VOLUNTEER AND DONATIONS MANAGEMENT FRAMEWORK

City of Kirkland

Office of Emergency Management

Last Update: July 2021

Assumptions

Assumptions that apply to volunteer and donations management include, but are not limited to:

General

- The City may not have the ability or resources to manage or leverage volunteers or donations during an incident.
- The City may request support from local volunteer or donation organizations, or King County or WA State government for assistance in addressing volunteer or donations management.

Volunteers

- Spontaneous and City-affiliated volunteers will want to provide assistance during and after an incident.
- Volunteers may be affiliated with existing volunteer groups or have taken community training classes, or be spontaneous volunteers with no previous affiliation, training, or experience.
- Spontaneous volunteers may not know where to go or how to become engaged.
- Spontaneous volunteers may 'self-deploy' to incident sites seeking to provide assistance.
- Unaffiliated volunteers are considered spontaneous volunteers.
- Incident volunteers will be registered as temporary WA State Emergency Workers. Emergency Worker registration is approved by the City Emergency Manager or their designee. The exception to this is the Kirkland Emergency Communications Team (KECT), members of which are registered emergency workers per their purpose and mission.

Donations

- Donated goods or services may be given, offered, or delivered to the City, whether or not they are requested.
- Donations may arrive at any time, in any manner, and may be unsorted.
- The amount of donations may overwhelm City capacity to process, manage, and distribute appropriate items to the community.
- Donate items may not be needed or relate to identified community needs.
- It may be a lengthy and costly process to manage and disposition unused items.
- Public perception of disposing of unusable donations may be negative.
- Some donations may be given with an expectation of payment, may be expired, or unusable.
- Individuals or groups from out of the area will send donations to the City, non-governmental organizations, or to other community groups in and around the impacted area.
- Survivors may have unmet needs which may or may not be satisfied by donations.

Roles and Responsibilities

City of Kirkland

City Leadership

City Manager

Will provide elected official coordination, request support/funding from local, county, state, and/or federal representatives, and support overall donations and volunteer management policy direction.

City Council

Will provide funding support/allocation, approve appropriate motions, ordinances, or other required legislation to facilitate volunteer and donations management, and serve as City advocates with local, county, state, and federal elected leaders and agencies.

Chief or Department Director

Will support volunteer and donations management efforts through the allocation of staff and/or resources as requested and able.

Mass Care Workgroup

The Mass Care Workgroup identifies community needs during and after an incident. Works to connects registered volunteers with opportunities dependent on their skills, knowledge, and training. Assists with identification of need and allocation of donated goods and services.

City Departments

Human Resources

HR is responsible for overall incident volunteer management, including identifying and credentialing, recruitment, conducting background checks, registering volunteers with the City, assigning volunteers, volunteer tracking, and demobilization.

CMO Volunteer Manager

The Volunteer Manager supports the efforts of HR to manage incident volunteers and is the liaison to existing City volunteers to share information and incident-specific volunteer opportunities.

Kirkland Residents, Businesses, and Community

Residents and businesses are encouraged to plan and prepare for incidents, join established response organizations, take trainings such as first aid, Community Emergency Response Team (CERT), and other preparedness classes, and maintain household or business emergency supplies. Residents and businesses are encouraged to listen to the City for incident needs, including opportunities for volunteering and possible need for donations, and to not self-deploy but to act when requested by the City.

County Government

King County may support local volunteer and donations management by providing subject matter experts, supporting technology solutions, providing locations for donations drop-off, processing, and/or storage, providing resources to assist with the movement of supplies or volunteers, or other methods of support as needed and identified.

State Government

The State may support local volunteer and donations management by providing subject matter experts, technical assistance, coordinating state-wide volunteer and donations management operations, and other methods of support as needed and identified.

Other Agencies

Nongovernmental (NGO), Faith-Based, Volunteer Organizations, Academic Institutions, and/or Private Sector may provide personnel, funding, expertise, and/or other resources in support of volunteer and donations management efforts.

Concept of Operations

General

Volunteer Management

Volunteer management operations may become necessary if a need or potential need is identified. Indicators may include, but are not limited to:

- Results of community needs assessment.
- Identified roles for volunteers.
- People looking for opportunities to assist with the response and recovery efforts.
- The arrival of out-of-area volunteers.

The Mass Care Workgroup (MCW), if established, will work to identify volunteer skills and match them with identified community needs. If the MCW is not established, the EOC will perform this function.

A Volunteer Reception Center (VRC) is a site designed to process and register volunteers. The decision to activate the VRC will be made by the Emergency Manager in coordination with the Mass Care Workgroup based on incident needs.

The City will manage spontaneous volunteers using the volunteer management decision matrix (Figure 1).

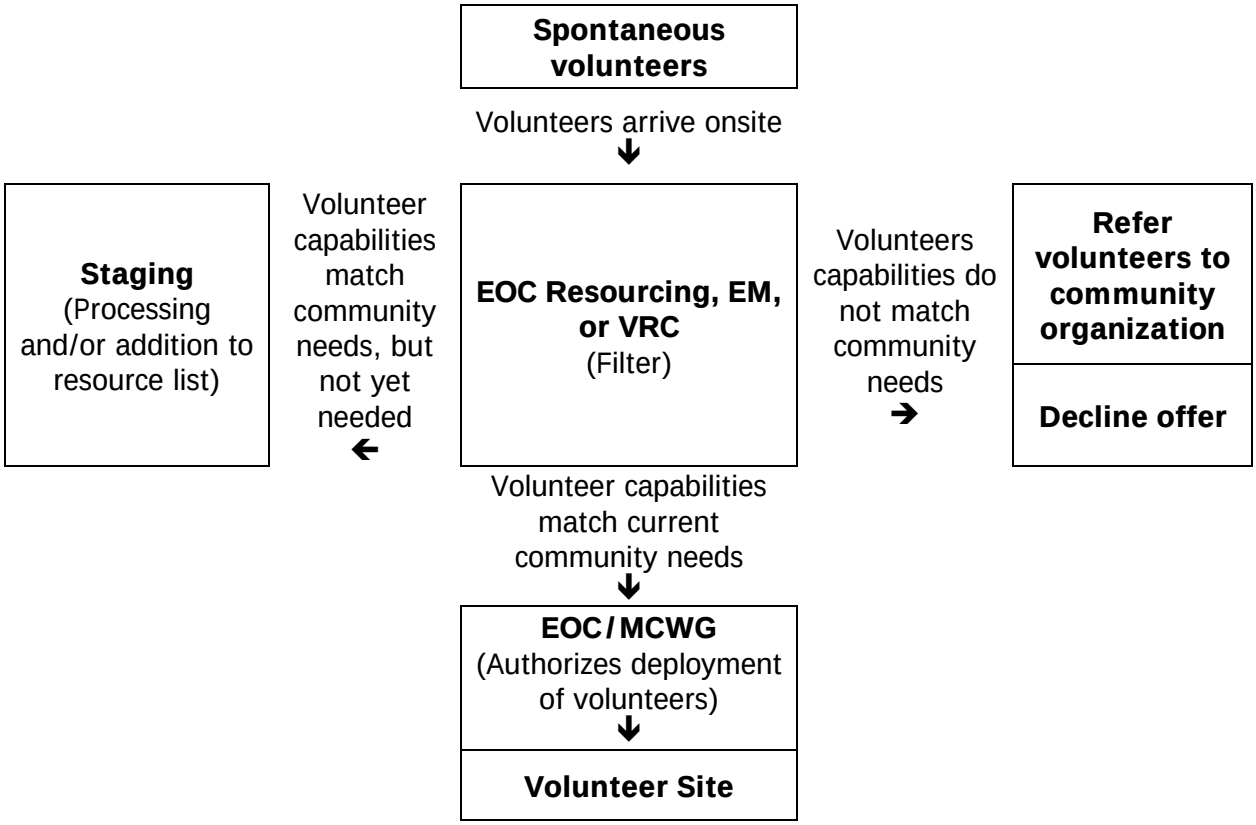

Figure 1 - Volunteer management decision matrix

Donations Management

The goal of the City regarding in-kind donations is to first encourage donors to make financial contributions rather than donating goods as the most expedient and effective way to help. A critical strategy to accomplish this is to develop an early coordinated public information campaign to limit the influx of in-kind goods and encourage financial donations to a designated organization.

Offers of financial donations will be directed to organizations and agencies as appropriate to incident and community needs.

Food donations must either be purchased products or prepared in a commercial kitchen to be considered for acceptance.

The City may coordinate with donation organizations to receive and process donations. These organizations do this on a daily basis and already have the expertise and knowledge to assist with this function.

The City may ask the County for assistance to establish an online portal designed to allow donors to register goods for in-kind donations and be matched with local recipients.

The City will process donations of unsolicited goods using the donations management decision matrix (Figure 2). Donations will be processed through the EOC Resourcing Section, by OEM, or by a designated position or team.

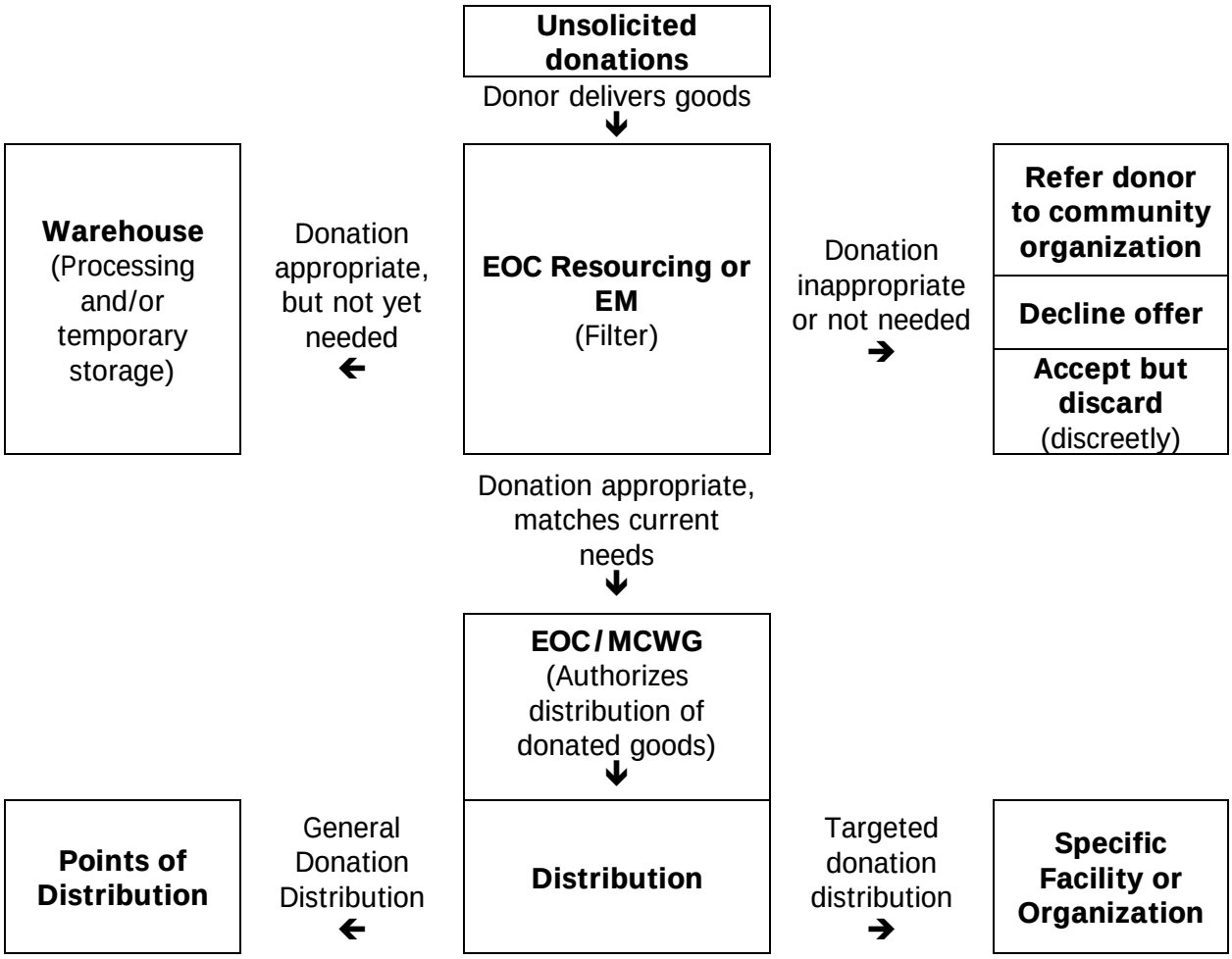

Figure 2 - Donations management decision matrix

If the need for a donations warehouse becomes apparent, a site will be established to process donations; receive, unload, sort, inventory, package, stage, store, and dispatch goods to Commodity Points of Distribution and/or designated voluntary agencies. A donations warehouse should be located in proximity to major transportation routes but not too close to severely affected areas, if possible.

The disposition of unused in-kind donations will be conducted in accordance with the City's disposition process in the City Procurement Manual. This typically involves providing usable donated items to non-profit or charitable organizations. Unusable donations, expired food for example, will be properly recycled or disposed of.

Communication

If needed, the City will develop an incident-specific public information campaign for volunteer and donations management. At a minimum, communications will address the following considerations:

- The method(s) that will be used to recruit volunteers and distribute donations. to the affected community;
- Multi-lingual (non-English) requirements for the affected population(s);
- The methods that will be used to disseminate the information; and
- Where public comments can be directed.

Financial

There may be costs specific to managing incident volunteers and/or donations. Expenses may include staff time to facilitate efforts, facility costs to move people or things, stage volunteers, or store donations, procurement of protective equipment for volunteers, and there may be expenses associated with dispositioning donations.

Some of the cost may or may not be eligible for reimbursement under a presidential declaration, but this should not directly influence the effort.

Administration

Training and Exercise

Volunteer and donations management functions may be exercised as part of an EOC exercise or as a standalone exercise. If these functions are not activated for community support, the VDMF should be exercised at least every 5 years.

FEMA Course IS-224.B: Developing and Managing Volunteers is available online and can be used to train and orient staff to incident volunteer management.

Development and Maintenance

This Volunteer and Donations Management Framework will be reviewed and as appropriate by the OEM after each use. If the VDMF is not used, it will be reviewed and updated, as needed, at least every 5 years.

Authorities and References

Policies

Kirkland OEM Volunteer Program: Administrative Guide

City of Kirkland Volunteer Program: Volunteer Policies and Procedures (2018)

Washington Administrative Code (WAC) 118-04, Emergency Worker Program

Revised Code of Washington (RCW) 38.52, Emergency Management

References

City of Kirkland Comprehensive Emergency Management Plan (CEMP)

FEMA Independent Study Course IS-224.B: Developing and Managing Volunteers

Appendix A: Glossary

Definitions

Term	Definition
Spontaneous Volunteer	An individual who comes forward following an incident to assist the community with incident-related activities during the response or recovery phases without pay or compensation. Spontaneous volunteers are not pre-affiliated with the City or other relief or response agencies. Spontaneous volunteers may also be referred to as unaffiliated or convergent volunteers.
Volunteer	An individual who provides their service without receiving financial compensation. May either be a spontaneous volunteer or an affiliated volunteer.
Volunteer Reception Center (VRC)	A location where volunteers are organized, assessed, assigned, and deployed for their respective duties. The VRC helps spontaneous volunteers affiliated with an organization providing relief services and match their skills and training with needs in the community.
Monetary Donations	Financial contributions from donors designated for incident relief, response, and recovery. This is the preferred method of contribution by most organizations providing relief and recovery services.
In-Kind Donations	The contributions of goods, both new and used, during an incident. Most organizations only want new in-kind donations that are requested and can be provided in large quantities because of limited abilities to sort, organize, and disperse items.

Appendix B: Forms

Electronic versions of these forms are maintained by the OEM for incident use. All completed forms should be turned into OEM for documentation.

Emergency Worker Application

Name: Last First MI Suffix		**Identification Number** (Official Use Only)
Birthdate:	**Organization:** City of Kirkland	**Title:** Temporary Emergency Worker
Address City State Zip		
Home Phone: (With area code)	**Work Phone:** (With area code)	**Cell Phone:** (With area code)
Email:		**Amateur Radio Call Sign** (If Applicable)
Emergency Contact Name:	Phone:	Email:
I declare that this information is true and accurate. I understand this information will be used only to be registered into the Emergency Worker Program and for identification purposes. **Signed:**		**Date:**
Staff Signature:		**Date:**

City of Kirkland Donation Form

The Donor acknowledges that no goods or services were received from the City of Kirkland in return for the donations listed below

Date: _____

City facility receiving donation: _____

Accepting Staff Initials: _____ Accepting Staff Name: _____

Donor Information

Full name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

X _____
Donor Signature

Description of Items Contributed/Donated:

1._____Donor's estimate of value: $_____

2._____Donor's estimate of value: $_____

3._____Donor's estimate of value: $_____

4._____Donor's estimate of value: $_____

5._____Donor's estimate of value: $_____

The donor assumes all responsibilities related to the donation for the items and the valuations for tax purposes.

Copy to City and Donor