



# Chatham County Disaster Recovery Plan

## RECOVERY SUPPORT FUNCTION 7: CCOAD ANNEX

SEPTEMBER 2015

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### INTRODUCTION

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- A. *Recovery Support Function (RSF) 7: Chatham County Organizations Active in Disasters (CCOAD) Annex* to the Chatham County Disaster Recovery Plan (DRP) serves to identify a range of actions specific to support and coordinate recovery from incidents that have long-term impacts to Chatham County.
- B. *RSF-7: CCOAD Annex* provides partners, nongovernmental organizations, and community organizations with operational guidance necessary to support long-term recovery activities in the aftermath of a disaster or emergency resulting in long-term impacts the community.
- C. Consistent with the DRP, this Annex is a living document. Chatham County Emergency Management Agency (CEMA) acknowledges additional recovery issues will be identified in the future and will be included in revised editions of this document.

### PURPOSE

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The purpose of *RSF-7: CCOAD Annex* is to provide a framework for the delivery of scalable coordinated recovery assistance by community organizations, nongovernmental partners, and the private sector following disasters that have a long-term impact to jurisdictions and populations in Chatham County.

This Annex provides operational guidance and information for current and future participants in CCOAD to coordinate recovery operations.

This Annex, including roles, responsibilities, and operations, do not supersede the existing roles and responsibilities of governmental agencies, community organizations, nongovernmental partners, or the private sector.

This Annex will guide recovery from an incident. It will be used in collaboration with operational guidance for response activities by CCOAD. These documents include, but are not limited to:

1. Emergency Operations Plan (EOP) Appendix 7-1: Disaster Volunteer Assistance and Management Plan
2. EOP Appendix 7-2: Donations Management Guidance
3. Appendix 7-3: CCOAD Coordination

### SCOPE AND APPLICABILITY

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The scope of this Annex is to coordinate operations during recovery. This includes coordination by the CCOAD with local governments, county agencies, and the State.

This Annex should be used by CCOAD, local governments, county agencies, and partners in the public, private, and nonprofit sectors.

### ASSUMPTIONS

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- A. Assumptions identified in the DRP apply to this Annex.
- B. CCOAD is a developing organization, with ongoing outreach to partner organizations and development of plans, policies and procedures.
- C. *RSF-7: CCOAD Annex* will be updated as necessary to maintain consistency with the evolving Response and Recovery role of CCOAD.
- D. CCOAD will primarily be responsible for volunteer and donation management following a disaster.
- E. CCOAD will assist in connecting member local governments, county organizations, and the general public with organizations that provide recovery-related services as a part of their daily mission.
- F. Additional coordination needs and roles, such as financial donations management, mass care services, and animal care, will be fulfilled by organizations that currently fulfill these missions.

### IMPLEMENTATION

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- A. Consistent with the DRP, this Annex may be activated in whole, or in part, during a disaster as determined by the Chairman of the Chatham County Commission and the Director of CEMA.
- B. In cases where there are long-term or ongoing recovery needs, this Annex may specifically be activated. This activation may come from the Chairman of the Chatham County Commission, the Director of CEMA, the Local Disaster Recovery Manager (LDRM), or by the CCOAD Executive Committee.
- C. In most cases, a Declaration of Local Emergency, State, and/or Presidential Disaster Declaration will result in activation of this Annex.

## CONCEPT OF OPERATIONS

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### GENERAL

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During long-term recovery, CCOAD will support an organizational structure to respond to the unmet needs of families and individuals affected by disasters. CCOAD will accomplish this by:

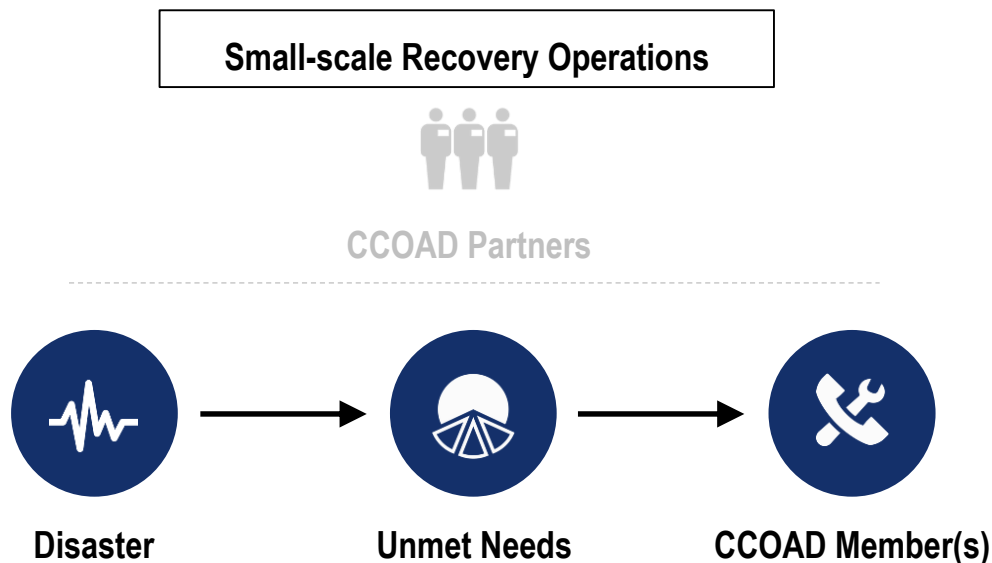
- 1) To identify unmet needs by facilitating local case management;
- 2) To coordinate recovery volunteers;
- 3) To organize and manage donations (monetary and physical) for survivors; and
- 4) To appropriately steer the allocation of resources from agencies and donations to the community.

Typically, no matter the size of the recovery operation, CCOAD members will provide recovery services in accordance with their organizational roles and responsibilities.

### ORGANIZATION

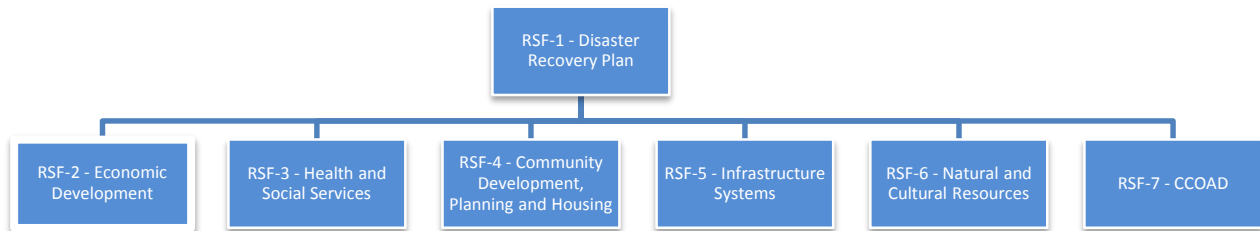
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During small-scale recovery operations, CCOAD members will assist in identifying the community's unmet needs without enacting a larger coordination among all CCOAD partners.



During large-scale recovery operations, the following planning structure will occur within RSFs.

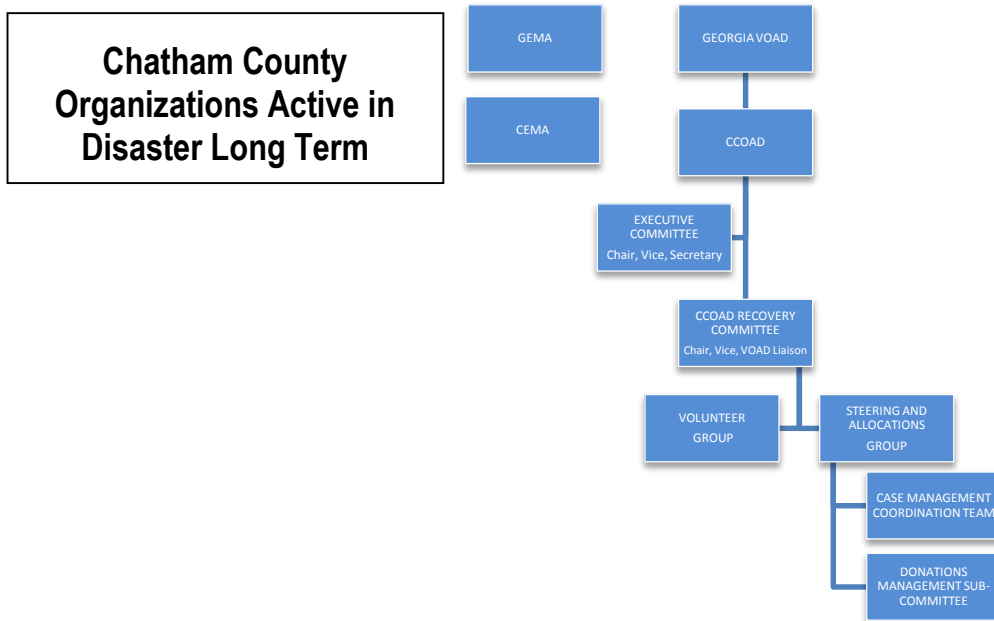
## Chatham County Disaster Recovery Plan – RSF-7



Specifically for RSF-7, during large-scale recovery operations, when multi-agency coordination is necessary, the CCOAD Executive Committee with the LDRM will activate the CCOAD Recovery Committee. The CCOAD Recovery Committee will be responsible for coordinating recovery operations within the CCOAD. CCOAD decision-making will occur at the Executive Committee level.

The CCOAD Recovery Committee, in collaboration with the CCOAD Executive Committee and partner CCOAD members, may determine that special CCOAD groups or teams should be established to support the unmet needs of the community.

## Chatham County Disaster Recovery Plan – RSF-7



For disasters that activate state or federal resources, the CCOAD Recovery Committee, in coordination with the LDRM will organize recovery operations with Georgia Voluntary Organizations Active in Disasters (VOAD), Georgia Emergency Management Agency (GEMA), and other recovery-associated state and federal organizations.

## OPERATIONS

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For recovery, CCOAD operations are broken down into three main categories:



### Pre-Event and Preparedness

Objectives and actions to take place prior to a disaster



### Short-term Recovery

Objectives and actions to be addressed as quickly as possible after the activation of the Recovery Committee, excluding immediate life safety and property protection actions/objectives. Some of these objectives/actions may start during the response phase, but will transition into short-term recovery



### Intermediate and Long-term Recovery

Objectives/actions characterized by operations that may provide sustained temporary measures to bridge the gap into permanent solutions, or return life to normal or an improved state



## Chatham County Disaster Recovery Plan – RSF-7

The following pages break down operations in each of these three categories for each potential group and team for CCOAD.

### PRE-EVENT AND PREPAREDNESS



- Establish CCOAD Recovery Committee and special groups and teams
  - Establish and update roles and responsibilities for each committee, group, and team
- Develop and update CCOAD Recovery planning components
  - Needs assessment/Case Management Guidance
  - Volunteer Management Plan
  - Donations Management Plan
- Write and update CCOAD Recovery Coordination Agenda

### SHORT-TERM RECOVERY



## Understand The Presence Of Unmet Needs In A Community

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The Executive Committee will become aware of needs from the community as a result of a disaster. Notification may occur in one of multiple ways:

- The LDRM will contact the CCOAD Executive Committee about a disaster and potential for unmet needs
- A CCOAD member's capabilities will be exceeded and will approach the Executive Committee for support to fulfill remaining unmet needs
- External partners (community agencies, Georgia VOAD, other) may contact CCOAD partners for recovery assistance



### **Activate CCOAD Recovery Committee**

If a disaster exceeds one CCOAD member's capabilities, the Executive Committee will coordinate with the LDRM to activate the CCOAD Recovery Committee to address unmet needs of the community.

- The CCOAD Recovery Committee will be managed by a Chair and Vice Chair
- Members of the CCOAD Recovery Committee will depend on the CCOAD member capacity to participate, and the anticipated/actual unmet needs of the community
- The CCOAD Recovery Committee will coordinate with the Executive Committee and LDRM to fulfill recovery operations
- As appropriate, recovery services may be facilitated in a Disaster Recovery Center (DRC). Details of a DRC, are provided in the RSF 1 Annex

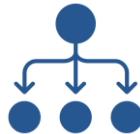


### **Establish Coordination Schedule**

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The CCOAD Recovery Committee will establish a schedule to meet regularly to get a status update(s) on recovery efforts by CCOAD members. If groups or teams have been activated, the CCOAD Recovery Committee Chair/Vice will request all representatives provide status updates of the following:

- Recovery operations status
- Anticipated community needs
- Anticipated group/team needs
- Anticipated CCOAD member needs



### **Establish Need For / Activate Special Groups or Teams**

In coordination with the LDRM and the CCOAD Executive Committee, the CCOAD Recovery Committee will organize with appropriate response agencies to determine the level of recovery operations needed.

Depending on the severity of the disaster, the CCOAD Recovery Committee may determine the need to activate special groups or teams. The objective for activation of each group or team is as follows:

- **Volunteer Group.** The Volunteer Group is responsible for coordinating the volunteer (both trained and spontaneous) effort in recovery operations following a disaster. As volunteers have a right to know what assignments or tasks are needed along with clear expectations of the task that they have agreed to perform, this group is responsible for organizing and delegating responsibilities. This includes providing the estimated time and parameters of the volunteers' task(s), and ensuring the safety of the volunteers. This group may be triggered in one or more of the following ways:

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- Multiple CCOAD agencies are providing recovery services, and volunteers need to be coordinated to maximize efficiency of the process
- The scale of the disaster prompts a number of spontaneous volunteers to be coordinated during the recovery process
- Other details of a disaster require the need for the group



**Case Management Coordination Team.** Disaster Case Management is a time-limited process by which a skilled helper partners with a disaster affected individual or family (client) in order to plan for and achieve realistic goals for recovery following a disaster. This approach to recovery extends beyond providing relief, providing a service, or meeting urgent needs. The Case Management Coordination Team collaborates to reduce duplicative case management efforts and to facilitate coordination between organizations and systems across the continuum of care. This team may be triggered in one or more of the following ways:

- Two or more CCOAD members are providing recovery services simultaneously. In this case, the team serves to ensure effective recovery services coordination
- Services are requested by a CCOAD member that they cannot provide (exceeding their capacity). In this case, the team serves as a support to ensure effective services are provided to the community
- Other details of a disaster require the need for the team



**Donations Management Team.** The mission of donations management is to provide a process that organizes the giving, receiving and distribution of solicited and unsolicited donated. The Donations Management Team works to ensure the efficient use of CCOAD member resources to manage donated goods as a result of a disaster, to include the Unsolicited Goods Center. This team may be triggered in one or more of the following ways:

- Unmet needs of the community require (or likely will require) soliciting donations
- Donations (monetary or physical) are being presented to one or more CCOAD members as a result of the disaster that need to be coordinated amongst CCOAD agencies in recovery
- Other details of a disaster require the need for the team



**Steering and Allocations Group.** The Steering and Allocations Group will coordinate with the Case Management and Donations Management teams to ensure available resources are distributed in support of the priorities and needs of the community way that will do the most good for all disaster survivors. This group may be triggered in one or more of the following ways:

- Two or more other teams are activated to ensure effective recovery services coordination
- Other details of a disaster require the need for the group.



### Identify Unmet Needs and Facilitate Case Management



**Identify Unmet Needs.** During response operations, resource needs for individuals and households will be coordinated through local government Emergency Operations Centers (EOC) and the CEMA EOC. As the incident demobilizes, unmet needs will be identified in the EOC. These unmet needs will be provided to the EOC Manager.

- CEMA and the LDRM will coordinate with the RSF-7 Coordinating Agency to facilitate fulfillment of unmet needs
- These needs will be provided to the CCOAD Executive Committee to facilitate fulfillment of unmet needs by CCOAD members



**Facilitate Case Management.** As there are unmet needs from the community, CCOAD agencies will facilitate case management following a declared or undeclared disaster. Disaster case management often includes all of the following elements:

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- Assessing the survivor’s unmet needs caused by the disaster, including short-term, intermediate, and long-term;
- Developing a goal-oriented Disaster Recovery Plan for the disaster survivor;
- Organizing resources to meet survivor needs; and
- Monitoring survivor’s recovery.

CCOAD members will provide disaster case management in collaboration with their mission and/or affiliation with national counterparts.

If CCOAD determines to activate the Case Management Coordination Team, the Recovery Intake Form (Appendix 7-2) may be elected for initial use in lieu of individual case management forms. This will reduce the burden of the survivor to sit through multiple case management processes.

- All supplemental information needed to complete case management by individual CCOAD members should be coordinated within the Case Management Coordination Team
- All case management collected should be input to a system accessible to CCOAD members (e.g. the United Way ETO system)

Depending on the scale of the emergency, the State of Georgia, VOAD, Federal Government agencies, and national nongovernmental organizations may additionally provide services to affected individuals. If state or federal agencies, or national organizations are involved, the case management process will align with state and federal plans related to Individual Assistance.

 **Track Unmet Needs Progress.** The RSF-7 Coordinating Agency, with the CEMA Director, will maintain an ongoing list of unmet needs.



### Organize Volunteers For Recovery Efforts

In accordance with the CCOAD Bylaws, CCOAD may provide volunteer management support during recovery in Chatham County. CCOAD will activate plans (e.g. Volunteer Reception Center Plan, Appendix 7-1 to the EOP) to activate and utilize volunteers to support recovery as a valuable resource.



### Effectively Organize Donations For Affected Community Members

In accordance with the CCOAD Bylaws, CCOAD may provide donations management support during recovery in Chatham County. Typical donations management operations include:

- Activate plans to accept, sort, and categorize donations and facilitate processes to get goods to disaster survivors quickly and efficiently.
- Take stock of existing resources from CCOAD members for meeting recovery needs.
- Request necessary physical goods from partner governmental agencies, nongovernmental agencies, or private-sector partners following a disaster.
- Coordinate the receipt, storage, staging, registering/inventorying, transporting, distributing, and accounting for any donated goods (both solicited, and unsolicited – see Donations Management Center – Appendix 7-3).
- Coordinate with local partners and nongovernmental agencies, as necessary, to facilitate final disposition of donated commodities and resources. This may include providing financial donations to a CCOAD partner agency to serve as a fiduciary, in accordance with partner agency roles.
- Maximizing the use of donations by ensuring they are appropriate for the incident, properly inventoried, and directed to areas in the most need.
- Provide information to the community, including to news media and national outlets, regarding necessary goods and services following a disaster. This includes discouraging spontaneous donations from the general public.
- Coordinating with Recovery Public Information Officer (RPIO) regarding media releases about the availability and distribution of donated goods and resources and resource needs. This includes preferences and donation instructions. (Appendix 7-3)

If a disaster occurs and only one CCOAD member is providing donations management services, that member will work with the affected community members to coordinate the collection of those donations.

- If a Donations Management Team is activated, this team will collaborate with the Case Management Coordination Team and Steering and Allocations Group to

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provide direction to resources, and to ensure those resources are distributed in a fair and equitable way that will do the most good for all disaster survivors.

### INTERMEDIATE AND LONG-TERM RECOVERY



### Equitably Allocate Resources To Affected Community Members

In the event a disaster occurs where only one CCOAD member is providing recovery services as a part of that member's typical mission, that respective CCOAD member will work with the affected community members to equitably allocate resources to the community.

- If a Steering and Allocations Group is activated, this Group will collaborate with the Case Management and Donations Management Teams to provide direction to resources, and to ensure those resources are distributed in a fair and equitable way that will do the most good for all disaster survivors. These needs will be fulfilled based on the following criterion:
  - Needs will first be fulfilled based on the resources available by CCOAD member organizations depending on their mission and objectives.
  - Next, needs will be fulfilled based on resources available through donations to the impacted jurisdictions or county.
  - Next, needs will be fulfilled through outreach to regional partners. This might include outreach to community organizations within Chatham County, the impacted jurisdiction, or to neighboring counties.
  - Finally, outstanding needs will be coordinated through the State of Georgia.



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- Following the disaster, the Steering and Allocations Group will determine to meet on a regular basis to understand the following:
  - Impact of the disaster on the community (e.g. number of households, location of affected community, demographic nature of those impacted)
  - Status of case management by Case Management Coordination Team
  - Completed case management
  - Case management in process
  - Estimated case management still to be conducted
  - Anticipated Allocation Issues
  - Status of donations by Donations Management Team
  - Donations received, and type (e.g. monetary or physical, including kind and value)
  - Donations anticipated (e.g. monetary or physical, including kind and value)
  - Donations solicitation public messaging status
  - Anticipated Allocation Issues



### **Deactivate CCOAD Recovery Committee**

The CCOAD Recovery Committee will, throughout the operational process, determine a close-out strategy to discontinue recovery services for a specific disaster. The CCOAD Recovery Committee will operate until it is determined, in coordination with the Executive Committee and LDRM, that recovery services are no longer needed by CCOAD. The following may be causes for deactivation:

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- All recovery needs (short, intermediate, and long-term) of the community have been met;
- All remaining recovery needs can be handled by a single CCOAD member; or
- CCOAD resources are depleted as a result of the recovery effort, and participating as a CCOAD Recovery Committee is no longer possible. In such cases, state and federal resources may be requested via the LDRM.

## COMMUNICATIONS

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- A. Recovery operation communication will be facilitated by the CCOAD Recovery Committee in coordination with the CCOAD Executive Committee and CCOAD members.
- B. Typically, CCOAD members will communicate with each other using telephones, text, or email depending on which mode is functioning. To the greatest extent possible, CCOAD will leverage established communication mechanisms, including listserv, email groups, and messaging boards to facilitate coordination.
- C. Additionally, existing data management systems will be leveraged to maintain comprehensive situational awareness and management of information regarding community unmet needs.
- D. Messaging to the public regarding CCOAD support will be organized with the public information function. This might include working with CEMA, including social media and mass alerts.

## RESPONSIBILITIES

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### CHATHAM COUNTY EMERGENCY MANAGEMENT AGENCY

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- A. CEMA will serve as the coordinating agency for RSF-7
- B. CEMA, via the LDRM, will support notification of the CCOAD Executive Committee in the event of an emergency or disaster.
- C. CEMA, via the LDRM, will notify the CCOAD Executive Committee when activation of the RCC has occurred
- D. CEMA, via the LDRM, will notify CCOAD Agencies when RSF-7 has been activated
- E. CEMA will provide guidance and support to CCOAD, any activated

## Chatham County Disaster Recovery Plan – RSF-7

- committees/groups/teams including staffing support
- F. CEMA will coordinate the public solicitation of donations
- G. CEMA will coordinate resource requests that come from CCOAD to CEMA. This includes coordinating with GEMA for requests that go beyond the capabilities of Chatham County
- H. CEMA will identify and oversee DRC operations as outlined in RSF-1

### **CHATHAM COUNTY COMMUNITY ORGANIZATIONS ACTIVE IN DISASTER**

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- A. CCOAD Executive Committee will determine, in coordination with CEMA the need for a CCOAD Recovery Committee, and will, as a positive result of that decision, activate a CCOAD Recovery Committee. The CCOAD Recovery Committee may in turn determine to enact one or more groups or teams to support recovery operations
- B. CCOAD members through the CCOAD Recovery Committee and relevant groups and teams work with local emergency management and other community leaders to identify and determine community unmet needs
- C. CCOAD members will keep community partners informed of disaster conditions and human service needs
- D. CCOAD members will provide support in overall coordination with their mission and responsibilities. Specifically, this includes the following agencies/organizations and recovery operations:
  - i. American Red Cross - Bulloch and Savannah Chapters
    - a. Short-term sheltering
    - b. Feeding
    - c. Case Management
    - d. Donated physical goods
    - e. Monetary donations
    - f. Donation coordination
    - g. Volunteers
  - ii. America's Second Harvest
    - a. Recovery volunteers feeding
    - b. Community recovery feeding
  - iii. Amateur Radio Emergency Services
    - a. Emergency Communications
    - b. Volunteers
  - iv. Chatham Savannah Authority for the Homeless
    - a. Short-term housing for the homeless
    - b. Intermediate housing for the homeless

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- c. Volunteers
- v. Civil Air Patrol
  - a. Volunteers
- vi. Goodwill Industries of the Coastal Empire
  - a. The provision of donated goods to support recovery
  - b. Staff volunteers
- vii. Habitat for Humanity
  - a. Long-term housing
  - b. Volunteers
- viii. Home Depot
  - a. The provision of donated goods to support recovery
  - b. Staff volunteers
- ix. Humane Society for Greater Savannah
  - a. Household pet and animal assistance
  - b. Short-term sheltering coordination
  - c. Pet Reunification
- x. Salvation Army
  - a. Case Management
  - b. Donated physical goods
  - c. Monetary donations
  - d. Donation coordination
  - e. Volunteers
- xi. Target Area Distribution Center
  - a. The provision of donated goods to support recovery, including pre-positioned “recovery kits”
  - b. Staff volunteers
- xii. United Way of the Coastal Empire
  - a. Case Management
  - b. CCOAD resource management via ETO system
- xiii. Walmart
  - a. The provision of donated goods to support recovery
  - b. Staff volunteers
- xiv. Georgia Baptist:
  - a. Volunteers
  - b. Feeding
- xv. Seventh Day Adventist
  - a. Volunteers
  - b. Feeding

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- xvi. Lutheran Disaster Services
    - a. Volunteers
    - b. Feeding
    - c. Cleanup Services
  - xvii. IKEA:
    - a. Warehouse Space
    - b. Donated physical goods
  - xviii. Local Ministerial Associations
    - a. Volunteers
    - b. Feeding
  - xix. Feeding America
    - a. Feeding
- E. CCOAD members request resources through their committee channels. Depending on the request, it will be forwarded to a) partner and charter CCOAD organizations, or b) to CEMA via the Executive Committee and LDRM.

## **GEORGIA EMERGENCY MANAGEMENT AGENCY**

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- A. GEMA will, upon receipt of RSF-7 related requests from CEMA, facilitate the completion of those requests, as possible
  - i. GEMA will coordinate with other state agencies to facilitate the completion of this request (e.g. Georgia VOAD)
- B. GEMA will put forward all RSF-7 related resource requests that cannot be met by state organizations/agencies to the Federal Emergency Management Agency (FEMA)
- C. GEMA will coordinate the provision of state related DRC stations with CEMA and FEMA

## **GEORGIA VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER**

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- A. During the response phase, GVOAD non-governmental volunteer agencies respond to local requests from CEMA/CCOAD for emergency assistance in the following areas: advocacy, bulk distribution, case management, child care, clean-up and rebuilding, community disaster education, community outreach, counseling, damage assessment, debris removal, disaster planning, donations management, elder care, emergency assistance and repairs, limited financial assistance and planning, funeral services, health care and identification, mass care, mental health services, pastoral

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care, pet care, relocation services, resource coordination, sanitation services, special needs, translation and transportation services, spontaneous volunteer center and unsolicited goods center support.

- B. Each VOAD agency has trained volunteers that assist local efforts in stabilizing and recovering local capacity. In some cases, the VOAD partner will task over a function fully until the local community organizations can assume management organizational responsibilities. In other cases, VOAD personnel will provide augmentation assistance where needed.
- C. During the recovery phase, VOAD agencies will work with CEMA/CCOAD to evaluate the capability of local agencies to re-assume the missions and tasks the VOAD agencies had been assigned. Upon agreement, the VOAD agencies, individually, will relinquish their missions and tasks to CCOAD or to the local agency specified by CEMA/CCOAD.
- D. It is important to note that GVOAD assistance flows from private organizations and their volunteers committed to disaster response. Release of these organizations should be on a timely basis to permit them to return home, refit, retrain, and prepare for future disaster response requests.

## ANNEX MANAGEMENT AND MAINTENANCE

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The CCOAD Executive Committee is the executive agent for this Annex in close coordination with CEMA, including administration and maintenance. Supporting documents will be updated periodically to incorporate new direction and changes based on lessons learned, exercises, and actual events.

Changes will include additions, supplemental material, and deletions. No proposed change should contradict or override authorities or other plans contained in statute, order, or regulation. Any department or agency with assigned responsibilities within the Annex may propose a change. CEMA is responsible for coordinating proposed modifications to the Appendices with Coordinating Agencies, Support Agencies, and other stakeholders. CEMA will coordinate review and approval for proposed modifications as required.

After any coordination is conducted, including approval of final language, CEMA will issue an official Notice of Change. The notice will specify the date, number, subject, purpose, background, and action required, and provide the change language on one or more numbered and dated inserted pages replacing the modified pages in the Annex. Modifications will be considered part of the DRP for operational purposes pending the

## **Chatham County Disaster Recovery Plan – RSF-7**

formal revision and re-issuance of the final Annex. Interim changes can be further modified or updated using the above process. CEMA will distribute the Notice of Change to participating agencies, specifically identified coordinating and support agencies.

CEMA is responsible for an annual review of the entire DRP and a complete revision every two years (or more frequently if the County Commission or GEMA deems necessary).

## APPENDICES

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## APPENDIX 7-1 CCOAD PROJECT PLANNING WORKSHEET

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### INTRODUCTION

The following worksheet was developed to provide guidance for *Recovery Support Function (RSF) 7: Chatham County Organizations Active in Disasters (CCOAD) Annex* to develop projects and meet the need of citizens throughout Chatham County with recovery following a disaster.

Unmet needs will be identified in collaboration with local emergency management, the Chatham County Emergency Management Agency (CEMA) and community partners.

Project worksheets are used to develop individual projects plans for execution by community organizations following a disaster. These may be used to help CCOAD coordinate volunteers and provide information to the community regarding where additional support is necessary over the long-term following a disaster.

### PROJECT SUMMARY INFORMATION

Project Site	Identify the project site.
Address	Input the address of the project. If project is for a facility with multiple locations, identify primary location for reporting.
Date of Project	Input date of the project.
Duration of Project (Beginning to End)	Input the duration of the project. Indicate start and end times for the project. If multiples shifts are available, indicate shift times.
Project Summary	Provide a summary of the project. This may include the scope of work developed for the project, the overall project goal, or description of the need that will be fulfilled by the project.

### KEY CONTACTS

Project Sponsor	If the project is in affiliation with an organization or community partner, identify the name of the community partner.
Name	Input name of key partner contact or sponsor.
Phone	Input phone number.
Alternate Phone	Input alternate phone number.
Email	Input email.

Volunteer Leader	Input the name of the volunteer leader associated with the project. This may be an individual from the sponsor organization or a
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	volunteer leader designated by CCOAD.
Name	Input name of volunteer leader.
Phone	Input phone number.
Alternate Phone	Input alternate phone number.
Email	Input email.

Pre-Event Contact	Input the name of the contact who volunteers can reach out to with questions before the event.
Name	Input name of contact.
Phone	Input phone number.
Alternate Phone	Input alternate phone number.
Email	Input email.

[Note: If project has additional project sponsors or volunteer leaders, repeat contact tables.]

### PROJECT DETAILS

Project Description	Provide comprehensive description of the project.
Disaster Need	Provide compressive description of the outstanding disaster need the project fulfills.
Is the project a part of a larger initiative on a site where multiple projects may be ongoing?	Indicate Yes or No
If yes, are there any concerns regarding multiple projects occurring on one site?	Indicate any concerns or issues with multiple projects occurring on one site.
Duration	If the project is a part of a larger initiative and is therefore anticipated to last more than one day or occur over multiple weeks, indicate the overall duration of the initiative.
Ongoing Need	If the project has an ongoing need, such as whether it recurs weekly, indicate schedule.

### PROJECT PREPARATION WORK

Is preparation work necessary to support the project?	Indicate Yes or No
If yes, what support is necessary?	Describe any preparation work that is necessary to support the project. This might include preparation of a specific site, permitting required, or cleaning.
If yes, identify who will do the	If preparation work is necessary, identify who will to the

## Chatham County Disaster Recovery Plan – RSF-7

preparation work.	preparation work. If no one is identified for the work, reassess project scope of work to determine whether preparation work can be done by volunteers.
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### VOLUNTEER NEEDS

Number of Volunteers Needed	Identify the number of volunteers necessary.
Minimum Age of Volunteers	Identify the minimum age of volunteers (if necessary).
Required Skill of Volunteers	Identify the required skill of volunteers. This might include specific licenses, required capabilities, or specific background required for support.
Minimum Requirements	Identify whether or not there are minimum skills required of volunteers. This might include whether there are minimum requirements for lifting or activity associated with the effort.
Volunteer Registration	Identify how volunteers will register. If registration support is necessary through CCOAD, indicate this need. If support is necessary through CCOAD, complete the critical volunteer information section below.

### CRITICAL VOLUNTEER INFORMATION

Directions to the Project Site (Public Transit)	Identify whether or not the site is accessible to public transit. Identify public transit lines.
Directions to Project Site (Driving Directions)	Identify parking directions to the project site. If there are special directions to the site due to disaster damage or reconstruction, indicate special directions.
Time of Arrival	Indicate ideal time of arrival for volunteers.
Parking	Provide information regarding parking at the site.
Attire	Identify any specific or required attire for volunteers. This might include notes that attire may need to be worn while painting or that volunteers may get their clothing dirty.
Food and Beverages	Indicate whether or not food and beverages will be provided. If not, indicate that volunteers should bring their own.

### CONTINGENCY PLANS

Can the project be accomplished in inclement weather?	Indicate whether or not the project will be ongoing inclement weather.
If no, what are alternate dates and times associated with the project?	If the project will not be ongoing during inclement weather, indicate alternate dates and times when project can be completed.
Will the project be executed if the	Indicate whether or not project will be executed if the required

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required number of volunteers are not available or do not show up?	number of volunteers do not show up.
If more volunteers than necessary show up, how will these volunteers be engaged?	If more than the minimum number of volunteers show up, indicate how these volunteers will be engaged.

### COMFORT

Are food and beverages provided?	Indicate whether or not food and beverages will be provided.
If yes, who will provide?	If yes, indicate who will provide the food.
If yes, will accommodations be made for dietary needs?	If yes, indicate whether or not accommodations will be made for those with dietary needs, including vegetarians or cultural needs.
Does the project site have restroom facilities?	Indicate whether or not the site will have restroom facilities.
If no, what alternative will be provided to volunteers?	If not, identify what alternatives are available for restrooms for volunteers.
Is the site accessible to people with disabilities and others with access and functional needs?	Indicate whether or not the site is accessible for those with disabilities or others with access and functional needs.

### SAFETY PLANS

Emergency Contact	Indicate the name of the emergency contact for the site. This may be the project sponsor or the primary contact in case an emergency happens at the project site.
Name	Input name of contact.
Phone	Input phone number.
Alternate Phone	Input alternate phone number.
Email	Input email.
Safety or Emergency Plan	Provide an overview information about what may need to occur in the event of an emergency on the project site.

## **APPENDIX 7-2 DISASTER CASE MANAGEMENT COMMON RECOVERY INTAKE FORM**

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## Common Recovery Intake Form

Disaster Incident:	Date of Event:	Intake Date:
Name & Agency of interviewer:		Cell Phone #:

General Applicant Information	
Head of Household Name (Last, First MI):	
FEMA # (if declared disaster):	
Post-disaster (current) Address:	
Cell Phone #:	
Alternate Phone #:	
Email Address:	

Household Members				
Name	Relationship	Gender	DoB	SS#
	HOH			
				optional
				optional
				optional
				optional
				optional
				optional
				optional
				optional
				optional

Household Income Range					
<input type="checkbox"/> \$0 to 7,499	<input type="checkbox"/> \$7,500 to 9,999	<input type="checkbox"/> \$10,000 to 14,999	<input type="checkbox"/> \$15,000 to 24,999	<input type="checkbox"/> \$25,000 to 34,999	<input type="checkbox"/> \$35,000 and over

Unemployment/Disability Status	
Number of Household members collecting unemployment insurance	<input style="width: 50px;" type="text"/>
Number of Household members collecting disability insurance	<input style="width: 50px;" type="text"/>

Pre-Disaster Residence			
Pre-disaster Address (include unit number and floor level):			
Address verified by (Driver's License, utility bill, etc.):			
Type of Dwelling:	<input type="checkbox"/> Single Family	<input type="checkbox"/> Apartment/Condo	<input type="checkbox"/> Mobile Home <input type="checkbox"/> Other
Ownership:	<input type="checkbox"/> Own	<input type="checkbox"/> Rent	<input type="checkbox"/> Other
Insurance:	Structure <input type="checkbox"/> Yes <input type="checkbox"/> No	Contents <input type="checkbox"/> Yes <input type="checkbox"/> No	Flood <input type="checkbox"/> Yes <input type="checkbox"/> No
Housing Damage:	<input type="checkbox"/> Destroyed	<input type="checkbox"/> Major	<input type="checkbox"/> Minor <input type="checkbox"/> None <input type="checkbox"/> Unknown
Other Comments:	(Structural or water damage, etc? Please explain.)		
Estimated Housing Needs:	<input type="checkbox"/> Permanent	<input type="checkbox"/> Temporary	<input type="checkbox"/> None
Nearest major cross streets (arterials):			

Brief Statement of how family was affected in the disaster
<b>Explanation:</b>          

Medical Information (when appropriate)
<b>Explanation:</b> (ex. medication needed, eyeglass replacement, durable medical needs, etc.)          

Family Recovery Plans – Immediate and Long-range
--

**Explanation:**

**Emergency Assistance Assessment**

**As the applicant discusses their disaster related needs, check all those that apply:**

- |  |  |
|--|--|
| <input type="checkbox"/> Clothing                      | <input type="checkbox"/> Transportation  |
| <input type="checkbox"/> Groceries                     | <input type="checkbox"/> Clean-up Assistance, Supplies   |
| <input type="checkbox"/> Infant Formula, Baby Supplies | <input type="checkbox"/> Repairs, Emergency Home (if minor damage to structure, what would make it habitable?) |
| <input type="checkbox"/> Emergency Housing             | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Interim/ Permanent Housing    | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Medical, Prescriptions        | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Medical, Treatment            | <input type="checkbox"/> Other _____   |
| <input type="checkbox"/> Emotional & Spiritual Care    | <input type="checkbox"/> Other _____   |

**Further Notes / Explanation:**



**Signature of Intake Completion:**

Applicant's Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_

Interviewer's Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Interviewer's Signature: \_\_\_\_\_

# Release of Confidential Information

Referrals <sup>1</sup>			
Based on the information in the Recovery Intake Form, the following agencies will receive a copy of this household's intake form:			
<input type="checkbox"/> ARC	<input type="checkbox"/> SA	<input type="checkbox"/> CEMA	<input type="checkbox"/> SBA
<input type="checkbox"/> Others (Specify) _____			

**Before Signing, read and explain to the applicant the following statement:**

I hereby authorize that my information be released to the agencies noted above, including all information either provided by me, obtained collaterally, or originated by the agency or organization in conjunction with my request for disaster assistance.

Signing and returning this form authorizes the sharing of certain personal information collected about you or your family with other disaster relief and voluntary organizations participating in disaster response and recovery operations. This information needs to be shared in order to coordinate available disaster relief services and

\_\_\_\_\_

<sup>1</sup> American Red Cross (ARC); Salvation Army (SA); Chatham Emergency Management Agency (CEMA); Small Business Administration (SBA)

assistance, and to reduce the paperwork and applications necessary in order for you or your family to receive disaster relief assistance and services from multiple relief organizations. All disaster relief organizations participating in this effort are committed to respecting your privacy and using the information solely for the purpose of coordinating and providing disaster relief assistance.

With the exception of certain limited circumstances, it is the policy of **CCOAD** not to release information about individual or family disaster relief assistance, or other personal information obtained through the provision of disaster relief services, without the written consent of the individual or family. Therefore, we need your written consent to share this information and assist you or your family with obtaining the disaster relief services in the most expeditious and least cumbersome manner.

**CONSENT AND RELEASE**

I, \_\_\_\_\_, hereby authorize **CCOAD members** to share any of my information in its possession, including but not limited to my name, address, other personal information and the type of assistance I am receiving with other disaster relief and voluntary organizations in order to coordinate available disaster relief services and assistance.

If you wish to limit this release to specific information, please specify the information that may be released.

I understand that I may revoke this consent at anytime by contacting (organization) except when action has already been taken to obtain and/or release such information to organizations participating in the Coordinated Assistance Network. My signature on this release indicates that I have read the above, or had it read to me, and that I understand the terms and conditions. I have also had the opportunity to ask questions. I am also signing this release on behalf of my children that are under the age of eighteen (18).

Applicant's Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_

Interviewer's Name (print): \_\_\_\_\_ Date: \_\_\_\_\_

Interviewer's Signature: \_\_\_\_\_

**CONFIDENTIALITY AGREEMENT**

Any information provided by the client(s) to the Organization's Staff or Volunteers is to be kept in the strictest of confidences. None of the information exchanged about donor individuals, donor organizations, or client cases will be discussed outside of the official interview and decision-making process of the Organization, except as authorized above.

\_\_\_\_\_  
Signature of Worker

## **APPENDIX 7-3 SAMPLE PUBLIC INFORMATION MATERIALS**

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## Sample Press Release: Donations Preferences

[INSERT DATE]

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

[INSERT NAME & TITLE OF DISASTER DONATIONS MANAGEMENT COORDINATOR]

[INSERT TELEPHONE NUMBER]

[INSERT EMAIL ADDRESS]

[INSERT FAX NUMBER]

Disaster Relief Donations Must be Coordinated to Meet Public Needs

There continues to be a great outpouring of individuals, businesses, and service organizations throughout Chatham County [OR INSERT IMPACTED JURISDICTION] and the rest of the country to provide donating goods and services to assist disaster survivors in [AFFECTED AREA] due to the recent [INSERT DISASTER].

Currently, food and clothing supplies are sufficient to meet survivor needs. The most useful form of assistance is donations of money to meet disaster-related expenses. Check and credit card donations can be made to any of the well-established, charitable organizations that are assisting in the disaster relief effort (see list below). Monetary donations allow charitable organizations the flexibility to purchase items that are needed most, and unlike material donations, cash donations entail little or no transportation, storage, or distribution costs.

Prior to sending any relief items into the affected local communities, donors should contact involved local or national relief organizations (telephone numbers are listed below). Groups wishing to donate should contact the agency to establish the need and to make the necessary arrangements. Shipments that have not been accepted by a voluntary agency may not be unloaded. Please do not send donations that have not been accepted by a voluntary agency.

The [NAME OF JURISDICTION] donations management coordinator can be reached by calling [NUMBER] or by visiting [WEB ADDRESS]. These resources provide additional information to help you determine the extent of the need and can provide additional information how to donate to disaster survivors. Failure to do this will result in personnel, time, space, and money being wasted to process the uncoordinated items and will further detract from the resources being available to provide direct support to persons in need.

[INSERT LIST OF ORGANIZATIONS ASSISTING IN RECOVERY WITH CONTACT INFORMATION]

## Sample Press Release: Donations Preferences

[INSERT DATE]

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:

[INSERT NAME & TITLE OF DISASTER DONATIONS MANAGEMENT COORDINATOR]

[INSERT TELEPHONE NUMBER]

[INSERT EMAIL ADDRESS]

[INSERT FAX NUMBER]

### Disaster Survivors Need Your Financial Help

Relief efforts are underway in response to [DESCRIBE DISASTER] in Chatham County [OR INSERT IMPACTED AREA]. Disaster survivors need your assistance. [INSERT NAMES OF ORGANIZATIONS] are already beginning work in Chatham County [OR INSERT IMPACTED AREA] to help affected individuals and families in rebuilding and recovering from this devastating disaster. Cash contributions are urgently needed to support the relief efforts.

Cash contributions are needed more than donated goods or materials at this time. Collecting, sorting, inventorying, packaging, and shipping donated goods and materials is highly labor intensive and expensive. Trained volunteers and local staff are busy providing urgently needed services to those most in need. As a result, there may not be personnel available to process unsolicited donations.

Cash contributions enable relief agencies to purchase bulk supplies of items most urgently needed. This is the most efficient way of meeting the needs of the disaster survivors in a timely manner. In addition, agencies can usually purchase the necessary supplies from area merchants, thus helping them begin recovery as well.

Contributions can be made to the following organizations:

[INSERT LIST OF ORGANIZATIONS ASSISTING IN RECOVERY WITH CONTACT INFORMATION FOR MAIL AND WEB DONATIONS]

## **Sample Public Service Announcement**

Chatham County Community Agencies Active in Disaster [OR SPECIFIC AGENCY]

FOR USE UNTIL [DATE]

DISASTER DONATIONS

15 SECONDS

Due to the recent [DESCRIBE DISASTER], Chatham County [OR JURISDICTION] is coordinating a disaster relief effort in [IMPACTED AREA]. At this time, the most pressing need is cash donations to enable participating disaster relief organizations to purchase bulk supplies of items most urgently needed. If you would like to make a cash contribution to help with disaster relief, please contact [NUMBER] or visit [WEB ADDRESS]. Thank you for your support.

## **Sample Public Service Announcement**

Chatham County Community Agencies Active in Disaster [OR SPECIFIC AGENCY]

FOR USE UNTIL [DATE]

DISASTER DONATIONS

30 SECONDS

In response to the [DESCRIBE DISASTER], there have been questions as to what items and services are needed to support disaster survivors. Chatham County [OR JURISDICTION] encourages people to give cash donations to one of the voluntary organizations involved in the relief operation. These donations go far to meet the specific needs of survivors from this [DESCRIBE DISASTER].

Chatham County [OR JURISDICTION] is helping to coordinate donations of money, goods, and services with agencies that are able to receive, store, and distribute donated items.

For more information on what and where to donate, contact the Chatham County [OR JURISDICTION / ORGANIZATION] at [NUMBER] or online at [WEB ADDRESS]. Thank you.



## **APPENDIX 7-4 CCOAD UNSOLICITED GOODS CENTER**

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### **INTRODUCTION**

Throughout history, human nature has been to provide support to those in need. When a catastrophe strikes, the urge of people who cannot travel to help is to send assistance in the form of money, clothing, food, and other items they believe may help those who have been affected. The receipt of those funds and goods must be received and redistributed by the local emergency management designated agency – in this case, the Chatham Community Organizations Active in Disasters (CCOAD).

### **PURPOSE**

The purpose of this appendix is to provide background information and guidance on the operation and management of the CCOAD Unsolicited Goods Center during the recover phase.

### **ASSUMPTIONS**

The following assumptions are that:

- The CCOAD Donations Management Committee is activated by CEMA during the response phase after a manmade or natural disaster.
- The disaster is large enough to require that the CCOAD Unsolicited Goods Center be activated.
- CCOAD volunteers are called upon to, initially, establish and begin receiving and distribution operations.
- Based on the magnitude of the disaster, a GVOAD designated agency may or may not activate to assist or assume physical operations of the Unsolicited Goods Center.
- As the community recovers, its businesses and service organizations will resume normal operations for population use, thus allowing deactivation of the CCOAD Unsolicited Goods Center.
- All monetary funds received will be turned over to a Chatham County governmental section designated to receive, record, and manage the distribution of those funds based on CEMA guidance.

### **SCOPE AND APPLICABILITY**

Operation and management of the Unsolicited Goods Center is focused on providing physical goods to individuals who have unmet needs after response from other organizations. Initially, it may be on a first come, first served basis for citizens in need and transforming during the recovery phase into an issue point to provide other designated volunteer agencies and governmental agencies items on request or until deactivation.

This appendix guidance provides a general operations focus for CCOAD partners, governmental agencies, and other on-site organizations authorized to provide emergency and recovery services in support of CCOAD activities.

### **ACTIVATION AND DEACTIVATION**

Activation of the Unsolicited Donations Center will be requested by CEMA before or during the re-entry phase. The CCOAD Donations Management Committee will activate and ensure staffing of the Unsolicited Donations

## CHATHAM COUNTY – RECOVERY ACTION PLAN

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Center until the disaster is contained or, if of a longer duration, augmented by a designated GVOAD agency. When augmented, the GVOAD agency is responsible for the operation of the center, supported by CCOAD volunteers, with CCOAD oversight.

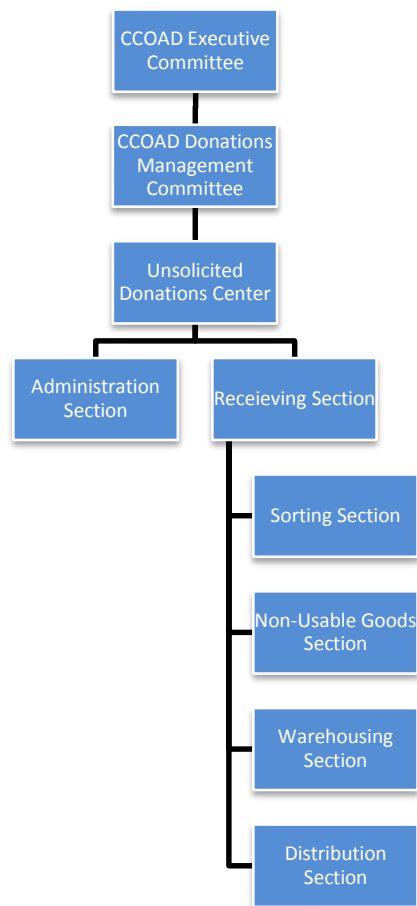
Operation of the Unsolicited Goods Center may continue will into the recovery phase.

In preparation for deactivation, CEMA, CCOAD executive committee and the Donations Management Committee will identify, coordinate and develop a plan for the transfer of remaining unsolicited goods to other organizations that provide citizen support services.

Deactivation will occur upon request of CEMA in coordination with CCOAD and the applicable CVOAD agency, if present.

Deactivation of the Unsolicited Goods Center is not complete until all goods and equipment are inventoried, accepted and transferred to other agencies.

### ORGANIZATION



### SECTION RESPONSIBILITIES

The Unsolicited Donations Center is configured to ensure efficiency and effectiveness in providing citizen needs that are not met by other agencies. From activation in the response phase through the recovery phase and until deactivation, the responsibilities and accountability tasks will remain generally the same. The six sections indicated above show a model that identifies the functions required and the organizational location for assignment of volunteers. A section, when activated may have one or more volunteers. Each section will have a supervisor for leadership, direction and accountability purposes. The supervisor is responsible for maintaining accountability records. Responsibilities for each section are:

- Receiving Section
  - Responsible for safety of vehicle movement to dock and all dock operations
  - Manage vehicle off-load onto the receiving dock
  - Identify and list all items in an individual count (fans, etc.) or bulk format (cloths, etc.) based on what is received
  - Provide a receipt to the delivery person indicating acceptance
  - Utilize manual labor or mechanical equipment to move large loads
  - Move all goods received to the Sorting Section item placement matrix area
  - Provide the Sorting Section with the list of goods received
- Sorting Section
  - Identify, on the floor, a matrix of where incoming items will be placed for sorting
  - Inspect each item for usability and sanitation purposes
  - Usable items will be sorted by description (Clothes, water, shoes, fans, tools, etc.) for removal to the warehousing location
  - Unusable items will be separated for removal by the Non-useable Goods Section
  - Identify goods that have been retained on the original list form
  - Communicate with the other sections when pick-up is ready
- Non-useable Goods Section
  - Pick-up all items deemed non-useable from the Sorting Section
  - Place those goods in an identified dock area location for ease of pick-up
  - Make arrangements for removal from the premises (Goodwill, sanitation hauler, etc.)
- Warehousing Section
  - Pick up usable items from the Sorting Section that are listed on the original list form
  - Receive a copy of the Sorting Section list accountability form
  - Use a floor or bin matrix to place like items together
  - Respond to Distribution Section requests for items to be issued to citizens
  - Maintain accountability by like items retained and issued
- Distribution Section
  - Identify needs of requesting citizens/organizations
  - Request the Warehousing Section to provide items

- Issue items
- Identify items issued for accountability purposes
- Administration Section
  - Identify and request equipment and personnel needs
  - Maintain an accountability trail of items received and issued during each 24 hour period
  - Develop, with input from the other sections, work plans and reports
  - Order operationally required items (gas, light systems, electric generators, equipment maintenance, cones, signage, etc.)
  - Ensure that 24 hour security is present (law enforcement, National Guard, State Guard, private security, etc.) to ensure safeguard of center equipment and contents

## CONCEPT OF OPERATIONS

### Response Phase

- Based on the analysis for severity and type of the pending disaster, CEMA will alert the executive committee to be ready to activate one or more of the CCOAD committees and/or centers.
- The executive committee will alert all CCOAD members through a situation report to be ready to provide support in their respective areas of responsibilities, and identify those elements that are needed for support through activation.
- Part of the executive committee responsibilities is to coordinate with CEMA those locations where CCOAD volunteers will be assigned sleeping, shower and food facilities.
- Upon activation, Donation Management Committee members and Unsolicited Goods Center staff will report to CEMA identified locations to begin support operations.
- For a large disaster, such as a hurricane, the Donation Management Committee and Unsolicited Goods Center will continue operations as CEMA moves into the Recovery phase.

### Recovery Phase

- The Donations Management Committee remains in the oversight position to monitor, receive requests, direct support to fill citizen unmet needs through analysis of priorities.
- Where necessary, it may provide guidance to the Unsolicited Goods Center to prioritize ordinary distribution to support critical requirements for certain items (fans for returning elderly patients, etc.).
- The goods flow for the Center will continue, as established in the response phase:
  - A Vehicle will arrive and will be directed to the loading dock or receiving area by the security officer
  - The security officer shall thank the driver and passengers for their efforts to assist persons in need in the disaster area.
  - The receiving supervisor or receiving person will welcome the driver and brief that person on items that can be accepted and items that cannot be accepted (weapons, alcohol, etc.)

- He will also request the driver and any passengers, for safety reasons, to remain with the vehicle. There should be outdoor bathroom facilities and, for those who must wait, a separate tent, building, etc., where they can obtain water and seats.
- 2. (All operational areas inside the Center should be off-limits for non-CCOAD/ VOAD authorized personnel.)
  - The receiving person will observe the items to be off-loaded with the driver and begin the inventory of items being off-loaded.
  - Receiving personnel shall begin off-loading and moving them to the Sorting Section inside the facility.
  - When finished off-loading, the receiving person will finish the inventory and provide the driver with a receipt indicating time, date, and location of the delivery.
  - He or she will thank the driver and passengers for their efforts to provide assistance.
  - The sorting supervisor will receive the receiving inventory to identify and record what is usable and unusable on the inventory sheet (Clothing can be itemized in bulk terms and fans, etc. as individual items.).
  - The sorting team will cull out those items that are unusable and when completed, move them to a floor location for pick-up by the non-usable goods section.
  - The sorting team will identify usable items and place them in a matrix location (marked off floor space or bins) for pick-up by the warehousing section.
  - Upon completion of the sorting inventory, the sorting section supervisor will pass on a copy to the supervisor of the warehousing section.
  - Warehouse personnel will remove all items in the sorting matrix and store them with other like items for future issue.
  - The distribution section will receive persons or organizations arriving to fill their unmet needs.
  - The distribution section supervisor (especially during the recovery phase) will review forms and other requests presented to see if the requests come from a CCOAD/VOAD needs provider or other agency requesting assistance for the requester. These requests should have first priority for fill. Other requests are filled on a need to have.
  - The task of the distribution section supervisor is to ensure that all legitimate unmet needs are met (During the recovery phase, businesses and agencies have returned and are increasingly open for normal business. Service organizations are functioning and are providing citizen needs.)
  - The distribution section will list items to be disbursed and will present the form to the warehouse section for fill.
  - The warehouse section will deliver the requested items to the distribution section.
  - The distribution section issuer will inventory what is to be issued, issue and get a signature for the items (This procedure is different from the recovery phase where issue is under emergency conditions.).
  - At a specified time daily, all sections will provide section inventory flow handling data to the administration section. This information will be forwarded to the CCOAD goods management

- committee for identification of unmet needs activity, workload assistance performed and future personnel needs. CCOAD will provide this data to CEMA in accordance with CEMA directives.
- NOTE: During the recovery phase increased accountability is required to ensure that the Center is performing efficiently and effectively and that fraud, waste and abuse is not in question by higher agencies such as FEMA.

### COMMUNICATIONS

During the recovery phase, telephone systems should have been restored. Computer wire/ wireless and cell phone communication will be used to pass general information between the CCOAD Donations Management Committee and the Unsolicited Goods Center.

The manager of the Unsolicited Goods Center should be prepared to attend daily meetings with the committee, the CCOAD executive committee, and CEMA representatives.

The Center will utilize computers to generate and send reports and printers to reproduce reports, receipts, and inventory forms.

CCOAD member organizations should receive daily reports on CCOAD operations and, in particular, the Unsolicited Goods Center through a daily CCOAD situation report.

### ADMINISTRATION AND LOGISTICS SUPPORT

Administration – The administration section is responsible for receiving, analyzing, and compiling personnel and operations reports on a daily basis. All reports will be placed in a back-up file for archival purposes. Appropriate reports will be submitted in accordance with CEMA directives. Upon deactivation, all files and reports will be forwarded to CEMA. An Unsolicited Goods Center after action report will be submitted to the Goods Management committee, and after review, forward it the CCOAD executive committee. The after action report will be the basis for CEMA reports on unsolicited goods operations.

Logistics Support – The administration section will be responsible for requesting, maintaining and supplying electrical power, MHE and other equipment needs, maintenance, meals for center volunteers, security, on-site volunteer break areas, sanitation facilities, and other functions as required or directed.