channeled through the EOC in accordance with the levels of SEMS. Appendix C illustrates the mutual aid process.

Emergency Management Mutual Aid (EMMA)

Resource requests are submitted through the appropriate channels according to SEMS and the ICS structure established by the EOC. Resource requests will be addressed locally, regionally, then statewide, if necessary. Requests for all supplies, equipment, personnel, etc. should be routed through the Emergency Management Mutual Aid (EMMA) boards as appropriate. OA Mutual Aid Coordinators are requested to submit their resource requests for documentation and tracking purposes.

Risk Management

Any agency or organization that engages and utilizes volunteers will need to identify and manage their risks. Risk management planning considers the protection of both the organization and its volunteers. By developing and following a clear set of policies and procedures for training, interviewing, and verifying volunteers, the YOA can prevent problems and reduce risks associated with volunteer management.

The Yolo County Public Agency Risk Management Insurance Authority (YCPARMIA) is a special district agency in Yolo County that provides non-profit risk management, insurance, and safety services to Yolo County and each of its jurisdictions. Yolo County and each of its jurisdictions assume responsibility for any volunteers working under them. All volunteers involved in disaster activities working directly for Yolo County and each of its jurisdictions shall be registered as Disaster Service Worker Volunteers (DSWs).

Disaster Service Workers Volunteer Program

The DSW Volunteer Program is a state-funded program that provides workers' compensation benefits and medical compensation to registered DSW volunteers who are injured while performing disaster-related activities or participating in pre-approved trainings and exercises. A DSW volunteer must be deployed by their registering entity in order to be eligible for workers'

compensation benefits. Therefore, the role of the DSW registration at the EVC is critical for managing certain inherent risks. See the YOA Emergency Volunteer Center Standard Operating Procedure (SOP) for further information on risk management of volunteers at the EVC.

Safety and security are essential components of risk management. Planning for the safety and security of all volunteers should be a priority for any volunteer management program. With SEMS, safety is the responsibility of the safety officer within the EOC. All safety and security procedures should be adopted and enforced.

Documentation

Once the Emergency Volunteer Centers (EVC) have been activated and established, there may be up to 12 EVC forms that may be required to be filled out by all personnel who will be volunteering. Once they have been filled out or submitted online, EVC personnel will reach out to volunteer/s to being their next phase of the process.

These documents that have been completed and submitted will be maintained by the Personnel Unit in the EOC for documentation purposes.

2.6 DEMOBILIZATION

As the level of volunteer activity decreases or transitions to organizations more suited for long-term recovery needs, the EVCs should work with the EOC on preparations for demobilization. Demobilization activity includes but is not limited to:

- **Recognizing volunteers.** A plan for recognizing volunteers should be considered as part of the demobilization process.
- **Feedback and integration.** Appropriate level feedback (hotwash, debrief, after-action review) should be gathered from participating personnel and submitted for improvement planning. Lessons learned should be incorporated into an After-Action Report, and should be evaluated and reviewed for possible changes to this Annex and areas of improvement, as needed.
- **Collection and submission of documentation.** Examples include EOC activity logs, EOC action plans, receipts, contracts, and any other documentation that is not otherwise protected. Documentation should be turned in and maintained according to EOC procedures. If the YOA designates EVC operations to an outside agency, those agencies should track all expenses and provide the appropriate documentation to the EOC during demobilization. See the YOA Emergency Volunteer Center Standard Operating Procedure (SOP) for further information on the demobilization of the EVC's, including documentation and the tracking of all expenses.
- **Public information.** Strategies should shift to connect residents and visitors with recovery services or long-term recovery groups as appropriate. This may include mental health resources, individual assistance, and sources for ongoing information and benefit by engaging cultural brokers and trusted community stakeholders to assist in adequate and sustained tracking of situational awareness.

- **Return to readiness.** Response trailers, supply caches, and other resources utilized during response must be returned to a state of readiness for the next activation

SECTION 3.0: DONATIONS MANAGEMENT

3.1 DEFINITIONS

Donations Management involves coordinating a system that receives and distributes in-kind, monetary, unsolicited, and undesignated goods, matching them with victims who demonstrate a need. The County looks principally to those private voluntary organizations with established donations systems already in place to receive and deliver appropriate donated goods to disaster victims. The County encourages the donation of cash to these organizations rather than clothing, food, or other goods. Donations management activities include providing guidance to citizens, managing a telephone registration and database system, establishing one or more collection facilities, creating a system to sort and distribute donated items, and storing donated resources until they are needed.

Donations are commonly defined as being either monetary or physical goods. For the purposes of this plan, the following definitions will be used:

Monetary Donations

Monetary donations are financial contributions from donors designated for disaster response, relief and recovery. This is the preferred method of contribution by most local and national organizations providing disaster relief and recovery and services.

In-Kind Donations

In-kind donations are the contributions of goods, both new and used, in a disaster. Most organizations only want new in-kind donations that are requested (e.g. baby formula or water) and can be provided in large quantities because of limited abilities to sort, organize & disperse items. Donations may come in many forms, including bulk donations, typically donated by businesses and other private sector entities.

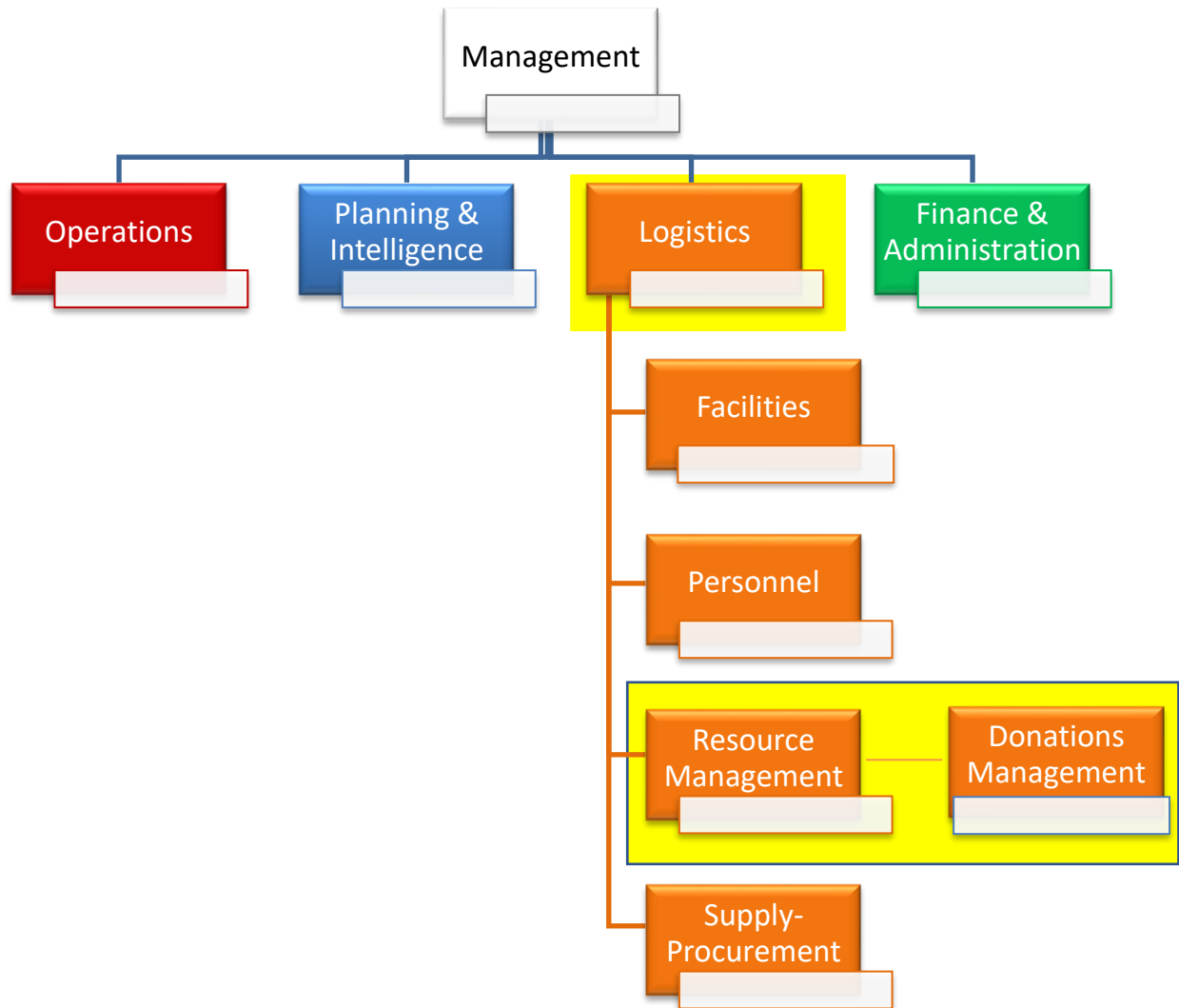
3.2 ROLES AND RESPONSIBILITIES

Management of donations in the YOA is consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). In the EOC, donations managements falls under the Resource Management Unit of the Logistics Section. A pre-identified and trained Donations Manager will oversee donations management.

- Coordinating resources within the OA
- Leveraging and sharing resources for establishing donation centers throughout the OA
- Working with the Public Information Officer to make sure accurate and consistent information is going out to the public regarding the donation of goods and money
- Coordinating mutual aid through the proper levels of SEMS
- Responding to requests from within the EOC and other agencies

The YOA will assist the efforts of NGO's and governmental agencies in providing the maximum utilization of donations and resources throughout the community during a disaster event.

The Yolo County Office of Emergency Services manages and tracks all YOA donations using FEMA’s Incident Resource Inventory System (IRIS).



Supporting Donation Agencies

Supporting donations agencies include but are not limited to:

<p>Yolo Food Bank</p>	<p>Non-profit organization that coordinates the storage and distribution of food throughout Yolo County, providing assistance with the management of food donations during an event.</p>
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American Red Cross	National NGO that manages and administers donations, providing an outlet for receipt of donations during an event.
Salvation Army	National NGO that provides a range of social services including food for the hungry, relief for disaster victims, assistance for the disabled, outreach to the elderly and ill, clothing and shelter to the homeless, and opportunities for underprivileged children. The Salvation Army tracks the level of need across the country with the Human Needs Index.
United Way	National NGO that identifies and resolves pressing community issues and makes measurable changes in communities through partnerships with schools, government agencies, businesses, organized labor, financial institutions, community development corporations, voluntary and neighborhood associations, the faith community, and others.
California Office of Emergency Services (CalOES)	Coordinates the emergency activities of all state agencies in the event of an emergency and utilizes state resources to fulfill mutual aid requests and support emergency operations. Activates the State Emergency Operations Center and Regional Emergency Operations Center (REOC) when needed.
Federal Emergency Management Agency (FEMA)	Supports overall activated of the federal government for incident management, and serves as the coordinating agency for the Volunteer and Donations Management Support Annex to the National Response Framework.

3.3 PREPAREDNESS

This list consists of preparedness activities for all participating agencies of this annex.

- Develop and maintain a method for recording monetary donations goods, and services that can be used by all involved partner agencies
- Develop procedures for the distribution of donated goods and services.
- Collaborate with primary support agencies and volunteer organizations to develop and maintain a list of available support services.
- Identify available warehouse/storage facilities, facility attributes and disposal options for unneeded or unviable donated goods
- Establish, maintain, and update the Volunteer and Donations Management Annex in accordance with the schedule noted in the Yolo County OA EOP.
- Ensure donation references in other Yolo County OA plans and annexes are updated, as necessary
- Coordinate and build relationships with individuals and organizations involved in addressing human service needs before and after a disaster.
- Exercise the Volunteer and Donations Management Annex for relevant donation drills and exercises.

3.4 RESPONSE

Activation

The donations section of the volunteer and donations management plan will be activated through the EOC by the Emergency Operations Director and the Logistics Chief. Reasons for activation may include:

- A local or state emergency proclamation
- A federal declaration of major disaster or emergency
- When shortages of resources require augmentation of support in the form of donations
- A large influx of donations coming in to the YOA

The Donations Manager will work through the Resource Management Unit and Logistics Section to notify those people and agencies tasked with specific implementation roles. Upon plan activation, donation centers will be established to help manage donations.

People wishing to donate physical materials will typically seek out the location where the disaster is occurring, or they may bring donations to their local government. Therefore, it is important to coordinate effective and efficient donations management throughout the Yolo County Operational area.

Additional factors to include during this phase is:

- Work with Resources Management Unit and Logistics Section to identify the priority needs of supplies
- Coordinate with the PIO to communicate needs to the public and outside agencies.
- Continuously update the PIO on deliveries of the donations.
- Advise the Resources Management Unit and Logistics Section on donation management issues and made recommendations to increase support as necessary
- Track location of donation drop off sites, service sites, and/or transportation services.

Monetary Donations

The Yolo County website has an everyday link where people can submit monetary donations for emergency response via the web, and the Yolo County Department of Financial Services can tailor the site towards a specific disaster upon request. Upon activation of the Volunteer and Donations Management Annex, the Donations Manager will establish a hotline for people to provide monetary donations over the phones. The Donations Manager will coordinate with the Public Information Officer to put information for the hotline and the website on social media and on the Yolo County website. In addition, each Emergency Volunteer Center will have the ability to receive monetary donations in person. All County monetary donations will be dispersed into an account pre-established by the Yolo County Department of Financial Services. Each of the cities in the OA will also have a pre-established account for receipt of monetary donations that will be managed by the respective financial department for each jurisdiction, and will coordinate with the Yolo County Department of Financial Services as needed.

IN-KIND DONATIONS

The YOA will have pre-established distribution points that can be set up for receipt of donations. Each city will have at least one distribution point, along with one at the Tribe (see Appendix B for locations and contact information). These locations are dependent of the emergency incident and may change locations. In addition to the distribution points throughout the YOA, Yolo County will establish a warehouse staging area where donations can be stored until they are needed. Upon activation of the Volunteer and Donations Management Annex, the Donations Manager will activate the distributions points throughout the OA, as well as the warehouse staging area. The Donations Manager will coordinate with the Public Information Officer on distribution of information regarding the distribution points.

Each distribution point will have a Distribution Point Manager that will oversee management and tracking of all donations. FEMA's Incident Resource Inventory System (IRIS) can be utilized to track all donations. The OA warehouse staging area will have a Warehouse Manager that will oversee warehouse operations. The Distribution Point Managers, the Warehouse Manager, and the Donations Manager in the EOC will all work closely together to ensure that all donations are being received and moved effectively and efficiently as needed. Several runners will be utilized to move donations around the OA as needed.

MUTUAL AID

The YOA may request mutual aid from other jurisdictions for staffing and other resources to assist with donations management. Requests should be channeled through the EOC in accordance with the levels of SEMS. See Appendix C for a diagram of the mutual aid process.

PUBLIC INFORMATION

Public information is the most critical tool that can be used to manage donation-related requests and issues. Up-to-date information on what items are needed, where monetary and in-kind donations should be directed, and where the items can be dropped-off to assist with an emergency should be disseminated to the public. The Donations Manager should work closely with the Public Information Officer (PIO) and the Joint Information Center (JIC) to develop appropriate and consistent key messages. A JIC is a central location where PIOs involved in an emergency may co-locate to gather, verify, coordinate and disseminate critical emergency information, crisis communications, and public affairs functions. Public information for donating will be posted on the Yolo County web site and will be provided to Yolo 211. The Yolo 211 line utilized by the YOA during an emergency, will be a critical source of information for the public. See Appendix F for a donation press release template.

An early, effective public information campaign can significantly reduce the burden on the Donations Manager. Public information messages should include the following talking points, as relevant and appropriate:

- Donors are encouraged to donate money to participating disaster relief organizations in lieu of goods whenever possible. Financial contributions prevent the need for additional disaster infrastructure and personnel to process donated goods as well as problems associated with unneeded and/or unusable goods. Disaster relief organizations can use

funds to purchase any needed goods from local vendors, thus helping to support the disaster-affected local economy. They can also use money to provide vouchers, etc., to victims, allowing victims some choice in the clothes, etc., they buy to replace lost items.

- Donors of goods are encouraged to donate to a voluntary agency in their own area rather than transporting their goods to the agencies directly participating in the disaster response. Goods donated to volunteer organizations still help the disaster effort by replenishing the system-wide resources of assisting organizations so they can continue to provide their services to the disaster response.
- Donors should properly package all goods and label any containers with their contents as well as provide a detailed itemized list of goods donated. Large donations should be palletized whenever possible. (Place them on sturdy wooden pallets capable of being handled by a forklift and secure them together with shipping cling wrap.)
- There is no guarantee that donations of perishable goods can be processed and distributed before they spoil. Spoiled goods arriving at donation collection centers will not be distributed and will be disposed of. If donors wish to donate perishable goods, they should not donate goods near their expiration date.
- Lists of donation collection and distribution centers and EVC should be widely available and easily accessible by the public.

Documentation

Documentation is critical to Yolo County for accountability and reimbursement opportunities. Required documentation for FEMA Cost Recovery of donated resources is included on the checklist listed in the Yolo County Emergency Volunteer Center Standard Operation Procedure Annex. This form must be completed for all volunteers and donations used by the EOC to ensure eligibility for credit towards the county's cost share.

The following information and documents should be collected for all donated resources, used by the county to support response efforts, using the Donations Record Form listed in Appendix D.

Note, this documentation is not required for private, in-kind donations meant for distribution to those impacted by the disaster.

- Equipment:
 - Type of equipment and attachments used, including year, make, and model (required);
 - Size/capacity (e.g., horsepower, wattage) (required)
 - Locations and days and hours used (required) should include usage logs
 - Operator name (required when requested)
 - Schedule of rates, including rate components (required if not using FEMA rates)
- Supplies or materials
 - Quantity used (required)
 - Who donated (required)?
 - Location(s) used (required)

3.5 DEMOBILIZATION

As the level of donations activity decreases, the Donations Manager within Yolo County EOC will begin demobilizing and deactivating donation points of distribution.

Demobilization activity includes but is not limited to:

- Identification of excess donations and coordinating storage or disposal for unusable goods
- Distribution of excess donations to local organizations with the ability to store or distribute. Excess foods will be distributed by the Yolo Food Bank to local food banks.
- Closing locations used for donations activity
- Working with the PIO and local media during demobilization to direct donations to appropriate organizations
- Ensuring accountabilities for all donations by providing required documentation completion of all additional required documentation
- Lessons learned should be incorporated into an After-Action Report and should be evaluated and reviewed for possible changes to this plan and areas for improvement, as needed

Cost Recovery- Federal

During a federal declaration, the Federal Emergency Management Agency (FEMA) will permit the County to apply the value of donated goods and volunteers to offset the County's Emergency Work and Permanent Work cost-share. Donated goods include volunteer labor, goods, buildings and land, equipment, and logistical support. Eligibility is dependent on:

- 100% of the value may be applied for Emergency Work during a specified period of time
- The donated resource is from a third party
- The donated resource is necessary and reasonable
- The donated resource is used to perform eligible work during the period of performance
- Is not donated by a federally funded organization or other federally funded source
- For volunteers, all documentation is complete, including the list of work performed, description, specific locations, and hours
- For donated resources, all documentation is complete including the value of the donated item, amount of the item received, and date it was received. Requesting a receipt of the value from the donor is a best practice to support this documentation.

Note: Only disasters with the amount and severity of damage to the public and private sector to reach the threshold for federal declaration will be eligible for federal funding. Costs during the majority of disasters may be borne by each respective agency or jurisdiction

SECTION 4: PLAN MAINTENANCE

This Volunteer and Donations Management Support Annex is developed under the authority of the Yolo County Operational Area.

4.1 PLAN UPDATE

The plan may be modified as needed after an incident, exercise, or change in procedures, law, rules, or regulations pertaining to volunteer and donations management. The Yolo County Office of Emergency Services (OES) is responsible for plan distribution, review, update, testing, training, and how an after-action report will be conducted after the plan has been implemented.

4.2 PLAN TRAINING AND EXERCISE

The Annex should be tested in applicable local and countywide exercises. Elements of this annex should be incorporated to each drill and exercise by Yolo County as a whole so that items can be flagged and updated as appropriate. The plan may be implemented either by exercise or in response to a real emergency.

4.3 AFTER ACTION REVIEW

The Yolo County OES will conduct an after-action review of the plan following activation of the plan or a component of it.

APPENDIX A: RECORD OF CHANGES

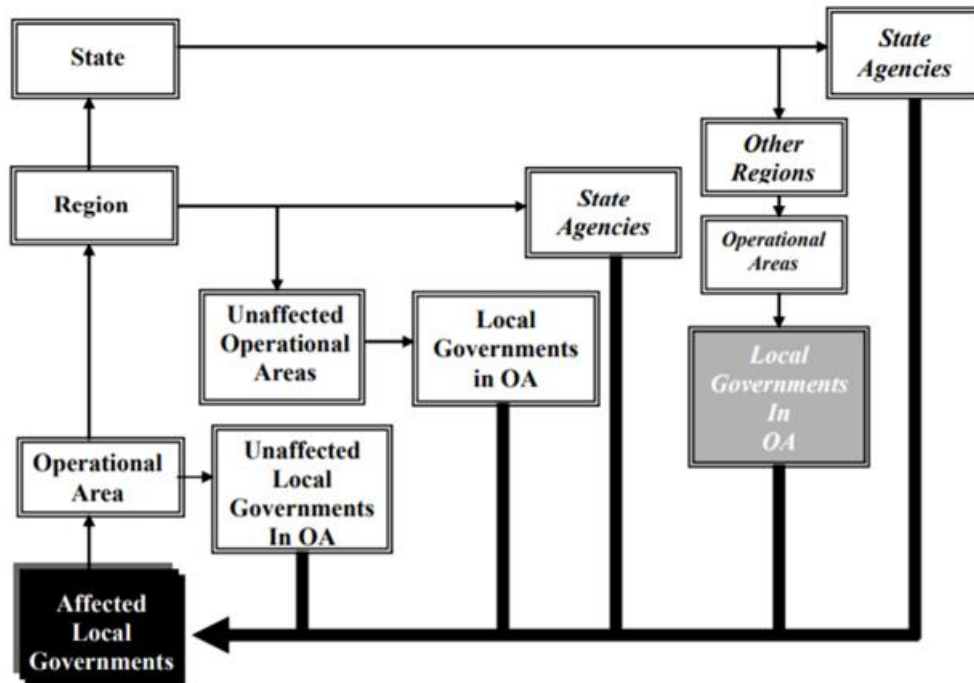
(Note: File each revision transmittal letter behind this record page.)

Version Number	Implemented BY	Date	Approved By	Approval Date	Description of Change
1	Yolo OES	February 2019			Updated all
2	Yolo OES	September 2023			Updated sections
3					
4					
5					
6					
7					
8					
9					
10					

APPENDIX B: DONATIONS POINT LOCATIONS AND CONTACT

City	Address
Winters	Winters Community Center 201 Railroad Ave. Winters, CA (530)795-4233
Yolo County and Woodland	Yolo County Fairgrounds 1250 Gum Ave. Woodland, CA (530)402-2222

APPENDIX C: MUTUAL AID PROCESS



APPENDIX D: DONATIONS RECORD FORM

RECORD OF DONATION OFFER

Call received by: _____ Date: _____ Time: _____

Donor Name and Information:

Salutation: _____

First Name: _____

Last Name: _____

Title: _____

Organization: _____

Phone 1: _____

Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

Donated (free) Goods or Services

Commercial (vendor) Goods or Services

Type of Resource: (e.g., people, food, equipment): _____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets, chairs): _____

Description/Notes: _____

Total Quantity: _____ Units (#): _____ Measure (e.g., box, each): _____

Packaging _____ Amount (#): _____ Size (e.g., can, dozen, gallon): _____

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: _____

Estimated Value: _____ Available until: _____

Follow-up required: Yes No Action taken: _____

APPENDIX E: PIO VOLUNTEER PRESS RELEASE TEMPLATE

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT: [City/County/Tribal Public Information Officer]

How to Volunteer in [jurisdiction]

[jurisdiction] – In response to [XXX disaster], [jurisdiction] has opened a local Emergency Volunteer Center. The Emergency Volunteer Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Emergency Volunteer Center at [location] between [opening time] and [closing time], or they may call [phone number] to learn about current volunteer needs.

APPENDIX F: PIO DONATIONS PRESS RELEASE TEMPLATE

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT: [City/County/Tribal Public Information Officer]

How to Donate in [jurisdiction]

[city, state] –[jurisdiction] is encouraging people to make monetary contributions in response to [XXX disaster]. Financial contributions are the best way to help residents affected by the disaster and enables community-based organizations to give help where it is needed as quickly as possible. Donations can be made directly to [jurisdiction] by visiting the [jurisdiction] donation [webpage](#) or by calling [phone number]. Monetary donations for disaster response and recovery efforts are tax-deductible in [jurisdiction].

At this time, there is [no request for specific donated goods OR request for XXX]. If you have goods you would like to donate, please visit your nearest donation point (see list and map below) and your donation will be registered. [jurisdiction] encourages people not to send unsolicited donations to the disaster area. Unsolicited donations may not reach the proper people or their current needs.

[attach donation point list and map]