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Michigan Disaster Logistics and Donations Management Plan

(A support plan to the Michigan Emergency Management Plan)

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Important Note: The Points of Distribution (PODs) described in this plan for general commodities and/or donations distribution are separate and distinct from those PODs that may be required for the organized distribution of medical countermeasures under the Strategic National Stockpile (SNS) Program administered by the Michigan Department of Community Health (MDCH). This plan does not address the distribution of medical countermeasures. Rather, details pertaining to the distribution of medical countermeasures under the SNS Program can be found in the State of Michigan Strategic National Stockpile Plan developed and maintained by the MDCH. That plan addresses the procedures for requesting the SNS; receiving, staging and storing SNS materiel; and distribution to local distribution nodes and treatment centers.

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STATE OF MICHIGAN
DISASTER LOGISTICS AND DONATIONS MANAGEMENT PLAN

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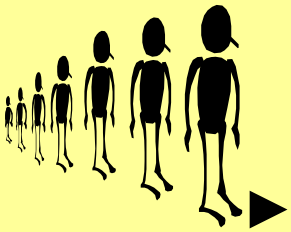
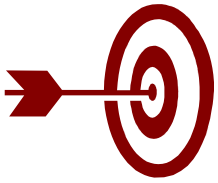
1. THE RIGHT ITEMS…

4. TO THE RIGHT END USERS…



= LOGISTICS AND DONATIONS MANAGEMENT SUCCESS!



2. IN THE RIGHT QUANTITIES…

3. AT THE RIGHT TIME AND PRICE

STATE OF MICHIGAN
DISASTER LOGISTICS AND DONATIONS MANAGEMENT PLAN
EXECUTIVE SYNOPSIS

PURPOSE: Provide an organizational and operational framework for the State of Michigan to:

- Assess the need for, request, receive, and distribute disaster relief supplies, equipment, and other material and technical assistance (hereafter generically called "commodities" or "disaster commodities"), as well as donations necessary to respond to and recover from natural and human-caused disasters and emergencies, including acts of terrorism.

- Manage the flow of unsolicited, unexpected, and unwanted goods and services, and keep them out of the disaster area to the extent possible, so that they don't unnecessarily disrupt incident response and recovery operations.

- Manage spontaneous / emergent, unaffiliated volunteers, maximizing the value of these resources while at the same time minimizing any potential negative consequences to incident response and recovery operations.

- Provide technical and/or direct operational assistance to a local jurisdiction (or jurisdictions) in managing disaster commodities and/or disaster donations – including volunteers – in a manner that maximizes the value and utility of such resources and results in their efficient, time- and cost-effective, and coordinated delivery to those in need.

This plan is based on the generally-accepted logistics management goal of delivering the right items, in the right quantities, at the right time and price, to the right end users.

SCOPE: Activities related to the efficient, effective, and timely identification of need for, solicitation, procurement, receipt, storage, staging, registration / inventorying, transportation, distribution, and accounting of disaster commodities and donations (including volunteer labor).

INITIATING CONDITIONS: A severe and/or widespread disaster or other catastrophic incident that significantly impacts the general population and/or functional needs populations, and that attracts regional and national media exposure. Typically, such incidents will be declared a major disaster under the federal Stafford Act (Public Law 93-288, as amended) and will result in the activation of the federal Public Assistance Grant Program (PAGP), and specifically Category B (Emergency Protective Measures) under the PAGP, to provide possible funding assistance for operational activities taken before, during, and after the disaster to save lives, protect public health and safety, and prevent damage to improved public and private property. (Some disaster logistics and donations management activities may be eligible for Category B assistance.) The areas affected by the incident will also likely be included in a "State of Disaster" or "State of Emergency" declaration by the Governor under the Michigan Emergency Management Act (1976 Public Act 390, as amended).

IMPLEMENTION: The Michigan State Police, Emergency Management and Homeland Security Division (MSP/EMHSD) is primarily responsible for implementation of those plan elements pertaining to disaster logistics management. The Michigan Department of Human Services (MDHS) is primarily responsible for implementation of those plan elements pertaining to disaster donations management – including volunteer management. It is expected that both agencies will work together in a joint, cooperative manner to implement their respective areas of responsibility. Other plan partners (see next section below) will provide timely administrative and/or operational support, as required by incident conditions and as prescribed in the plan.

INVOLVED ENTITIES: The following state agencies and nongovernmental organizations (NGOs) have potential roles and responsibilities identified in the Michigan Disaster Logistics and Donations Management Plan:

- MSP/EMHSD
- Michigan Department of Agriculture and Rural Development (MDARD)
- Michigan Department of Community Health (MDCH)
- MDCH / Michigan Office of Services to the Aging (MOSA)
- Michigan Department of Corrections (MDOC)
- Michigan Department of Human Services (MDHS)
- MDHS / Michigan Community Service Commission (MCSC)
- Michigan Department of Technology, Management and Budget (MDTMB)
- Michigan Department of Military and Veterans Affairs (MDMVA)
- Michigan Department of Natural Resources (MDNR)
- Michigan Department of State Police (MSP)
- Michigan Department of Transportation (MDOT)
- Michigan Voluntary Organizations Active in Disaster (MIVOAD)
- Michigan Citizen Corps (MCC)
- American Red Cross (ARC)
- State Animal Response Team (SART)

INVOLVED FACILITIES: Depending on incident circumstances, the following facilities may be activated / established in a combined disaster logistics and donations management operation:

- State Emergency Operations Center (SEOC)
- Emergency Operations Centers (EOCs) of affected local jurisdictions
- State Disaster Logistics and Donations Management Center – part of SEOC structure
- Local Disaster Logistics and Donations Management Centers – part of affected local EOC structures
- Joint Field Office (JFO) – federally-selected / managed facility with state representation
- Federal Disaster Logistics and Donations Management Center – part of JFO structure
- Control Check Points – local and state selected / managed facilities
- Staging Areas / Warehouses – local and state selected / managed facilities
- Base / Camps – local and state selected / managed facilities
- Points of Distribution – locally-selected / managed facilities

MISSION: Upon request of affected local jurisdictions, the MSP/EMHSD and the aforementioned state agencies and NGOs will provide direct management and/or technical / materiel assistance to local disaster logistics and donations management operations. This assistance may include, but is not limited to, any or all of the following activities:

- Contact and coordinate with FEMA and other federal agencies / officials.

- Contact and coordinate with other states in providing assistance under the national Emergency Management Assistance Compact (EMAC).

- Assist in identifying the life sustainment needs of affected populations. If appropriate, procure specific types of commodities (donated, purchased, or requested) to fill those identified needs.

- Activate the State Disaster Logistics and Donations Management Team / Center as part of the State Emergency Operations Center (SEOC) structure.

- Assist in determining commodity distribution priorities.

- Assist in establishing required facilities and providing supplemental personnel, vehicles, equipment, materials, and technical expertise to support operations as required.

- Assist in establishing work schedules, a communications plan, and a health and safety plan for involved work crews.

- Ensure compliance with public health laws and regulations, as required.

- Coordinate logistics and donations management operations.

- Assist in determining applicant, work, and cost eligibility for Emergency Protective Measures (Category B) work under the PAGP.

- Assist in developing and disseminating public information releases about the logistics and donations management operation, with emphasis on stemming the flow of unneeded, unwanted, and unsolicited goods and volunteer services.

- Assist in implementing contracts with involved resource providers (e.g., under the EMAC, through NGOs, procured through the private sector, etc.) in a manner consistent with federal, state, and local guidelines and requirements.

- Assist in managing the flow of paperwork involved in the logistics and donations management operation.

- Assist in supervising, coordinating, and monitoring work activities.

- Address issues that may arise related to possible hazardous / contaminated commodities and/or donations in the event of an incident that involves potential biological or WMD contamination.

- Ensure that all involved parties complete required work on time and in accordance with local, state, and federal regulations.

- Assist in closing out operations once distribution and/or final disposition of commodities / donations has been accomplished.

EXECUTION: As incident circumstances dictate and/or upon request of affected local jurisdictions, the MSP/EMHSD will execute the Michigan Disaster Logistics and Donations Management Plan. As appropriate, the MSP/EMHSD will establish the State Disaster Logistics and Donations Management Team and Center as part of the SEOC structure. The Michigan

Department of Human Services (MDHS) will implement and manage the donations management element of the operation – to include volunteer management. The various involved state agencies and NGOs will be tasked to provide administrative and/or operational support as required and as prescribed in the plan. This may include direct technical and/or materiel assistance to local disaster logistics and donations management operations as required. The MSP/EMHSD, as the designated lead agency for disaster logistics management in Michigan, will coordinate the disaster logistics management element of the operation. The MSP/EMHSD and MDHS will work together in a joint, cooperative manner to ensure that the disaster logistics and donations management operation adequately meets the needs of the affected jurisdictions and populations.

Whenever feasible, the State will seek value-added donations of goods and services to help meet some or all of the identified life sustainment needs of the affected populations. If targeted, value-added donations are not possible in a timely manner, the State will procure the required commodities through existing MDTMB vendor contracts or other private sector purchase, through the EMAC (as applicable), or through FEMA under National Response Framework (NRF) mission assignment as part of a federal Stafford Act declaration.

The MSP/EMHSD will contact and coordinate with FEMA and other involved federal agencies as appropriate for the situation. As required by incident circumstances, the MSP/EMHSD will prepare the request for and coordinate activities with FEMA related to a federal major disaster or emergency declaration under the Stafford Act. If such a declaration is granted and the PAGP is authorized for implementation, the MSP/EMHSD will work directly with FEMA in the establishment, management, and administration of the PAGP in Michigan to potentially fund some disaster logistics and donations management activities. The MSP/EMHSD will implement the PAGP in accordance with the State of Michigan Administrative Plan for the PAGP – a separate yet related support plan to the Michigan Disaster Logistics and Donations Management Plan.

The MDHS, MOSA, and other state agencies, affected local jurisdictions, and NGO partners will provide timely information on the requirements of functional needs populations so that appropriate commodities (donated or otherwise) and services may be targeted to these populations to meet their basic life sustainment needs.

TIME FRAME: This plan will be implemented during the response phase of the incident, as soon as the need is identified. Many of the activities will continue well into the long-term recovery phase (i.e., several weeks to several months or years after incident occurrence).

LOCAL COORDINATION: It is expected that all involved local jurisdictions will have developed a counterpart local Disaster Logistics and Donations Management Plan based on the guidance provided in MSP/EMHSD Publication 107a – "Local Disaster Logistics and Donations Management Planning Handbook." The organizational and operational structures, systems, and processes described in the local plans should be consistent with those described in the Michigan Disaster Logistics and Donations Management Plan. This coordinated planning effort is critically important to the ultimate success of the joint local-state disaster logistics and donations management operation.

COMMAND AND CONTROL: Command and control responsibilities pertaining to a disaster logistics and donations management operation are prescribed as follows in the Michigan Emergency Management Plan (MEMP) and/or Michigan Disaster Logistics and Donations Management Plan:

- The MSP/EMHSD is the primary coordinating agency for overall SEOC operations, and for the disaster logistics management elements of the disaster logistics and donations management operation.

- The MDHS is the primary coordinating agency for the disaster donations management elements of the disaster logistics and donations management operation.

- State support agencies and NGO partners have prescribed task assignments in one or both plans, and may receive additional task assignments from the MDHS and/or MSP/EMHSD as incident circumstances dictate.

- Involved NGOs maintain management control over their personnel and resources through their own internal management structures.

- Affected local jurisdictions maintain control over their local disaster logistics and donations management operation through their local EOC and established logistics and donations management facilities.

- The State of Michigan Administrative Plan for the PAGP will govern the implementation, management, and administration of the PAGP by the MSP/EMHSD. Supplemental federal guidance documents provided by FEMA and/or the requirements set forth by other federal agencies will be adhered to as appropriate for the PAGP.

CLOSEOUT: The MDHS and MSP/EMHSD will jointly close out the logistics and donations management operation, and the PAGP with FEMA, once all activities related to each have been completed. This process could take from several months to several years to complete, depending on incident circumstances. The MSP/EMHSD will coordinate any post-incident / declaration audit activities with federal and state auditors, as required.

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ACRONYM GUIDE

The following acronyms are used in this document. For consistency and brevity purposes, acronyms are used extensively for frequently appearing terms once they have been initially identified in the document text. Certain terms may not have an acronym if an acronym is not commonly used in place of the term or using an acronym would prove unnecessarily confusing for readers.

AAA ..... Area Agency on Aging
AAR ..... After-Action Report
ARC ..... American Red Cross – Michigan
CBRNE ..... Chemical, Biological, Radiological, Nuclear, or Explosive / Incendiary (Weapon)
CEM ..... Comprehensive Emergency Management
CEO ..... Chief Elected Official
CERT ..... Community Emergency Response Team
CIMS ..... Critical Incident Management System
DC ..... District Coordinator (of the MSP/EMHSD)
DDMC ..... Disaster Donations Management Coordinator (Local or State)
DDMT ..... Disaster Donations Management Team (Local)
DHS ..... U.S. Department of Homeland Security
DIPC ..... Donations Intake and Processing Center (Local or State)
DLDMC ..... Disaster Logistics and Donations Management Center (Local or State)
DLDMT ..... Disaster Logistics and Donations Management Team (Local or State)
DLMC ..... Disaster Logistics Management Coordinator (Local or State)
DLMT ..... Disaster Logistics Management Team (Local)
DOC ..... U.S. Department of Commerce
DOD / DoD ..... U.S. Department of Defense
DOE ..... U.S. Department of Energy
DOI ..... U.S. Department of the Interior
DOT ..... U.S. Department of Transportation
EAG ..... Emergency Action Guidelines
EM ..... Emergency Management
EMAC ..... Emergency Management Assistance Compact
EMC ..... Emergency Management Coordinator
EO ..... Executive Order
EOC ..... Emergency Operations Center
EOP ..... Emergency Operations Plan
ESF ..... Emergency Support Function
FAQ ..... Frequently Asked Questions
FCO ..... Federal Coordinating Officer
FIAO ..... Federal Individual Assistance Officer
FPAO ..... Federal Public Assistance Officer
FEMA ..... Federal Emergency Management Agency
GIS ..... Geographic Information System
GSA ..... U.S. General Services Administration
HHS ..... U.S. Department of Health and Human Services
HMA ..... Hazard Mitigation Assistance
IA ..... Individual Assistance
IAP ..... Incident Action Plan
IC ..... Incident Commander
ICP ..... Incident Command Post
ICS ..... Incident Command System
IHP ..... Individuals and Households Program
IMS ..... Incident Management System
IMT ..... Incident Management Team
JFO ..... Joint Field Office
JIC ..... Joint Information Center
JIT / JPIT ..... Joint Information Team (a.k.a. Joint Public Information Team)
MCC ..... Michigan Citizen Corps

ACRONYM GUIDE (cont.)

MCL.....Michigan Compiled Law
MCSC.....Michigan Community Service Commission
MDARD.....Michigan Department of Agriculture and Rural Development
MDCH.....Michigan Department of Community Health
MDHS.....Michigan Department of Human Services
MDOC.....Michigan Department of Corrections
MDMVA.....Michigan Department of Military and Veterans Affairs
MDNR.....Michigan Department of Natural Resources
MDOT.....Michigan Department of Transportation
MDTMB.....Michigan Department of Technology, Management and Budget
MEMAC.....Michigan Emergency Management Assistance Compact
MEMP.....Michigan Emergency Management Plan
MHz.....Megahertz
MI.....Michigan
MIVOAD.....Michigan Voluntary Organizations Active in Disaster
MOSA.....Michigan Office of Services to the Aging
MSP.....Michigan (Department of) State Police
MSP/EMHSD.....Michigan (Department of) State Police, Emergency Management and Homeland Security Division
NASA.....National Aeronautics and Space Administration
NEMA.....National Emergency Management Association
NGO.....Nongovernmental Organization
NIMS.....National Incident Management System
NRF.....National Response Framework
PA / PAGP.....Public Assistance / Public Assistance Grant Program
PA.....Public Act (State)
PDA.....Preliminary Damage Assessment
PFO.....Principal Federal Official
PIO.....Public Information Officer
PL.....Public Law (Federal)
PNP.....Private Nonprofit (Organization)
POC.....Point of Contact
POD.....Point of Distribution (a.k.a. Distribution Center)
RRCC.....Regional Response Coordination Center
SART / MI-SART.....State Animal Response Team / Michigan State Animal Response Team
SCO.....State Coordinating Officer
SDEMHS.....State Director of Emergency Management and Homeland Security (MSP Director)
SEOC.....State Emergency Operations Center
SHMO.....State Hazard Mitigation Officer
SHSS.....State Homeland Security Strategy
SIAO.....State Individual Assistance Officer
SPAO.....State Public Assistance Officer
SPIO.....State Public Information Officer
TV.....Television
USACE.....U.S. Army Corps of Engineers
USDA.....U.S. Department of Agriculture
VA.....U.S. Veteran's Administration
VAL.....Voluntary Agency Liaison (Federal)
VC.....Volunteer Coordinator
VCM.....Volunteer Centers of Michigan
VIP.....“Very Important Person” (i.e., high-ranking public or private official)
VRC.....Volunteer Registration Center
WMD.....Weapon of Mass Destruction

KEY BACKGROUND NOTES:

The differences between disaster commodities and disaster donations. Although disaster commodities and disaster donations both involve goods and services which need to be properly managed and ultimately targeted to specific end users, there are distinct differences between the two:

Commodities. Disaster commodities are **appropriately solicited** goods, materials, equipment, supplies, technical expertise, and other resources needed to assist in carrying out required disaster response and recovery operations, to make necessary and immediate repairs to damaged facilities, to protect the affected population from further harm, and/or to provide for the basic life-sustaining needs of the affected population. Disaster commodities are goods and services which are specifically requested. Commodities may be purchased in the private sector, provided through disaster assistance mechanisms (e.g., state and federal government, American Red Cross or other NGO, EMAC, etc.), borrowed or provided through mutual aid, or donated (i.e., a donation which is specifically requested, and is provided in "value-added" form – see description below in "Donations"). Disaster commodities should always be requested in accordance with the typed resources list established under the National Incident Management System (NIMS) by the federal Department of Homeland Security. Disaster logistics management is concerned with the management of solicited, desired commodities.

Donations. Disaster donations are **unsolicited** goods and services that have not been requested by government officials and/or voluntary disaster relief organizations, which are sent to the affected area spontaneously and/or arrive unexpectedly during a disaster. These undesignated, unrequested donations often arrive in a non- "value-added" form, meaning the donation is not properly packaged and ready for distribution to specific recipients. Unsolicited donations can also include "spontaneous" or "emergent" volunteers – individuals who are not formally associated with a recognized voluntary disaster relief organization (i.e., "unaffiliated") but who show up to the disaster area wanting to "help." Spontaneous / emergent, unaffiliated volunteers often arrive without adequate provisions (i.e., work clothing and gear, food and water, bedding / shelter, etc.) to be self-sustaining for at least a few days. As a result, they can quickly become more of a burden than an asset – if the value they provide to the recovery effort does not exceed the "cost" of their care and supervision. A "value-added" disaster donation is: 1) needed and requested by the State or disaster-stricken community; 2) appropriate to the culture of the community; 3) transported by the donor to the community, free of charge; and 4) clearly sorted, packed and labeled for distribution to end-users in need. Perishable food is not a value-added donation and will always be discouraged. A "value-added" volunteer is: 1) needed and requested by the State or disaster-stricken community; 2) skilled in and equipped to provide a service needed for incident conditions, free of charge; 3) affiliated with a recognized voluntary disaster relief organization; 4) self-sustaining for at least 72 hours (three days), or ideally longer; and 5) willing to work in the conditions present in the community, and for the time frames required for the particular service they are providing.

Disaster donations management is concerned with the management of unsolicited, unexpected, (and often unwanted) donations of goods and services. The ultimate aim of the donations management function is to manage the flow of unsolicited, unexpected, unwanted goods and services – and keep them out of the disaster area to the extent possible – so that they don't unnecessarily disrupt response and recovery operations. Failure to do this may result in a "second disaster" – that being, an influx of goods and services which requires considerably more resources to manage than benefit is derived from their arrival.

The commonalities between logistics management and donations management: Disaster logistics management and donations management can be combined operationally because they have common goals and operational elements and processes. Both functions involve activities related to the efficient, effective, and timely identification of need for, solicitation, receipt, storage, staging, registration / inventorying, transportation, distribution, and accounting of commodities – be they procured, or donated by third parties. Both functions have the ultimate common goal of delivering the right items, in the right quantities, at the right time and cost, to the right end users, in the most efficient, time- and cost-effective and coordinated manner necessary to appropriately respond to and recover from disaster and emergencies. Both functions need to be managed by a dedicated team of knowledgeable individuals, from a dedicated management center, using common support facilities such as Warehouses, Staging Areas, and Points of Distribution. Both functions, if not adequately managed and coordinated from very early in the incident response, can cause undue problems for the State and affected community in terms of lost operational effectiveness and efficiency, unnecessary diversion of valuable resources, bad public relations, and potential adverse impacts to the public health, safety and general welfare. Finally, both functions include the sub-functions of material management, property management, facility management, and transportation management.

State assistance to local operations: The State's planning guidance for local communities, MSP/EMHSD Publication 107a, "Local Disaster Logistics and Donations Management Planning Handbook," advocates the use of a single organizational structure for both disaster logistics and disaster donations management. Whether or not a jurisdiction chooses to manage both functions using a single organizational structure and set of support facilities will ultimately be dictated by a number of factors. Each jurisdiction will weigh the pros and cons of joint and separate operations and decide which course of action is best for their jurisdiction. When providing technical and/or direct operational assistance to a local jurisdiction under this plan, there may be a need for the State to simultaneously participate in separate logistics and donations management operations. If that occurs, the State will divide its efforts along functional lines, making sure to maintain close coordination between the two operations through the use of on-site liaison positions and continuous information sharing. Refer to the Tasks and Execution section for details,

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STATE OF MICHIGAN
DISASTER LOGISTICS AND DONATIONS MANAGEMENT PLAN

PLAN PURPOSE AND SCOPE:

Purpose. This plan provides an organizational and operational framework for the State of Michigan to assess the need for, request, receive, and distribute disaster relief supplies, equipment, and other material and technical assistance (hereafter generically called "commodities" or "disaster commodities"), as well as donations necessary to respond to and recover from natural and human-caused disasters and emergencies, including acts of terrorism. It is based on the generally accepted logistics management goal of delivering:

- The right items;
- In the right quantities;
- At the right time and price;
- To the right end users.

Rationale. The State of Michigan is obligated – under the basic principles of comprehensive emergency management – to provide for an organized and time-effective delivery of needed goods and services to afflicted areas to support and/or facilitate necessary incident response and recovery operations. The efficient and rapid management of disaster logistical needs helps protect the health and safety of citizens, minimizes threats to the environment, provides essential services and maintains essential systems, and ensures that critical response and recovery activities can proceed in a timely and unencumbered manner. The nature and scope of logistical needs for any particular disaster is a function of the location and kind of incident experienced as well as its magnitude, duration, and intensity. In cases of a widespread and/or particularly severe disaster or other catastrophic incident, the State of Michigan may not have the necessary materials, supplies, equipment and expertise to rapidly and adequately respond to and meet its full range of short and/or long-term recovery and basic life sustainment needs. The State of Michigan will necessarily turn to a variety of potential resource providers subsequent to a widespread and/or particularly severe disaster or other catastrophic incident if needed resources become scarce or are unavailable. Potential resource providers include other states (under the umbrella of the national Emergency Management Assistance Compact – EMAC), local mutual aid jurisdictions, private contractors, volunteers and voluntary agencies, and ultimately the federal government. This plan, when implemented, will provide for the timely, effective, and organized delivery of needed disaster commodities to the State of Michigan.

Hazards and Threats. Although Michigan typically does not have the large-scale / catastrophic types of incidents (e.g., major hurricanes, earthquakes, etc.) that completely overwhelm the ability of the State and local governments to meet the basic life sustainment needs of the affected population, it does occasionally experience disasters of sufficient scope, magnitude and severity to severely tax those capabilities. In addition, Michigan is at risk from a wide array of terrorist threats – any one of which could result in a catastrophic incident under the right circumstances – which typically would result in a Presidential major disaster or emergency declaration under the federal Stafford Act. These types of situations can easily create the need for the rapid delivery and distribution of significant quantities of disaster commodities and lend themselves to a large influx of unsolicited disaster donations. When that occurs, a logistics / donations management element will be established within the State Emergency Operations Center (SEOC) and this plan will be implemented by that element to the extent appropriate for the incident circumstances.

Managing Unsolicited Donations. This plan will also provide an organizational and operational framework for the State of Michigan to manage the flow of <u>unsolicited</u> donations of materials, goods, labor, and services subsequent to a large-scale and/or severe disaster or emergency. The development of this donations management framework is based on the recognition that <u>unsolicited</u> donations of materials, goods, labor, and services in time of disaster can place a terrible burden on the State of Michigan and its agencies and affected local governments. Americans have traditionally been very generous in donating time and material goods to assist disaster survivors in their time of need. However, sometimes that generosity can result in an outpouring of goods and services that are either not needed or inappropriate for the circumstances of the disaster. This massive amount of donated goods can quickly become a "second disaster" and siphon off valuable resources and personnel time from other needed response and recovery activities.

Managing Out-of-State Donations. In addition to addressing incidents in or affecting Michigan, this plan is also applicable in those situations in which a catastrophic incident has occurred elsewhere in the country and Michigan's state and local governmental agencies, NGOs, businesses and industries, and private citizens wish to offer donations to aid the affected states and localities in responding to and recovering from the incident. In those instances, the State of Michigan is obligated to provide the most organized and time-effective delivery of needed goods and services to the afflicted areas so as not to unnecessarily disrupt ongoing incident response and recovery operations. Managing the flow of donations from Michigan to the afflicted area through a centralized donations management system that is coordinated with the afflicted area is the best way to ensure that Michigan does not create a "second disaster" situation by haphazardly sending donations that disrupt the incident response and recovery.

Scope. This plan defines and assigns the policies, procedures, responsibilities and methods for the implementation of disaster logistics and donations management functions in the State of Michigan subsequent to a severe and/or widespread disaster or other catastrophic incident. The plan provides a framework for organizing the time- and cost-effective, safe, and situationally-appropriate distribution of disaster commodities. The plan also:

- Sets forth the administrative organization and responsibilities of state officials and agencies for disaster logistics and donations management operations.
- Establishes coordination and liaison procedures with the U.S. Department of Homeland Security / Federal Emergency Management Agency – hereafter called FEMA, other federal agencies and states, applicable NGOs, business and industry, affected local governments, and the media, with regard to disaster logistics and donations management.
- Establishes methods and procedures for identifying and articulating state-determined needs, desires, and requirements (category, kind, type, and quantities) for disaster commodities (including donations).
- Establishes administrative procedures for soliciting, procuring, storing, registering / inventorying, transporting, distributing, and accounting for disaster commodities (including donations).
- Provides for the establishment of a state-level Disaster Logistics and Donation Management Team (DLDMT) and Disaster Logistics and Donations Management Center (DLDMC) within the SEOC or other appropriate emergency coordination center to manage disaster logistics and disaster donations functions.
- Establishes methods and procedures for educating the public on where and how they can receive needed disaster commodities.
- Establishes methods and procedures for educating the public on where and how they can best provide assistance (cash and/or needed donations) to disaster survivors, thereby minimizing problems related to the receipt of unwanted and unsolicited donations to the greatest degree possible.
- Establishes methods and procedures for educating the public on where and how they can volunteer (donated services) to aid in incident recovery.
- Provides a system for distributing unneeded or leftover commodities (including donations) at the conclusion of disaster recovery operations.
- Provides for the development and annual update of a disaster logistics and donations management support plan as dictated by the needs of comprehensive emergency management.

Execution. This plan will be implemented jointly by the Michigan State Police / Emergency Management and Homeland Security Division (MSP/EMHSD) and Michigan Department of Human Services (MDHS), utilizing state resources organized by Emergency Support Function (ESF) as prescribed in the Michigan Emergency Management Plan (MEMP). This Disaster Logistics and Donations Management Plan is a stand-alone Support Plan to the MEMP, and also serves as the state-level counterpart to Disaster Logistics and Donations Management Plans developed by Michigan's county and municipal emergency management program jurisdictions. The MSP/EMHSD is responsible for coordination of the logistics management operations of this plan; the MDHS, for coordination of the donations management operations. The two agencies will cooperate to manage their respective functions, in accordance with this plan, as part of the SEOC incident response and recovery structure. Depending on incident circumstances, this plan may be implemented for statewide or regional logistics and/or donations management operations, or to provide technical and/or direct management assistance to logistics and/or donations operations implemented by a local jurisdiction.

AUTHORITIES, REFERENCES AND DEFINITIONS:

Federal Authorities.

- Public Law 93-288, as amended, the Robert T. Stafford Disaster Relief and Emergency Assistance Act
- National Response Framework (NRF), ESF #5 (Information and Planning), ESF #6 (Mass Care, Emergency Assistance, Temporary Housing and Human Services Annex), ESF #7 (Logistics Annex), Private-Sector Coordination Annex, and Catastrophic Incident Annex
- FEMA Handbook: Public Assistance Applicant Handbook (323)
- 44 CFR: Emergency Management and Assistance (Parts 13 and 206 in particular)

State Authorities.

- Act 390, Public Acts of 1976, as amended, the Emergency Management Act
- Michigan Administrative Plan for the Public Assistance Grant Program
- State (Michigan) Homeland Security Strategy
- Michigan Emergency Management Plan
- Executive Directive 2005-9 (September 29, 2005), "Adoption of the National Incident Management System (NIMS) for Emergency Incident Management in Michigan"
- MSP/EMHSD Publication 107a, "Local Disaster Logistics and Donations Management Planning Handbook," October 2012

Other References.

- Hurricane Katrina After-Action Report for the State of Michigan
- American Red Cross – State of Michigan (Michigan State Police) Statement of Understanding

Definitions.

ACCESS CONTROL POINT: A point established by law enforcement officials to control access to a hazardous or potentially hazardous area.

AMERICORPS: An umbrella term that refers to programs that are designated by the Corporation for National and Community Service as national service programs and the participants in them. AmeriCorps programs provide participants with a full- or part-time service experience, a living stipend, and an education award.

AREA COMMAND (UNIFIED AREA COMMAND): An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System (ICS) organization; or 2) oversee the management of large or multiple incidents to which several Incident Management Teams (IMTs) have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an Emergency Operations Center (EOC) facility or at some location other than an Incident Command Post (ICP).

CATASTROPHIC INCIDENT (EVENT): Any natural or manmade incident, including terrorism, which results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic incident could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to state, local, tribal and private sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened.

CBRNE WEAPONS: Weapons of Mass Destruction are also commonly referred to as "CBRNE" Weapons – an acronym for chemical, biological, radiological, nuclear and explosives / incendiary devices. (Refer to "Weapons of Mass Destruction" for a more detailed definition.)

CITIZEN CORPS: A national initiative to engage citizens in specific homeland security efforts in communities throughout the country. The volunteer initiatives, led at the local level by Citizen Corps Councils, include the Medical Reserve Corps, Volunteers in Police Service Program, Neighborhood Watch, and Community Emergency Response Teams.

COMMAND STAFF: In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

COMMODITY: See "Disaster Commodities."

COMMUNITY-BASED ORGANIZATION: A private nonprofit organization (including a church or other religious entity) that is representative of a community or a significant segment of a community and is engaged in meeting human, educational, environmental, or public safety community needs.

COMPREHENSIVE EMERGENCY MANAGEMENT (CEM): An integrated approach to the management of programs and activities that encompasses all phases (prevention, mitigation, protection, preparedness, response, and recovery) of incident management, all types of emergencies and disasters (natural, technological, human-related, and WMD attack), all levels of government (local, state, and federal), nongovernmental organizations, and the private sector. (Note: CEM was a commonly used term prior to development of the National Response Framework. Now, the term "domestic incident management" is preferred. However, CEM is still widely used in the emergency management field and the two terms mean essentially the same thing.)

CONSUMPTION RATE: The amount of commodities distributed per day at a Point of Distribution, expressed in the appropriate unit of measure for each commodity, e.g., bottles, boxes, cases, gallons, pallets, units. (For example: 5,000 bottles of water; 1,000 tarps; 2,000 boxes of dry cereal; 3,000 gallons of milk; etc.). Only one unit of measure can be used for each commodity. (The consumption rate is also commonly referred to as the "distribution rate," "issue rate," and "burn rate." All of these terms mean essentially the same thing.)

CONTROL CHECK POINT: Officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations. Examples of possible Control Check Point locations include toll booths, weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections.

COUNTY OR LOCAL EMERGENCY MANAGEMENT COORDINATOR (EMC): A person appointed pursuant to Act 390, PA 1976, as amended, to coordinate emergency management activities for a county or municipal emergency management program jurisdiction. Also commonly called County or Local "Emergency Manager."

DAMAGE ASSESSMENT: The systematic process of determining and appraising the nature and extent of the loss, suffering, or harm to a community resulting from an emergency/disaster.

DEPARTMENT OF HOMELAND SECURITY (DHS): A Cabinet-level agency established within the federal government in 2002 to coordinate and report directly to the President on all issues related to domestic terrorism preparedness. The mission of the Department of Homeland Security is to oversee and coordinate a comprehensive national strategy to safeguard the country against terrorism and other homeland security threats, and to respond to any attacks that may occur.

DISASTER: An occurrence or threat of widespread or severe damage, injury, or loss of life or property resulting from a natural or human-made cause, including, but not limited to, fire, flood, snowstorm, ice storm, tornado, windstorm, wave action, oil spill, water contamination, utility failure, hazardous peacetime radiological incident, major transportation accident, hazardous materials incident, epidemic, air contamination, blight, drought, infestation, explosion, or hostile military or paramilitary action, or similar occurrences resulting from terrorist activities, riots, or civil disorders, as defined in Act 390, PA 1976, as amended.

DISASTER COMMODITIES (State Definition): Goods, materials, equipment, supplies, technical expertise, and other resources needed to assist in carrying out required disaster response and recovery operations, to make necessary and immediate repairs to damaged facilities, to protect the affected population from further harm, and/or to provide for the basic life-sustaining needs of the affected population. (Note: for the purposes of this plan, disaster commodities will be requested in accordance with the typed resources list established under the National Incident Management System [NIMS] by the federal Department of Homeland Security.)

DISASTER DONATIONS MANAGEMENT COORDINATOR (DDMC, State-Level): The Michigan Department of Human Services employee who is responsible for managing the disaster donations operation on behalf of the State of Michigan. Also may be known as "Disaster Donations Manager" or simply "Donations Manager."

DISASTER DONATIONS MANAGEMENT TEAM (DDMT): The team made up of representatives of local governmental agencies and nongovernmental relief organizations to manage unsolicited donated goods and voluntary services on behalf of a Michigan local jurisdiction. Its mission is to implement the donations management elements of the jurisdiction's Disaster Logistics and Donations Management Plan, with the ultimate aim of effectively managing disaster donations and minimizing the influx of unsolicited, unneeded, and unwanted goods and services into the disaster area. The team is typically managed by a local human service agency or organization. (See background note in green shaded box below for additional information regarding organizational options for local-level disaster logistics and disaster donations management teams.)

Background Note: The Disaster Donations Management Team (DDMT) and Disaster Logistics Management Team (DLMT) have distinct functions, but for operational efficiency may be combined into a Disaster Logistics and Donations Management Team (DLDMT). Because there are sufficient commonalities between the two functions and there is a need to coordinate their activities, the State of Michigan has opted for a combined team. The combined team option is also suggested for local jurisdictions in MSP/EMHSD Publication 107a, "Local Disaster Logistics and Donations Management Planning Handbook." However, there is still a compelling need for separate coordinators for the two functions; as a result, the State of Michigan (and Publication 107a) advocate for the separate positions of Disaster Logistics Management Coordinator (DLMC) and Disaster Donations Management Coordinator (DDMC). Local jurisdictions, as part of their planning, will consider these and other options and develop an organizational structure that best meets their operational needs and makes maximum use of local personnel and facility resources. The State of Michigan will adjust its technical and/or direct assistance efforts as required to accommodate whatever organizational structure is in place in the affected local jurisdictions.

DISASTER LOGISTICS MANAGEMENT (State Definition): The process of planning, preparing, implementing, and evaluating all functions that support the determination of need and request for, and the assessment, procurement, receipt, transport, staging, storage, and distribution of needed disaster commodities to appropriate end-users in an efficient, time- and cost-effective and coordinated manner. Logistics management functions may include materiel management, property management, facility management, and transportation management.

DISASTER LOGISTICS MANAGEMENT COORDINATOR (DLMC, State-Level): The Michigan State Police / Emergency Management and Homeland Security Division employee who is responsible for managing the disaster logistics operation on behalf of the State of Michigan. Also may be known as "Disaster Logistics Manager" or simply "Logistics Manager."

DISASTER LOGISTICS AND DONATIONS MANAGEMENT CENTER (DLDMC, State-Level): The facility established at or near the State Emergency Operations Center from which state-level disaster logistics and donations management functions are coordinated. (See background note in green shaded box below for additional information regarding local-level organizational options for disaster logistics and disaster donations management centers.)

Background Note: Some local jurisdictions may wish to separate the two functions and establish two management centers – one for logistics management and one for donations management. Because there are sufficient commonalities between the two functions and there is a need to coordinate their activities, the State of Michigan has opted for a combined center. The combined center option is also suggested for local jurisdictions in MSP/EMHSD Publication 107a, "Local Disaster Logistics and Donations Management Planning Handbook."

DISASTER LOGISTICS AND DONATIONS MANAGEMENT SYSTEM (State-Level): The personnel, facilities, technical expertise, and material resources which are designated for use in disaster logistics and donations management operations. The disaster logistics and donations management system is designed to facilitate the assessment of need and request for, and receipt, storage, processing and distribution of, needed disaster commodities (including donated goods and services, if applicable). The State of Michigan disaster logistics management system consists of: 1) the Disaster Logistics and Donations Management Team; 2) the Disaster Logistics and Donations Management Center; 3) required support facilities such as Control Check Points, Warehouses, Staging Areas, the Base / Camps, and Points of Distribution; and 4) the available material resources and expertise of the stakeholder partners listed in the Michigan Disaster Logistics and Donations Management Plan which can be devoted to logistics and donations management operations.

DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM (State-Level): The team made up of representatives of state governmental agencies and nongovernmental organizations to manage disaster commodities and disaster donations on behalf of the State of Michigan. Its mission is to implement the Michigan Disaster Logistics and Donations Management Plan – a stand-alone Support Plan to the Michigan Emergency Management Plan. The Michigan State Police / Emergency Management and Homeland Security Division coordinates the logistics management operations of the team; the Michigan Department of Human Services coordinates donations management operations. The two agencies will cooperate to manage their respective functions, in accordance with the Michigan Disaster Logistics and Donations Management Plan, as part of the State Emergency Operations Center incident response and recovery structure. Depending on incident circumstances, the team may be required to implement statewide or regional logistics and/or donations management operations, or provide technical and/or direct management assistance to logistics and/or donations operations implemented by a local jurisdiction.

DISASTER LOGISTICS MANAGEMENT TEAM (DLMT): The team made up of representatives of local governmental agencies and nongovernmental organizations to manage disaster commodities on behalf of a Michigan local jurisdiction. Its mission is to implement the logistics management elements of the jurisdiction's Disaster Logistics and Donations Management Plan, with the ultimate aim of ensuring the efficient, time-effective, and cost-effective delivery of disaster commodities to those in need. The team is typically managed by a local human service agency or organization. (See background note in green shaded box below for additional information regarding organizational options for local-level disaster logistics and disaster donations management teams.)

Background Note: The Disaster Donations Management Team (DDMT) and Disaster Logistics Management Team (DLMT) have distinct functions, but for operational efficiency may be combined into a Disaster Logistics and Donations Management Team (DLDMT). Because there are sufficient commonalities between the two functions and there is a need to coordinate their activities, the State of Michigan has opted for a combined team. The combined team option is also suggested for local jurisdictions in MSP/EMHSD Publication 107a, "Local Disaster Logistics and Donations Management Planning Handbook." However, there is still a compelling need for separate coordinators for the two functions; as a result, the State of Michigan (and Publication 107a) advocate for the separate positions of Disaster Logistics Management Coordinator (DLMC) and Disaster Donations Management Coordinator (DDMC). Local jurisdictions, as part of their planning, will consider these and other options and develop an organizational structure that best meets their operational needs and makes maximum use of local personnel and facility resources. The State of Michigan will adjust its technical and/or direct assistance efforts as required to accommodate whatever organizational structure is in place in the affected local jurisdictions.

DISTRIBUTION CENTER – a.k.a. POINT OF DISTRIBUTION (POD): A facility operated by a local government, local church or other faith-based organization, community-based organization, or voluntary agency for providing needed commodities (donated and/or procured) directly to disaster survivors. Most commonly called "Point of Distribution or POD;" however, either name is acceptable as long as it is used consistently. This facility can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or large, open paved or gravel space).

DISTRICT COORDINATOR: The Michigan State Police, Emergency Management and Homeland Security Division employee serving at any of seven State Police District Headquarters, whose primary job is to work with local communities on emergency management and homeland security activities.

DONATIONS INTAKE AND PROCESSING CENTER (DIPC): A functional element of the Disaster Logistics and Donations Management Center (DLDMC) which is equipped and staffed to receive, record, and process donation offers received via telephone or online. At a very minimum, the DIPC must have one dedicated phone line and one computer terminal. Large-scale / catastrophic disasters may require a multi-line phone bank and multiple computers.

EMERGENCY: Any occasion or instance in which assistance is needed to supplement efforts to save lives, protect property and public health and safety, or to lessen or avert the threat of a catastrophe.

EMERGENCY MANAGEMENT ACT: Refer to "Michigan Emergency Management Act."

EMERGENCY MANAGEMENT ASSISTANCE COMPACT (EMAC): The interstate agreement that streamlines the assistance one governor can lend to another after a natural, technological or human-caused disaster (including a terrorist attack) by providing a framework for flexible response. The EMAC was first introduced in 1993 and the National Emergency Management Association (NEMA) administers the program on behalf of the member states. The EMAC is an arrangement of the states, by the states, and for the states. It addresses all the issues associated with requesting assistance, reimbursement of services, worker's compensation insurance, and liability in advance of a disaster. (In January 2001, Michigan became the 43rd state to join the EMAC.) The Michigan State Police / Emergency Management and Homeland Security Division (MSP/EMHSD) is the coordinating agency for EMAC assistance in the State of Michigan.

EMERGENCY MANAGEMENT COORDINATOR (EMC): The person appointed pursuant to Act 390, PA 1976, as amended, to coordinate emergency management activities for an emergency management program jurisdiction. Also commonly called State Departmental, County or Local "Emergency Manager."

EMERGENCY MANAGEMENT AND HOMELAND SECURITY DIVISION (MSP/EMHSD): The division within the Department of State Police that coordinates the comprehensive emergency management and homeland security activities (prevention, mitigation, protection, preparedness, response, and recovery) of state and local government and maintains the Michigan Emergency Management Plan and Michigan Disaster Logistics and Donations Management Plan.

EMERGENCY MANAGEMENT PROGRAM: The basic emergency planning and operational entity at the local government level. Each county has an appointed emergency manager and enabling legislation creating an emergency management program. In accordance with the provisions of Act 390, PA 1976, as amended, municipalities with a population of 10,000 or more may elect to also appoint an emergency manager and maintain a separate emergency management program from the county in which they are located.

EMERGENCY OPERATIONS CENTER (EOC): The local site at which the coordination of information and resources to support incident management activities normally takes place. The logistics and donations management functions would typically be managed from this location. Refer to "State Emergency Operations Center" for the state-level facility definition.

EMERGENCY OPERATIONS PLAN (EOP): The plan developed and maintained by a Michigan county or municipal emergency management program jurisdiction, as a counterpart to the Michigan Emergency Management Plan, for the purpose of organizing and coordinating the emergency management activities of the county or municipality and the support jurisdiction(s) under the plan. An EOP usually consists of a basic plan or other introductory section with various supporting annexes for each service or function. The disaster logistics management and donations management functions are typically found under the Resource Support or Human Services (or similar) sections of the plan. (Note: In MSP/EMHSD Publication 201, "Local Emergency Planning Workbook," EOPs are also referred to as "Emergency Action Guidelines" or "EAGs." Although differing slightly in format and level of content, EOPs and EAGs are, for all intents and purposes, identical documents.)

EMERGENCY PUBLIC INFORMATION: Information that is disseminated primarily in anticipation of an emergency or during an emergency.

EMERGENCY SUPPORT FUNCTION (ESF): A grouping of governmental and nongovernmental capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to prevent injuries, save lives, protect property and the environment, restore essential services and critical infrastructure, and help survivors and communities return to normal, when feasible, following a disaster or emergency. Capabilities can include but are not limited to personnel, equipment, material goods, professional knowledge and expertise, financial resources, legal authorities, and facilities. Each ESF is headed by a Lead Agency, with one or more agencies designated as Support Agencies based on their resources and capabilities to support the function. The ESFs serve as the primary operational-level mechanism through which local or state agencies and their partner organizations provide assistance to citizens in need.

EVACUATION: A population protection strategy that provides for the orderly movement of people away from an actual or potential hazard.

EXECUTIVE DIRECTIVE 2005-9: A Michigan Executive Directive issued by Governor Jennifer Granholm on September 29, 2005 that adopted the National Incident Management System (NIMS) as the state standard for incident management in Michigan.

FEDERAL COORDINATING OFFICER (FCO): The federal officer appointed by the President to manage federal resource support activities related to Stafford Act major disasters and emergencies – including the provision of individual assistance, public assistance, and hazard mitigation assistance. The FCO is responsible for coordinating the timely delivery of federal disaster assistance resources and programs to the affected state and local governments, individuals and families, and the private sector.

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA): The primary federal agency that coordinates emergency planning, preparedness, mitigation, response and recovery within the federal government, and administers the President's Disaster Relief Program. FEMA is housed within the federal Department of Homeland Security.

FEDERAL-STATE AGREEMENT: The document that states the understandings, commitments, and conditions for assistance under which FEMA disaster assistance shall be provided. This agreement imposes binding obligations on FEMA, the State, and local governments in the form of conditions for assistance which are legally enforceable.

FORCE ACCOUNT LABOR: State, tribal, or local government employees engaged in logistics and/or donations management activities.

HEAVY EQUIPMENT LOG: A record of heavy equipment (trucks, trailers, forklifts, etc.) that has been rented from a private source that is used for disaster logistics and/or donations management activities. When local and state resources are not available, it may be necessary to lease equipment such as this.

INCIDENT: An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can include major disasters, emergencies, terrorist attacks and terrorist threats.

INCIDENT ACTION PLAN (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments, as well as attachments that provide direction and important information for management of the incident during one or more operational periods.

INCIDENT COMMAND POST (ICP): The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be co-located with other incident facilities and is normally identified by a green rotating or flashing light.

INCIDENT COMMAND SYSTEM (ICS) – a.k.a. INCIDENT MANAGEMENT SYSTEM (IMS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. The ICS is the combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents. The ICS is used for all types of emergencies and is applicable to small as well as large and complex incidents.

INCIDENT COMMANDER (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

IN-KIND DONATIONS: Donations other than cash (usually materials or professional services) for disaster survivors and/or rescue workers and other relief staff.

JOINT FIELD OFFICE (JFO): A temporary federal facility established locally (i.e., in or close to a federally-designated disaster area) to provide a central point for federal, state, local and tribal officials with responsibility for incident oversight, direction and/or assistance to effectively coordinate protection, prevention, mitigation, preparedness, response and recovery actions.

JOINT INFORMATION CENTER (JIC) – a.k.a. JOINT PUBLIC INFORMATION CENTER (JPIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies and organizations are co-located at the JIC. (Note: JIC is the preferred name; JPIC is now obsolete.)

LOCAL GOVERNMENT (Federal Definition): 1) Any county, city, village, township, district, regional authority, public college or university, or other political subdivision of any state, any Indian Tribe or authorized tribal organization, or Alaskan native village or organization; and 2) Any rural community or unincorporated township or village or any other public entity for which an application for assistance is made by a state or political subdivision.

LOCAL STATE OF EMERGENCY: A declaration by a county or municipality with an appointed emergency management coordinator (pursuant to Act 390, PA 1976, as amended) when circumstances indicate that the occurrence or threat of widespread or severe damage, injury, or loss of life or property from natural or human-made cause exists.

MAJOR DISASTER: Any natural catastrophe (including any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any flood, fire, or explosion, in any part of the United States which in the determination of the President cause damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

MICHIGAN EMERGENCY MANAGEMENT ACT – a.k.a. EMERGENCY MANAGEMENT ACT: Act 390, PA 1976, as amended, the basic state emergency management enabling legislation. This Act prescribes the power and duties of the Governor and certain state and local agencies and officials related to preparing for, responding to, recovering from, and mitigating disasters and emergencies; prescribes immunities and liabilities related to disaster relief work; and establishes the organizational framework for the emergency management system used in the state. (Note: Emergency Management Act is the official name; however, it is most often referred to as the Michigan Emergency Management Act.)

MICHIGAN EMERGENCY MANAGEMENT ASSISTANCE COMPACT (MEMAC): The statewide mutual-aid assistance compact, authorized under 1976 PA 390, as amended, that allows participating jurisdictions to render or receive assistance in time of crisis and share vital public safety services and resources more effectively and efficiently. The MEMAC is designed specifically for those situations in which a participating jurisdiction has exhausted its local resources (including those available through local / regional mutual aid or reciprocal aid compacts or agreements), or its resources are inadequate or overwhelmed in response to a threat or event being faced, and it requires additional resources (provided in a timely manner) to protect public health and safety, property or the environment. (The Emergency Management and Homeland Security Division, Department of State Police [MSP/EMHSD] administers the MEMAC on behalf of the State of Michigan and is responsible for processing requests for resources by participating jurisdictions.)

MICHIGAN EMERGENCY MANAGEMENT PLAN (MEMP): The plan developed and continuously maintained by the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD), pursuant to 1976 PA 390, as amended, for the purpose of coordinating the emergency management and homeland security activities of prevention, mitigation, preparedness, response and recovery within the state. The MEMP consists of two introductory sections (i.e., Planning Preliminaries; Emergency Management System), eight Emergency Support Functions (ESFs), 23 Disaster-Specific Procedures, and three primary Support Plans (i.e., Evacuation and Mass Shelter Support; Animal Care Support; Recovery Support). The MEMP is supported by other state-level, function-specific plans, including but not limited to those that address: 1) continuity of government and continuity of operations; 2) disaster logistics and donation management; 3) disaster debris management; 4) hazard mitigation; 5) emergency repatriation; 6) damage assessment; and 7) mass fatality management.

MICHIGAN VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER (MIVOAD): The Michigan chapter of the National Voluntary Organizations Active in Disaster (NVOAD), an umbrella organization of established and experienced voluntary organizations that provide disaster services in all phases of emergency management, but with emphasis on response and recovery. The MIVOAD fosters cooperation, communication, coordination, and collaboration among its Michigan-based voluntary organizations. In the response and recovery phases, each individual organization functions independently, yet cooperatively. The MIVOAD serves as a clearinghouse and coordinating body for the provision of support services to a variety of response and/or recovery operations (including disaster donations and disaster logistics management), working in coordination and cooperation with other involved state departments / agencies and nongovernmental organizations in the State Emergency Operations Center or Alternate State Emergency Operations Center. The MIVOAD may also work directly with affected local government Emergency Operations Centers in disaster donations and/or disaster logistics management, and/or other incident response and/or recovery support activities.

MOBILIZATION CENTER: A temporary federal facility at which response personnel, equipment, and resources (disaster commodities) are received and pre-positioned for deployment to an incident Logistics Base, a Warehouse or Staging Area, or directly to a Point of Distribution or other designated location, as required. A Mobilization Center may provide temporary support services, such as food and billeting, for response personnel prior to their assignment, release, or re-assignment.

MONITORING: Actions taken to ensure that a contractor (involved in disaster donations and/or logistics management work) complies with the contract scope-of-work.

MUTUAL AID AGREEMENT: A written agreement between agencies, organizations, and/or jurisdictions that indicates that they will assist one another upon request by furnishing personnel, equipment, materials, and/or expertise in a specified manner.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS): A system mandated by Homeland Security Presidential Directive (HSPD)-5 that provides a consistent nationwide approach for federal, state, tribal, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents (which includes terrorist attacks, major disasters, and other emergencies), regardless of their cause, size or complexity. To provide for interoperability and compatibility among federal, state and local capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the incident command system; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certifications; and the collection, tracking, and reporting of incident information and incident resources.

NATIONAL RESPONSE FRAMEWORK (NRF): The plan developed by the federal Department of Homeland Security (DHS) to replace the National Response Plan (NRP) which had been effect since January 6, 2005. The National Response Framework officially replaced the NRP on March 22, 2008. The National Response Framework provides the guiding principles by which all response personnel prepare for and provide a unified national response to disasters and emergencies.

NONGOVERNMENTAL ORGANIZATION (NGO): A private nonprofit entity that is based on interests of its members, individuals, or institutions and that is not created by a government but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples include faith-based charity organizations and the American Red Cross.

POINT OF DISTRIBUTION (POD) – a.k.a. DISTRIBUTION CENTER: A facility operated by a local government, local church or other faith-based organization, community-based organization, or voluntary agency for providing needed commodities (donated and/or procured) directly to disaster survivors. Also commonly called "Distribution Center;" however, Point of Distribution is currently the preferred name. (Either name is acceptable, as long as it is used consistently.) This facility can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or large, open paved or gravel space).

PRELIMINARY DAMAGE ASSESSMENT (PDA): An assessment conducted by teams of federal, state and local officials (and tribal, if affected) to determine the severity and magnitude of a disaster and also to identify capabilities and resources of state, local, tribal and other federal agencies.

PRINCIPAL FEDERAL OFFICIAL (PFO): The federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate and execute the Secretary's incident management responsibilities under HSPD-5. The PFO ensures consistency of federal support as well as the overall effectiveness of federal incident management. The PFO interfaces with federal, state, tribal, local, and nongovernmental / private sector officials regarding the federal incident management strategy, and serves as the primary federal spokesperson for coordinating public communications related to the incident. The PFO position is normally only established for catastrophic or unusually complex incidents requiring extraordinary coordination.

PRIVATE NONPROFIT ORGANIZATION: Any nongovernmental agency or entity that currently has:

- An effective ruling letter from the U.S. Internal Revenue Service, granting exemption under section 501(c), (d), or (e) of the Internal revenue Service Code of 1954; or

- Satisfactory evidence from the State that the non-revenue producing organization or entity is a nonprofit one organized or doing business under state law.

RESOURCE SUPPORT ESF: The Emergency Support Function (ESF) in the Michigan Emergency Management Plan that is concerned with the provision of supplemental human, material, facility, equipment and financial resources to support emergency operations. Disaster logistics and disaster donations management fall under the purview of the Resource Support ESF.

Note: In some local Emergency Operations Plans or Emergency Action Guidelines, the disaster logistics and disaster donations management functions may fall under the Human Services ESF or human services function or agency.

RECEPTION CENTER: A center established to register evacuees and assess their disaster-related needs. This facility may also, under certain circumstances, be used to receive specific commodities (donated and/or procured) such as food, water, clothes and building supplies.

RECOVERY: Recovery, in this document, includes all types of emergency actions dedicated to the continued protection of the public or to promoting the resumption of normal activities in the affected area.

REGIONAL RESPONSE COORDINATION CENTER (RRCC): A standing facility at each FEMA regional office that is activated to coordinate regional response efforts and implement local federal program support until a Joint Field Office (JFO) is established.

RESPONSE: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of incident mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes.

ROBERT T. STAFFORD DISASTER RELIEF AND EMERGENCY ASSISTANCE ACT: (See "Stafford Act.")

SHELTER: A facility in an area safe from the effects of a hazard that may be used to house and care for evacuees.

STAFFORD ACT: The Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707, signed into law November 23, 1988. The Stafford Act renamed and amended the Disaster Relief Act of 1974, PL 93-288. The Stafford Act was subsequently amended by the Disaster Mitigation Act of 2000, P.L. 106-390 (October 30, 2000), as well as several Acts signed into law in October of 2006 (i.e., Department of Homeland Security Appropriations Act of 2007, P.L. 109-295, October 4, 2006; Pets Evacuation and Transportation Standards Act of 2006, P.L. 109-308, October 6, 2006; and Security and Accountability for Every Port Act of 2006, P.L. 109-347, October 13, 2006).

STAGING AREA: A large parking lot or other suitable open area to provide a base for registration, unloading and transfer of resources, assembly of persons, and a rally point for mutual aid forces. For logistics / donations management purposes, a staging area could be officially designated points such as vacant commercial lots, warehouse facilities (governmental, NGO), armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is written permission from the owner).

STATE COORDINATING OFFICER (SCO): The person appointed by the Governor to manage all aspects of a federally-declared major disaster or emergency under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act). The Division Commander or Assistant Division Commander of the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD) is normally appointed to this position. The SCO works in cooperation with the Federal Coordinating Officer (FCO) – generally an employee of the Federal Emergency Management Agency (FEMA).

STATE DIRECTOR OF EMERGENCY MANAGEMENT AND HOMELAND SECURITY (SDEMHS): The Director of the Department of State Police or his/her authorized representative. The Division Commander of the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD) is the designated Deputy State Director of Emergency Management and Homeland Security.

STATE EMERGENCY OPERATIONS CENTER (SEOC): The primary center for coordination of state government response and recovery operations in time of disaster or emergency. The SEOC is maintained and operated by the Emergency Management and Homeland Security Division, Department of State Police (MSP/EMHSD).

STATE INDIVIDUAL ASSISTANCE OFFICER (SIAO): The person appointed by the State Coordinating Officer to serve as the primary point of contact with FEMA, other federal and state departments / agencies, and private, voluntary (nongovernmental) agencies and organizations in the provision of disaster relief assistance to individuals and families.

STATE OF DISASTER OR STATE OF EMERGENCY: A declaration by executive order or proclamation by the Governor under the provisions of Act 390, PA 1976, as amended, which activates the response and recovery aspects of state and local emergency operations plans.

STATE PUBLIC ASSISTANCE OFFICER (SPAO): The person appointed by the State Coordinating Officer (SCO) to manage the Public Assistance Grant Program on behalf of the State.

TERRORISM: An intentional, unlawful use of force, violence or subversion against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political, social, or religious objectives.

UNAFFILIATED VOLUNTEER: Also known as a “spontaneous” or “emergent” volunteer; an individual who is not formally associated with a recognized voluntary disaster relief organization.

UNDESIGNATED GOODS: Largely unsolicited, donated items that are not addressed to a specific recipient.

UNIFIED COMMAND: An application of the Incident Command System (ICS) used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single Incident Command Post (ICP) and to establish a common set of objectives and strategies and a single Incident Action Plan (IAP).

UNSOLICITED GOODS: Donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

VALUE-ADDED DONATION: A disaster donation (goods or service) that has been properly prepared for shipping, receiving, distribution, and use. Generally, value-added donations are: 1) needed by the disaster-stricken community; 2) appropriate to the culture of the community; and 3) clearly sorted, packed and labeled for distribution and eventual use. Perishable food is not a value-added donation and should be discouraged.

VOLUNTEER: For emergency management and/or homeland security purposes, any individual accepted to perform services by an appropriate governmental agency which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

VOLUNTEER REGISTRATION CENTER (VRC): A designated location where spontaneous, unaffiliated volunteers may go to register for disaster work; have their education, training and skill sets assessed; receive an incident overview and expedient training, if applicable; and receive disaster work assignments.

WAREHOUSE: Any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles carrying disaster donations or commodities. Examples of facilities that can be used as warehouses include but are not limited to vacant commercial warehouse space, governmental and nongovernmental organization warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc.

WEAPON OF MASS DESTRUCTION (WMD): Under Title 18, U.S.C. § 2332a, "(1) Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than four ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life." Weapons of Mass Destruction are also commonly referred to as "CBRNE" Weapons – an acronym for chemical, biological, radiological, nuclear and explosives / incendiary devices.

SITUATION AND ASSUMPTIONS:

Initiating Disaster Conditions. Most disasters in Michigan do not completely overwhelm state and local capabilities to meet the short- and/or long-term recovery and basic life sustainment needs of the affected population. As a result, substantial disaster logistics and donations management operations in Michigan are rarely activated at the state or local levels. Normally, the need for a large influx of disaster commodities from outside Michigan would only be expected in the most widespread, severe, or catastrophic of incidents. Those situations typically would result in: 1) significant structural, property, and/or environmental damage; 2) severe and prolonged impacts to large numbers of individuals – and especially to functional needs populations; 3) severe impacts to animal populations; 4) severe curtailment or cessation of critical economic, social, and/or life support systems, services, institutions and sectors – to such an extent that basic human needs cannot be met using in-state resources alone; and 5) the need for extended protective measures and mass sheltering / temporary housing for affected individuals.

Media Portrayal. Such events would also likely generate a high level of prolonged regional and/or national media interest (including social media networks) which would inevitably focus on the ability of the State and the affected local governments to meet the basic health, medical, safety, sanitation, and life sustainment needs of the impacted population. In terms of unsolicited disaster donations, if the disaster circumstances are portrayed by the media and social media networks in a manner that exudes confidence that the needs of disaster survivors are being adequately met by local, state and federal response assets, then donations likely will be minimized. Conversely, if the portrayal of events gives the impression basic needs are not adequately being met or the incident response / recovery is in any way falling short of expectations, then unsolicited disaster donations are likely to occur (and especially from persons and organizations located outside the affected area).

Likely Trigger Events. Based on the experiences in Michigan and in other states, the types of disasters most likely to require the activation of a substantial logistics management operation (including a disaster donations element, if required) in Michigan are:

- A nuclear military attack against the United States.
- A terrorist attack in a major metropolitan area that involves a weapon of mass destruction and which results in significant injury, loss of life, and property damage.
- A series of severe and damaging windstorms, tornadoes, or floods that occur within a short timeframe and that affect a large portion of the state or the entire state.
- A prolonged electrical power outage or other energy emergency (e.g., natural gas shortage) that affects a large portion of the state or the entire state, especially during a period of extreme hot or extreme cold temperatures.
- A catastrophic hurricane, earthquake, tornado, terrorist attack, or fire in another state (widely covered by the media) which results in widespread and/or severe physical damage leading to a large influx of displaced evacuees into Michigan.
- A pandemic or other biological incident that requires quarantine of a large segment of the population and/or significant hospitalization, and which results in shortages of food and medical supplies and a curtailment or cessation of critical systems, services, and sectors.

- A major hazardous material or nuclear power plant accident that requires prolonged mass evacuation and sheltering operations.
- A prolonged local, state, region, or nationwide shortage of critical life-sustaining resources due to any cause.

These disasters would normally be beyond the collective response and recovery capabilities of local jurisdictions and the State – even with resource augmentation by private sector entities within the state and/or other states under the national EMAC. Only the federal government – working in conjunction with NGOs, the national private sector, and perhaps even international entities under the umbrella of the National Response Framework (NRF) – possesses the financial resources and logistics capability to meet the significant logistics needs of such disasters in a timely manner.

Major Planning Assumptions. In addition to the basic planning assumption outlined above pertaining to initiating disaster conditions, the following additional planning assumptions have guided the development of this plan:

- The successful management of disaster commodities requires a united, cooperative and coordinated effort by local, state, tribal (as applicable) and federal agencies, NGOs, business and industry, public and private institutions, and the general public.

- Large-scale / catastrophic disasters will likely overwhelm local and state resources, necessitating that supplemental life-sustaining commodities be acquired for those in need. The supplemental commodities may be procured through state and federal government channels, through NGOs and/or the private sector, through the EMAC, filled through voluntary disaster donations, or any or all of these options.

- Full use of existing local, tribal, state, NGO and private sector resources (including donations and mutual aid) should occur before federal assistance is sought.

- Assistance under the EMAC will be sought as appropriate. However, it is recognized that many initiating disaster conditions may affect entire regions of the United States or even the entire country, rendering the EMAC useless in many cases as a vehicle for obtaining needed disaster commodities.

- If adequate disaster commodities cannot be procured, in a <u>time- and cost-effective</u> manner through non-federal sources, then federal assistance will be sought through FEMA, under the umbrella of the NRF.

- Logistics / donations management response activities may be necessary before a Presidential major disaster declaration, as rapid coordination efforts are often required to mitigate potential problems in the response phase of disaster operations.

- In the event of a particularly severe disaster that causes significant injuries, loss of life, destruction of property, and the need for mass care for a large population, a wide array of disaster commodities will be necessary to meet the basic life support requirements of those in need.

- Affected individuals and families will have, at best, basic provisions to be self-sufficient for no more than three days (72 hours). The vast majority of those affected will not even have this basic level of preparedness and will require immediate attention.

- Offers of assistance (donations) from citizens and the private sector will be made to all levels of government (federal, state, local, and tribal) as well as to NGOs.

- Functional needs populations (e.g., the elderly, homebound individuals, persons with disabilities, severely impoverished individuals, institutionalized individuals, young children, pregnant women, persons with pets, etc.) will require particular attention and must be quickly identified early in the disaster response so that needed commodities can be targeted to them as required.

- In anticipation of a catastrophic incident, FEMA may elect (with or without a state request for assistance) to pre-stage disaster commodities at designated locations (Mobilization Centers) to ensure the rapid distribution of needed life-sustaining commodities to disaster survivors in the immediate aftermath of the incident.

- In the immediate aftermath of a catastrophic incident where there is a clear need for disaster commodities, FEMA may elect (without a state request for assistance) to deliver life-sustaining disaster commodities to designated locations (Points of Distribution, shelters, care facilities, etc.) for rapid distribution to disaster survivors. In these situations, every reasonable effort will be made to coordinate such actions with the State and affected local jurisdictions. However, if such coordination is not possible, FEMA is authorized to unilaterally make such decisions and to carry out those actions that are required to protect the public health and safety and/or facilitate rapid response and recovery operations.

- The American Red Cross (an NGO) is Congressionally-mandated to provide disaster relief assistance to persons and areas in need. This includes the provision of certain types of life-sustaining disaster commodities. It is expected, then, that the ARC (along with other NGOs) will be able to meet some but not all of the life sustainment needs of the population affected by a major disaster or other catastrophic incident.

- NGOs involved in the relief effort (e.g., ARC, MIVOAD) will coordinate their relief actions through the affected local Emergency Operations Centers (EOCs) and the State Emergency Operations Center (SEOC). Such coordination is necessary to ensure maximum efficiency of the logistics / donations management operation, and to ensure that the needs of the affected population are being adequately met.

- To the extent possible, all field facilities required for a successful logistics / donations management operation (i.e., Control Check Points, Warehouses, Staging Areas, the Base / Camps, Points of Distribution) should be located within, or in close proximity to, the affected jurisdiction.

- Usable surplus commodities (including donations) will have to be properly dispensed of at the conclusion of disaster response and recovery operations. The federal government (FEMA) will determine the appropriate final disposition of any surplus federal commodities. Any unused commodities provided by the State of Michigan, as well as those provided by private sector entities (including voluntary donations), will be properly disposed of through the SEOC and affected local EOC(s).

- Any and all commodities provided by the federal government will be done so in accordance with the appropriate elements of the NRF, including but not limited to: 1) ESF #5 (Information and Planning Annex); 2) ESF #6 (Mass Care, Emergency Assistance, Temporary Housing and Human Services Annex); 3) ESF #7 (Logistics Annex); 4) the Private-Sector Coordination Annex; and 5) the Catastrophic Incident Annex. In addition, commodities will be typed in accordance with the National Mutual Aid and Resource Management Initiative under the National Incident Management System (NIMS).

- Federal agencies and NGOs providing disaster commodities to the State of Michigan may not, in many cases, provide personnel, equipment, materials or other resources to aid in the transport, storage, inventorying, movement or distribution of those commodities. In those cases, logistics management assets must be provided by the State of Michigan and/or the affected local governments, or by volunteers, contractors or agents working on behalf of the State of Michigan and/or the affected local governments. Technical assistance may be provided by FEMA or other participating federal agencies or relief organizations, at their discretion.

- Mobile homes / temporary housing assets provided to the State of Michigan or its affected local governments must be installed and operated in accordance with applicable state laws / regulations and local ordinances related to the establishment and operation of temporary housing quarters.

- In federally-declared major disasters or emergencies under the Stafford Act, certain disaster logistics / donations management costs directly related to the protection of the health, safety and general welfare of the affected population may be reimbursable as an “emergency protective measure” under Category B of the federal Public Assistance Grant Program (PAGP). All such costs, if allowed, would be eligible on at least a 75% federal / 25% non-federal basis.

- Hazardous material / environmental issues will have to be addressed throughout the logistics / donations management operation.

- Once emergency conditions in the disaster area are known (typically via the media), individuals and relief organizations from outside the disaster area will begin to collect materials and supplies and organize teams to assist the devastated region. Often, officials in the disaster area may not be aware of such assistance efforts.

- Individuals and organizations will feel compelled to go to the disaster area to offer material goods and/or services.

- In the event of a particularly damaging disaster causing significant injuries, loss of life, and destruction of property, donors will offer a wide variety of assistance – including cash, goods, equipment and loan of equipment, and the services of individuals.

- Cash donations to recognized nonprofit voluntary organizations with disaster experience are generally preferable to in-kind donations or material donations (including volunteer services).

- Large-scale and/or "high visibility" disasters will likely require some level of state involvement and assistance in logistics / donations management operations. In smaller-scale disasters, these activities, if required, can normally be handled by voluntary organizations and local agencies, working in concert with each other.

- NGOs have most of the expertise, experience, and capability for disaster donations management. The State of Michigan, in general, does not possess the infrastructure, personnel, facilities, expertise, and experience to manage a large-scale, prolonged disaster logistics / donations management operation without involvement and assistance by voluntary relief organizations.

- Non-useful and unwanted (unsolicited) donations can be expected. Such items may include unsorted dirty or climate-inappropriate clothing, used mattresses, highly perishable foods, worn-out or cast-off items (junk), etc. These items must be planned for and disposed of in a manner that would not be considered offensive to the giving party. (Such disposal activities should not be publicized in any manner.)

OPERATIONS AND ORGANIZATION:

Damage Assessment / Needs Assessment. The Michigan Emergency Management Plan (MEMP) / Information and Planning ESF, and MSP/EMHSD Publication 901 – "Michigan Damage Assessment Handbook," describe the damage assessment system used by state agencies and local governments in Michigan. That system helps determine the extent of loss or harm from natural and human-made disasters. Part of the analysis that occurs during the process of collecting and compiling the damage assessment data involves identifying the anticipated needs of the communities and individuals affected by the disaster. This "needs assessment" portion of the process is crucial because of its direct relationship to organized action by response and long-term recovery / relief personnel.

The anticipated need for disaster commodities to supplement existing local, state, NGO, and private sector resources is a critical part of the needs assessment. So too is the likelihood of receiving unsolicited donations from outside parties due to incident conditions (real or perceived). If it is determined that disaster commodities are required due to severe resource and/or capability shortfalls, that determination will likely come from the needs assessment portion of the damage assessment process. Similarly, the damage / needs assessment process will help in identifying, 1) the likely need for disaster donations to fill anticipated resource requirements, and 2) the likelihood that disaster donations will become an issue that needs to be dealt with early in the incident response.

With regard to disaster commodities, the needs assessment should provide timely answers to the following critically important questions:

- What commodities are needed (category, kind, type)?
- When are they needed?
- Where are they needed, and by whom (are functional needs populations affected)?
- How much is needed (quantities)?
- For how long will they be needed?

These determinations are typically made by the individual local governments and state agencies that submit their assessment data to the MSP/EMHSD through the SEOC. Other times, it is the SEOC Planning Section and Operations Section and/or other MSP/EMHSD or state agency staff that makes those determinations, based on the collective data submitted by local governments and state agencies. In either event, once the determination is made that supplemental disaster commodities are required, the SEOC Incident Commander must make the decision whether or not to activate the DLDMT and DLDMC as part of the SEOC structure.

Direct Resource Requests. Apart from the initial damage assessment / needs assessment process described above, local governments in Michigan can also articulate resource requirements to the SEOC throughout the incident response and recovery phases via the Critical Incident Management System (CIMS or MI-CIMS). Within the CIMS menu of reports and forms is a "Resource Request" form which can be completed by a local government requesting a specific resource, and then submitted to the SEOC for review, analysis and follow up action. Such resource requests would typically be made when the resource in question was not readily available locally or regionally through existing mutual aid or assistance agreements.

Prioritization of Resource Sources. Once the resource request is submitted to the SEOC, it typically will be filled by one of the following methods – listed in general order of consideration by SEOC staff:

- By the applicable state agency, using the agency's existing resources;
- By an NGO, using the organization's existing or acquired resources;
- By disaster donations provided by private entities and/or the public;
- By a vendor under contract to the Michigan Department of Technology, Management and Budget (MDTMB);
- By resources provided through the nationwide (interstate) EMAC or (intrastate) MEMAC; or
- By a federal agency under mission assignment by FEMA, through the National Response Framework.

Resource requests are another mechanism to help establish the need for disaster commodities and provide direction to state agency staff regarding the categories, kinds, types and quantities of commodities that must be acquired through one or more of the avenues listed above. Appeals to the public and the business community for donations can then be tailored to meet the specific needs of the affected local governments and/or state agencies, as articulated in their resource requests.

Disaster Logistics / Donations Management Operations: Roles and Responsibilities:

Local Government. Local government is the first to respond to disasters and emergencies. Response efforts are first directed to activities that protect lives, such as evacuations, sheltering, fire fighting, utility restoration, and debris clearance from roadways. Key initial response efforts of local government with regard to logistics management include determining:

- The life sustainment needs of the affected population;
- The materiel and technical assistance needs of the response and recovery operation;
- The ability of the community to meet those needs based on existing resources and capabilities; and
- The likelihood that disaster donations will become an issue that needs to be dealt with during response and recovery operations.

Mutual Aid. Local governments are strongly encouraged to enter into mutual aid agreements to provide assistance to one another during a disaster or emergency. The agreements should either stipulate reciprocal services or set labor and equipment rates. In order for emergency assistance provided under a mutual aid agreement to be eligible for reimbursement by FEMA, the agreement must be in writing and in place before the incident occurs. Additional requirements for FEMA eligibility include:

- The assistance should be directly related to the disaster and meet other FEMA eligibility requirements;
- The mutual aid agreement should not be contingent upon federal funding or a declaration of major disaster by the federal government;
- The eligible applicant receiving aid must request the grant from FEMA, and the entity providing aid may not apply for a grant directly; and
- The applicant must be able to provide documentation that aid was requested, that aid was received and costs were incurred by the entity providing aid.

State Government. The State of Michigan can provide supplemental assistance to stricken local communities when the required response efforts overwhelm local capabilities. Such assistance is requested through the MSP/EMHSD by following the processes specified in MSP/EMHSD Publication 901 – "Michigan Damage Assessment Handbook," and the MEMP with regard to declaring a local "state of emergency" and requesting state assistance.

If state assistance for logistics and/or donations management purposes is required, it can be authorized by the Governor upon the declaration of a "state of disaster" or "state of emergency" under 1976 PA 390, the Michigan Emergency Management Act. In some cases, state assistance may also be provided under a state agency's separate legal authorities. Assistance may include, but is not limited to:

- Overall management of the logistics / donations operation;
- Technical assistance with various aspects of the operation;
- Provision of equipment and personnel to provide direct assistance in operations;
- Possible financial assistance (under Section 19 of 1976 PA 390, or by direct legislative appropriation); or
- Any combination of these forms of assistance.

All such assistance will be provided through the SEOC and coordinated by the MSP/EMHSD, in accordance with the MEMP.

If state logistics / donations management capabilities (including activation of mutual aid and use of private sector resources) are overwhelmed, the State of Michigan has two other options available to it for supplemental logistics / donations management assistance: 1) seek assistance from other states via the nationwide EMAC – the state-to-state mutual aid agreement; and/or 2) seek assistance from the federal government through FEMA.

EMAC Assistance. All assistance requested under the EMAC must go through the MSP/EMHSD – the steward agency for the EMAC within the State of Michigan. Based on identified logistics / donations management needs, the MSP/EMHSD will request the assistance using the standard process required by the EMAC. Assistance for logistics / donations management purposes under the EMAC may include, but is not limited to:

- Professional expertise for overall management of the operation;
- Equipment and operators for the transportation, storage, sorting, or distribution of commodities and/or unsolicited donations;
- Technical assistance with specific aspects of the operation; or
- Any combination of these forms of assistance.

The State of Michigan can either accept or decline the assistance proposals provided by other states, depending on such factors such as cost, timing of assistance, and the logistical requirements of the providing entity. All assistance provided under the EMAC will be coordinated through the SEOC by the MSP/EMHSD and other involved state agencies.

Federal Government. If the response and recovery effort is beyond the combined capabilities of the affected local government(s) and the State of Michigan – even when supplemented by mutual aid – it will likely be necessary to request federal disaster relief assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. Such requests are made by the Governor, through the FEMA Region V office (in Chicago, Illinois), to the President. Under the Stafford Act, the President may declare that a "major disaster" or "emergency" exists within the affected areas of Michigan and provide disaster relief assistance to meet the specific needs of the situation.

Federal assistance with logistics / donations management activities may include:

- Provision of disaster commodities to meet the identified life sustainment needs of the affected population and the operational needs of the response and recovery effort;
- Technical assistance in the actual management of the logistics / donations operation; and
- Financial assistance for state and locally-managed logistics / donations operations.

The provision of disaster commodities can be accomplished via direct assistance provided by FEMA (or another federal agency under mission assignment by FEMA) under the National Response Framework. Technical assistance with logistics / donations management operations can be provided by FEMA. Federal financial assistance for state- and locally-managed operations may be available (subject to eligibility) under the Public Assistance Grant Program (PAGP) – Category B (Emergency Protective Measures). These forms of assistance must be specifically requested in the Governor's declaration request letter. All such assistance provided by the federal government is coordinated through the SEOC and/or the established Joint Field Office (JFO) by the MSP/EMHSD and other involved state agencies.

Pre-Staging of Federal Commodities. For slowly evolving incidents or incidents in which there is sufficient prior notice of likely occurrence (e.g., steadily increasing flood, pandemic, prolonged resource shortage), FEMA may elect (with or without a state request for assistance) to pre-stage disaster commodities in anticipation of their need once the incident actually occurs. FEMA and other federal agencies are authorized to take such unilateral actions as a precautionary step to ensure that those commodities that are typically needed immediately after a catastrophic incident are available near the disaster area to provide immediate life-sustaining support to disaster survivors. FEMA will pre-stage these commodity caches at designated federal Mobilization Centers at no cost to the State of Michigan or the affected local governments. If the commodities are needed, they can be delivered by federal contractors and/or state and local transportation assets to the designated Control Check Points, Warehouses, Staging Areas, Points of Distribution (a.k.a., Distribution Centers), or other locations in a rapid and organized manner. If the commodities are not needed because the incident did not occur and/or other resources were used, they will be returned to federal repositories and/or private sector suppliers by the designated federal contractors.

Disaster Logistics / Donations Management System. The state disaster logistics / donations management system is designed to determine:

- The need for supplemental disaster commodities;
- The category, kind, type, and quantity of commodities required to meet the life sustainment needs of the affected population, as well as the needs of the response and recovery operations;
- The locations where commodities are needed;
- How long supplemental commodities will be required;
- The likely need for disaster donations to fill anticipated resource requirements;
- How commodities (including those met by donations) will be received, stored, staged, registered / inventoried, transported, distributed, and accounted for;
- The likelihood that disaster donations will become an issue that needs to be dealt with early in the incident response; and
- The number and types of workers (and their qualifications) necessary to successfully implement a disaster logistics / donations management operation based on incident circumstances.

The system consists of: 1) the DLDMT; 2) the DLDMC; 3) other facilities required to support the logistics / donations management effort; and 4) the available supporting resources and expertise of state agencies and NGOs that are part of the DLDMT.

Lead Agencies for Logistics / Donations Management. In accordance with the MEMP, the Michigan Department of Human Services (MDHS) is responsible for the management of disaster donations operations, and the MSP/EMHSD is responsible for management of disaster logistics operations. These two agencies will serve as the designated leads for their respective functions, and they will jointly implement this plan.

A Disaster Donations Management Coordinator (DDMC) will be appointed from within the MDHS to manage and coordinate the donations management function at the state level. Similarly, a Disaster Logistics Management Coordinator (DLMC) will be appointed from within the MSP/EMHSD to manage and coordinate the logistics management function. Together, these two individuals will manage and coordinate the DLDMT and DLDMC – each having equal authority and responsibilities within their designated functional areas.

Disaster Logistics / Donations Management Team. The DLDMT consists of appropriate representatives of the following Michigan state agencies and NGOs:

- Michigan Voluntary Organizations Active in Disaster (MIVOAD) – (facility, labor and transportation resources; technical expertise)
- American Red Cross (ARC) Michigan – (facility, labor and transportation resources; technical expertise; identification of needs)
- Michigan Citizen Corps (MCC) – (labor resources – volunteers)
- State Animal Response Team (SART) – (advice on animal-related commodity needs; value-added donations for animal care needs from individual and/or corporate donors)
- Michigan Department of Human Services (MDHS) – (overall management and coordination of disaster donations operations; labor resources; functional needs populations needs / issues)
- MDHS / Michigan Community Service Commission (MCSC) – (labor resources through the Michigan AmeriCorps and other programs and Volunteer Michigan website; credentialing of volunteers)
- MSP/EMHSD (overall management and coordination of disaster logistics operations; State Individual Assistance Officer; State Public Assistance Officer; Public Information Officer; plan development / revision services; federal resource requests; liaison to FEMA/DHS; Michigan Citizen Corps resources; incident coordination)
- Michigan Department of Agriculture and Rural Development (MDARD) – (SART activation / coordination; USDA / agricultural industry liaison; facility resources – fairgrounds and agricultural industry)
- Michigan Department of Community Health (MDCH) – (labor resources – volunteers through the Michigan Volunteer Registry; advice on health / medical commodity needs)
- MDCH / Michigan Office of Services to the Aging (MOSA) – (senior citizen-related needs and issues; labor resources – senior volunteers)
- Michigan Department of Corrections (MDOC) – (facility, labor and transportation resources)
- Michigan Department of Technology, Management and Budget (MDTMB) – (facility, labor and transportation resources)
- Michigan Department of Military and Veterans Affairs (MDMVA) – (facility, labor and transportation resources; technical expertise; security at facilities)
- Michigan Department of Natural Resources (MDNR) – (facility, labor and transportation resources)
- Michigan State Police (MSP) – (security at facilities; supplemental intrastate transportation resources)
- Michigan Department of Transportation (MDOT) – (facility, labor and transportation resources; overweight and/or oversize vehicle permitting)

The exact composition of the DLDMT for each disaster will be determined by the SEOC Incident Commander and/or Operations Section Chief, based on the disaster conditions and the anticipated scope, magnitude, and duration of the logistics / donations management effort. For most disaster situations involving a disaster logistics / donations operation, the entire membership of the DLDMT will not be needed. However, particularly severe or catastrophic incidents may require the full activation. (Refer to Attachment C, "Disaster Logistics / Donations Management Team – Membership Roster / Contact List," for a listing of and contact information for DLDMT members.)

The DLDMT serves the following basic functions:

- Assisting in the identification of needed disaster commodities (procured and/or donated);
- Providing for the overall management, coordination, and troubleshooting of the logistics / donations management operation;
- Providing technical expertise in all facets of the logistics / donations management operation;
- Providing / coordinating resource support to the logistics / donations management operation (personnel, equipment, materials, vehicles, facilities, communications);
- Requesting / procuring needed disaster commodities;
- Establishing / managing needed support facilities such as Control Check Points, Warehouses, Staging Areas, the Base / Camps, and Points of Distribution;
- Coordinating commodity receipt, storage, staging, registering / inventorying, transporting, distributing, and accounting and final disposition;

- Coordinating with involved contractors, federal and local agencies, NGOs, tribal governments (as applicable); and donors (if commodities are donated, at the request of the State and/or involved jurisdiction);
- Monitoring / tracking the activities and progression of the logistics / donations management operation;
- Identifying and resolving issues as they arise (troubleshooting / problem solving);
- Maximizing the use of donations offers (goods and volunteer services) by ensuring that they are appropriate for the incident circumstances and in value-added form, are properly registered and inventoried, and are directed to the areas / populations most in need;
- Coordinating with Public Information regarding media releases about the availability and distribution of needed disaster commodities, disaster donations preferences and donating instructions, and instructions for spontaneous, unaffiliated volunteers; and
- Providing operation-specific information for required reports, briefings, media inquiries, etc.

Disaster Logistics / Donations Management Center Overview. The DLDMC serves as the central coordination point for all state-level disaster logistics / donations management activities and operations. It is the location in which the DLDMT works. The DLDMC will be activated by the SEOC Incident Commander when centralized management of the logistics / donations operation is required. If possible, the DLDMC will be physically located in the SEOC. In cases of crowding in the SEOC, the DLDMC may be located immediately adjacent to the SEOC in an existing office or conference room, or it may be located at another facility with direct phone links to the SEOC. The configuration of the DLDMC will change from disaster to disaster, based on the situational needs and anticipated level of activity. At a minimum, the DLDMC will require one computer terminal and one telephone, with workspace and seating for each DLDMT member. (Some situations may require multiple telephones and computers to handle a larger staff and a larger volume of activity.)

Space and Proximity Issues. Space in or adjacent to the SEOC may be particularly limited if state-level disaster debris management or other staff-intensive response or recovery operations are ongoing. These functions will also require dedicated space, computers, and telephones for their staffs. In some cases, it may be possible for the various functions to share physical space, with each function maintaining its own dedicated computers and telephone lines. This will be addressed on a case-by-case basis based on incident circumstances. There is great benefit to having these various function-specific centers co-located with the SEOC (for ease of access and to enhance coordination), and every reasonable effort will be taken to make that happen. However, situations which result in a particularly large SEOC staffing pattern may force the function-specific centers to locate elsewhere. In accordance with SEOC procedures, the SEOC Logistics Section Chief is ultimately responsible for designating the space that will be made available for the DLDMC and the other function-specific centers (if activated).

Duration of Activities. Generally, disaster logistics / donations management operations will take several weeks to complete and closeout. The DLDMC will remain open, and the DLDMT will remain activated, for as long as is required to distribute commodities (and donations, as applicable) and close-out the involved support facilities. Many closeout activities will continue after the incident response has been completed and long-term recovery is underway. However, it may not be necessary to staff the DLDMC through the final stages of the distribution process. The decision on when to terminate the DLDMC and to de-activate the DLDMT will be made by the SEOC Incident Commander, based on input received from the Team and the affected local governments.

Disaster Logistics / Donations Management Function within the SEOC Structure. Administratively, the Disaster Logistics / Donations Management function will be placed under the SEOC Operations Section and will be under the purview of the SEOC Operations Section Chief, who will oversee both the DLDMT and DLDMC.

SEOC Support. The DLDMC will be established under the Operations Section as a Logistics / Donations Management Branch. It will be staffed by the DLDMT and other required support staff. The DLDMC will be supported by the SEOC Planning Section, which has responsibilities related to the initial assessment and estimation of need for disaster logistics and/or donations management, and for the collection and compilation of operational data related to logistics / donations management. In addition, the SEOC Finance / Administrative Section is responsible for tracking costs related to the logistics / donations management operation, with the support and assistance of the other involved sections. The SEOC Incident Management Section will provide general strategic direction and oversight of the logistics / donations management operation, and make policy decisions as required. The Incident Management Section is also responsible for all public information related to the logistics / donations management operation.

Coordination of Disaster Logistics and Donations Management Functions. Coordination of disaster logistics and donations management operations is critically important because disaster donations can, in many cases, help address some (or all) of the identified needs for disaster commodities. It may be possible to fill many needs directly with disaster donations in lieu of requesting disaster commodities from the federal government, through the EMAC, or purchasing them through private vendors.

Coordination will be accomplished through direct verbal exchanges, joint meetings (formal and informal), CIMS information, e-mail, and written SEOC status reports. If circumstances will not allow the logistics and donations management functions to be co-located in the same facility, it will be necessary to rely more on CIMS information, e-mail, written status reports, and telephone exchanges. It also may be desirable to establish liaison positions at each facility to ensure that information and activities are coordinated. The SEOC Incident Commander and Operations Section Chief will determine if liaison staffing is required, based on the unique needs of each situation.

Disaster Logistics and Donations Management Support Facilities. In addition to the DLDMC and depending on the situational circumstances, the following facilities may be established to directly support the logistics / donations management operation:

- Local DLDMC(s);
- Control Check Points;
- Staging Area(s) / Warehouse(s);
- Base / Camp(s);
- Points of Distribution (a.k.a., Distribution Centers);
- Volunteer Registration Center;
- Federal Disaster Logistics Management Center (Joint Field Office – established by FEMA <u>only</u> if a federal declaration is made and logistics management is being addressed directly by federal forces, or under the Public Assistance Grant Program);
- Federal Disaster Donations Management Center (Joint Field Office – established by FEMA <u>only</u> if a federal declaration is made and donations management is being addressed directly by federal forces).

Background Note: Federal disaster logistics and disaster donations management facilities may be co-located in the Joint Field Office, at FEMA's discretion.

Figures 3-5 in Attachment AA depict the relationship between these crucial facilities. Following is a summary of the specific requirements and functions of each support facility:

<u>Local DLDMC</u>. This facility is similar in nature and function to the State DLDMC but would be used to coordinate local logistics / donations management activities. The Local DLDMC may be physically located in the local Emergency Operations Center (EOC), at or near the resource support function. It may also be located adjacent to or in close proximity to the EOC, or it may be located at another facility with direct communication links to the resource support function in the EOC. Like the State DLDMC, the configuration of the Local DLDMC will be based on the disaster situation and the anticipated duration and level of activity. At a minimum, the DLDMC will require one computer terminal and one telephone, with workspace and seating for each DLDMT member.

Refer to the "Local Roles and Responsibilities" section for a description of the logistics / donations management organizational structure that may staff the Local DLDMC.

<u>Control Check Points (for disaster donations).</u> Depending on the nature, scope and magnitude of the disaster and the anticipated volume of unsolicited donations, Control Check Points may be utilized to "filter" incoming goods and services before they reach the disaster area. Control Check Points are officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations, or they may be referred to a central Volunteer Registration Center (VRC). Items or services needed immediately, as well as those that may be needed in the long-term, can be directed to those locations in which they are needed. Unneeded or unwanted items or volunteers can be turned back at these points, although it is expected that some unneeded / unwanted items and volunteers will make their way through to the disaster area. A well-managed system of Control Check Points can help reduce congestion in the disaster area, as well as logistical and administrative headaches for the staff at Warehouses, Staging Areas, the Base / Camps, and Points of Distribution.

Background Notes: Examples of possible Control Check Point locations include weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections. Private facilities such as large shopping center parking lots can also be used, but only with the expressed written permission of the owner. Such permission should be carefully documented to avoid potential future problems with regard to legal claims, etc. Each Control Check Point should be staffed with at least two individuals, although more staff may be needed to handle anticipated large volumes of donations. Staffing will be handled through local agencies and NGOs, supplemented by state and federal staff – if such assistance is made available as a result of a state or federal declaration.

In other states, toll booths are sometimes used as Control Check Points. However, the only toll booths on Michigan's transportation system are at the international border crossings and the Mackinac Bridge. These are "choke points" on the system already with very limited space, and some are owned and/or controlled by private companies and U.S. Customs. As a result, the State of Michigan and/or federal government will authorize the use of toll booths as Control Check Points only if there are absolutely no other credible options available, and the perceived benefits of the Control Check Points outweigh the obvious difficulties that such facilities would pose to the State's transportation system and border safety and security. At no time will border safety and security be compromised for the sake of disaster donations management.

Staging Areas / Warehouse(s). Staging Areas can be any available, large outdoor area (ideally 1-25 acres in size, with fencing or other security provisions) with sufficient area to temporarily park vehicles, equipment, personnel and goods that are ready for deployment to the affected area to aid in the logistics management operation, provide volunteer disaster relief services, and/or other disaster response and recovery operations. (Vehicles and equipment might include dump trucks, front-end loaders, bulldozers, buses, cargo trucks, etc.). Staging Areas should have adequate parking spaces for a large number of workers at any time, and (ideally) covered space (e.g., permanent building, tent) to shelter workers and goods from the weather and provide a measure of security. Staging Areas should also have provisions in place for temporarily lodging, feeding, and caring for workers (that are ready for deployment) and for addressing their basic sanitation concerns (i.e., port-a-johns, portable showers, and hand washing facilities). Either a permanent building, tent space on the grounds, or a combination of both may meet the temporary lodging requirements. (An alternative is to provide shuttle service for workers to and from motels and hotels, or a nearby Base / Camp set up to provide for the lodging, food, water, and sanitation needs of personnel. See description below.)

Warehouse facilities can be any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles. Warehouses are needed to receive, unload, sort, inventory, package, stage, store, and dispatch goods to Points of Distribution and/or designated voluntary agencies. These facilities can be used for both short- and longer-term storage, although it is usually best to designate one or two locations exclusively for longer-term storage and staging use. Warehouses should be located in relative proximity to the disaster area, and be available for use on a 24-hour basis if necessary.

Background Notes: Possible locations for use as Staging Areas include vacant commercial lots, governmental and/or NGO warehouse facilities, armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is expressed written permission from the owner). Possible facilities for use as Warehouses include vacant commercial warehouse space, governmental and/or NGO warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc. Ideally, using the facility as a Warehouse will not greatly interfere with its normal, day-to-day use. Warehouses should be capable of supporting a staff of up to 40 people, and have the capability of supporting a computer, facsimile machine, and telephone. Warehouses should also have adequate climate control capabilities, a restroom, and loading / unloading areas.

Base / Camps. The incident Base is the location where primary incident support logistics functions are coordinated and administered and equipment / personnel support operations are conducted. This includes equipment maintenance, repair, reorder and procurement activities, as well as other support services such as supply, medical, food / water, overnight lodging, sanitation, and communications. The affected local jurisdiction will establish and operate the incident Base. The Base will be designed to support operations at multiple incident sites (if possible). Support may be requested from the State (via the MSP/EMHSD) if local resources are not sufficient to operate the Base. This may include a request for the State to assist in establishing and operating Camps as a way of supplementing the capabilities and/or capacity of the Base.

Camps may be established if additional support locations are required due to incident size (geographically) or complexity. Camps are temporary locations within the general incident area which are equipped and staffed to provide food, water, sleeping areas, and sanitation services for workers who are currently not on call for deployment. Camps may be used in those situations where overnight / multi-day accommodations are required for volunteers, work crews, equipment operators, and other deployed resources under the disaster logistics / donations management operation that cannot be adequately (or efficiently) handled at the incident Base. Camps may be

utilized, at the discretion of the affected local jurisdiction and the MSP/EMHSD, in lieu of local hotel / motel or other accommodations. Camps are particularly suited for certain situations, such as when:

- There is a shortage of nearby hotel / motel rooms or other suitable accommodations for deployed resources.
- Large numbers of resources have been deployed from outside the incident area (e.g., EMAC resources).
- The incident area is particularly large or widely-dispersed.

Background Notes: Possible facilities for use as the Base / Camps include county fairgrounds, state / local parks and recreation areas, local campgrounds, military bases, college campuses, school grounds (if tents are used), community centers or community recreation centers, etc. Ideally, using the facility as a Base / Camp will not greatly interfere with its normal, day-to-day use. Staffing of the Base / Camps will be handled through local agencies and NGOs, supplemented by state and federal staff – if such assistance is made available as a result of a state or federal declaration. In most cases, NGOs will be relied upon to assist in meeting the material and supply needs of the Base / Camp operations. This includes the provision of food and water, bedding, and basic sanitation services. FEMA may be able to provide advice and technical assistance in the establishment and operation of the Base / Camps.

Points of Distribution. Points of Distribution are local facilities operated by the local jurisdiction, churches and other faith-based organizations, and community-based and voluntary organizations, to provide goods (commodities) directly to disaster survivors. Points of Distribution will be located at a site the public recognizes and can easily locate, and will generally have controlled access and security provisions, restrooms, adequate lighting and parking, and access for handicapped individuals. Points of Distribution can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or other large, open paved or gravel space to accommodate heavy vehicular traffic).

Background Notes: Possible locations for use as Points of Distribution include churches and other faith-based facilities, schools, recreation centers, community centers, senior centers, armories, county fairgrounds, and other similar type facilities. Vacant commercial space can also be used, as long as it is in a location that is well known to the general public. However, there is usually a cost associated with renting commercial space, even on a short-term basis. Staffing of Points of Distribution is the exclusive responsibility of the affected local jurisdiction (using local agency and/or NGO personnel). Normally, state governmental personnel will not be used to staff Points of Distribution except as a last resort under extraordinary circumstances.

It must be stressed that Points of Distribution are not the only means of distributing commodities to persons in need. In many cases, commodities can be distributed directly to designated facilities (e.g., shelters, care centers) and/or agencies, in lieu of Points of Distribution.

Joint Field Office / Federal Disaster Logistics and Donations Management Center. If an incident results in a major disaster or emergency declaration under the federal Stafford Act, the federal government (FEMA) will establish a logistics (and/or donations, as applicable) management presence in the JFO if there are logistics and/or donations management issues that require federal assistance – either through direct assistance by a federal agency (e.g., Army Corps of Engineers or FEMA) and/or through activation of the Public Assistance Grant Program for assistance under Category B (Emergency Protective Measures). If this occurs, the State will provide appropriate liaison to that facility to coordinate activities and to maximize the efficiency and effectiveness of the delivery of logistics and/or donations management assistance to affected local jurisdictions and the State. The MSP/EMHSD will determine which state agency should provide liaison to the JFO based on operational needs and incident circumstances. The affected local jurisdiction(s) will also provide liaison to the JFO, at the request of the MSP/EMHSD, if operational circumstances dictate that such liaison is desirable for effectiveness and efficiency purposes.

Activation of Disaster Logistics / Donations Management Functions. The MSP/EMHSD will determine if and when the disaster logistics and/or donations management functions will be activated. This decision will be made by the SEOC Incident Commander, in concert with the MDHS (if donations are involved), the Governor's Office, the various SEOC Section Chiefs and other involved state agencies, and FEMA. As much lead time as possible will be provided to allow involved agencies and personnel time to mobilize the required resources; however, in rapidly developing and/or particularly catastrophic incidents, lead time for activation may be minimal or non-existent.

Background Note: In catastrophic incidents, FEMA is authorized to activate the logistics management function and unilaterally deploy needed commodities to an area in order to provide for the life-sustaining needs of the affected population and/or to facilitate critical response and recovery operations. Although every reasonable attempt will be made to properly coordinate the provision of such assistance with the State and affected local governments, if need be FEMA can take unilateral action under its pre-delegated authorities in the NRF to ensure the rapid delivery and distribution of commodities to those in need.

MSP/EMHSD. MSP/EMHSD staff involved in logistics / donations management operations will be notified and activated by pager, CIMS, e-mail, telephone, facsimile, verbally, or by some combination of these means.

DLDMT. Members of the DLDMT will be notified and activated by pager, CIMS, e-mail, telephone, verbally, or by some combination of these means.

Local Governments. Affected local governments will be notified and activated for logistics / donations management operations by the MSP/EMHSD (normally the District Coordinator) by pager, CIMS, telephone, facsimile, verbally, or by some combination of these means.

FEMA. FEMA will be notified by the MSP/EMHSD of the need to activate a logistics and/or donations management operation. Typically that notification will be by pager, CIMS, telephone, facsimile, verbally, or by some combination of these means. Formal request for activation of logistics / donations management assistance will be included as appropriate in the Governor's letter of request to the President for federal disaster relief assistance under the Stafford Act. Typically, the federal logistics / donations management operation will be activated by FEMA prior to (but in anticipation of) the formal approval of the Governor's request for federal assistance.

Background Note: As indicated above, FEMA is authorized to pre-deploy and/or distribute needed disaster commodities absent a formal request by the State, in those rare circumstances where a timely request by the State for such assistance is not forthcoming. In most incidents, the State will request such assistance very early in the response effort, when the need for supplemental disaster commodities first becomes known.

Pre-Activation Briefing. In most cases prior to the activation of a disaster logistics (and/or donations, as applicable) management operation involving FEMA and federal response assets, a Pre-Activation Briefing will be held between FEMA and involved state and local officials to map out the essential elements of the operation and coordinate activities. Ideally, this briefing will be held face-to-face but in some circumstances that may not be possible so a teleconference or video conference may be held instead. The MSP/EMHSD and FEMA will jointly determine the date, time, location, and means of this briefing and communicate this information to all involved parties.

Logistics / Donations Management in Presidentially-Declared Incidents. Incidents in Michigan that result in a major disaster or emergency declaration under the federal Stafford Act are the most likely situations to require the provision of supplemental disaster commodities, and the most likely situations to generate unsolicited donations. If a large number of individuals and families are adversely affected, or the public perception is such, unsolicited donations are very likely to occur.

Federal Assistance. Federal assistance with logistics / donations management activities can be provided through:

- Direct provision of commodities by FEMA or another federal agency such as the U.S. Army Corps of Engineers (via mission assignment under the NRF or the agency's own enabling legislation);
- Provision of logistics / donations management technical assistance by FEMA; or
- Reimbursement for eligible logistics / donations management costs under the federal PAGP, Category B (Emergency Protective Measures).

These forms of assistance must be specifically requested in the Governor's declaration request letter, which will be based in part on the logistics / donations management assessment information provided by the affected local jurisdictions. Activation of the FEMA logistics and/or donations management element(s) makes available a wide variety of federal, NGO, and private sector assets to assist in state and local logistics / donations management operations, including facilities, communications infrastructure, equipment, personnel, transportation services, technical expertise, and emergency contracting capabilities. All such assistance provided by the federal government is coordinated through the SEOC by the MSP/EMHSD and the DLDMT.

Background Notes: In accordance with the Logistics Annex (ESF #7) to the National Response Framework, the federal role in logistics management operations is to "…provide support to the affected population as well as support to the incident management effort." Federal logistics management support is coordinated by FEMA, with assistance provided by a number of other support agencies, including:

- Department of Agriculture (USDA) – Mobilization Center staffing;
- Department of Commerce (DOC) – technical assistance on structural surveys and procurement of consulting services;
- Department of Defense (DOD) – execution of ESF #3 (Public Works and Engineering) activities, provision of resources under ESF #7, and Mobilization Center staffing;
- Department of Energy (DOE) – coordination with energy industries under ESF #12 (Energy) to assist in meeting critical fuel, lubricant, and electrical power needs;
- Department of Health and Human Services (HHS) – under ESF #8 (Public Health and Medical Services) provide medical supplies and response teams, and staff field hospitals;
- Department of the Interior (DOI) – management and support of Mobilization Centers, and assist in transportation tracking and supply accountability;
- Department of Transportation (DOT) – staff Movement Coordination Center (MCC) and manage transportation resources under ESF #1 (Transportation);
- Veterans Administration (VA) – technical assistance in identifying / procuring medical supplies and medical services;
- General Services Administration (GSA) – contracting, regional telecommunications, facilities, supplies, and other services under ESF #7; and
- National Aeronautics and Space Administration (NASA) – space, buildings, airports, and telecommunications for emergency support operations.

In accordance with the Volunteer and Donations Management Support Annex to the National Response Framework, the federal role in donations management is to "…support the State in ensuring the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods…" Federal support provided by FEMA (as the federal coordinating agency for donations management) and other federal agencies may include:

- Enhanced voluntary organization coordination;
- Assistance in establishing a donations management element as part of the **DLDMC**;
- Technical and managerial support;
- A national network of information and contacts to assist donations specialists in the field; and
- Donations management software and communications support as necessary.

Joint Field Office Organization. The MEMP prescribes the formation of a disaster organizational structure in the JFO aimed at fully utilizing the federal disaster assistance provided by the Stafford Act. This organizational structure is depicted in Figure 1 in Attachment AA.

Liaison Position(s). As required, local liaison will be provided to state-level disaster logistics and disaster donations officials in the JFO. These individuals will work closely with the State Individual Assistance Officer (SIAO) and State Public Assistance Officer (SPAO), as applicable, in representing and advocating for their jurisdictions on all issues related to disaster logistics and donations management under the federal PAGP. These liaison positions will be staffed for as long as necessary to adequately address disaster logistics and donations management issues and concerns. When the JFO closes, these individuals will continue to coordinate activities (from normal work locations) with federal and state officials until logistics and donations management operations are closed out.

Background Note: In some cases, the same individual may be able to adequately handle liaison responsibilities for both logistics management and donations management. The community must decide if its operations warrant the designation of two individuals, and/or if it has available one individual with the knowledge and skill sets required to handle both functions simultaneously.

Disaster Donations Preferences. Standard donations management doctrine stipulates that cash donations made to recognized nonprofit voluntary organizations with disaster experience are generally preferable to in-kind (material or professional / voluntary service) donations. Cash donations enable the receiving organization to purchase those goods and services actually needed by the disaster survivors, in the quantities and types most appropriate for the disaster situation. The State of Michigan concurs with this doctrine, and as a result, every effort will be made to encourage potential donors to send cash donations in lieu of in-kind donations. To that end, a vigorous public information campaign will be initiated early on in those disaster situations likely to generate donations, requesting that donations be cash only. (Refer to the "Public Information Regarding Donations Preferences" section below.) Exceptions for specific types of desired donations (i.e., value-added donations required to meet the basic needs of survivors) will be noted in the public information releases.

Even with that effort, however, it is likely that unsolicited in-kind donations will still be made. Those situations will be addressed by the DLDMT as they occur. Limited federal resources may be available to assist in managing the receipt, processing and distribution of value-added donations, and the proper disposition / disposal of surplus and/or unwanted or unusable items. However, the majority of the resources required for such operations will have to be provided by the State and/or locally.

Public Information Regarding Donations Preferences. As soon as possible after it becomes apparent that donations management may become an issue in a disaster, the State Public Information Officer (SPIO) and/or MSP/EMHSD and MDHS PIOs, members of the DLDMT, and FEMA (if involved) will cooperate to issue public information releases, requesting in most cases that potential donors make cash contributions in lieu of in-kind donations. These releases will be issued to major media outlets and posted on the State of Michigan and/or MSP/EMHSD and MDHS web and social media sites, and other involved agency / organization web sites as appropriate. In addition, the ARC and other NGOs routinely run public service announcements on radio and television, and web and social media sites, requesting cash donations for disaster relief purposes.

As appropriate, the public information releases may be tailored to request specific types of value-added, in-kind donations, when damage and needs assessments and/or direct resource requests have indicated the need for such resources over cash donations.

(Refer to Attachment B, "Sample Public Information Materials – Donations Preferences," for various sample press releases and public service announcements that can be used to disseminate donations information to the public.)

Logistics Management Operations for Federally-Provided Commodities. Logistics management operations during federally-declared incidents and involving federally-provided commodities necessarily involve the coordination of actions driven at the federal, state, and local levels of government, as well as those of involved NGOs. Following are synopses of the major phases of a logistics management operation in Michigan involving federally-provided disaster commodities:

Transportation and Receipt of Commodities. Commodities provided by FEMA will be transported by FEMA contractors and/or the military to one or more designated federal Mobilization Centers in Michigan. Depending on the type of commodity involved and incident circumstances, transportation could be by military aircraft (C-130, C-141, or C-5), by semi-trailer / truck, or by some combination of these two methods. (In rare cases, commodities may be delivered to the affected area by commercial aircraft or possibly even freight rail service and then trucked to the designated Mobilization Center(s) from the initial point of arrival.) These Mobilization Centers are located at:

- Selfridge Air National Guard Base (Mt. Clemens – Macomb County)
- W.K. Kellogg Airport – Air National Guard Station (Battle Creek – Calhoun County)
- Grayling Army Airfield (Grayling – Roscommon County)

These three sites have been selected by FEMA as the most optimal locations within Michigan for the delivery and temporary storage of disaster commodities. All three are military-controlled locations capable of handling C-130, C-141, and C-5 aircraft, and all have space available for the temporary storage of commodities and a fleet of federally-contracted delivery trucks. Depending on the commodity involved and incident circumstances, disaster commodities will be flown and/or delivered by truck to one or more of these designated locations for eventual distribution to state-designated Staging Areas or Warehouses, or directly to Points of Distribution or other designated locations. In the event that these designated federal Mobilization Centers are unusable for any reason, additional Mobilization Centers have been identified. Refer to Attachment X.

Upon arrival at the Mobilization Center, the commodities will be inventoried by federal personnel (or federally-designated contractors) and this information will be relayed to the State of Michigan through the designated state on-scene staff and/or the SEOC. The federal government will then rely on the instructions provided by the State regarding further delivery and distribution of the commodities. Such decisions will be made in the SEOC by the SEOC Incident Commander, Operations Section Chief, and the DLDMT, and will be based on incident circumstances and needs. The options available to the State include: 1) delivery of commodities directly to local Points of Distribution and/or other designated locations and distribution networks for immediate distribution to the affected population, or 2) delivery of commodities to intermediate Warehouses and/or Staging Areas for temporary storage / staging and a phased distribution / deployment through Points of Distribution and/or other designated locations and distribution networks.

Once the commodities are delivered to the designated Mobilization Center, they will remain in the custody of federal officials at the Center and/or the federal contractors acting on behalf of the federal government, until such time as a State of Michigan official (as designated by the DLDMT or the MSP/EMHSD) accepts the commodities and directs them to the appropriate state-designated Warehouse / Staging Area, Point of Distribution, or other location. The commodities will not be accepted from federal custody until a need for the commodities has been identified and substantiated, the commodities have been inventoried by state officials, and a distribution network is in place to get the commodities to their intended final end users.

The commodities will be transported from the federal Mobilization Centers to state-designated facilities by the federal government and/or its contractors. State, local, and NGO transportation assets (trucks and drivers) will only be used in a supplemental mode, or in the absence of viable federally-provided transportation assets. In all cases, the federal government has primary responsibility for the transportation and delivery of commodities to state-designated locations once the commodities have entered the State of Michigan. If federal transportation assets are not provided or are unavailable (for whatever reason), the federal government will compensate the State of Michigan and eligible local governments and NGOs for the transportation of commodities that are necessary to sustain life and/or facilitate critical response and recovery operations. This compensation (for eligible transportation work) will be provided under the federal PAGP, if activated, under Category B (Emergency Protective Measures).

All such assistance is provided on a 75% federal, 25% non-federal cost share basis. Strict applicant, work, and cost eligibility requirements must be met under the PAGP. (Refer to the "Finance and Accounting" section below for additional details.)

Staging / Warehousing of Commodities. Depending on the type of commodity involved and the incident circumstances, disaster commodities may take any of the following distribution paths:

- Transported directly from a federal agency or federally-designated contractor to state-identified end users and/or Points of Distribution (skipping the federal Mobilization Center);
- Transported directly from the federal Mobilization Center to state-identified end users for targeted distribution;
- Transported directly from the federal Mobilization Center to Points of Distribution for general distribution; or
- Transported from the federal Mobilization Center to a state-designated Warehouse / Staging Area for temporary storage and phased delivery / deployment to state-identified end users and/or Points of Distribution.

The SEOC / DLDMT will ultimately decide how and when commodities will be distributed, based on appropriate consultation with FEMA, the affected local governments, and other involved agencies and NGOs. These decisions will be made early in the logistics operation, either prior to arrival of commodities at the federal Mobilization Centers or shortly thereafter. In those cases where specific end users and/or Points of Distribution have been identified early on, the commodities will be delivered directly to those locations by federally-arranged transportation systems.

Security of Commodities and Logistics Operations. The federally-designated Mobilization Centers are located at airport facilities that are under the control of the U.S. military. Security is provided on a round-the-clock basis. Any additional security required at these Mobilization Centers will be the responsibility of the federal government and will be provided by appropriate federal agencies and/or federally-provided security contractors. If supplemental state and/or local security assets are required, such activities will generally be eligible for reimbursement under the federal PAGP, Category B – Emergency Protective Measures. (Refer to the "Finance and Accounting" section below for more details.)

Distribution of Commodities to Affected Areas and End-Users. Commodities will be distributed locally in the following manner:

- Directly to identified end-users (e.g., specific facilities or functional needs populations) using existing networks such as Area Agencies on Aging, Meals on Wheels, churches or other faith-based organizations, or the facility staff; or
- To Points of Distribution (e.g., schools, churches or other faith-based facilities, recreation centers, community centers, senior centers, armories, county fairgrounds, etc.) for general distribution to persons in need.

In most situations, local distribution will be accomplished using both methods. The vast majority of the affected population can be served by general commodities distribution through Points of Distribution. However, others must be served directly because they are unable to go to a Point of Distribution to pick up what they need. Local human service networks (e.g., Area Agencies on Aging, Meals on Wheels, Department of Human Services, ARC / Salvation Army, homeless shelters, etc.) will be relied on heavily to identify those populations under their stewardship that will require direct delivery of disaster commodities. This will be done primarily through the EOC as part of the damage / needs assessment process. Some commodities (e.g., medications, certain foods, ice, etc.) will require special handling and storage to maintain quality and ensure safety. These considerations will be properly addressed in the distribution process as required.

Public Information. As early as possible after the decision has been made to make disaster commodities available to disaster survivors, the MSP/EMHSD PIO (acting for the SPIO) and DLDMT will coordinate with the affected local government(s), FEMA, and involved agencies and NGOs to issue public information releases regarding commodities distribution. The releases will describe the types of commodities available, and where, when and how they will be distributed. The releases will be issued to major media outlets, posted on the State of Michigan and other appropriate web and social media sites, and distributed through human service networks. FEMA will also issue its own public information releases through its standard information dissemination processes. (Refer to Attachment A, "Sample Public Information Materials – Commodities Distribution," for various sample press releases and public service announcements that can be used to disseminate disaster commodities information to the public.)

Inventorying and Tracking. At the Warehouses, Staging Areas, and Points of Distribution, there is a need to inventory and track commodities (to the extent possible). If these facilities are established and managed by the State of Michigan, this will (ideally) be done electronically using the "Points of Distribution (POD)" input form found in the CIMS. However, it may not always be possible to make CIMS available to all logistics support facilities, or even to have access in some cases to computer technology. Therefore, there is a need to have provisions for backup (hardcopy) inventory tracking. The format used in such instances should be consistent with the CIMS "Points of Distribution (POD)" input form, which will be used in the DLDMC for commodities inventorying and tracking. The simple, modified version of the "Points of Distribution (POD)" input form found in Attachment U, "Points of Distribution Commodity Inventory Form," can be used by staff at the support facilities to keep an accurate, running accounting of the receipt, storage, and distribution of commodities at the facility.

Background Note: FEMA has its own internal inventorying / tracking system to manage its commodities delivery and distribution processes. Likewise, involved NGOs may also have their own inventorying / tracking systems to monitor the delivery and distribution of commodities provided by the organization. These systems are primarily for their own internal management purposes. These organizations will provide the SEOC / DLDMT with regular updates on commodity inventories, availability, and movement. The DLDMT will incorporate that information into the CIMS as appropriate. For the State of Michigan and involved local governments, all disaster commodities inventorying and tracking will be done within the CIMS.

Disposition of Unused Commodities. Any commodities provided by FEMA or other federal agencies (through FEMA), or contractors acting on behalf of FEMA or other federal agencies, remain the property of the federal government and will be disposed of by the federal government or its contractors, in accordance with federal specifications, at the conclusion of the logistics management operation. The SEOC / DLDMC will work with FEMA to identify the locations of the unused commodities for pickup and final disposition. If needed, state transportation assets may be used to supplement federally-provided transportation assets. At FEMA's discretion, unused commodities may also be donated to recognized NGOs or to state and local human service agencies for distribution to persons, facilities, or organizations in need of such items. Items that have no reuse value will be disposed of in accordance with FEMA specifications. Certain costs associated with the final disposition / disposal of unused commodities may be eligible for reimbursement under the federal PAGP, Category B (Emergency Protective Measures). The SPAO from the MSP/EMHSD will work with FEMA to determine the eligibility of final disposition / disposal related costs.

Finance and Accounting. The DLDMC will work closely with the SEOC Finance and Administration Section and FEMA to track all costs associated with the disaster logistics / donations management operation. This includes personnel costs, equipment costs, facility costs, transportation costs, final disposition / disposal costs, and any other applicable costs.

MSP/EMHSD Role and Responsibilities. The MSP/EMHSD staffs the SEOC Finance and Administration Section. It will be responsible for collecting, compiling, analyzing, and reporting on all state disaster logistics / donations management costs. This includes all costs for possible reimbursement under the federal PAGP, Category B (Emergency Protective Measures). The SEOC Finance and Administration Section will determine the forms and formats that must be used by state agencies involved in the logistics / donations management operation to report cost data. This information will be communicated to state agencies early in the operation to ensure that cost data is captured in the manner required.

State Agency Roles and Responsibilities. State agencies involved in the logistics / donations management operation (either as a member of the DLDMT or providing support services) are responsible for tracking and compiling all costs related to their involvement in the operation. Agencies must provide this information to the SEOC Finance and Administration Section in accordance with the prescribed formats and submittal timeframes.

Weapons of Mass Destruction Attacks – Special Considerations. In the event of an incident involving potential biological or WMD contamination, the DLDMT will work closely with FEMA and other commodity providers (i.e., through the EMAC or the private sector) and staff at the various support facilities to ensure that commodities for use in Michigan are not contaminated by checking their place of origin and route of transport. Commodities that are potentially contaminated will not be accepted for distribution until verification can be made that the commodities are free of contamination. Any technical expertise required to make that determination (i.e., through sampling / testing) will be arranged through the SEOC and/or JFO.

Emergency Communications Plan. The DLMC and DDMC will work with all other involved parties to develop an incident-specific emergency communications plan for work crews involved in the logistics / donations management operation. At a minimum, this plan will address the following issues and considerations:

- The type(s) of communications methods that will be used in the operation, and for what purposes;
- Communications equipment assigned to work crews;
- Frequencies, channels, and use protocols for 800 MHz radio communications;
- Repair or replacement of damaged, inoperable, missing or stolen communications equipment; and
- Reporting formats, times, and intervals for status updates and coordination calls, as appropriate;

If possible, standard Incident Command System reports found in the CIMS will be used to record part of this information – specifically reports ICS 205-OS (Incident Radio Communications Plan) and ICS 205a-OS (Communications List). The remainder of the plan will be in narrative and/or tabular format. The completed plan will be posted in the CIMS as a Reference Document and be available to all involved parties at any time.

Health and Safety Plan. The DLMC and DDMC will work with all other involved parties to develop an incident-specific health and safety plan for work crews involved in the logistics / donations management operation. The ultimate purpose of the plan is to help work crews avoid accidents during operations and to protect workers from exposure to hazardous materials. At a minimum, this plan will address the following issues and considerations:

- Methods for disseminating safety information to all workers involved in logistics / donations management operations;
- Minimum safety standards that are to be followed at all times;
- Monitoring procedures to ensure compliance with the minimum safety standards;
- Corrective actions for incidents of non-compliance with the minimum safety standards;
- Known hazards / potential hazards at all logistics / donations management facilities;
- Safe use of / safe presence around heavy equipment used at logistics / donations management facilities;
- Safe handling of potentially hazardous materials;
- Proper use of personal protective equipment; and
- How to identify and report hazardous / potentially hazardous conditions (process to be followed and person to report to at each facility).

If possible, standard Incident Command System reports found in the CIMS will be used to record part of this information – specifically report ICS 206-OS (Medical Plan). The remainder of the plan will be in narrative and/or tabular format. The completed plan will be posted in the CIMS as a Reference Document and be available to all involved parties at any time.

Public Information Plan. The MSP/EMHSD PIO (acting on behalf of the SPIO) will work with the DLDMT, affected local government(s), and other appropriate parties to develop an incident-specific public information plan for the logistics / donations management operation. At a minimum, this plan will address the following issues and considerations:

- The method(s) that will be used to distribute commodities (and value-added donations) to those in need (direct distribution to targeted facilities / populations and/or general distribution via Points of Distribution);
- Specifics regarding dates, hours, locations, routes, etc. for Point of Distribution operations;
- Specifics regarding support facilities that will be in use in the jurisdiction (i.e., Control Check Points, Staging Areas, Warehouses, the Base / Camps, Volunteer Registration Center), their dates and hours of operation, what the public should expect regarding traffic, noise, after-dark operations and other potential issues of concern, etc.;
- Multi-lingual (non-English) requirements for the affected population(s);
- The methods that will be used to disseminate the information (e.g., electronic and print media, internet sites, public forums, direct mail / direct distribution, billboards, flyers within billings, door-to-door campaigns, functional needs advocacy organizations, etc.); and
- Where public concerns, complaints, and questions can be directed (e.g., DLDMC, web / social media site(s), specific governmental office, etc.).

The completed plan (in narrative and/or tabular format) will be posted in the CIMS as a Reference Document and be available to all involved parties at any time. Refer to the task assignment lists for the PIO, as well as Attachment A, "Sample Public Information Materials – Commodities Distribution," for additional information and resources.

Record Keeping. Accurate and timely record keeping helps ensure that: 1) eligible costs are documented for possible reimbursement by the federal government; 2) information is readily available for incident reporting purposes; and 3) information is available to validate activities and operations as part of a state and/or federal audit or other program or financial review. To the extent possible, the DLDMT will use standard reporting forms developed by FEMA (for record keeping purposes under the PAGP) to document eligible costs and operational information. Refer to Attachment P, "Logistics and Donations Management Record Keeping," for a list of forms that will be used.

Post-Joint Field Office Operations. It is likely that most, if not all, of the logistics / donations management activities will be completed prior to the JFO being closed. However, final disposal / disposition of surplus items may still be ongoing after the JFO closure. In most cases, the DLDMT and DLDMC will be de-activated at the time of the JFO closure, if not before (the decision rests with the SEOC Incident Command). Any remaining activities will be coordinated by the DLMC and DDMC from their normal work location(s).

Post-Incident Review / After-Action Report. As appropriate, the MSP/EMHSD and MDHS will conduct a post-incident review of logistics / donations management and operations with the DLDMT and other involved agencies and organizations (including private contractors), and then develop a summary of the findings for inclusion in the incident after-action report (AAR).

Plan Review and Maintenance. The MSP/EMHSD and MDHS will jointly review this plan annually and develop / disseminate updated material as required.

Training. The DLMC and DDMC will provide or facilitate logistics and donations management training to members of the DLDMT on an as-needed basis. The DLMC and DDMC will determine the training content and delivery method(s) based on anticipated operational needs and federal / state requirements. The training may consist of classroom training, online training, video training, field training, self-help training packets, or a combination of these methods. The training will incorporate the National Incident Management System (NIMS) and review the essential elements of disaster logistics and disaster donations management operations as described in this plan. It will also address current federal and state processes, procedures, requirements and regulations related to Category B (Emergency Protective Measures) work under the federal PAGP.

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TASKS AND EXECUTION:

Federal Roles and Responsibilities – Logistics Management.* Federal activities are coordinated by FEMA, which will:

1. Make early contact with the MSP/EMHSD (Michigan POC) to determine if disaster logistics management assistance is required under the federal Stafford Act declaration. If assistance is required, appoint a federal Logistics Coordinator to work directly with state officials in the timely provision of that assistance.

2. Establish a logistics management element at the Region V Regional Response Coordination Center (RRCC) to coordinate with the State.

3. (At the SEOC or other state facility, or the JFO), assist the State (as required) in:

   - Establishing the logistics management elements of the DLDMT;
   - Establishing a DLDMC;
   - Ensuring that appropriate logistics management support facilities are established and operating effectively;
   - Coordinating with JIC staff on public service announcements, press releases, and other media-related support;
   - Coordinating with appropriate federal logistics management elements (e.g., Mobilization Center staff, RRCC logistics management staff, ESFs, the Defense Coordinating Officer, etc.) regarding Michigan's needs and operations; and
   - Preparing input for situation / status reports, briefings, and VIP visits, as necessary.

4. If requested by the State, activate required Individual Assistance (IA) programs to provide needed disaster commodities (and other required types of assistance) to affected persons within the declared area. Provide a Federal Individual Assistance Officer (FIAO) and support staff to coordinate the IA in conjunction with the designated State Individual Assistance Officer (SIAO), the DLDMT, and other state support staff involved in IA operations.

5. If requested by the State, activate the PAGP to provide reimbursement under Category B (Emergency Protective Measures) for required logistics management activities, as well as other categories of assistance (e.g., debris removal and damage to public facilities) as dictated by the needs and circumstances of the disaster. Provide a Federal Public Assistance Officer (FPAO) and support staff to coordinate the PAGP in conjunction with the designated SPAO, the DLDMT, and other state support staff involved in PA operations.

6. Notify the SEOC / DLDMT of the federal Mobilization Center(s) and transportation systems that will be used to deliver the requested disaster commodities to Michigan.

7. Provide support and technical assistance to the State, especially regarding:

   - Identification and establishment of Staging Areas, Warehouses, the Base / Camps (if required by incident circumstances), Points of Distribution, and other required local distribution networks;
   - Transportation / delivery of commodities;
   - Inventorying / tracking of commodities;
   - Disposition of unneeded / unused commodities.

Background Note: The State will determine if intermediate Staging Areas and Warehouses will be established to facilitate a phased distribution / deployment of commodities. If such facilities are not established, commodities will be delivered directly from the federal Mobilization Centers (or the source) to identified local Points of Distribution and/or distribution networks.

8. Coordinate with other federal ESFs under the NRF to provide vital logistics management support services, including but not limited to:

   - Supplemental transportation and telecommunications assets and guidance;
   - Needed commodities – to include supplies, materials, equipment, personnel, guidance, and technical assistance;

- Facilities to temporarily store and personnel to inventory delivered commodities;
- Coordination with private sector organizations for incident management support; and
- Technical / operational assistance for delivery of commodities into potentially contaminated areas.

***Important Background Note:** The federal government will only become involved in disaster logistics management operations subsequent to a major disaster or emergency declaration under the Stafford Act that includes: 1) activation of IA programs; and 2) a clear need for the provision of disaster commodities and/or technical / operational assistance in disaster logistics management operations.

Federal Roles and Responsibilities – Donations Management.* Federal activities are coordinated by FEMA, which will:

1. Make early contact with the key Donations Coordinators of involved national voluntary organizations, other affected states in Region V, and the MDHS (Michigan POC), for a donations situation assessment.

2. Provide, as required and appropriate, federal donations management guidance and technical assistance, a federal Donations Coordinator, training support, and other forms of assistance as dictated by Michigan's operational needs and the incident circumstances.

3. In particular, provide support and technical assistance to the State regarding international offers of assistance, large corporate offers, or other organized collection drives of a regional, national or international nature.

4. Coordinate with appropriate federal agencies regarding the expedited entry of approved individuals and/or donated items targeted specifically for use in disaster relief operations.

5. As appropriate, establish a donations management element at the Region V Regional Response Coordination Center (RRCC) to coordinate with the State.

6. (At the SEOC or other state facility, or the JFO), assist the State (as required) in:

   - Establishing the donations management elements of the DLDMT;
   - Establishing a DLDMC;
   - Ensuring that appropriate donations management facilities are established and operating effectively;
   - Coordinating with JIC staff on public service announcements, press releases, and other media-related support;
   - Coordinating with appropriate federal donations management elements (e.g., the Voluntary Agency Liaison [VAL], congressional affairs, community relations, logistics, the Defense Coordinating Officer, etc.) regarding Michigan's needs and operations; and
   - Preparing input for situation / status reports, briefings, and VIP visits, as necessary.

7. Coordinate with the appropriate federal ESFs under the NRF to provide vital donations management support services, including but not limited to:

   - Supplemental transportation and telecommunications assets and guidance;
   - Coordination with private sector organizations offering donations; and
   - Logistical support (to include, as necessary, technical assistance, supplies, services, equipment and facilities).

***Important Background Note:** The federal government will only become involved in disaster donations management operations subsequent to a major disaster or emergency declaration under the Stafford Act that includes: 1) activation of IA programs; and 2) a clear need for the provision of technical / operational assistance in disaster donations management operations.

State Roles and Responsibilities. The following state agency roles and responsibilities related to logistics and donations management are consistent with each agency's task assignments in the MEMP:

MSP/EMHSD. The MSP/EMHSD coordinates state-level emergency management activities and provides overall direction and guidance to state disaster relief forces. In that role, the MSP/EMHSD is responsible for the following logistics / donations management-related tasks:

1. In accordance with the Information and Planning ESF in the MEMP, coordinate the collection, compilation, review, synthesis, analysis, and verification of state and local damage assessment data, to include an assessment of the anticipated needs of the communities and individuals affected by the disaster.

2. In accordance with the Direction and Control ESF in the MEMP, coordinate the establishment of the SEOC and other emergency coordination facilities necessary to effectively manage the disaster or emergency situation. (This includes the DLDMC and other logistics / donations management support facilities such as Control Check Points, Staging Areas / Warehouses, and local Points of Distribution.) The MSP/EMHSD will coordinate all logistical needs related to facility establishment and operation through the SEOC Logistics Section. The SEOC Logistics Section will take care of equipment and equipment installation needs, facility issues, food, water, medical needs, staffing issues and needs (in conjunction with appropriate state agencies), and other necessary resources.

3. Establish communications links with affected local jurisdictions (through the local EOC).

4. Mobilize state agency personnel to staff SEOC positions and provide direct assistance to affected local jurisdictions.

5. Request a Governor's disaster or emergency declaration (under Act 390, PA 1976, as amended), as required.

6. If circumstances warrant, activate the DLDMT and DLDMC as part of the SEOC structure. Activate members of the DLDMT as appropriate for the situation.

7. Request federal technical and disaster relief assistance as required.

8. Map the status of the disaster logistics / donations management operation in a Geographic Information System (GIS) for use in reports and for display in the SEOC, DLDMC, JFO, and other emergency coordination facilities as appropriate.

9. As required, request additional volunteers through the Michigan Citizen Corps, MDHS Community Service Commission (and Volunteer Michigan website), or MDCH Michigan Volunteer Registry to supplement state, local, and NGO labor forces involved in disaster logistics / donations management operations.

10. As appropriate, conduct a post-incident review of logistics / donations management operations and then develop a summary of the findings for inclusion in the disaster after-action report.

11. Jointly with the MDHS, review this plan annually and update it as required. Provide updated copies to all DLDMT members.

In addition to these general responsibilities, the following disaster positions with the MSP/EMHSD have specific logistics and/or donations management roles and responsibilities:

State Coordinating Officer (SCO). The Governor normally appoints the Commanding Officer of the MSP/EMHSD or another designated MSP/EMHSD staff person to serve as the State Coordinating Officer subsequent to a major disaster or emergency declaration under the federal Stafford Act. The SCO is in charge of all disaster planning, response, recovery and mitigation operations within this state. The SCO will work directly with the Federal Coordinating Officer (FCO), normally from FEMA, in the provision of all Individual, Public, and Hazard Mitigation Assistance provided under the federal declaration. (Logistics and donations management falls under the purview of the Individual Assistance element of the President's Disaster Assistance Program.)

The SCO is responsible for appointing appropriate staff to serve in disaster positions, including appointment of a State Individual Assistance Officer (SIAO) and necessary support staff for the provision of disaster assistance. The SCO also keeps the Governor advised of all events and progress as the disaster unfolds and as recovery takes place. The status of logistics and/or donations management efforts is part of that progress report.

State Individual Assistance Officer (SIAO). The SCO will appoint a person from within the MSP/EMHSD to serve as the State Individual Assistance Officer. Specific responsibilities of the SIAO as they relate to logistics and/or donations management are as follows:

1. Assist the MSP/EMHSD State Planner and designated MDHS staff in developing and revising this plan as a Support Plan to the MEMP.

2. Identify and assist in training appropriate MSP/EMHSD and other state agency staff in state logistics and donations management operations as part of the DLDMT within the SEOC and/or JFO structure.

3. Coordinate with the designated DLMC (from the MSP/EMHSD) and DDMC (from the MDHS), and the federal Donations Coordinator and Logistics Coordinator from FEMA, in the establishment and operation of the DLDMT and DLDMC.

4. Work with the DLDMT and FEMA to ensure that the logistics and donations management functions are being adequately addressed to meet the human services needs of the affected population as well as the operational needs of the recovery effort.

5. Advise the SCO and other appropriate officials on logistics / donations management issues throughout the disaster period.

6. In the event of an incident involving potential biological or WMD contamination, work with the DLDMT, FEMA, other commodity providers (i.e., through the EMAC or the private sector), and staff at the various support facilities (i.e., DLDMC, Control Check Points, Staging Areas / Warehouses, the Base / Camps, Points of Distribution, and Volunteer Registration Centers) to ensure that commodities / donations for use in Michigan are not contaminated by checking their place of origin and route of transport.

7. Provide continuous, updated information on state IA efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

State Public Information Officer (SPIO). In accordance with the Information and Planning ESF in the MEMP, the SPIO is the Governor's Press Secretary. This position is not logistics or donations management specific, but rather handles all aspects of media relations and press announcements related to a disaster or emergency. All public information related to logistics / donations management is released through the SPIO, in conjunction with the DLDMT and FEMA press officers, and on behalf of the Governor.

Background Note: The SPIO normally delegates public information responsibilities related to disasters and emergencies to the MSP/EMHSD PIO, who will act on the SPIO's behalf.

1. Develop and maintain pre-scripted press releases and public service announcements pertaining to disaster logistics / donations management, for inclusion in this plan. (Refer to Attachments A and B.)

2. Coordinate the development and release of all information related to logistics / donations management operations, in conjunction with the affected local government(s), the DLDMT, FEMA, and the Joint Information Team (JIT).

3. Serve as the primary state point of contact for the media on all matters pertaining to logistics / donations management.

4. Work with appropriate state agency staff to post pertinent logistics / donations management information on the State of Michigan and/or individual agency web and social media sites, and provide linkages to other sites as appropriate.

Disaster Logistics Management Coordinator (DLMC) and SEOC Logistics / Donations Management Branch Director. The DLDMC will be established under the SEOC Operations Section as a Logistics / Donations Management Branch. The SCO will appoint a person from within the MSP/EMHSD to serve as the DLMC, who by virtue of position is also the designated Branch Director and manager of the DLDMT and DLDMC. Specific responsibilities of the DLMC are as follows:

1. Assist the MSP/EMHSD State Planner and designated MDHS staff in developing and revising this plan as a Support Plan to the MEMP.

2. Identify and assist in training appropriate MSP/EMHSD and other state agency staff in state disaster logistics management operations as part of the DLDMT within the SEOC and/or JFO structure.

3. Coordinate with the DDMC (from the MDHS), SEOC Incident Commander and Operations Section Chief, and other support staff from state agencies and FEMA, in the establishment and operation of the DLDMT and DLDMC.

4. Coordinate with the DDMC, SEOC Logistics Section Chief and Operations Section Chief, and other appropriate officials to identify and mobilize state agency staff to provide supplemental support to local and NGO efforts to manage and operate disaster logistics / donations support facilities.

5. Work with the DLDMT, SEOC Incident Commander, SEOC Operations Section Chief and Logistics Section Chief, and FEMA (if the incident is federally-declared under the Stafford Act) to:

    - Determine, or assist in determining, disaster commodity distribution priorities;
    - Establish work schedules, communication protocols, and safety procedures for involved staff / work crews;
    - Assist local officials, as required, in establishing support facilities in the affected area(s);
    - Establish, as appropriate, state-managed support facilities in support of local operations;
    - As appropriate, assist in identifying and establishing direct distribution networks for functional needs populations and other targeted recipients;
    - Manage the flow of paperwork associated with the logistics management aspect of the operation;
    - Supervise and coordinate the work activities of logistics management personnel; and
    - Determine, or assist in determining, the final disposition of unused / unneeded commodities – including donated goods. (If possible, this should be done before the actual distribution begins.)

6. In the event of an incident involving potential biological or WMD contamination, work closely with the SIAO, DDMC, FEMA, other commodity providers (i.e., through the EMAC or the private sector), and staff at the various support facilities (i.e., Control Check Points, Staging Areas / Warehouses, the Base / Camps, Points of Distribution, and Volunteer Registration Centers) to ensure that commodities for use in Michigan are not contaminated by checking their place of origin and route of transport.

7. Provide continuous, updated information on disaster logistics management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Volunteer Coordinator (VC). The SEOC Incident Commander will appoint a person from within the MSP/EMHSD or MDHS to serve as the state Volunteer Coordinator. The role of the VC, in this context, is strictly a manager of <u>spontaneous, unaffiliated volunteers</u> as well as volunteers vetted through the Michigan Volunteer Registry, Michigan Community Service Commission (and Volunteer Michigan website), or other appropriate organization, during incident response and/or recovery operations. As such, this individual is not responsible for non-incident, day-to-day recruitment, screening, selection, training and supervision of volunteers for emergency management and/or homeland security purposes. Specific responsibilities of the VC as they relate to logistics and/or donations management are as follows:

1. If state-level management of volunteers is required, and upon direction of the SEOC Operations Section Chief or DLMC (acting as SEOC Logistics / Donations Management Branch Director), establish and operate a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers as well as properly vetted volunteers. (Refer to Attachment J, "Volunteer Registration Center Layout," for a potential diagram of this facility.)

Background Notes: The VRC should provide physical space for spontaneous, unaffiliated volunteers as well as properly vetted volunteers to assemble and be interviewed by screeners. The VRC may also have a virtual component (i.e., a web and/or social media site for initial registration), but it is important that the VRC provide a "place" for volunteers to report to and talk to someone about their skills, capabilities, work desires, and support needs. This space will likely be nothing more than a room in a conveniently-located building, although it could also be a covered outdoor space (e.g., large tented area, park pavilion, dedicated section of a parking ramp) or even a designated vehicle in a parking area (although the latter would clearly be considered a last-resort option).

Depending on needs and circumstances, the VRC may be a state-managed and operated facility, it may be jointly managed by the State and the affected local jurisdiction(s), or it may be locally-managed. In the latter situation, the state VC will provide technical and operational assistance to the local VC but will not actively manage the VRC.

2. With the assistance of the JIT or PIO, monitor social media outlets and other avenues, as appropriate, to identify potential, emerging, or actual volunteer efforts intended for the incident.

3. Coordinate with the Michigan 211 (United Way) human service telephone referral system, Michigan Citizen Corps, Michigan Volunteer Registry, and Michigan Community Service Commission (and Volunteer Michigan website) regarding procedures for referrals of spontaneous, unaffiliated volunteers.

4. Supervise VRC staff to ensure that the facility operates efficiently and effectively.

5. Work with the SEOC Logistics Section Chief and/or DLMC to ensure that spontaneous, unaffiliated volunteers who are utilized in the incident response and/or recovery have adequate housing provisions and basic support services (i.e., food, water, appropriate work clothing, etc.).

6. As directed by the SEOC Operations Section Chief or DLMC (acting as SEOC Logistics / Donations Management Branch Director), or dictated by incident conditions, work with the MIVOAD, ARC, trade associations, and appropriate community-based organizations to identify additional volunteers and volunteer resources to aid in incident response and/or recovery efforts.

State Public Assistance Officer (SPAO). If the PAGP is activated under a federal declaration, the SCO will appoint a person from within the MSP/EMHSD to serve as the State Public Assistance Officer. Specific responsibilities of the SPAO as they relate to disaster logistics / donations management are as follows:

1. Assist the MSP/EMHSD State Planner and other involved stakeholders in developing and revising this plan as a Support Plan to the MEMP.

2. Identify and quantify state and local disaster logistics / donations management activities that may be eligible for reimbursement under the PAGP, Category B (Emergency Protective Measures). Work with involved local governments, state agencies, eligible NGOs, and the Federal Public Assistance Officer (FPAO) and federal PA staff to develop Project Worksheets for such activities.

MSP/EMHSD District Coordinator (for affected area). The primary responsibilities for the MSP/EMHSD District Coordinator (for the affected area) as they relate to disaster logistics / donations management are as follows:

1. Assist in identifying local jurisdictions and populations in need of disaster commodities. Ensure this information is adequately communicated to the MSP/EMHSD and SEOC in a timely manner via the damage / needs assessment process and other appropriate means.

2. Assist local officials and involved NGOs in establishing and staffing necessary disaster logistics / donations management support facilities (e.g., Points of Distribution, etc.) as prescribed in MSP/EMHSD Publication 107a, "Local Disaster Logistics / Donations Management Planning Handbook."

3. Assist local officials and involved NGOs in establishing direct distribution networks to get needed disaster commodities to targeted functional needs populations (e.g., homebound seniors) and/or facilities (e.g., shelters, nursing homes) in the most expedient manner possible.

4. Assist in resolving any problems that may occur with regard to the distribution of needed disaster commodities and/or the management of donations within the affected area.

5. Ensure that all relevant disaster logistics / donations management information is reported to the SEOC in a timely manner for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

SEOC Incident Management Section Chief. Specific responsibilities of the SEOC Incident Management Section Chief (hereafter referred to as the SEOC Incident Commander) from the MSP/EMHSD as they relate to disaster logistics / donations management are as follows:

1. Serve as SCO for the incident, or designate a staff person of sufficient authority from within the MSP/EMHSD to serve in that capacity. (The SCO must appoint staff from within the MSP/EMHSD to serve in several key disaster positions, including SIAO, SPAO, and DLMC.)

2. Work with the SEOC Planning Section Chief to ensure that an adequate and timely damage / needs assessment is conducted by the affected local jurisdictions and state agencies. This process will help in determining if there is a need for supplemental disaster commodities to meet the life sustainment requirements of the affected population and/or the operational needs of the response and recovery effort. In addition, the damage / needs assessment process will help in identifying the likely need for disaster donations to fill anticipated resource requirements, and/or the likelihood that disaster donations will become an issue that needs to be dealt with early in the incident response.

3. Work with the SEOC Operations Section Chief to ensure that the DLDMT and DLDMC are established and operational within an acceptable timeframe, and that appropriate coordination links have been established with the FEMA logistics and/or management element(s) at the RRCC and/or JFO.

4. Work with the SEOC Planning Section Chief and other SEOC Section Chiefs in developing and continuously maintaining an Incident Action Plan (IAP) that outlines the strategic goals and objectives of the incident response and recovery effort. Disaster logistics / donations management operations should be an integral part of that IAP.

5. Provide overall direction and management of the incident response and recovery, including the disaster logistics / donations management operation.

SEOC Operations Section Chief. Specific responsibilities of the SEOC Operations Section Chief from the MSP/EMHSD as they relate to disaster logistics / donations management are as follows:

1. Work with the SEOC Incident Commander to establish a Logistics / Donations Management Branch within the SEOC Operations Section. The DLDMT and DLDMC will operate under this framework.

2. Monitor the DLDMT and DLDMC to ensure that disaster logistics / donations management operations are timely and appropriate for the incident circumstances and are adequately meeting the needs of the affected population and the response / recovery effort.

3. Ensure that the Logistics / Donations Management Branch and Field Operations Branch are adequately coordinating activities related to disaster logistics / donations management operations.

4. Ensure that the DLDMT and DLDMC are providing the SEOC Planning Section with continuous, updated operational information for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

SEOC Operations Section / Field Operations Branch. Specific responsibilities of the SEOC Operations Section / Field Operations Branch Director (from the MSP/EMHSD) as they relate to disaster logistics / donations management are as follows:

1. Work with the MSP/EMHSD District Coordinator for the affected area to identify local jurisdictions and populations in need of disaster commodities. Ensure this information is adequately communicated to the SEOC Planning Section for compilation, synthesis, analysis, reporting, and operational decision making by key SEOC staff.

2. Work with the MSP/EMHSD District Coordinator for the affected area and the DLDMT / DLDMC to support the establishment and staffing of necessary disaster logistics / donations management support facilities (i.e., Control Check Points, Staging Areas / Warehouses, the Base / Camps, Points of Distribution, and Volunteer Registration Centers).

3. Coordinate disaster logistics / donations management field activities with the Logistics / Donations Management Branch.

4. Provide the SEOC Planning Section with continuous, updated operational information for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

SEOC Logistics Section Chief. Specific responsibilities of the SEOC Logistics Section Chief (from the MSP/EMHSD) as they relate to disaster logistics / donations management are as follows:

1. As required by the operational needs of the incident, establish and equip the SEOC and other necessary emergency coordination facilities. This includes the DLDMC (as part of the Logistics / Donations Management Branch within the SEOC Operations Section) as well as any required logistics management support facilities (e.g., Staging Areas, Warehouses, etc.) in support of local disaster logistics / donations operations.

2. Work with the various SEOC Section Chiefs and the DLDMT to determine the short- and long-term operational needs of the SEOC and other activated emergency coordination facilities, and whether or not supplemental disaster commodities (including donations) will be required to sustain those operations. Communicate these findings to the SEOC Incident Commander in a timely manner for appropriate follow up decision making.

3. Provide the SEOC Planning Section with continuous, updated operational information for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

4. As required, provide staff to aid in the dismantling, clean- up, and restoration of facilities used in state-level disaster logistics / donations management operations.

SEOC Planning Section Chief. Specific responsibilities of the SEOC Planning Section Chief (from the MSP/EMHSD) as they relate to disaster logistics / donations management are as follows:

1. Work with affected local jurisdictions and state agencies to conduct an adequate and timely damage / needs assessment for the incident. This process will help in determining if there is a need for supplemental disaster commodities to meet the life sustainment requirements of the affected population and/or the operational needs of the response and recovery effort. In addition, the damage / needs assessment process will help in identifying the likely need for disaster donations to fill anticipated resource requirements, and/or the likelihood that disaster donations will become an issue that needs to be dealt with early in the incident response.

2. Assist the SEOC Incident Commander and other SEOC Section Chiefs in developing and continuously maintaining an Incident Action Plan (IAP) that outlines the strategic goals and objectives of the incident response and recovery effort. Disaster logistics / donations management operations should be an integral part of that IAP.

3. Collect, compile, synthesize, analyze, and continuously update information about the disaster logistics / donations management operation (and other aspects of the incident). Use this information to develop disaster situation / status reports, press releases (if assistance is requested by the JIT/PIO), and the disaster after-action report.

4. Work with the SEOC GIS staff to develop and continuously update maps and other displays that show the status of the disaster logistics / donations management operations. Use these in reports and for display in the SEOC, DLDMC, JFO, and other emergency coordination facilities as appropriate.

5. As required, establish and staff a Resource Unit within the SEOC Planning Section to monitor and track the availability and usage of resources in the incident response and recovery – including any supplemental disaster commodities and/or donations. (The CIMS can be used for this purpose.)

SEOC Planning Section / Resource Unit. Specific responsibilities of the SEOC Planning Section / Resource Unit as it relates to disaster logistics / donations management are as follows:

1. At the direction of the SEOC Planning Section Chief, monitor and track the availability and usage of resources in the incident response / recovery – including any supplemental disaster commodities and/or donations that are made available through FEMA, other states, NGOs, and private donors. (The CIMS can be used for this purpose.)

2. Periodically compile this information (in a format determined by the SEOC Planning Section Chief) and make it available for use in disaster situation / status reports, press releases (if requested by the JIT/PIO), and the disaster after-action report.

SEOC Geographic Information System (GIS) Specialist. Specific responsibilities of the SEOC GIS Specialist (from within the SEOC Logistics Section) as it relates to disaster logistics / donations management are as follows:

1. At the general direction of the SEOC Planning Section Chief or Logistics Section Chief, develop and continuously update maps and other displays with disaster logistics / donations management operational information for use in reports and for display in the SEOC, DLDMC, JFO, and other emergency coordination facilities as appropriate.

2. Geo-locate all facilities (i.e., federal, state, local, tribal, NGO, private) used in the disaster logistics / donations management operation and display this information on maps and/or in other appropriate formats.

Disaster Logistics and Donations Management Team (DLDMT). Depending on the incident circumstances, the following state agencies may be called upon to serve as part of the DLDMT in the SEOC and/or JFO. These agencies will, if activated:

<u>Michigan Department of Agriculture and Rural Development (MDARD)</u>.

1. Assist in the analysis of state and local damage assessment data to determine the anticipated need for supplemental disaster commodities (i.e., food).

2. Coordinate with county officials and/or fairground operators for the use of county fairgrounds facilities for disaster logistics / donations management operations.

> **Background Note:** Fairgrounds facilities could potentially be used as Control Check Points, Staging Areas, Warehouses, Incident Bases or Camps, Points of Distribution, or a combination of these facilities. These facilities either are part of, or would supplement, the facilities identified in Attachment W, "Pre-Identified Logistics / Donations Management Facilities."

3. As necessary, assist in food procurement and the identification and establishment of warehousing and feeding facilities (with the USDA and/or the agricultural industry, the Michigan Department of Human Services, and NGOs such as the American Red Cross) to sustain the population affected by the incident.

4. As necessary, coordinate with appropriate governmental agencies and NGOs (under the umbrella of the State Animal Response Team – SART) to provide for the rescue, sheltering, and care for animals adversely impacted by the incident. (This includes determining the specific commodities required to support such activities.)

5. Assist with sanitation, food safety, and food protection / security issues related to food commodities / donations obtained through the disaster logistics / donations management operation.

6. As appropriate, provide information on MDARD disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

<u>Michigan Department of Community Health (MDCH)</u>.

1. As required, work through the Michigan Volunteer Registry to recruit appropriate volunteers to supplement state, local, and NGO labor forces involved in disaster logistics / donations management operations.

2. As required, advise on needed health / medical commodities (to supplement existing resources) to provide for life sustainment of the affected population and support of response and recovery efforts.

3. As appropriate, provide information on MDCH disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

MDCH / Michigan Office of Services to the Aging (MOSA).

1. As required, assist in the analysis of state and local damage / needs assessment data to determine the anticipated needs of the senior population for disaster commodities – with particular focus on the needs of homebound frail seniors.

> **Background Note:** The damage / needs assessment is normally conducted with the assistance of the Area Agencies on Aging [AAAs] across the state. The AAAs typically contribute assessment data as part of the local human services organization during time of disaster or emergency. The AAAs and other involved local human service agencies help determine if adequate resources are available to meet the life sustainment needs of the affected population for the first week or two after the disaster. If not, then it may be necessary to augment the existing resource base with governmental and/or private sector disaster commodities, disaster donations, or both.

2. As required, assist the affected local jurisdictions in assembling a cadre of senior volunteers (through the AAAs) to staff local Points of Distribution and to provide direct distribution to functional needs populations (e.g., homebound frail seniors) through established networks such as Meals on Wheels, AAAs, and senior centers.

3. Continuously monitor the provision of assistance (disaster commodities) to the senior population (and particularly to homebound frail seniors) to ensure that their life sustainment needs are being adequately met by the response / recovery effort. If it is determined that there is a need for additional disaster commodities, provide this information immediately to the SEOC / DLDMC for appropriate follow-up.

4. Provide continuous, updated information on MOSA and AAA disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Michigan Department of Corrections (MDC).

1. Provide personnel (inmate work crews), supervisors (guards), and vehicles and facilities (as available and required) to support disaster logistics / donations management operations.

> **Background Note:** Task assignments may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

2. As appropriate, provide information on MDC disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Michigan Department of Human Services (MDHS).

1. Assist in the analysis of state and local damage / needs assessment data to determine the anticipated needs of the affected population for disaster commodities.

> **Background Note:** The damage / needs assessment is normally conducted with the assistance of the MDHS County Offices across the state. The MDHS County Offices typically contribute assessment data as part of the local human services organization during time of disaster or emergency. The MDHS County Offices and other involved local human service agencies help determine if adequate resources are available to meet the life sustainment needs of the affected population for the first week or two after the disaster. If not, then it may be necessary to augment the existing resource base with governmental and/or private sector disaster commodities, disaster donations, or both.

2. Appoint, from within the MDHS, a Disaster Donations Management Coordinator (DDMC) to perform or coordinate the following specific responsibilities:

   - Assist the MSP/EMHSD State Planner in developing and revising this plan as a Support Plan to the MEMP.

- Identify and assist in training appropriate MDHS and other state agency staff in state disaster donations management operations as part of the DLDMT within the SEOC and/or JFO structure.

- Coordinate with the DLMC (from the MSP/EMHSD), SEOC Incident Commander and Operations Section Chief, and other support staff from state agencies and FEMA, in the establishment and operation of the DLDMT and DLDMC.

Background Note: The MDHS is the designated lead agency for disaster donations management in Michigan, and the DDMC is co-manager (along with the DLMC) of the DLDMC. Disaster donations may be used to meet some, or all, of the disaster commodities needs identified in the state and local damage / needs assessment process.

- Coordinate with the DLMC, SEOC Logistics Section Chief and Operations Section Chief, and other appropriate officials to identify and mobilize state agency staff to provide supplemental support to local and NGO efforts to manage and operate disaster logistics / donations support facilities.

- If state-level management of donations is required, establish, as a functional element of the DLDMC, a Donations Intake and Processing Center (DIPC) to receive, record, acknowledge, and process donations offers (solicited and unsolicited) received online and by telephone, as well as unsolicited, value-added donated goods which are brought to the disaster area through established Control Check Points.

- If state-level management of volunteers is required, establish a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers. See Volunteer Coordinator task assignments.

- Work with the DLDMT, SEOC Incident Commander, SEOC Operations Section Chief and Logistics Section Chief, and FEMA (if the incident is federally-declared under the Stafford Act) to:

  - Determine, or assist in determining, the need for value-added donated goods and/or services to help meet the life sustainment requirements of the affected population and/or to aid in incident response or recovery operations;
  - Determine disaster donations preferences and donating instructions;
  - Establish work schedules, communication protocols, and safety procedures for involved staff / work crews;
  - Assist local officials, as required, in establishing support facilities in the affected area(s);
  - Establish, as appropriate, state-managed support facilities in support of local operations;
  - As appropriate, assist in identifying and establishing direct distribution networks for functional needs populations and other targeted recipients;
  - Manage the flow of paperwork associated with the donations management aspect of the operation;
  - Supervise and coordinate the work activities of donations management personnel; and
  - Determine, or assist in determining, the final disposition of unused / unneeded commodities – including donated goods. (If possible, this should be done before the actual distribution begins.)

- In the event of an incident involving potential biological or WMD contamination, work closely with the SIAO, DLMC, FEMA, donors, and staff at the various support facilities (i.e., Control Check Points, Staging Areas / Warehouses, the Base / Camps, Points of Distribution, and Volunteer Registration Centers) to ensure that donations for use in Michigan are not contaminated by checking their place of origin and route of transport.

- Provide continuous, updated information on disaster donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

3. As required, work with the Michigan Community Service Commission (MCSC) to recruit volunteers through the AmeriCorps and other programs (including the Volunteer Michigan website) to supplement state, local, and NGO labor forces involved in disaster logistics / donations management operations.

4. Work with other human service agencies / organizations to continuously monitor the provision of assistance (disaster commodities) to the affected population (and particularly to functional needs populations such as the elderly, homeless individuals, impoverished individuals, persons of ill health, etc.) to ensure that their life sustainment needs are being adequately met by the response / recovery effort. If it is determined that there is a need for additional disaster commodities, provide this information immediately to the SEOC / DLDMC for appropriate follow-up.

5. Provide continuous, updated information on MDHS disaster logistics /donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

MDHS / Michigan Community Service Commission (MCSC).

1. As required, recruit volunteers through the AmeriCorps and other programs (including the Volunteer Michigan website) to supplement state, local, and NGO labor forces involved in disaster logistics / donations management operations.

Michigan Department of Technology, Management and Budget (MDTMB).

1. Provide personnel (work crews), vehicles, and state facilities (as available and required) to support disaster logistics / donations management operations.

Background Note: Task assignments may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

2. Provide technical assistance in emergency procurement procedures to facilitate or aid disaster logistics / donations management operations.

3. For federally-declared incidents, review and submit supplemental appropriation requests to the Michigan Legislature to provide the required state share for eligible costs associated with the disaster logistics / donations management effort.

4. In conjunction with the SPIO, MSP/EMHSD PIO, and JIT, develop and activate a disaster donations web page for use on the State of Michigan and/or specific agency web and social media sites. (Attachment B provides sample materials which can be incorporated into the web page design, as appropriate.)

Background Note: This web page could be similar to the one used in the September 2005 Hurricane Katrina response effort to provide information on donation options for private citizens and corporate donors.

5. As appropriate, provide information on MDTMB disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Michigan Department of Military and Veterans Affairs (MDMVA).

1. Provide personnel (soldiers), vehicles, and MNG facilities (as available and required) to support disaster logistics / donations management operations.

Background Note: Task assignments may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

2. As required, provide technical logistics management expertise to aid in the disaster logistics management elements of the operation.

3. As required, provide the services of the 51st WMD Civil Support Team to aid in detecting potential biological or WMD contamination of commodities / donations.

4. As required, provide supplemental communications support to disaster logistics / donations management operations.

5. As appropriate, provide information on MDMVA disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

All requests for MDMVA assistance will be processed in the normal manner via Governor's Executive Order or Proclamation, through the SEOC.

Michigan Department of Natural Resources (MDNR).

1. Provide personnel (work crews), vehicles, and MDNR facilities (as available and required) to support disaster logistics / donations management operations.

> **Background Note:** Task assignments may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

2. As appropriate, provide information on MDNR disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Michigan Department of State Police (MSP).

1. As required, provide security at facilities being used for disaster logistics / donations management operations.

2. As required, coordinate with the transportation industry (through the Commercial Vehicle Enforcement Division) for the procurement of intrastate transportation assets to aid in disaster logistics / donations management operations.

3. As appropriate, provide information on MSP disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Michigan Department of Transportation (MDOT).

1. Provide personnel (work crews), vehicles, and MDOT facilities (as available) to support disaster logistics management operations.

> **Background Note:** Task assignments may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

2. Issue permits for oversize and/or overweight vehicles that may be involved in the disaster logistics / donations management operation.

3. Provide information on MDOT disaster logistics / donations management issues and efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Local Roles and Responsibilities. The local disaster logistics / donations management system advocated in MSP/EMHSD Publication 107a, "Local Disaster Logistics / Donations Management Planning Handbook," is counterpart to and mirrors in purpose, structure and responsibilities the state system advocated in this plan. The two systems are intended to support each to provide for seamless implementation of disaster logistics / donations management operations on a local, regional, or statewide basis, as conditions require.

In the system advocated in Publication 107a, local disaster logistics management activities fall under the purview of a designated Disaster Logistics Management Coordinator (DLMC). Similarly, disaster donations management activities fall under the purview of a designated Disaster Donations Management Coordinator (DDMC). This structure is identical to the state-level system found in this plan. Typically, the disaster logistics / donations management function is part of the Human Services Group or Resource Support Group within the local EOC structure. The local Emergency Management Coordinator (EMC) is responsible for the overall coordination and direction of the jurisdiction's emergency management activities. The EMC also coordinates the operation of the EOC in time of disaster or emergency. These and other key local agency roles and responsibilities related to disaster logistics / donations management are outlined below:

Refer to Publication 107a for a diagram depicting a suggested local organizational structure for disaster logistics / donations management.

Emergency Management Coordinator (EMC). Specific responsibilities of the local EMC as they relate to disaster logistics / donations management are as follows:

1. In accordance with the assessment guidance found in MSP/EMHSD Publication 201 – "Local Emergency Planning Workbook" and MSP/EMHSD Publication 901 – "Michigan Damage Assessment Handbook," coordinate the collection, compilation, synthesis, review, analysis, and submittal of local damage assessment data to the MSP/EMHSD.

> **Background Note:** An important part of the assessment effort involves determining the short- and long-term sustainment needs of the various populations within the affected local communities, and the resources required to support ongoing response and recovery operations. More specifically, the needs assessment should identify the types, kinds, and quantities of supplemental disaster commodities required; when and where they are needed, and by whom; and how long they will be needed. In addition, the assessment should address the actual or anticipated influx of unsolicited disaster donations, and the impacts this has, or may, cause to the jurisdiction.

2. As appropriate, coordinate the establishment of the local EOC and other emergency coordination facilities necessary to effectively manage the disaster or emergency situation.

3. Establish communications links with the MSP/EMHSD and (if activated) the SEOC in Lansing, and with other local affected local communities.

4. Mobilize personnel to staff EOC positions and provide direct assistance to affected local areas.

5. As appropriate, declare a local "State of Emergency" and request (through the MSP/EMHSD) a Governor's disaster or emergency declaration to mobilize needed state assistance. If warranted, request federal disaster assistance through the MSP/EMHSD.

6. If circumstances warrant, activate the local DLDMT and DLDMC as part of the EOC structure. Activate members of the DLDMT as appropriate for the situation. (Once activated, the local DLDMT / DLDMC should immediately establish communications links with the state DLDMT / DLDMC, if activated, within the SEOC.)

7. Identify and secure approval for use of local facilities that may be needed in the logistics / donations management operation (i.e., Control Check Points, Staging Areas, Warehouses, and Points of Distribution). Immediately communicate this information to the state DLDMT / DLDMC in the SEOC, and the MSP/EMHSD District Coordinator.

Disaster Logistics Management Coordinator (DLMC).

1. As required, assist the EMC and other officials in developing and revising the local Disaster Logistics and Donations Management Plan.

2. Assist the EMC in identifying and training appropriate staff in logistics management operations.

3. Coordinate with the EMC in the establishment and operation of the local DLDMT and DLDMC.

4. Coordinate with local NGOs (i.e., volunteer, community-based, and faith-based) to solicit their participation in logistics management operations as required.

5. Work with the DLDMT (and involved state and federal staff, if the incident is federally-declared under the Stafford Act) to:

   - Determine disaster commodity distribution priorities;
   - Establish work schedules, communication protocols, and safety procedures for involved work crews;
   - Establish the incident Base and Camps, as required;
   - Establish Staging Areas for resource staging prior to deployment;
   - Establish Warehouses for temporary commodity / donation storage;

- Establish Points of Distribution for general commodities distribution;
- Identify and establish direct distribution networks for functional needs populations and other targeted recipients;
- Manage the flow of paperwork involved in the logistics management aspect of the operation;
- Supervise and coordinate work activities of logistics management personnel; and
- Determine the final disposition of unused / unneeded commodities (including donations). (If possible, determine final disposition responsibilities before the actual commodity distribution begins.)

6. In the event of an incident involving potential biological or WMD contamination, work closely with the DLDMT, involved state and federal management staff, commodity providers (i.e., FEMA/DHS, State of Michigan, EMAC, private companies, donors), and staff at the various support facilities to ensure that commodities are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the EOC for follow up as required.

7. Provide continuous, updated information on logistics / donations management efforts for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

8. As required, provide regular reports to applicable officials and organizations on the status of local logistics / donations management operations.

Disaster Donations Management Coordinator (DDMC).

1. As required, assist the EMC and other officials in developing and revising the local Disaster Logistics and Donations Management Plan.

2. Assist the EMC in identifying and training appropriate staff in donations management operations.

3. Coordinate with the EMC in the establishment and operation of the local DLDMT and DLDMC.

4. Establish, as a functional element of the DLDMC, a Donations Intake and Processing Center (DIPC) to receive, record, acknowledge, and process donations offers (solicited and unsolicited) received online and by telephone, as well as unsolicited, value-added donated goods which are brought to the disaster area through established Control Check Points.

Background Note: Spontaneous, unaffiliated volunteers will be referred to the Volunteer Registration Center (VRC) for registration, screening, coordination, and direction. See Volunteer Coordinator task assignments below.

5. Coordinate with local NGOs (i.e., volunteer, community-based, and faith-based) to solicit their participation in donations management operations as required.

6. Work with the DLDMT (and involved state and federal staff, if the incident is federally-declared under the Stafford Act) to:

   - Determine disaster donations preferences and donating instructions;
   - Establish work schedules, communication protocols, and safety procedures for involved work crews;
   - Work with the DLMC to establish Staging Areas for donations staging prior to distribution;
   - Work with the DLMC to establish Warehouses for temporary donations storage;
   - Work with the DLMC to establish Points of Distribution for donations distribution;
   - Work with the DLMC to identify and establish direct distribution networks for functional needs populations and other targeted recipients;
   - Establish a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers;
   - Manage the flow of paperwork involved in the donations management aspects of the operation;
   - Supervise and coordinate work activities of donations management personnel; and
   - Determine the final disposition of unused / unneeded donations. (If possible, determine final disposition responsibilities before the actual distribution of donated goods begins.)

7. In the event of an incident involving potential biological or WMD contamination, work closely with the DLDMT, involved state and federal management staff, donors, and staff at the various support facilities to ensure that donations are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the EOC for follow up as required.

8. Provide continuous, updated information on logistics / donations management efforts for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

9. As required, provide regular reports to applicable officials and organizations on the status of local logistics / donations management operations.

Volunteer Coordinator (VC).

Background Note: The role of local Volunteer Coordinator, in this context, is strictly a manager of **spontaneous, unaffiliated volunteers** as well as volunteers vetted through the Michigan Volunteer Registry, Michigan Community Service Commission (and Volunteer Michigan website), or other appropriate organization, during incident response and/or recovery operations. As such, this individual is not responsible for non-incident, day-to-day recruitment, screening, selection, training and supervision of volunteers for emergency management and/or homeland security purposes.

1. Upon direction of the DDMC and/or EMC, establish and operate a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers as well as properly vetted volunteers. (Refer to Attachment J, "Volunteer Registration Center Layout," for a potential diagram of this facility.)

   Background Note: Depending on needs and circumstances, the VRC may be a state-managed and operated facility, it may be jointly managed by the State and the affected local jurisdiction(s), or it may be locally-managed. In the latter situation, the state VC will provide technical and operational assistance to the local VC but will not actively manage the VRC.

2. Monitor social media outlets and other avenues, as appropriate, to identify potential, emerging, or actual volunteer efforts intended for the incident.

3. Coordinate with the Michigan 211 (United Way) human service telephone referral system, Michigan Citizen Corps, Michigan Volunteer Registry, and Michigan Community Service Commission (and Volunteer Michigan website) regarding procedures for referrals of spontaneous, unaffiliated volunteers.

4. Supervise VRC staff to ensure that the facility operates efficiently and effectively.

5. Work with the EMC and/or DLMC to ensure that spontaneous, unaffiliated volunteers who are utilized in the incident response and/or recovery have adequate housing provisions and basic support services (i.e., food, water, appropriate work clothing, etc.).

6. As directed by the EMC and/or DDMC, or dictated by incident conditions, work with the MIVOAD, ARC, trade associations, and other community-based organizations, as required, to identify additional volunteers and volunteer resources to aid in incident response and/or recovery efforts.

Public Information Officer (PIO). The local PIO position is not logistics / donations management specific, but rather handles all aspects of media relations and press announcements related to a disaster or emergency. All public information related to disaster logistics / donations management operations within a local jurisdiction will be released through the local PIO, in conjunction with the PIOs from other involved local, state, and federal agencies and NGOs (the Joint Information Team – JIT).

1. Develop and maintain pre-scripted (in English and appropriate non-English languages) press releases, informational bulletins, handbills and door hangers, public service announcements, and web / social media postings pertaining to disaster commodities distribution and disaster donations. (Refer to Attachments A and B, "Sample Public Information Materials," for examples.) As appropriate, these materials will address the following subjects:

   - What commodities are available (kind / type);
   - When they will be available;

- Where they will be distributed, and by whom;
- How long they will be available;
- Locations and operating hours of Points of Distribution;
- Special provisions for handicapped individuals and other functional needs populations;
- Disaster donations preferences and donating instructions;
- Instructions for spontaneous, unaffiliated volunteers.

2. Work with the JIT and the DLMC and DDMC to develop an incident-specific public information plan for the disaster logistics / donations management operation.

3. Coordinate the development and release of all information related to disaster logistics / donations management, in conjunction with the DLMC, DDMC and JIT.

4. Serve as the primary local point of contact for the media on all matters pertaining to disaster logistics / donations management.

5. Work with the JIT and other appropriate local agency / organization staff to post pertinent disaster logistics / donations management information on the jurisdiction's web and social media site(s), and provide linkages to other sites as appropriate.

6. Work with the DLMC, DDMC, VC, and Michigan 211 (United Way) human service telephone referral system to make available current and accurate information regarding:

   - The availability of supplemental disaster commodities;
   - Current needs regarding disaster donations;
   - How and where to donate value-added goods and/or make a financial contribution; and
   - How and where to volunteer for disaster relief and recovery work, if needed.

EOC Operations Section. The local EOC Operations Section oversees the DLDMT and works with the Department of Human Services, Area Agency on Aging, and other elements of the local human services organization in the EOC to manage the receipt and distribution of disaster commodities and donations.

Background Note: This generalized organizational structure may vary slightly from jurisdiction to jurisdiction, but the core functions will remain essentially the same or be very similar.

Michigan Department of Human Services (MDHS) County Office:

1. Assist in identifying disaster commodity needs and affected populations through the damage / needs assessment process.

2. Assist in coordinating disaster donations management activities with disaster logistics management activities to efficiently maximize the use of available donated goods and minimize the need for disaster commodities from FEMA and other sources.

3. Assist in identifying and mobilizing volunteers to help in the disaster commodities distribution effort. (This includes the general distribution at designated Points of Distribution, and targeted distribution through established distribution networks for functional needs populations.)

4. Work with other human service agencies / organizations to continuously monitor the provision of assistance (disaster commodities) to the affected population (and particularly to functional needs populations such as the elderly, homeless individuals, impoverished individuals, persons of ill health, etc.) to ensure that their life sustainment needs are being adequately met by the response / recovery effort. If it is determined that there is a need for additional disaster commodities, provide this information immediately to the EOC (DLDMC) for appropriate follow-up.

5. Provide continuous, updated information on MDHS disaster logistics and disaster donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

> **Background Note:** This information should also be provided to the MDHS representative in the SEOC for inclusion in state-level reports as well.

Area Agency on Aging (AAA):

1. Assist in identifying the disaster commodity needs of the senior population (with particular focus on the needs of homebound frail seniors) within the affected area.

> **Background Note:** This assessment will help determine if adequate resources can be brought to bear locally to meet the basic living requirements of seniors for the first week or two after the disaster. If adequate resources cannot be identified, then it will be necessary to augment the existing resource base with donated goods or services, state- and/or federally-provided goods and services, or goods and services provided through local purchase / procurement.

2. Assist in identifying and mobilizing a cadre of senior volunteers to assist in the disaster commodities distribution effort. (This includes the general distribution at designated Points of Distribution, and targeted distribution through established distribution networks for functional needs populations.)

3. Work with other human service agencies / organizations to continuously monitor the provision of assistance (disaster commodities) to the affected senior population (and particularly homebound frail seniors) to ensure that their life sustainment needs are being adequately met by the response / recovery effort. (If it is determined that there is a need for additional disaster commodities, communicate this information to the DLDMC in the EOC for appropriate follow-up.)

4. Provide continuous, updated information on AAA disaster logistics / donations management issues and efforts for inclusion in damage assessment, disaster situation / status reports, press releases, and the disaster after-action report.

> **Background Note:** This information should also be provided to the Michigan Office of Services to the Aging (MOSA) representative in the SEOC for inclusion in state-level reports as well.

Other Human Service Organizations:

> **Background Note:** Applicable organizations may be statewide, regional, or local in operation, and may include but are not limited to: established relief organizations such as the American Red Cross; faith-based organizations such as the Salvation Army, Catholic Social Services, Lutheran Social Services, and Mennonite Disaster Services; and local / community-based organizations such as civic / service clubs, boy and girl scouts, school clubs, and similar entities.

1. Assist in identifying disaster commodity needs and affected populations through the damage / needs assessment process.

2. To the extent possible, provide disaster donations (goods and/or services) from organization assets to meet identified community needs.

3. Provide volunteers to staff Points of Distribution and/or to distribute commodities directly to functional needs populations through established community distribution networks.

4. Continuously monitor the provision of disaster commodities to the affected population to ensure that life-sustaining needs are being adequately met by the response / recovery effort. (Disaster commodity shortfalls should be communicated to the DLDMC in the EOC for appropriate follow-up.)

5. Provide continuous, updated information on organization logistics / donations management efforts for inclusion in disaster situation / status reports, press releases, and the disaster after-action report.

Health Department:

1. Provide expertise and guidance on water and food safety, sanitation, and other public health issues related to the storage, transport, and distribution of water and food commodities obtained through the disaster logistics / donations management operation.

EOC Planning Section. The EOC Planning Section is responsible for collecting, compiling, and analyzing information about the incident, maintaining equipment logs, tracking the use of personnel, and providing information to the Disaster Logistics and Disaster Donations Management Coordinators. The EOC Planning Section manages the Engineering Department, Legal Department, and Environmental Compliance staff.

Background Note: This generalized organizational structure may vary slightly from jurisdiction to jurisdiction, but the core functions will remain essentially the same or be very similar.

Engineering Department:

1. Assist in determining the potential impacts (if any) from traffic, parking, and other concerns at proposed Point of Distribution sites.

2. As required, assist in developing any cost estimates and scopes of work that might be required for public employees, equipment and facilities that are part of the disaster logistics / donations management operation.

   Background Note: Under a federal Stafford Act declaration, some of these costs may be reimbursable under the federal PAGP, Category B – Emergency Protective Measures.

3. As required, provide assistance in determining proper disposal methods for unused / unneeded disaster commodities.

4. Evaluate impacts (if any) to Points of Distribution caused by disaster commodity distribution activities. Quantify those impacts as appropriate for required follow-up.

Legal Department:

1. Develop and review all disaster logistics / donations management contracts and agreements.

2. Secure all legal authorizations necessary for disaster logistics / donations management activities, including rights-of-entry and hold-harmless agreements.

3. Ensure compliance with all federal, state, and local laws, regulations, and policies in the distribution of disaster commodities and final disposition of unused / unneeded commodities.

Environmental Compliance Staff:

1. Coordinate with applicable federal, state, and local agencies to ensure compliance with environmental, historic preservation, and other applicable laws, regulations, and policies.

2. Maintain adequate documentation / records of environmental transactions for historical and compliance purposes.

EOC Logistics Section. The EOC Logistics Section is responsible for establishing and maintaining any facilities designated for disaster logistics / donations management activities. This includes providing food, office supplies, communication devices, equipment, personnel, and any other necessary supplies. In addition, it also identifies any commodities that are required to sustain the EOC and EOC operations. The EOC Logistics Section provides administrative staff to coordinate these and other required functions.

EOC Finance / Administration Section. The EOC Finance / Administration Section is responsible for ensuring that funds are available for equipment, supplies, and all other expenses associated with the disaster logistics / donations management operation. The Finance / Administration Section manages the Fiscal Administration staff.

Background Note: This generalized organizational structure may vary slightly from jurisdiction to jurisdiction, but the core functions will remain essentially the same or be very similar.

Fiscal Administration Staff:

1. Keep records of financial transactions for reimbursement of disaster logistics / donations management activities.

2. Fund disaster logistics / donations management activities.

3. Ensure compliance with applicable laws, regulations, and policies.

Nongovernmental Organization Roles and Responsibilities. NGOs play a critical part in disaster logistics / donations management operations. The State of Michigan does not have sufficient personnel, expertise, infrastructure, facilities, or experience to manage a large disaster logistics / donations operation without at least some involvement by NGO volunteers. The following NGOs have, by virtue of their size, mission and/or disaster experience, been identified as key organizations that may be able to provide a cadre of volunteers to assist with disaster logistics / donations management operations in Michigan:

Michigan Voluntary Organizations Active in Disaster (MIVOAD). The MIVOAD is a nationally sanctioned coalition of private and church-based relief organizations dedicated to providing disaster relief assistance to individuals and communities in need. The MIVOAD serves as a clearinghouse for the myriad disaster relief and human service organizations that operate in Michigan and elsewhere across the country. The MIVOAD is governed by an Executive Board, elected by the membership. That Board provides the single point of contact for mobilizing all MIVOAD resources. The MIVOAD member organizations are experienced and skilled in all facets of disaster operations, and can perform a wide variety of functions. Specific responsibilities of the MIVOAD related to disaster logistics / donations management are as follows:

1. As required, assist the MSP/EMHSD in developing and revising this plan as a Support Plan to the MEMP. Upon request, assist local governments in developing and revising the disaster logistics / donations management elements of their EOP or EAGs.

2. As required, identify and assist in training appropriate MIVOAD representatives in disaster logistics / donations management operations as part of the DLDMT within the SEOC, local EOC, and/or JFO structure.

3. As required, provide representatives to report to the SEOC / DLDMC to assist the DLDMT and to coordinate MIVOAD participation in state-level disaster logistics / donations management operations.

4. As required, provide representatives to report to a local EOC / DLDMC to assist the DLDMT and to coordinate MIVOAD participation in local-level disaster logistics / donations management operations.

Background Note: Specific assignments related to tasks #3 and #4 above may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; assisting with mass care activities at the Base / Camps (e.g., providing food and water, bedding, sanitation services, etc.); loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

5. Provide continuous, updated information on MIVOAD assistance efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

6. As required, provide regular reports to the MIVOAD membership and other interested parties on the status of MIVOAD participation in state and/or local disaster logistics / donations management operations.

Background Notes: The above responsibilities are in addition to the MIVOAD's primary role as a provider of human services support such as mass care, sheltering, clothing, mental health services, spiritual care, child care, etc.

The MIVOAD has the following member organizations: Lutheran Social Services of Michigan; Seventh Day Adventist / Adventist Community Services (ACS); United Methodist Committee on Relief (UMCOR); Salvation Army; Mennonite Disaster Services; American Red Cross; Michigan Crisis Response Association; ACCESS; International Aid; Southern Baptist Disaster Response; Church World Service; Michigan 211 (United Way) human service telephone referral system; Church of the Brethren; and Michigan React.

American Red Cross (ARC). Although the ARC is a member of the MIVOAD, the ARC's Congressional Charter requiring it to provide relief assistance to disaster survivors makes it unique among voluntary disaster relief organizations. The ARC has a strategy to scale a disaster relief response through the work of chapters located throughout the state. Red Cross Regional Chapters evaluate the needs of their communities and actively build disaster response capacity. Specific responsibilities of the ARC related to disaster logistics / donations management are as follows:

1. As required, assist the MSP/EMHSD in developing and revising this plan as a Support Plan to the MEMP. Upon request, assist local governments in developing and revising the disaster logistics / donations management elements of their EOP or EAGs.

2. As required, identify and assist in training appropriate ARC representatives in disaster logistics / donations management operations as part of the DLDMT within the SEOC, local EOC, and/or JFO structure.

3. As required, provide representatives to report to the SEOC / DLDMC to assist the DLDMT and to coordinate ARC participation in state-level disaster logistics / donations management operations.

4. As required, provide representatives to report to a local EOC / DLDMC to assist the DLDMT and to coordinate ARC participation in local-level disaster logistics / donations management operations.

Background Note: Specific assignments related to tasks #3 and #4 above <u>may</u> include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; assisting with mass care activities at the Base / Camps (e.g., providing food and water, bedding, sanitation services, etc.); loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

5. Provide continuous, updated information on ARC assistance efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

6. As required, provide regular reports to the ARC leadership and other interested parties on the status of ARC participation in state and/or local disaster logistics / donations management operations.

Background Notes: The above responsibilities are in addition to the ARC's primary role as a provider of human services such as mass care, sheltering, feeding, clothing, disaster-related health and mental health services, family reunification, spiritual care, etc.

The ARC serves food at fixed sites such as disaster shelters and in neighborhoods using Emergency Response Vehicles designed for mobile feeding. Additionally, the ARC is prepared to open shelters immediately following a disaster and creates a safe and accommodating environment for parents, caregivers and individuals with disabilities or functional needs. ARC Regional may have partnerships with organizations that have expertise in supporting and caring for children and individuals with disabilities and functional needs. The ARC provides a variety of disaster-specific relief items to help people meet emergency-caused needs and recover. Red Cross casework is flexible and can be used to help a single family after a home fire, or rapidly scaled-up to help hundreds of families after a disaster. Red Cross deploys health and independently-licensed mental health professionals trained to provide: 1) health assessments (including functional needs); 2) illness and injury surveillance; 3) replacement of essential medications and medical equipment lost during a disaster; and 4) triage, mental health assessments and surveillance, crisis intervention, and psychological first aid to victims of disaster.

Michigan Citizen Corps (MCC). If required, volunteers from the Michigan Citizen Corps can be mobilized to provide supplemental labor for disaster logistics / donations management operations. Such assistance will be provided through the various local Citizen Corps Councils / Community Emergency Response Teams (CERTS) around the state. Michigan Citizen Corps volunteers have been trained in various disaster response / recovery functions through the CERT program and are ready to assist local emergency response agencies when the need arises. Specific responsibilities of the Michigan Citizen Corps related to disaster logistics / donations management are as follows:

1. As required, assist the MSP/EMHSD in developing and revising this plan as a Support Plan to the MEMP. Upon request, assist local governments in developing and revising the disaster logistics / donations management elements of their EOP or EAGs.

2. As required, identify and assist in training appropriate Citizen Corps / CERT representatives in disaster logistics / donations management operations as part of the DLDMT within the SEOC, local EOC, and/or JFO structure.

3. As required, provide representatives to report to the SEOC / DLDMC to assist the DLDMT and to coordinate Citizen Corps / CERT participation in state-level disaster logistics / donations management operations.

4. As required, provide representatives to report to a local EOC / DLDMC to assist the DLDMT and to coordinate Citizen Corps / CERT participation in local-level disaster logistics / donations management operations.

Background Note: Specific assignments related to tasks #3 and #4 above may include but are not limited to: identifying and making facilities ready for logistics / donations management operations; providing materials and supplies for the Base / Camps; assisting with mass care activities at the Base / Camps (e.g., providing food and water, bedding, sanitation services, etc.); loading, unloading, inventorying, and transporting commodities; providing security at facilities; managing facility operations; and direct distribution of commodities to end users.

5. Provide continuous, updated information on Citizen Corps / CERT assistance efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

6. As required, provide regular reports to the Citizen Corps / CERT membership and other interested parties on the status of Citizen Corps / CERT participation in state and/or local disaster logistics / donations management operations.

State Animal Response Team (SART). In accordance with the MEMP Animal Care Support Plan, the SART will coordinate with and assist involved local, tribal, federal, nongovernmental and private partners in protecting and caring for domestic animals during disasters and emergencies. Part of that role involves identifying and managing the resources required to transport, handle, shelter, feed, and provide basic care for animals whose owners are in mass shelters, have been abandoned or separated from their owners, have been injured by incident conditions, or are otherwise impeding incident response and/or recovery operations. In many cases, these resources will involve donated goods and/or services – solicited or unsolicited. As required, the SART will provide assistance to local agencies and organizations (e.g., Humane Society, animal control and/or shelter office, animal advocacy groups, etc.) in determining the resource needs of the animal care support operation, and in soliciting those resources from appropriate donors (individual and/or corporate). In addition, if the incident is likely to generate significant unsolicited donations targeted for domestic animal care, the SART will work with the same involved parties to determine how to best use the value-added donations, and how to properly dispose of the non-value-added donations.

Specific responsibilities of the SART related to disaster logistics / donations management are as follows:

1. As required, assist the MSP/EMHSD in developing and revising this plan as a Support Plan to the MEMP. Upon request, and within available staff resources, assist local governments in developing and revising those disaster logistics / donations management elements of their EOPs or EAGs which pertain to domestic animal care.

2. As required, identify and assist in training appropriate SART and other animal care organization staff in the animal care-related aspects of disaster logistics / donations management operations as part of the DLDMT within the SEOC and/or JFO structure.

3. Upon request (and based on availability), mobilize appropriate SART representatives to provide assistance with the animal care-related aspects of the logistics / donations management operation. Such assistance may be required at the SEOC and/or JFO, or at support facilities such as Control Check Points, Staging Areas / Warehouses, or Points of Distribution.

4. As appropriate, request assistance (i.e., technical, material, financial, and personnel) from appropriate agencies, organizations, or private sector donors (individuals and/or companies) to supplement existing logistics / donations management efforts pertaining to animal care.

5. Provide continuous, updated information on SART and allied animal care organization logistics / donations management efforts for inclusion in state and/or local damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

6. As required, provide regular reports to the SART membership and other interested parties on the status of SART participation in state and/or local logistics / donations management operations.

Background Notes: Unsolicited disaster donations targeted for domestic animal care can occur in any disaster or emergency in which there has been media coverage focusing on the plight of domestic animals. This can also occur if, absent any media coverage, there is a public perception that there may be a problem with animal care and/or the need for supplemental animal care resources. Donations for animal care may in some cases be financial, but more likely they will be in the form of equipment, supplies, food, or volunteer services (trained or untrained). Oftentimes, these donations will exceed the ability of the affected jurisdiction and its emergency animal care team to make proper use of the resources in a timely manner.

The MSP/EMHSD encourages local jurisdictions to plan for this contingency by identifying domestic animal care organizations which may be able to provide assistance with the management of animal care donations. Depending on circumstances, the SART may be available to provide some assistance, but its personnel assets and capabilities are currently limited and may be stretched thin in multi-jurisdictional incidents. The various Humane Societies in Michigan also should have an integral role in donations management for animal care. Although there is no single, umbrella organization which represents all Humane Societies in Michigan or across the country (each is an independent, private non-profit organization), they are often tied-into the emergency management system and the level of communication and cooperation amongst these entities is generally excellent. In the event of a disaster or emergency which is likely to generate unsolicited donations targeted for domestic animal care, the Humane Societies may be able to assist affected local jurisdictions in managing the donated goods and/or services and in making the best use of the resources provided.

Facility-Specific Roles and Responsibilities. Positions at the DLDMC and the various support facilities (state- and locally-established) will be filled by a combination of governmental employees and NGO employees and volunteers, who collectively comprise the DLDMT. Because the disaster logistics / donations management organization and operation are customized to meet the needs of each incident, it is difficult to assign specific personnel to specific positions at each facility. The following task assignments provide basic guidance to the individuals that staff each of the support facilities. These task assignments will be supplemented by expedient training provided or arranged by the DLMC and/or DDMC, with assistance (as required) provided by FEMA (if a federally-declared incident).

DLDMC Staff. The primary responsibilities of the individuals assigned to staff the DLDMC in the SEOC are:

1. Assist SEOC staff in identifying the type, kind, and quantities of disaster commodities needed, based on the results of damage / needs assessments conducted for the affected areas.

2. Coordinate with FEMA and other potential providers regarding the procurement of needed commodities and their transport, unloading, and inventorying.

3. Work with the SEOC Incident Commander to determine the desired destinations of disaster commodities (directly from the vendor, contractor, or donor and/or once they arrive at the designated federal Mobilization Center) and communicate this information to FEMA and state staff at the Mobilization Center or other appropriate facility.

Background Note: The options include transporting the commodities to: a) state- or locally-designated Staging Areas / Warehouses for temporary staging / storage and a phased distribution / deployment; b) state- or locally-designated Points of Distribution for immediate general distribution; or c) specific agencies or facilities for direct distribution to targeted functional needs populations. The federal government and/or its contractors, and most private donors will transport the commodities to the locations specified by the State of Michigan (MSP/EMHSD). State, local, and NGO transportation assets will only be needed if supplemental transportation assets are required. In most cases, there will not be a need for supplemental transportation assets.

4. Work with the SEOC Logistics Section to establish and equip needed logistics / donations management support facilities (i.e., Control Check Points, Staging Areas / Warehouses, Points of Distribution, and/or the Base / Camps). Communicate all relevant facility-related information to SEOC staff, FEMA and other federal officials, and the affected local EOCs (DLDMCs) prior to the facility being opened.

5. Record the type, kind, and quantity of commodities received and deployed in the CIMS "Points of Distribution (POD)" input form – based on information provided by staff at the federal Mobilization Center(s), Staging Areas / Warehouses (if established), and Points of Distribution. (Note: Some of this information may be entered directly into the CIMS if the support facilities and staff have CIMS access. Otherwise, it will be entered on hardcopy forms at the support facilities and the information will be submitted to the DLDMC via facsimile, e-mail, or telephone for entry and centralized inventorying / tracking via the CIMS.) Refer to Attachment U, "Points of Distribution Commodity Inventory Form," for the hardcopy form that should be used by the support facilities if CIMS access is not available.

6. Work with Point of Distribution Managers to determine the consumption rates for each Point of Distribution to ensure proper replenishment of commodities.

> **Background Note:** The consumption rate can be determined in several ways: 1) Comparing the beginning and ending commodity inventories per day, i.e., how much the Point of Distribution started with, and how much is left over at the end of the day. (For example, a Point of Distribution that starts with 12,000 bottles of water and ends with 2,000 bottles of water has a distribution rate of 10,000 bottles of water per day.) 2) Multiplying the number of customers per day by the commodity quantities distributed per customer. (For example, 2,500 customers per day X 4 bottles of water per customer = 10,000 bottles of water distributed per day.) 3) Multiplying the number of vehicles that pass through the Point of Distribution per day by the commodity quantities distributed per vehicle (based on one vehicle representing a household of three people). (For example, 835 vehicles per day X 12 bottles of water per vehicle [enough for three people] = 10,020 bottles of water distributed per day; rounding, this example equates to 2,500 total customers and 10,000 bottles per day.) Each of these methods should yield roughly the same numbers if proper distribution, inventory control, and security procedures are followed.

7. Assist the DDMC in establishing, as a functional element of the DLDMC, a Donations Intake and Processing Center (DIPC) to receive, record, acknowledge, and process donations offers (solicited and unsolicited) received online and by telephone, as well as unsolicited, value-added donated goods which are brought to the disaster area through established Control Check Points.

8. Assist the Volunteer Coordinator (VC) in establishing, as a functional but separately located element of the DLDMC, a Volunteer Registration Center (VRC) to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers. (Note: Refer to the VC task assignments, as well as Attachment J, "Volunteer Registration Center Layout," for additional detail.)

9. Maximize the use of donations offers (goods and volunteer services) by ensuring that they are appropriate for the incident circumstances and in value-added form, are properly registered and inventoried, and are directed to the areas / populations most in need.

10. Monitor disaster logistics management operations to ensure that commodities are delivered to their intended facilities and are distributed to those in need in a timely, organized, and efficient manner.

11. Coordinate disaster logistics / donations management activities with other appropriate SEOC elements and with the affected local government EOCs (DLDMCs) to ensure a seamless, organized response and recovery effort.

12. Provide continuous, updated information to the SEOC Planning Section and other SEOC staff regarding all aspects of the disaster logistics / donations management operation. This information may be used in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

13. Coordinate with the MSP/EMHSD PIO and JIT regarding media releases about the availability and distribution of needed disaster commodities, special provisions for handicapped individuals and other functional needs populations, disaster donations preferences and donating instructions, and instructions for spontaneous, unaffiliated volunteers. (Note: Refer to Attachments A and B, "Sample Public Information Materials," for sample formats that can be used.)

14. Work with all applicable parties to resolve any problems or concerns that may arise related to any aspect of the disaster logistics / donations management operation.

15. Work with applicable parties to determine the proper final disposition of unused or unneeded commodities.

16. In addition to the general tasks outlined above for DLDMC staff, state agency members of the DLDMC are responsible for coordinating the implementation of specific tasks that have been assigned to their agency. Those specific task assignments can be found in the section titled "Disaster Logistics / Donations Management Team" beginning on page 20.

Donations Intake / Processing Specialists.* The primary responsibilities of the Donations Intake / Processing Specialists are:

1. Using the "Donation Offer Form" (a modified and abbreviated version of the CIMS "Donation Management" input form), or the actual CIMS "Donations Management" input form itself, record incoming donation offers. If received by telephone, ensure the form is completely filled out before terminating the call with the donor. (Note: The DDMC will determine which form will be used based on CIMS access, donations volume, and other considerations.)

2. Provide a complete list of charitable relief organizations to telephone callers who wish to donate cash. (Note: This information will also be included in the press releases and public service announcements issued by the PIO.)

3. Discourage offers of items that are not needed, and request the donor to consider donating the items locally instead. (The DDMC and/or SPIO will develop an incident-specific message for this to ensure consistency.)

4. Refer potentially problematic calls or messages, or calls / messages that may require special attention, to the DDMC or other designated DLDMC staff for appropriate follow-up.

Background Note: These may include but are not limited to: plans to start collection drives; international donors; donors that place rigid restrictions on donations; donations that are actually fee-for-service offers; and, in the event of an incident that involves potential biological or WMD contamination, the offer of potentially contaminated goods.

5. Refer top-priority offers to the DDMC or other designated DLDMC staff for immediate processing.

6. Refer callers seeking general incident information or specific information pertaining to response and recovery operations to the appropriate SEOC staff for follow up as needed.

7. As required, field and respond to inquiries from the Michigan 211 (United Way) human service telephone referral system regarding disaster commodities and disaster donations.

***Background Note:** Specialists may receive donations offers and disseminate information online or via telephone. The offer is screened and processed in the same manner, regardless of which way it is received.

Volunteer Registration Specialists. The primary responsibilities of the Volunteer Registration Specialists, in providing assistance to the Volunteer Coordinator (VC), are:

1. As requested by the VC, assist in establishing a VRC to register, screen, coordinate, and direct spontaneous, unaffiliated volunteers as well as properly vetted volunteers. (Refer to Attachment J, "Volunteer Registration Center Layout." for a general diagram of this facility.)

2. Assist the VC in monitoring social media outlets and other avenues, as appropriate, to identify potential, emerging, or actual volunteer efforts intended for the incident.

3. Coordinate with the Michigan 211 (United Way) human service telephone referral system, Michigan Citizen Corps, Michigan Volunteer Registry (of the Michigan Department of Community Health), and Michigan Community Service Commission (of the Michigan Department of Human Services – including the Volunteer Michigan website) regarding procedures for referrals of spontaneous, unaffiliated volunteers.

4. Using the CIMS "Volunteers" input form or the "Disaster Volunteer Registration Form" found in Attachment L, register spontaneous, unaffiliated volunteers, as well as properly vetted volunteers, at the VRC. (Note: If possible, provisions will be made to have the "Disaster Volunteer Registration Form" available electronically, on the State of Michigan, MSP/EMHSD, MDCH, MCSC / Volunteer Michigan, or other appropriate web site, for

completion by the volunteer prior to going to the VRC. A possible alternative to this process is to use the volunteer registration form on the Volunteer Michigan website to register volunteers, and then to have those volunteers referred to the VRC for follow-up interview, screening, and placement.)

5. Screen volunteers to determine their skill sets, and to ensure that they have adequate housing provisions and basic support services (i.e., food, water, appropriate work clothing, etc.). (Note: The "Disaster Volunteer Registration Form" has a section for skills, interests, and experiences which can be used for this purpose.)

6. As required, assist the VC in conducting a basic orientation and incident overview to: a) orient volunteers to incident conditions and ongoing incident response and/or recovery efforts; b) advise them of expectations regarding work effort and conduct; and c) direct them to appropriate volunteer opportunities that make the best use of their knowledge, skills and capabilities. (Note: The "Disaster Volunteer Orientation Checklist" found in Attachment N can be used for this purpose.)

Control Check Point Staff. The primary responsibilities of the individuals assigned to staff Control Check Points for disaster donations are:

1. Physically inspect donations shipments to ensure that the goods are actually needed in the relief / recovery effort, and that they are in usable condition and value-added form (i.e., properly contained / packaged, labeled for use, etc.). In the event of an incident involving potential biological or WMD contamination, ensure that the goods are not contaminated by checking their place of origin and route of transport. Non value-added donations (i.e., not needed, not in usable condition or value-added form) must be diplomatically turned away.

Background Note: Donors should not be allowed to simply drop off such items at the Control Check Point and then leave. Contact law enforcement if problems arise.

2. Record the type and quantity of donations in the CIMS "Donations Management" input form (if using the CIMS), or the "Donation Offer Form" if using hardcopy forms. (Note: If using hardcopy, provide the information to the DDMC for centralized inventorying / tracking via the CIMS. Provide a hardcopy receipt to the driver / donor to verify that the donations have been approved at the Control Check Point.)

3. Direct the donation to a designated Warehouse or Staging Area for eventual distribution / deployment, or decline the offer and suggest that the donor instead donate the items locally to established charitable organizations. Provide this information to the DLDMC (Donations Intake / Processing Specialists) for inventorying and tracking purposes.

4. Refer individual spontaneous, unaffiliated volunteers to the VRC for registration and screening, or to a recognized disaster relief organization active in the incident response and recovery (but only if the organization is actively looking for volunteers). Spontaneous, unaffiliated volunteers who do not wish to take either of these steps must be diplomatically turned away. Report any suspicious individuals to the VRC for appropriate follow up investigation by the VC and/or DDMC.

5. Refer individual professional volunteers (e.g., credentialed emergency personnel such as physicians, nurses, emergency medical technicians, and firefighters) and CERT volunteers directly to the VRC for registration and assignment, unless Incident Command has made provisions for such volunteers to go directly to a designated Staging Area for deployment instructions. These volunteers should also be instructed to register with the Michigan Volunteer Registry, on the MDCH web site (www.mivolunteerregistry.org), if they have not already done so.

6. Refer spontaneous, unaffiliated organizations (i.e., ad hoc groups that are formed to provide post-incident assistance) to the VRC for registration, or directly to a recognized disaster relief organization for affiliation and training (but only if the organization is actively looking for volunteers). Spontaneous, unaffiliated organizations that do not wish to take either of these steps must be diplomatically turned away. Report any suspicious organizations to the VRC for appropriate follow up investigation by the VC and/or DDMC.

Background Note: These groups often misrepresent themselves as established voluntary organizations; however, they may not be properly trained or self-sufficient, and they may attempt to collect funds that may or may not ultimately be used for relief purposes.

*Mobilization Center Liaison**.* The primary responsibilities of the individual(s) assigned to provide liaison to federal and state officials and oversee / monitor operations at the designated federal Mobilization Center(s) are:

1. Coordinate with federal officials regarding the receipt and inventorying of disaster commodities as they arrive at the Mobilization Center.

2. Advocate, as appropriate, on behalf of the State of Michigan to ensure that the logistics / donations management operation meets the needs of the affected population and the response / recovery effort.

3. Inform federal officials of the desired destination(s) of disaster commodities. Options include: a) to designated Staging Areas / Warehouses for temporary staging / storage and a phased distribution / deployment; b) to designated Points of Distribution for immediate general distribution; or c) to specific local agencies or facilities for direct distribution to targeted functional needs populations.

Background Note: The federal government and/or its contractors will transport the commodities to the locations specified by the State and the affected local jurisdictions. State, local, and NGO transportation assets will only be needed if supplemental transportation assets are required. In most cases, there will not be a need for supplemental transportation assets.

4. Record the type, kind, and quantity of commodities received and deployed in the CIMS "Points of Distribution (POD)" input form (if using the CIMS), or the "Points of Distribution Commodity Inventory Form" if using hardcopy forms. (Note: If using hardcopy, provide the information to the DLMC for centralized inventorying / tracking via the CIMS.)

5. Provide continuous, updated information to the DLDMC on Mobilization Center activities for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

6. Work with federal officials, federal contractors, and the DLDMC to resolve any problems or concerns that may arise related to the Mobilization Center operation and/or the transportation / delivery of disaster commodities from the Mobilization Center.

7. In the event of an incident involving potential biological or WMD contamination, work with the DLDMC, involved state and federal management staff, commodity providers (i.e., FEMA/DHS, State of Michigan, EMAC, private companies, donors), and staff at other support facilities to ensure that commodities for use in Michigan are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the DLDMC for follow up as required.

****Background Note:** The position of Mobilization Center Liaison will be filled only after appropriate consultation with FEMA and other involved federal officials regarding need based on incident circumstances.

Staging Area / Warehouse Staff. The primary responsibilities of the individuals assigned to staff Staging Areas / Warehouses are:

1. Install temporary signage (as needed) at the facility indicating the locations of loading / unloading areas, parking areas, handicapped person access, restrooms, etc.

2. At Staging Areas, receive, temporarily park, and deploy vehicles, equipment, and personnel that will be used in disaster response / recovery operations.

Background Note: Vehicles, equipment, and personnel (operators, crews, teams) will be sent to a Staging Area for deployment when needed.

3. At Warehouses, receive, unload, sort, inventory, package (as needed), temporarily store, and institute phased delivery of goods, supplies, and materials to: a) Points of Distribution for immediate general distribution to the affected population; or b) local facilities or agencies for direct distribution to targeted functional needs populations using established distribution networks.

Background Notes: Goods, supplies, materials, and other commodities will be sent to a Warehouse for phased delivery to Points of Distribution and targeted distribution networks.

Certain commodities may require refrigeration or other special measures during storage, transport, and distribution to maintain the quality and safety of the commodities. Ensure commodities are maintained in safe and sanitary conditions at all times.

4. In the event of an incident involving potential biological or WMD contamination, work with the DLDMC, involved state and federal management staff, commodity providers (i.e., FEMA/DHS, State of Michigan, EMAC, private companies, donors), and staff at other support facilities to ensure that commodities for use in Michigan are not contaminated by checking their place of origin and route of transport. Any suspected contamination should be reported immediately to the DLDMC for follow up as required.

5. Record the type, kind, and quantity of commodities received and deployed in the CIMS "Points of Distribution" input form (if using CIMS), or the "Points of Distribution Commodity Inventory Form" if using hardcopy forms. (Note: If using hardcopy, provide the information to the DLMC for centralized inventorying / tracking via the CIMS.)

6. For donated goods, if requested by the donor, provide a validated hardcopy receipt of the donation(s) received. The "Donation Offer Form" or CIMS "Donations Management" input form issued at the Control Check Point can be authenticated (signed) by the Warehouse / Staging Area staff to verify the receipt of the donation(s). A photocopy should be made of each receipt issued, and the photocopies should be provided to the DLDMC for recordkeeping purposes.

7. Deploy staged assets at the direction of the DLDMC, SEOC Incident Commander or SEOC Operations Section Chief, in order to meet the operational needs of the response / recovery effort.

8. Monitor site usage to prevent theft, vandalism, or other inappropriate activities.

9. For multi-day operations, open and close the site in accordance with the designated business hours. Properly secure the site at night.

10. Provide continuous, updated information to the DLDMC on Staging Area / Warehouse activities for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

11. Work with federal officials, federal contractors, and the DLDMC to resolve any problems or concerns that may arise related to Staging Area / Warehouse operations and/or the transportation / delivery of disaster commodities from the Mobilization Center.

12. When the operation closes, oversee the cleanup / restoration (as needed) of the site to ensure it is returned to its pre-incident condition. Report any damage or lingering impacts to the DLDMC for appropriate follow up with applicable agencies.

Background Notes: Staging Areas / Warehouses are selected by the local jurisdiction and the MSP/EMHSD and managed by local and/or state government and/or NGO personnel. They will be used in those situations where the SEOC and/or local EOC determine that a phased delivery / deployment of commodities is required. They will provide necessary temporary staging / storage areas for commodities until such time as the commodities can be properly used in the response / recovery effort. In many cases, Staging Areas / Warehouses will not be used at all. Staging Areas / Warehouses could be staffed by state agency personnel, local government personnel, NGO personnel, or some combination of those. The staff's primary responsibilities at these facilities are to: a) receive and temporarily stage / store commodities delivered by the federal government and/or federal contractors, the State, or a donor organization; b) record / verify commodity type, kind and quantity, to the extent possible; c) deploy / deliver commodities at the request of the DLDMC; d) provide information to the DLDMC on Staging Area / Warehouse operations; e) problem-solve onsite, to the extent possible; and f) restore the facility to its pre-incident condition once staging / storage operations have concluded. Federal officials are NOT responsible for management of or security at these facilities; rather, those are local, state or NGO functions.

Base / Camp Staff. The primary responsibilities of the individuals assigned to staff the incident Base / Camps are:

1. Install temporary signage (as needed) at the site(s) indicating the locations of parking areas, registration areas, handicapped person access, dining areas, restrooms, sleeping areas, showers / sanitation services, etc.

2. As appropriate, provide and equip areas at the Base / Camp for vehicle parking, equipment storage, registration, meal preparation, dining, sleeping, sanitation, recreation / relaxation, food / water storage, animal care, and other functions required for the incident circumstances.

Background Note: Required materials, supplies, and equipment may come from a variety of sources, including federal, state and local agencies, NGOs, and private donations. The MSP/EMHSD / SEOC Logistics Section will work with involved agencies and organizations, as required, to stock, staff, and manage the Base / Camps.

3. Ensure Base / Camp operations meet all applicable codes, regulations, and standards related to public health, safety, and sanitation. Report any problems to the DLDMC for investigation and resolution.

4. Register personnel staying at the Base / Camp, using the CIMS "Volunteers" input form or the alternate "Disaster Volunteer Registration Form" found in Attachment L (if the CIMS is not available). (If using the alternate form, promptly provide the information to the DLDMC for centralized personnel tracking via the CIMS.) Spontaneous, unaffiliated volunteers must first be processed at the VRC.

5. Track the number of persons served at the Base / Camps and the type, kind, and quantities of supplies and materials used to support Base / Camp operations. Report this information to the DLDMC for centralized inventorying / tracking via the CIMS. (Note: With appropriate amendment, i.e., electronically revising or otherwise clearly noting that the information is for the Base or a Camp, the "Points of Distribution Commodity Inventory Form" and "Points of Distribution Emergency Worker Activity Report" found in Attachments U and V, respectively, will be used for this reporting.)

6. Deploy personnel / resources from the Base / Camp to the facilities / locations at which they are needed, at the direction of the DLDMC, SEOC Incident Commander or SEOC Operations Section Chief in order to meet the operational needs of the response / recovery effort.

7. Work with the DLDMC, local agencies, and NGOs to request, transport, receive, and store needed materials, equipment, and supplies to support Base / Camp operations.

8. Monitor site usage to prevent theft, vandalism, or other inappropriate activities. Properly secure the site at night.

9. Provide continuous, updated information to the DLDMC on Base / Camp operations for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

10. Work with the DLDMC to resolve any problems or concerns that may arise related to Base / Camp operations and/or the transportation of personnel / resources to their intended work locations.

11. When Base / Camp operations close, oversee the cleanup / restoration (as needed) of the site(s) to ensure it is (they are) returned to pre-incident condition. Report any damage or lingering impacts to the DLDMC for appropriate follow up with applicable agencies.

Background Notes: The affected local jurisdiction will normally select, establish and manage the Base and any required Camps, although there may be situations in which supplemental state assistance will be required. Camps will be used in those situations where the DLDMC determines that the Base does not have sufficient room and/or capabilities to accommodate the resources required for the logistics / donations management operation. Camps may also be established when: a) sufficient hotel / motel rooms or other suitable accommodations for deployed resources are not available in the general incident area, b) large numbers of resources have been activated to participate in incident response / recovery efforts (e.g., EMAC resources), and c) the incident area is particularly large or widely dispersed. Camps are temporary locations at which food, water, sleeping areas, and sanitation services are provided to deployed resources. Possible facilities for use as the Base / Camps include county fairgrounds, state / local parks and recreation areas, local campgrounds, military bases, college campuses, school grounds (if tents are used), community centers or community recreation centers, etc.. Ideally, using the facility as a Base / Camp will not greatly interfere with its normal, day-to-day use.

Staffing of the Base / Camps will be handled through local and state agencies and NGOs. In most cases, NGOs will be relied upon to assist in meeting the material and supply needs of the Base / Camp operations. This includes the provision of food and water, bedding, and basic sanitation services. Under a Stafford Act declaration, the federal government <u>may</u> be able to provide technical and logistical assistance regarding the establishment and operation of the Base / Camps. However, federal officials are NOT responsible for management of or security at the Base / Camps; rather, those are local, state or NGO functions. All federal assistance is obtained and coordinated through the MSP/EMHSD in the SEOC.

Point of Distribution Staff. The primary responsibilities of the various individuals assigned to staff local Points of Distribution are:

Point of Distribution Manager

1. Establish and operate the Point of Distribution, ensuring it runs safely and efficiently. Refer to Attachment Q, "Points of Distribution – Planning and Operational Considerations," for details.

2. Serve as primary Safety Officer, ensuring that Point of Distribution operations are conducted in a safe manner for the staff and customers. This includes ensuring that equipment used onsite has been inspected, maintained, and is used in a safe manner.

3. Provide continuous, updated information to the DLDMC regarding inventory levels, number of commodities distributed, number of customers, problems encountered, etc. This information will be used in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report. It will also be used by the DLMC to make commodity replenishment decisions.

4. Account for all personnel, equipment, and supplies at the Point of Distribution.

Support Team Leader

1. Supervise and coordinate all support operations, including traffic control, community relations, security, and site restoration. (The Support Team Leader reports directly to the Point of Distribution Manager.)

2. Install temporary signage (as needed) at the site indicating the locations of loading / unloading areas, distribution areas, parking areas, handicapped person access, restrooms, etc.

Traffic Controller(s)

1. Coordinate supply truck and equipment movement onsite.

2. Coordinate customer parking and movement onsite. (This includes vehicle breakdowns, which may require movement out of active vehicle lanes and parking areas to a location which will allow the vehicle to be towed without blocking the flow of traffic and/or vehicle parking.)

3. Oversee the safety of loading staff on the vehicle line.

Community Relations Staff

1. Serve as the central point of contact for media and public relations onsite.

2. Work with Point of Distribution staff and others, as appropriate, to resolve any problems or concerns that may arise related to customers and Point of Distribution operations. (This may include but is not necessarily limited to: issues pertaining to customer dissatisfaction and/or comfort; issues pertaining to handicapped individual access; and community concerns related to operating hours, crowds, noise, traffic, parking, etc.)

Site Security Officer

1. Monitor facility usage to prevent theft, vandalism, or other inappropriate activities.

2. Work with Community Relations staff to safely and diplomatically deal with angered or agitated customers.

3. For multi-day operations, open and close the facility in accordance with the designated business hours. Properly secure the facility at night.

4. Coordinate with local (and/or state, if applicable) law enforcement for assistance.

Loading Team Leader

1. Supervise and coordinate all loading, unloading, and sustainment operations. (The Loading Team Leader reports directly to the Point of Distribution Manager.)

2. Work with state and federal officials, federal contractors, and the DLDMC to resolve any problems or concerns that may arise related to Point of Distribution operations and/or the transportation / delivery of disaster commodities from the Mobilization Centers or Staging Areas / Warehouses.

3. Coordinate Point of Distribution staff sustainment and care, including but not necessarily limited to restrooms, rest areas, feeding, trash removal, and shift schedules.

4. Record the type, kind, and quantity of commodities received and distributed in the CIMS "Points of Distribution (POD)" input form (if using CIMS), or the "Points of Distribution Commodity Inventory Form" if using hardcopy forms. (Note: If using hardcopy, provide the information to the Point of Distribution Manager for submittal to the DLDMC for centralized inventorying / tracking via the CIMS.)

Check-In Specialist(s)

1. Maintain a running count of vehicles that pass through the Point of Distribution, and provide this information to the Loading Team Leader at pre-determined intervals (e.g., hourly, every four hours, daily).

Loading Staff

1. Receive, sort, inventory and package (as needed) disaster commodities received from the Mobilization Center or Staging Areas / Warehouses.

2. Ensure commodities are maintained in safe and sanitary conditions at all times. (Certain commodities may require refrigeration or other special measures during storage, transport, and distribution to maintain the quality and safety of the commodities.)

3. Distribute the allotted amount of commodities to customers.

Equipment Operators (Note: Equipment Operators must be qualified to operate the equipment they are assigned.)

1. Move commodities and/or pallets to and from delivery vehicles and the loading line (Fork Life Operator and Pallet Jack Operator).

2. Monitor equipment usage and performance and notify the Loading Team Leader of any equipment-related problems that arise.

Site Restoration Staff

1. When the facility closes down distribution operations, clean up / reorganize the facility to return it to pre-incident condition. Report any damage or lingering impacts to the DLDMC for appropriate follow up with applicable agencies.

Background Notes: Points of Distribution are selected by the local jurisdiction and the MSP/EMHSD and managed by local and/or NGO staff. Normally, state agency staff will not be involved to a great extent in the actual distribution of commodities to those in need. The MSP/EMHSD will maintain oversight of local Points of Distribution, but the affected local jurisdiction is ultimately responsible for management of the facility. The staff's primary responsibilities at these facilities are to: a) receive commodities delivered by the federal government and/or federal contractors, or state / local / NGO transportation assets; b) record / verify commodity type, kind and quantity, to the extent possible; c) ready the facility for use by the public; d) distribute commodities to those in need, in pre-determined quantities; e) provide information to the DLDMC on Point of Distribution operations; f) problem-solve onsite, to the extent possible; and g) restore the facility to its pre-incident condition once commodity distribution has concluded. State and federal officials are NOT responsible for management of or security at these facilities; rather, those are local and/or NGO functions. However, upon local request, the State can provide supplemental security assistance to aid local law enforcement in securing commodities and facilities and maintaining order.

Transportation Staff. The primary responsibilities of the state agency representatives assigned to transport commodities to Points of Distribution and/or directly to designated local agencies or facilities are:

1. Load and unload commodities from delivery trucks using carts, dollies, and other standard hand devices. Place the commodities at the loading dock in a secure, sheltered position but do not use a forklift or other mechanical device to move the loads, separate packages, or otherwise assist in breaking down or readying commodities for distribution to individuals. (That responsibility rests with the Point of Distribution staff.)

2. Report any difficulties or problems encountered (in the transportation or loading / unloading processes) to the DLDMC for investigation and follow-up resolution.

3. Ensure the types, kinds, and quantities of commodities being transported are accurate. Report any discrepancies immediately to the DLDMC for investigation and follow-up resolution.

Joint Field Office Liaison. The primary responsibilities of the MSP/EMHSD representative(s) assigned to oversee and monitor federal, state, and NGO logistics / donations management support operations at the Joint Field Office are:

1. Coordinate with federal and state officials and NGO representatives regarding the resource and operational assistance needs of Michigan with regard to logistics and/or donations management.

2. Advocate, as appropriate, on behalf of Michigan to ensure that federal, state, and NGO assistance is timely and meets the needs of the affected population and the response / recovery effort.

3. Attend daily coordination meetings and briefings with federal, state, and NGO partners at the JFO to convey information regarding the status of logistics / donations management operations in Michigan, and to receive information regarding federal, state, and NGO support activities. Provide electronic and/or hardcopy of all meeting materials to the DLDMC at the conclusion of each meeting / briefing.

4. Monitor logistics / donations management entries in the CIMS, enter new information where appropriate regarding JFO operations, and convey critical information to JFO partners as deemed appropriate.

5. Provide continuous, updated information to the DLDMC on JFO operations and federal, state, and NGO support activities for inclusion in damage assessment reports, disaster situation / status reports, press releases, and the disaster after-action report.

6. Work with JFO partners and the DLDMC to resolve any problems or concerns that may arise related to the logistics / donations management operation and/or the provision of federal, state, and NGO support.

7. In the event of an incident involving potential biological or WMD contamination, work with the DLDMC, JFO partners, and staff at other support facilities to arrange for and coordinate federal and state contamination control assistance. Report on the status and needs of the contamination control efforts at JFO meetings / briefings, and in the CIMS.

ATTACHMENTS:

A. Sample Public Information Materials – Commodities Distribution
B. Sample Public Information Materials – Donations Preferences
C. Disaster Logistics and Donations Management Team – Membership Roster / Contact List
D. Disaster Logistics and Donations Management Team – Key Support Elements Contact List
E. Disaster Commodity Needs – By Hazard
F. Disaster Commodities List, by Type / Kind – National Incident Management System (NIMS) Typing
G. Logistics / Donations Management Phases – Planning and Operational Considerations
H. Donations Intake and Processing Center – Planning and Operational Considerations
I. Donation Offer Form (CIMS and Alternate Format)
J. Volunteer Registration Center Layout
K. Volunteer Registration Center Supplies
L. Disaster Volunteer Registration Form (CIMS and Alternate Format)
M. Disaster Volunteer Interview Record

N. Disaster Volunteer Orientation Checklist
O. Sample Right-of-Entry Permit / Hold Harmless Agreement
P. Logistics and Donations Management Record Keeping
Q. Points of Distribution – Planning and Operational Considerations
R. Points of Distribution Hazard Assessment Form
S. Points of Distribution Set-Up Checklist
T. Points of Distribution Equipment / Supply Inventory Form
U. Points of Distribution Commodity Inventory Form (CIMS and Alternate Format)
V. Points of Distribution Emergency Worker Activity Report
W. Pre-Identified Logistics / Donations Management Facilities
X. Pre-Identified Federal Mobilization Centers
Y. Michigan Volunteer Registry Information
Z. Volunteer Michigan Information
AA. Figures 1-5
Figure 1: Typical Joint Field Office Organizational Structure for Local and State Staff
Figure 2: Primary Organizational Elements of Disaster Logistics / Donations Management Branch, SEOC Operations Section
Figure 3: Relationship Between Donations Management Facilities
Figure 4: Integrated Disaster Logistics / Donations Management Process for Federally-Declared Incidents
Figure 5: Disaster Donations Management (Only) Process for Federally-Declared Incidents
BB. National Response Framework Support Elements for Logistics / Donations Management, and Corresponding State Planning and Operational Considerations

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A. SAMPLE PUBLIC INFORMATION MATERIALS – COMMODITIES DISTRIBUTION

SAMPLE PRESS RELEASE #1

(Short Format)

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:
Name / Title of Local (or State, as applicable) Disaster Logistics Management Coordinator
Telephone Number / Facsimile Number / E-Mail Address
(Note: list the hours / days of the week this telephone number is staffed.)

Disaster Commodities Distribution to Begin

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). Meeting the basic life-support needs of citizens is the most critical element of the recovery effort. (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies in (name of jurisdiction) on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the locations listed below to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week). Ample parking will be available at these locations. Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

Points of Distribution Locations:

- (Location / Address / Hours of Operation / Commodities Available)
- (Location / Address / Hours of Operation / Commodities Available)
- (Location / Address / Hours of Operation / Commodities Available)
- (Location / Address / Hours of Operation / Commodities Available)

  Etc.

For further information, call (telephone number) or visit the (name of agency) web site at (web site address).

SAMPLE PRESS RELEASE #2

(Long Format – Commodities Listed Individually)

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:
Name / Title of Local (or State, as applicable) Disaster Logistics Management Coordinator
Telephone Number / Facsimile Number / E-Mail Address
(Note: list the hours / days of the week this telephone number is staffed.)

Disaster Commodities Distribution to Begin

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). Meeting the basic life-support needs of citizens is the most critical element of the recovery effort. (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies in (name of jurisdiction) on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the locations listed below to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week). Ample parking will be available at these locations. Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

Points of Distribution Locations:

- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
  Etc.

The following commodities will be available at all Points of Distribution:

- **Food** – distributed in (what quantities / units?), which is generally enough to feed a family of four for (how many days?). Food supplies include: (list types of food that will be available).

- **Drinking Water / Ice** – distributed in (what quantities / units? – e.g., individual bottles, gallon bottles, bring your own container). Each adult resident may have up to (what quantity?) of drinking water per (what time period? – e.g., per day? per week?). Ice (for drinks) will be available in (what quantities? – e.g., five pound bags); however, residents must bring their own cooler to store and transport the ice.

- **Medicines / Medical Supplies** – such as aspirin or other pain relievers, cold medications, basic first aid materials, etc. are available in (what quantities / units?) to adult residents.

SAMPLE PRESS RELEASE #2 (continued)

(Long Format – Commodities Listed Individually)

- **Baby Formula, Baby Food, and Diapers** – distributed to residents with infant children only, as follows: (list quantities / units for each item).
- **Tarps / Plastic Sheeting** – distributed in (what quantities / units?), which is generally enough to temporarily repair a damaged roof and/or seal broken windows. Additional quantities may be available on a case-by-case basis, after the basic needs of all other residents have been met.
- **Dry Ice** – distributed in (what quantities / units?), which is generally enough to keep perishable items in a home refrigerator / freezer safe for consumption for (what time period? three days?) if usage directions are properly followed.
- **Cleaning Supplies** – such as disinfectant cleanser, soap, mops, sponges, rubber gloves, plastic buckets, cleaning cloths, brooms, etc. are available in (what quantities / units?) to adult residents to aid in cleaning up / disinfecting damaged homes and businesses.
- **Other Commodities?** – list other commodities that will be made available to affected residents. List by type, available quantity / unit, and general usage, as appropriate.

For further information, call (telephone number) or visit the (name of agency) web site at (web site address).

SAMPLE PUBLIC SERVICE ANNOUNCEMENT #1

(Name of jurisdiction) Office of Emergency Management
OR
Michigan Department of State Police, Emergency Management and Homeland Security Division
(Address)

FOR USE UNTIL (DATE)
DISASTER COMMODITIES DISTRIBUTION
30-45 SECONDS

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the following locations to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week).

- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)

Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

For further information, call (telephone number) or visit the (name of agency) web site at (web site address). Thank you.

SAMPLE PUBLIC SERVICE ANNOUNCEMENT #2

(Name of jurisdiction) Office of Emergency Management
OR
Michigan Department of State Police, Emergency Management and Homeland Security Division
(Address)

FOR USE UNTIL (DATE)
DISASTER COMMODITIES DISTRIBUTION
45-60 SECONDS

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). (Name of agency) will begin distributing needed supplies to residents on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the following locations to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week).

- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)

The following types of supplies will be available at these locations. Quantities will be limited.

- Food
- Drinking Water / Ice
- Medicines / Medical Supplies
- Baby Formula, Baby Food, and Diapers
- Tarps / Plastic Sheeting
- Dry Ice
- Cleaning Supplies
- Other Commodities? (specify)

Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

For further information, call (telephone number) or visit the (name of agency) web site at (web site address). Thank you.

SAMPLE WEB SITE ANNOUNCEMENT AND/OR HANDBILL / DOOR HANGER #1: NOTICE OF DISASTER COMMODITIES DISTRIBUTION

(NAME OF JURISDICTION)

DISASTER COMMODITIES DISTRIBUTION

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). Meeting the basic life-support needs of citizens is the most critical element of the recovery effort. (Name of agency) will begin distributing food, drinking water, basic medicines / medical supplies, and other needed supplies in (name of jurisdiction) on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the locations listed below to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week). Ample parking will be available at these locations. Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

Points of Distribution Locations:

- (Location / Address / Hours of Operation / Commodities Available)
- (Location / Address / Hours of Operation / Commodities Available)
- (Location / Address / Hours of Operation / Commodities Available)

For further information, call (telephone number) or visit the (name of agency) web site at (web site address). THANK YOU.

SAMPLE WEB SITE ANNOUNCEMENT AND/OR HANDBILL / DOOR HANGER #2: NOTICE OF DISASTER COMMODITIES DISTRIBUTION

(NAME OF JURISDICTION)

DISASTER COMMODITIES DISTRIBUTION

Relief efforts are underway in response to (describe disaster conditions) in (name of jurisdiction). Meeting the basic life-support needs of citizens is the most critical element of the recovery effort. (Name of agency) will begin distributing needed supplies in (name of jurisdiction) on (beginning date) and will continue until (end date). Residents that are able to travel are asked to go to one of the locations listed below to pick up the supplies they need to sustain themselves for the next (specify time period – e.g., three days, one week). Ample parking will be available at these locations. Residents that are not able to travel or that have special needs are asked to call (name of agency / telephone number) on (what days / between what hours?) to have arrangements made for needed supplies and care. Family members or caretakers are asked to call on behalf of those that are not able to make the call themselves.

Points of Distribution Locations:

- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)
- (Location / Address / Hours of Operation)

The following commodities will be available at all Points of Distribution:

- Food / Drinking Water / Ice
- Medicines / Medical Supplies
- Baby Formula / Baby Food / Diapers
- Tarps / Plastic Sheeting
- Dry Ice
- Cleaning Supplies
- Other Commodities? (specify)

For further information, call (telephone number) or visit the (name of agency) web site at (web site address). THANK YOU.

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B. SAMPLE PUBLIC INFORMATION MATERIALS – DONATIONS PREFERENCES

SAMPLE PRESS RELEASE #1

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:
Name / Title of Local (or State, as applicable) Disaster Donations Management Coordinator
Telephone Number / Facsimile Number / E-Mail Address
(Note: list the hours / days of the week this telephone number is staffed.)

Disaster Relief Donations Must be Coordinated to Meet Public Needs

There continues to be a great outpouring of individuals, businesses, and service organizations throughout Michigan and the rest of the country that are collecting and donating goods and services to assist disaster survivors in (affected area) due to the recent (describe disaster conditions).

Currently, food and clothing supplies are sufficient. **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 state or 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 volunteer agency to establish the need and to make the necessary arrangements. Shipments that have not been accepted by a voluntary agency, a specified location, and a contact person may not be unloaded. **PLEASE DO NOT SEND DONATIONS OF GOODS OR SERVICES WITHOUT FIRST MAKING THE PROPER ARRANGEMENTS. DOING SO ONLY MAKES MATTERS WORSE, NOT BETTER!**

The (name of jurisdiction) Disaster Logistics and Donations Management Center can be reached by calling (number), or by visiting online at (web address). The Disaster Logistics and Donations Management Center will determine the extent of the need and coordinate with a responsible agency to receive and distribute donated items. 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 charitable organizations assisting in the disaster relief effort along with appropriate contact information.)

SAMPLE PRESS RELEASE #2

Date

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION CONTACT:
Name / Title of Local (or State, as applicable) Disaster Donations Management Coordinator
Telephone Number / Facsimile Number / E-Mail Address
(Note: list the hours / days of the week this telephone number is staffed.)

Disaster Survivors Need Your Financial Help

Relief efforts are underway in response to (describe disaster conditions) in (affected area). Disaster survivors need your assistance. (Names of organizations) are already beginning work in (affected 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 donations of 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 / state responders are busy providing urgently needed services to those most in need. As a result, there may not be personnel available to process unsolicited donations. **YOUR COOPERATION IN NOT SENDING UNSOLICITED DONATIONS OF GOODS AND SERVICES IS APPRECIATED!**

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 needed supplies from area merchants, thus helping them begin recovery as well.

Your check or money order may be sent to:

(Name of Organization / Address)

For credit card donations, please call or visit online:

(Telephone Number / Web Site Address)

SAMPLE PRESS RELEASE #3

Date
FOR IMMEDIATE RELEASE
FOR MORE INFORMATION CONTACT:
Name / Title of Local (or State, as applicable) Disaster Donations Management Coordinator
Telephone Number / Facsimile Number / E-Mail Address
(Note: list the hours / days of the week this telephone number is staffed.)

Cash Donations for Disaster Survivors Best Way to Help

Persons interested in helping the survivors of (describe disaster conditions) in (affected area) can best support the relief effort by making a cash donation instead of sending donated goods and services, according to (the MSP/EMHSD? local jurisdiction? Local and/or State Disaster Donations Management Coordinator?).

"Cash donations to voluntary disaster relief organizations enables them to purchase exactly what is most needed by the survivors and helps the local economy recover from the disaster as well," said (name and title of official representative).

(Name of official representative) explained that donated items require voluntary agencies to spend money and considerable time for sorting, inventorying, warehousing, and distribution. Additionally, there is no state or federal transportation for donated goods unless they fill an identified critical need.

There are a number of voluntary agencies receiving cash donations for (name of disaster) relief:

American Red Cross
1-800-RED CROSS (1-800-733-2767)
(www.redcross.org)
Text REDCROSS to 90999

Salvation Army
1-888-803-8858
(http://www.salvationarmyusa.org/usn/www_usn_2.nsf)

United Methodist Committee on Relief
1-800-554-8583
(http://www.umcor.org)

Adventist Community Services
1-517-316-1500
(http://www.miadr.org)

For further information on donations coordination issues in (affected area), please call or visit online:

Michigan Disaster Donations Intake and Processing Center (as applicable)
1-800-??????? (list hours hotline is staffed) or (web address for information)

(Affected Area) Donations Intake and Processing Center
1-800-??????? (list hours hotline is staffed) or (web address for information)

SAMPLE PUBLIC SERVICE ANNOUNCEMENTS

PUBLIC SERVICE ANNOUNCEMENT #1
(Name of jurisdiction) Office of Emergency Management
OR
Michigan Department of State Police, Emergency Management and Homeland Division
(Address)

FOR USE UNTIL (DATE)

DISASTER DONATIONS

15 SECONDS

Due to the recent (describe disaster conditions), the (name of jurisdiction and/or State of Michigan) is coordinating a disaster relief effort in (affected 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 call (number) or visit online at (web address for donating). Thank you.

PUBLIC SERVICE ANNOUNCEMENT #2
(Name of jurisdiction) Office of Emergency Management
OR
Michigan Department of State Police, Emergency Management and Homeland Security Division
(Address)

FOR USE UNTIL (DATE)

DISASTER DONATIONS

30 SECONDS

In response to the (describe disaster conditions) relief efforts, there have been questions as to what items and services are needed. The (name of jurisdiction and/or State of Michigan) encourages people to give **cash donations** to one of the voluntary organizations involved in the relief operation.

The (name of jurisdiction and/or State of Michigan) 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 (name of jurisdiction or State of Michigan, as applicable) Disaster Logistics and Donations Management Center at (number), or online at (web address for information). Thank you.

C. DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM – MEMBERSHIP ROSTER / CONTACT LIST

Note: This table will be populated with names and contact information when an incident occurs or is imminent. The staffing pattern will be commensurate with operational needs, incident conditions, and available personnel. Additional agency-, facility-, and jurisdiction-specific positions will be added as required once the full scope of the operation is determined.

Name	Agency	Role	Phone #	Facsimile #	E-Mail Address
	MSP/EMHSD	Disaster Logistics Management Coordinator	(office); (cell); (pager)		
	MSP/EMHSD	Disaster Logistics Management Coordinator (Alternate)	(office); (cell); (pager)		
	MDHS	Disaster Donations Management Coordinator	(office); (cell); (pager)		
	MDHS	Disaster Donations Management Coordinator (Alternate)	(office); (cell); (pager)		
	MSP/EMHSD	Individual Assistance Officer	(office); (cell); (pager)		
	MSP/EMHSD	Individual Assistance Officer (Alternate)	(office); (cell); (pager)		
	MSP/EMHSD	Public Assistance Officer	(office); (cell); (pager)		
	MSP/EMHSD	Public Assistance Officer (Alternate)	(office); (cell); (pager)		
	MSP/EMHSD	Public Information Officer	(office); (cell); (pager)		
	MSP/EMHSD (or other agency – TBD)	Public Information Officer (Alternate)	(office); (cell); (pager)		
	MSP/EMHSD or MDHS	Volunteer Coordinator	(office); (cell); (pager)		
	MSP/EMHSD or MDHS	Volunteer Coordinator (Alternate)	(office); (cell); (pager)		
	MDHS	Labor resources; FNP / survivor needs; volunteers through MCSC; donations management technical expertise; Volunteer Michigan liaison; volunteer credentialing	(office); (cell); (pager)		
	MDARD	SART activation / coordination; USDA / agricultural industry liaison; facility resources; value-added donations from corporate sponsors	(office); (cell); (pager)		
	MDCH	Volunteers through Michigan Voluntary Registry; volunteer credentialing; health / medical commodity needs; value-added donations from corporate sponsors	(office); (cell); (pager)		
	MOSA	Senior issues / needs; labor resources through AAAs	(office); (cell); (pager)		
	MDOC	Facility, labor, and transportation resources	(office); (cell); (pager)		
	MDTMB	Facility, labor, and transportation resources	(office); (cell); (pager)		
	MDMVA	Facility, labor, and transportation resources; technical expertise; facilities security	(office); (cell); (pager)		

C. DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM – MEMBERSHIP ROSTER / CONTACT LIST (cont.)

Note: This table will be populated with names and contact information when an incident occurs or is imminent. The staffing pattern will be commensurate with operational needs, incident conditions, and available personnel. Additional agency-, facility-, and jurisdiction-specific positions will be added as required once the full scope of the operation is determined.

Name	Agency	Role	Phone #	Facsimile #	E-Mail Address
	MDNR	Facility, labor, and transportation resources	(office); (cell); (pager)		
	MSP	Facilities security; intrastate transportation resources	(office); (cell); (pager)		
	MDOT	Facility, labor, and transportation resources; overweight and/or oversize vehicle permitting	(office); (cell); (pager)		
	Citizen Corps / CERT (MSP/EMHSD)	Volunteers to support logistics / donations management operations	(office); (cell); (pager)		
	MIVOAD	Volunteers to support logistics / donations management operations; technical expertise; survivor needs	(office); (cell); (pager)		
	ARC – Michigan	Volunteers to support logistics / donations management operations; technical expertise; commodities; survivor needs	(office); (cell); (pager)		
	Other (specify)	Volunteers to support logistics / donations management operations (or other role – TBD)	(office); (cell); (pager)		

D. DISASTER LOGISTICS AND DONATIONS MANAGEMENT TEAM – KEY SUPPORT ELEMENTS CONTACT LIST

Note: This table will be populated with names and contact information when an incident occurs or is imminent. The staffing pattern will be commensurate with operational needs, incident conditions, and available personnel. Additional agency-, facility-, and jurisdiction-specific positions will be added as required once the full scope of the operation is determined.

Name	Agency	Role	Phone #	Facsimile #	E-Mail Address
	State Animal Response Team (SART)	Animal commodity needs; value-added donations for animal care needs from individual and/or corporate sponsors	(office); (cell); (pager)		
	FEMA	Federal Logistics Management Coordinator	(office); (cell); (pager)		
	FEMA	Federal Donations Management Coordinator	(office); (cell); (pager)		
	Affected Local Jurisdiction(s) – include as many as required	Local Logistics Management Coordinator	(office); (cell); (pager)		
	Affected Local Jurisdiction(s) – include as many as required	Local Donations Management Coordinator	(office); (cell); (pager)		
	MSP/EMHSD	EMAC assistance; resource typing technical assistance	(office); (cell); (pager)		
	MSP/EMHSD District Coordinator(s) – include as many as required	Local / regional resources and operational coordination; survivor needs; facility identification; technical assistance to local jurisdictions	(office); (cell); (pager)		
	Other (specify)	TBD	(office); (cell); (pager)		

E. DISASTER COMMODITY NEEDS – BY HAZARD

The quantity, kind, and type of disaster commodities required is a function of the type of disaster; its location; its magnitude, duration, and intensity; and the size, characteristics, and needs of the affected population. Because of all of these variables, it is difficult to pre-determine exactly what will be needed, where, when, how much, and for how long. However, based on disaster experience, it is possible to generalize about the major kinds / types of disaster commodities that might be required for various types of disasters. This information is essential for disaster logistics management planning. The following is a list of the disasters in Michigan that are most likely to generate a need for disaster commodities, and the primary kinds / types of commodities that are likely to be required to sustain the affected population through the incident response and early recovery period:

Major Disaster Commodity Needs in Michigan*

Commodity / Disaster	Food	Drinking Water / Ice	Medicines / Medical Supplies	Baby Formula / Food and Diapers	Tarps / Plastic Sheeting	Dry Ice	Cleaning Supplies	Cots / Bedding / Blankets	Personal Care Kits / Towels	Additional Clothing┼	Flashlights / Batteries
Tornado / Severe Storm	■	■	■	■	■	■	■	■	■	■	■
Flood	■	■	■	■	■	■	■	■	■	■	■
Terrorist Attack**	■	■	■	■	■	■	■	■	■	■	■
Major Electrical Power Outage*** or Other Energy Emergency	■	■	■	■		■		■	■	■	■
Extended Hazardous Material Incident	■	■	■	■				■	■	■	
Nuclear Military Attack	■	■	■	■	■	■	■	■	■	■	■
Extended Nuclear Power Plant Accident	■	■	■	■			■	■	■	■	■
Epidemic / Pandemic or Other Extended Public Health Emergency	■	■	■	■		■	■	■	■	■	■

*Refer to tables titled "Commodity Considerations for Primary Michigan Disasters" on the following pages for descriptions of disaster impacts, commodities generally required, and special considerations.
**A major attack that results in any or all of the following: significant injuries / loss of life; significant physical damage; significant evacuations and/or in-place sheltering; extended mass care / sheltering operations; significant economic impacts; extended disruption to the just-in-time supply chain; serious / extended disruptions to critical facilities / services; other significant impacts that require supplemental commodities to meet the life-support needs of the affected population.
***The outage may be caused by: an accidental infrastructure failure; a natural event such as an ice storm or severe thunderstorm; deliberate sabotage; or a combination of these events.
┼Including clothing for the public following required decontamination activities.

Disaster Intensity Scales. Disaster Intensity Scales have been developed for various types of disasters that relate the intensity of an event to the anticipated type and magnitude of damage and impact. In general, the greater the intensity of the event the greater the likelihood that supplemental disaster commodities will be required to support population protective measures (mass evacuation or in-place sheltering) and the response / recovery effort. The Fujita Scale (for tornadoes) and the flood and ice storm probability of return periods serve as the best tools to predict large scale natural disasters that may require supplemental disaster commodities. Nuclear power plant accidents and hazardous material incidents also have some measure of intensity which can aid in disaster logistics management planning. By pre-determining the kinds / types of supplemental commodities that are likely to be required for various types of disasters, it may be possible to expedite the request for and delivery of those commodities – making for a more proactive response / recovery effort.

Disaster Intensity Scales for Selected Michigan Disasters

Disaster	Scale	Commodity Indicator (General)
Tornado	Fujita Scale: F6 – Inconceivable tornado (319-379 mph) F5 – Incredible tornado (261-318 mph) F4 – Devastating tornado (207-260 mph) F3 – Severe tornado (158-206 mph) F2 – Significant tornado (113-157 mph) F1 – Moderate tornado (73-112 mph) F0 – Gale tornado (40-72 mph)	The higher the Fujita Scale rating, the more damage / impacts likely to be caused. (For example, an F5 tornado will generally cause more damage and impacts than an F0 tornado. The size and nature of the tornado path will also determine the potential amount and type of commodities that might be required.)
Flood	Probability of return (in a given year): 500-year flood – .2% chance of occurrence 200-year flood – .5% chance of occurrence 100-year flood – 1% chance of occurrence 50-year flood – 2% chance of occurrence 10-year flood – 10% chance of occurrence	The lower the flood probability, the more damage / impacts likely to be caused. (For example, a 500-year flood is likely to cause more damage / impacts than a 100-year flood because it is larger in scope / magnitude and generally much more severe in its damaging capability. Therefore, the potential need for disaster commodities is likely to be greater.)
Ice Storm (Causes Power Outages)	Probability of return (in a given year): 500-year storm – .2% chance of occurrence 200-year storm – .5% chance of occurrence 100-year storm – 1% chance of occurrence 50-year storm – 2% chance of occurrence 10-year storm – 10% chance of occurrence	The lower the storm probability, the more damage / impacts likely to be caused. (For example, a 500-year storm is likely to cause more damage / impacts than a 100-year storm because it is larger in scope / magnitude and generally much more severe in its damaging capability. Therefore, the potential need for disaster commodities is likely to be greater because more extended power outages are likely to occur due to the ice storm damage.)
Nuclear Power Plant Accident	Nuclear Accident Emergency Action Level Classification System (NUREG-0654/FEMA-REP-1): **General Emergency** – events that involve actual or imminent substantial core degradation or melting with potential for loss of containment integrity. Releases can be reasonably expected to exceed EPZ Protective Action Guideline exposure levels off-site for more than the immediate site area. **Site Area Emergency** – events that involve actual or likely major failures of plant functions needed for protection of the public. Any releases not expected to exceed EPZ Protective Action Guideline exposure levels except near site boundary. **Alert** – events that involve actual or potential substantial degradation of the level of safety of the plant. Any releases expected to be limited to small fractions of the EPZ Protective Action Guideline exposure levels. **Unusual Event** – events that indicate a potential degradation of the level of safety of the plant. No releases of radioactive material requiring off-site response or monitoring are expected unless further degradation of safety systems occurs.	The higher the incident classification, the more extensive the impacts that are likely to be caused. Only a General Emergency that causes a long-term evacuation is likely to generate the need for supplemental disaster commodities. Anything less than a General Emergency is not likely to require significant disaster commodities.
Hazardous Material Incident	National Oil and Hazardous Substances Pollution Contingency Plan (NCP) Spill Classifications: **Major Release** – a release of any quantity that poses a substantial threat to public health, welfare, or the environment or results in significant public concern. **Medium Release** – a release not meeting the criteria for classification as a major or minor release. **Minor Release** – a quantity of release that poses minimal threat to public health, welfare, or the environment.	The higher the release classification, the more extensive the impacts that are likely to be caused. Generally, only a Major Release is likely to generate a need for supplemental disaster commodities – and then only if a significant long-term evacuation is required to protect the affected population. Anything less than a Major Release is not likely to require supplemental disaster commodities.

Sources: Federal Emergency Management Agency (FEMA); National Climate Prediction Center (NOAA); Michigan Hazard Analysis; Michigan Emergency Management Plan.

Commodity Considerations. The following chart identifies the commodity considerations associated with the primary disasters in Michigan that are likely to generate the need for disaster commodities. As indicated in the "Disaster Intensity Scales for Selected Michigan Disasters" chart above, the intensity of a disaster (in most cases) has a direct impact on the type, kind, quantity, and expected duration of need of disaster commodities. The purpose of this chart is to describe the typical impacts of these disasters, identify their potential commodity requirements, and highlight any special considerations that may have to be factored into the decision making process during the response / recovery phases.

Commodity Considerations for Primary Michigan Disasters

Tornado / Severe Storm	
Typical Impacts:	Damage from tornadoes is caused by high-velocity rotating winds. The severity of the damage depends on the intensity of the tornado and the length of time the funnel is on the ground. Damage is generally confined to a narrow path extending up to half a mile wide and from a hundred yards to several miles long. Tornadoes typically damage and destroy structures and personal property, down trees and power lines, disrupt electrical power, damage agricultural crops, and cause injuries and deaths. Damage / impacts from severe storms is similar to that of tornadoes, but is generally more widely spread and in most cases less severe.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. **To repair / restore damaged structures:** Tarps / Plastic Sheeting (for temporary roof / window / wall repairs); Cleaning Supplies. **If power is out:** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).
Considerations:	The type, kind, and quantity of disaster commodities needed (in most cases) is directly tied to the damage and impacts inflicted by either type of storm. Tornadoes and severe storms generally do not result in significant long-term mass care operations. In most cases, disaster commodities would only be required in the most widespread and/or severe events that have resulted in significant property damage and the need for temporary mass care operations.
Flood	
Typical Impacts:	Damage from riverine flooding is generally limited to the area inside the identified floodplain for the intensity of flood that occurs. For example, a 500-year flood generally will damage anything unprotected within the 500-year floodplain. A 100-year flood will cause damage within the 100-year floodplain, and so forth. Great Lakes shoreline floodplains also factor in potential damage caused by storm surges and wave action, which can be substantial. Urban flooding impacts are harder to predict because they typically involve a failure of some aspect of the storm drainage infrastructure system – either through physical damage, exceeded capacity, or both. Basement and street flooding are the primary impacts of urban flooding.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. **To repair / restore damaged structures and/or prevent damage:** Tarps / Plastic Sheeting (for temporary sandbag walls); Cleaning Supplies. **If power is out:** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).
Considerations:	In general, the more intense the flood (e.g., 500-year event vs. 100-year event), the greater the damage / impacts and likelihood that supplemental disaster commodities will be required to meet the life-sustaining needs of the affected population. The affected area will also dictate, to a large degree, whether or not supplemental disaster commodities will be required. Densely populated / developed urban areas are likely to require significantly more commodities than sparsely populated / developed rural areas because the affected population and number of damaged structures will be much greater. In addition, the number of functional needs individuals is also likely to be greater in urban areas than in rural areas. Flooding may result in significant contamination of structures and the property contained within those structures. This will require cleanup and restoration efforts which may necessitate the procurement of large quantities of cleaning supplies.
Terrorist Attack	
Typical Impacts:	Terrorist attacks fall into two categories: those that cause considerable physical destruction and injury / loss of human life (i.e., bombings, nuclear detonation), and those that primarily cause injury or loss of human life but little physical destruction (i.e., bioterrorism, chemical attack). In the event of a terrorist bombing attack, widespread and/or severe physical damage would occur to a limited impact area. The level of physical destruction that can be expected would be similar to that found in a tornado or particularly severe storm. The impacts likely would include damaged and destroyed structures and personal property, injuries, and loss of human life. Supplemental commodity needs would be limited unless the attack resulted in a large-scale evacuation. A nuclear detonation terrorist attack would result in considerably more damage and impact. Such an attack would be unprecedented in U.S. history and would likely require a substantial and possibly long-term infusion of supplemental disaster commodities for the affected area. Impacts would include considerable physical damage to structures and personal property, numerous injuries and deaths, radioactive fallout with required personal protection and decontamination measures, and extensive (and perhaps long-term) disruptions to and negative impacts on essential systems and services within the affected area. Extensive in-place sheltering or mass evacuation measures would be required. A wide range of supplemental disaster commodities would be required in the aftermath of a terrorist nuclear detonation attack. Terrorist attacks such as bioterrorism or chemical attacks may cause little physical damage to structures, but would likely result in considerable injuries, loss of human life, and significant (and possibly long-term) disruptions to and negative impacts on essential systems and services within the affected area. In addition, these types of attacks would require extensive public protective measures such as in-place sheltering or mass evacuations. As a result, supply chains are likely to be disrupted – some for possibly extended periods – and resource needs will be considerable. An infusion of supplemental disaster commodities would likely be required to provide for the life-sustaining needs of the affected population and to support the response / recovery effort.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. **To repair / restore damaged structures:** Tarps / Plastic Sheeting (for temporary roof / window / wall repairs); Cleaning Supplies. **If power is out:** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).

Commodity Considerations for Primary Michigan Disasters (cont.)

Terrorist Attack (cont.)	
Considerations:	Commodity needs would be determined by the nature and size of the attack and the characteristics of the affected area. Attacks affecting densely populated urban areas would likely require more supplemental disaster commodities than would attacks affecting mostly rural, lightly populated areas. Attacks involving radiological, biological, or chemical agents would require extensive population protection measures (in-place sheltering or mass evacuations) and would likely cause significant disruptions to supply chains. Commodity needs for those types of attacks would likely be considerable and possibly long-term.
Major Power Outage / Energy Emergency	
Typical Impacts:	Major power outages may be caused by an accidental infrastructure failure, by a natural event such as an ice storm or severe thunderstorm, by deliberate sabotage, or a combination of these events. Power outages typically do not cause physical damage (to any great extent) but may cause significant disruptions to essential systems and services – including resource supply chains. Depending on the incident circumstances and time of year, major power outages may result in extensive mass care operations for the duration of the outage. Supplemental disaster commodities may be required for a short period of time until power is restored and essential services resume. Ice storms and severe thunderstorms typically cause power outages because utility poles and wires may be severely damaged and/or downed. If cold weather continues after an ice storm, utility restoration may be slowed which may require longer mass care operations. In those situations, the need for supplemental commodities may be greater. A major energy emergency (i.e., for gasoline, natural gas, fuel oil, or propane) may be caused by a number of factors, including: 1) natural disasters such as severe storms, tornadoes, floods, or earthquakes that cause physical destruction to energy production or distribution facilities; 2) sabotage of facilities / processes; 3) human errors, accidents, and equipment failure; 4) curtailment of oil supplies which causes a sharp, sudden escalation in energy prices; and 5) a sudden surge in energy demand caused by a national security emergency involving mobilization of U.S. defense forces. Any of these events, singularly or in combination, may cause a serious, prolonged energy emergency that may necessitate extended mass care operations.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. In winter months, there may also be a significant need for portable indoor heaters. **If power is out:** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).
Considerations:	Commodity needs would be determined by the nature, extent, and expected duration of the outage / emergency, the characteristics of the affected area, and the time of year. Outages / emergencies affecting densely populated urban areas would likely require more supplemental disaster commodities than would outages / emergencies affecting mostly rural, lightly populated areas. Outages / emergencies that are longer-term in nature would require more commodities than would shorter-duration outages / emergencies because of the need for mass care operations. Outages / emergencies that occur during times of extreme temperatures (cold or hot) would require more of certain commodities than would outages / emergencies that occur during times of more moderate temperatures.
Extended Hazardous Material Incident	
Typical Impacts:	Hazardous materials are any solid, liquid, or gas that can cause harm to humans and other living organisms due to it being radioactive, flammable, explosive, toxic, corrosive, a biohazard, an oxidizer, an asphyxiant, or capable of causing severe allergic reactions. Although safety precautions are generally taken during the transport, storage, use, and disposal of hazardous materials, incidents occur with some regularity. Incidents can occur at a fixed site such as a manufacturing plant, or they can occur during transport on highways, rail, air or water. Depending on the type and amount of hazardous material that is released, impacts may include injuries, loss of life, property damage at the site and in surrounding areas, environmental contamination, and possibly a temporary curtailment or cessation of essential systems and services. Hazardous material incidents often necessitate evacuations or in-place sheltering of the affected population. Large-scale incidents that reach the "Major Release" level may cause extended evacuations or in-place sheltering operations until the situation can be stabilized and cleanup / recovery operations are substantially completed.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing.
Considerations:	Most hazardous material incidents will not require the provision of supplemental disaster commodities. In general, only those incidents that reach the "Major Release" level are likely to require extensive public protective actions (in-place sheltering or mass evacuation) and/or tax existing response / recovery systems. A Major Release may require the provision of supplemental disaster commodities if an extended mass evacuation and sheltering operation occurs.
Nuclear Military Attack	
Typical Impacts:	A nuclear military attack would likely result in unimaginable devastation for targeted areas. Even a nuclear weapon with a small yield is significantly more powerful than the largest conventional explosives, and a single weapon is capable of destroying or seriously disabling an entire city or area. In addition to the initial blast and heat wave caused by a nuclear explosion, the radioactive fallout that follows would contaminate everything it comes in contact with. Virtually everything and everyone within the direct weapons effects area that is not substantially sheltered / protected would be destroyed. The initial blast would then be followed by a radioactive fallout plume that would cause widespread and long-term environmental contamination. Contaminated areas would have to undergo extensive decontamination before they could be occupied or used again. Virtually all essential systems and services within the affected area would be seriously disrupted (at best) or destroyed.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. **To repair / restore damaged structures:** Tarps / Plastic Sheeting (for temporary roof / window / wall repairs); Cleaning Supplies. **If power is out:** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).

Commodity Considerations for Primary Michigan Disasters (cont.)

Nuclear Military Attack (cont.)	
Considerations:	A nuclear military attack would generate an unprecedented need for supplemental disaster commodities to support the surviving population and the response / recovery effort. If other areas of the country were also affected (almost a certainty), the need for commodities would in all likelihood exceed the collective capability of the federal government and the private sector to provide them.
Extended Nuclear Power Plant Accident	
Typical Impacts:	A nuclear accident could result in the release of potentially dangerous levels of radioactive materials into the environment that could affect the health and safety of the public living near the nuclear power plant. The degree and area of environmental contamination could vary greatly depending on the type and amount of radioactivity and the weather conditions. Potential impacts may include injuries or loss of life to those not properly protected, environmental contamination, and a temporary curtailment or cessation of essential systems and services. A nuclear accident may require a mass evacuation or in-place sheltering of the affected population. Large-scale accidents that reach the "General Emergency" level may cause extended evacuations or in-place sheltering operations.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. **To repair / restore contaminated structures:** Cleaning Supplies (to remove radioactive materials). **If power is out (due to reactor shutdown and inability to replace lost generating capacity):** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).
Considerations:	Only a "General Emergency" classification is likely to prompt extended public protective actions (in-place sheltering or mass evacuation) and/or tax existing response / recovery systems. A General Emergency will likely require the provision of supplemental disaster commodities if an extended mass evacuation and sheltering operation occurs.
Epidemic / Pandemic or Other Extended Public Health Emergency	
Typical Impacts:	Public health emergencies can take many forms – disease epidemics / pandemics, large-scale incidents of food or water contamination, extended periods without adequate water and sewer services, harmful exposure to chemical / radiological / biological agents, and large-scale infestations of disease-carrying insects or rodents – to name just a few. Public health emergencies can occur as primary events by themselves, or they may be secondary events to another disaster or emergency such as a flood, tornado, or hazardous material incident. The common characteristic of most public health emergencies is that they adversely impact, or have the potential to adversely impact, large numbers of people. Public health emergencies can be worldwide (a pandemic), national, statewide, regional, or localized in scope and magnitude. Potential impacts may include injuries and/or loss of life, environmental contamination, and a temporary curtailment or cessation of essential systems and services – including resource supply chains. Animal diseases can also have serious impacts on the human population. In the event of an outbreak of "mad cow," foot-and-mouth disease, or other wide-spread animal infectious disease, disposal of animal carcasses may be required to prevent disease spread and to protect human health. In particularly severe and/or widespread incidents, the number of carcasses may be in the thousands or possibly even hundreds of thousands.
Commodities Generally Needed:	**To support mass care operations:** Food; Drinking Water / Ice; Medicines / Medical Supplies; Baby Formula / Food and Diapers; Cots (incl. bariatric cots) / Cribs / Bedding / Blankets; Personal Care Kits / Towels; Additional Clothing. **To restore contaminated structures:** Cleaning Supplies (for infection control purposes). **If power is out (due to forced curtailment / cessation of power generation):** Dry Ice; Flashlights / Batteries; Emergency Generators (as applicable).
Considerations:	Disease epidemics / pandemics would be particularly problematic, as they may force a temporary curtailment or cessation of essential systems and services – including resource supply chains. In some instances, segments of the population may have to be quarantined in their homes or at other facilities, which would place additional strains on resource supply chains. Depending on the nature, scope, magnitude, and anticipated duration of the health emergency, it is likely that at least some supplemental disaster commodities would be required until traditional resource supply chains could be restored to their normal capacity. Health / medical commodities would almost certainly be required to provide for the care of the ill population. In addition, mass casualties may require an infusion of supplemental health / medical commodities to help meet temporary body storage and processing needs. It is likely that most of the health / medical commodities required could be obtained through established programs such as the National Disaster Medical System (NDMS), the Strategic National Stockpile (SNS) Program, and the Metropolitan Medical Response System (MMRS). These programs have their own established activation protocols and systems and are coordinated through the appropriate state steward agency within the SEOC.

Typical Impacts Sources: Michigan Hazard Analysis; MSP/EMHSD Disaster Files; Department of Homeland Security – National Planning Scenarios.

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F. DISASTER COMMODITIES LIST, BY TYPE / KIND – NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) TYPING

The National Incident Management System (NIMS) establishes a comprehensive, integrated national mutual aid and resource management system that provides the basis to type, order, and track all (federal, state, and local) response assets. Over 120 different kinds of resources are included within the NIMS. The NIMS' use of standard definitions and terminology provides the standardization required to ensure a seamless, consistent nationwide approach to resource typing. This allows emergency management personnel to identify, locate, request, order, and track outside resources quickly and effectively.

Within the NIMS, the typed resource assets are organized by:

- **Category** – the function for which the resource is most useful (e.g., firefighting, law enforcement, health and medical, etc.).
- **Kind** – the broad class of characterization, such as teams, personnel, equipment, and supplies; metrics have been developed for each kind and are measurements of capability or capacity.
- **Type** – the measure of minimum capabilities to perform its function (e.g., Type I implies a higher capability than Type II).

Whenever possible, the State of Michigan will use the resource definitions found in the NIMS when requesting or otherwise transacting supplemental disaster commodities through FEMA/DHS, from other states through the EMAC, from other Michigan jurisdictions through the MEMAC, or from private sector entities (business / industry and private relief organizations). FEMA Publications 507 ("Glossary of Terms and Definitions") and 508 ("Typed Resource Definitions"), or the most current available guidance if different from Publications 507 and 508, will be used to establish resource definitions, types and categories. When a particular resource asset (commodity) is not listed in the NIMS, the most common name for the item will be used (e.g., tarps, plastic sheeting, sandbags, food, drinking water, etc.).

The most current federal NIMS guidance will be accessed, when required, from the National Integration Center web site at www.fema.gov/nims.

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G. LOGISTICS / DONATIONS MANAGEMENT PHASES – PLANNING AND OPERATIONAL CONSIDERATIONS

Management Phase	Primary Planning and Operational Considerations
NORMAL OPERATIONS (prior to a disaster that creates the need for supplemental commodities)	• Designate a DLMC. • Establish and train a DLDMT. • Designate and equip a DLDMC. • Develop / review / update (as appropriate) a Disaster Logistics and Donations Management Plan as a support plan or appendix / annex to the applicable emergency operations plan (state, local, regional), to include the following critical areas: a) List of members (with contact information) and task assignments for the Disaster Logistics and Donations Management Team; b) List of transportation, facility, equipment, and personnel resources that may be needed for disaster logistics / donations management operations; c) Sample right-of-entry / hold harmless agreements (indemnifying all levels of government against potential claims from conducting work on private property); d) Sample public information releases; e) Establishment of an incident assessment process to identify and define commodity needs; f) Identification of critical areas, facilities, and populations for priority commodities distribution; g) Establishment of a process for general commodities distribution; h) Identification of Control Check Points, Staging Areas / Warehouses, Points of Distribution, and the Base / Camps; i) Compliance with appropriate regulatory requirements (local, state, and federal – e.g., ADA); j) Documentation requirements for logistics / donations management activities (for cost reimbursement, legal protection, regulatory requirements, historical records, plan updates, etc.). At a minimum, document the following: - Labor, equipment, rental fees, and material costs - Mutual aid agreement costs - Use of volunteer resources, including labor - Administrative costs - Disposal costs (if any, for unused / unneeded commodities or donations) - Types, kinds, and quantities of commodities received and distributed Note: The MSP/EMHSD and MDHS are the central coordinating agencies for logistics / donations management functions at the state-level in Michigan, in accordance with the MEMP. In that role, they will help facilitate the development of logistics / donations management capability at the local jurisdiction level through plan and procedure development, interpretation of planning and program guidance, training, plan exercising, information sharing, provision of technical assistance to identified support agencies, and other appropriate activities.
↓	↓
INCREASED READINESS (a potential disaster is approaching / imminent that may require supplemental commodities and/or result in unsolicited donations of goods and/or services)	• Alert the DLDMT and others involved in the operation. • Place the DLDMC and identified support facilities (i.e., Control Check Points, Staging Areas / Warehouses, Points of Distribution, and the Base / Camps – as applicable) on standby for possible activation. Identify alternative facilities if pre-designated facilities are likely to be significantly impacted by the disaster. • Review (and update as required) applicable aspects of the logistics / donations management plan, including contact information and right-of-entry / hold harmless agreements. • Provide expedient training (as required) for the DLDMT and other involved personnel. • Contact needed resources to determine general availability. • Review commodity distribution options for the anticipated affected areas and for functional needs populations. (Note: Many disasters are likely to occur without warning. In those cases, the Increased Readiness considerations would have to be addressed during the Response Phase, along with the other established considerations listed below.)

(See next page for Response and Recovery Phases.)

G. LOGISTICS / DONATIONS MANAGEMENT PHASES – PLANNING AND OPERATIONAL CONSIDERATIONS (cont.)

Management Phase	Primary Planning and Operational Considerations
RESPONSE (commodities needs assessment; commodities procurement, transport, delivery, and initial distribution; donations processing)	• Assess the need for supplemental commodities through the established incident assessment process. • Based upon need, request supplemental commodities through FEMA, the EMAC / MEMAC, state assistance through the MSP/EMHSD, mutual aid, direct donations requests, private sector procurement, or other appropriate avenues. • Activate the DLDMT and DLDMC. • Activate identified logistics / donations management support facilities (i.e., Control Check Points, Staging Areas / Warehouses, Points of Distribution, the Base / Camps) as required. • Work with the MSP/EMHSD and FEMA to activate the designated federal Mobilization Center(s) if federal commodities are being provided. • Activate the appropriate elements of the logistics / donations management plan. • Establish commodity distribution priorities, based on incident circumstances. • Activate other needed resources (transport, equipment, personnel) for the operation. • Initiate commodity receipt, transport, and distribution activities in accordance with established priorities. • Initiate donations processing activities in accordance with established priorities. • Initiate a vigorous public information campaign to control or influence disaster donations, if unsolicited, non-value-added donations have or may become an issue impeding the response / recovery effort. • Issue public information releases regarding commodities availability and distribution, and donations, as appropriate. • Request supplemental logistics / donations management assistance as required (i.e., mutual aid, state assistance through the MSP/EMHSD, federal Stafford Act or other direct assistance, NGO / private sector assistance, etc.). • Track / document (in the EOC CIMS, if possible) all major decisions and actions regarding the logistics / donations management operation. • Track / document (in the EOC CIMS, if possible) all costs incurred in the logistics / donations management operation (e.g., labor hours, equipment hours, materials used, equipment rented, contracts activated or awarded, facility usage, etc.).
↓	↓
RECOVERY (general commodities distribution; operation closeout)	• Distribute commodities directly to targeted facilities / populations through established distribution networks, and generally though Points of Distribution. • Continuously issue public information releases to ensure that all affected populations are aware of commodities availability and distribution. • Continue with a vigorous public information campaign to control or influence disaster donations, if unsolicited, non-value-added donations have become an issue impeding the recovery effort. • Continuously monitor distribution operations to ensure that: 1) commodities are being properly distributed; 2) all populations are being reached in a timely manner; 3) appropriate safety and sanitation measures are being followed; and 4) Points of Distribution are secure and being controlled properly. • Work with commodity providers / donors to determine appropriate disposal methods for unneeded / unused commodities and donations. • Close / restore support facilities at the conclusion of the disaster logistics / donations management operation.

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H. DONATIONS INTAKE AND PROCESSING CENTER – PLANNING AND OPERATIONAL CONSIDERATIONS

Background Notes: Disaster donation offers may be received via telephone or online. The Donations Intake and Processing Center (DIPC) – a functional element of the Disaster Logistics and Donations Management Center (DLDMC) – must be equipped to handle both types of transactions. At a very minimum, the DIPC must have one dedicated phone line and one computer terminal. Large-scale / catastrophic disasters will likely require a multi-line phone bank and multiple computers to receive, record, and process donation offers. Ideally, each phone operator will have a computer terminal to record the donation offer directly into the CIMS using the "Donations Management" input form as a format. That may not always be possible, however, due to space constraints, lack of connectivity, and lack of readily-available computer equipment. Therefore, it is likely that some donation offers received by telephone will simply be recorded on hardcopy on the "Donation Offer Form" (an abbreviated and modified version of the CIMS Donations Management input form) for later entry into the CIMS.

A five-step process will be followed with regard to establishment of the DIPC. Unless delegated, responsibility for implementation of these five steps rests with the DDMC:

- Step 1: Publicize donation preferences
- Step 2: Establish / equip the DIPC
- Step 3: Receive and record donation offers
- Step 4: Process donation offers
- Step 5: Dismantle / close-out the DIPC

STEP 1: PUBLICIZE DONATION PREFERENCES

The PIO is responsible for issuing press releases and coordinating the posting of donation preference information on the jurisdiction's web and social media sites. The DDMC, PIO, appropriate members of the DLDMT, and the SEOC Incident Commander and Operations Section Chief will jointly determine the donation preferences for the incident based on the actual / anticipated needs of the affected population. For most incidents, cash contributions to established disaster relief organizations will be the preferred donation. However, if incident circumstances dictate that other types of donations are needed, that information will be publicized early, often, and widely. The goal of the public information campaign will be to stem an influx of unsolicited, unneeded items and/or spontaneous, unaffiliated volunteers. Although it is unlikely that the campaign will stop all unwanted / unneeded donations (of goods and/or services), it is likely to help. The sample public information templates found in Attachment B will be used to develop the appropriate materials.

STEP 2: ESTABLISH / EQUIP THE DIPC

The following factors will be considered:

Space / Location: Ideally, the DIPC will physically be part of the DLDMC. If space and/or logistical reasons will not allow for that, then the DIPC will be located adjacent to or in close proximity to the DLDMC. For operational effectiveness, it is important that the DIPC be located within or close to the DLDMC, and be within reasonable proximity to the SEOC. In some cases, it may be possible to locate the DLDMC and DIPC at another facility with direct phone links to the SEOC. This is not considered an ideal set-up, however. The DIPC will have two dedicated areas – one for phone and online operations and one for the DLDMT to review and process offers. The anticipated size of the operation will determine how much square footage is required. (The nature, scope, magnitude, and anticipated duration of the incident will dictate, to a large extent, the size of the operation. In addition, competing response and/or recovery functions, such as a disaster debris management or mass sheltering operation, will necessarily compete for square footage with the DIPC. Adjustments and compromises will likely have to be made once the full scope of response and recovery operations is known.

Background Note: The DIPC layout will be dictated by the physical constraints of the facility ultimately used, and the equipment needs. As there are many acceptable ways to organize the DIPC, a "standard" layout has not been developed. However, the simple box diagrams found at the end of this Attachment provide examples of general room arrangements which might work well in many situations. These diagrams should be considered when establishing the layout of the DIPC.

Hours of Operation: Hours will be based on need. Ideally, the phone bank should be open from early morning until late evening during the first several days of the disaster. Voice mail will be used for after-hours operation. Online offers will also be encouraged for after-hours contact, with appropriate follow up provided by DIPC staff the following business day.

Equipment: Equipment requirements will be based on need. The number of telephone lines will be determined by the disaster circumstances and staff, equipment, and space availability. FEMA recommends up to 50 telephone lines and computers for a large / catastrophic disaster (see checklist below); however, most incidents will require considerably less phone lines and computers. Telephone system features will include, as appropriate, call-waiting, answering capability, and a rotating system for taking calls.

Background Notes: The FEMA donations management training module provides the following checklist of space and equipment requirements for a donations management phone bank operation for a large-scale / catastrophic disaster. This checklist serves as a guide when arranging for facilities, equipment, and personnel. (Note: Actual needs / requirements for the jurisdiction's operations will be determined by the disaster conditions and other factors.)

Phone Bank Inventory Checklist – FEMA Recommendations

3,000 square feet of office space
50 phones and phone lines
50 operator headsets
60 chairs
25 6-foot tables
1 4X8-foot display board
1 copy machine with paper
1 facsimile machine with paper
1 laser printer with paper
2 computer workstations (with LAN capability)
1 phone operator per unit
1 supervisor per 4-8 operators
1 coordinator
Data entry (computer / online) operators
A supply of state highway maps

Personnel / Training: Training will be provided to all DIPC staff (computer and telephone operators) for each disaster – even if the staff has prior experience in DIPC operations. As required, provisions will be made for bilingual staff (online and telephone operators) to accommodate offers from non-English speaking donors. Training will be provided by the DDMC unless delegated. Possible sources of supplemental personnel for DIPC operations include but are not limited to: state agencies and FEMA (via the MSP/EMHSD); volunteers from NGOs, the Citizen Corps, community- and/or faith-based organizations, and private industry; and temporary employees from an employment service.

Key Messages: Key messages regarding urgent needs or concerns (e.g., need more bottled water and plastic tarps) will be handwritten on flipcharts and/or displayed electronically in view of computer and telephone operators so that these key messages will be conveyed to potential donors, and in a consistent manner.

STEP 3: RECEIVE AND RECORD DONATION OFFERS

The DIPC will begin taking telephone and online donation offers as soon as possible after being established and equipped. Every effort will be made to discourage unsolicited donations. Essentially, if the good and/or service is not identified as a needed commodity (i.e., value-added donation), the potential donor will be requested to donate to a local human service organization and/or to consider making a cash donation to one of the organizations identified in the donation preferences public information releases. Donations Intake / Processing Specialists will enter donor information on value-added donations directly into the CIMS (using the "Donations Management" input form, if using a computer terminal that is connected to the CIMS), or on a "Donation Offer Form" (hardcopy or

electronic). All information recorded on hardcopy forms will ultimately be entered into the CIMS. The Donations Intake / Processing Specialists task assignment list will guide phone bank and computer entry operations.

STEP 4: PROCESS DONATION OFFERS
The general steps involved in processing donation offers include:

- Sorting goods from services.
- Directing volunteers (donated labor and/or services) to report to and register at the VRC.
- Prioritizing offers based on immediate and longer-term need.
- Routing top-priority offers to the appropriate DLDMT staff for immediate processing.
- Donation processing includes but is not limited to: notifying the appropriate SEOC staff (who can use or direct / coordinate the use of the donation) of its availability; working with donors to coordinate packaging, transport, and delivery of donations; generating a receipt for donors, if requested; and recording the final disposition of the donation in the CIMS.
- Calling or sending a reply email to donors to decline offers (submitted via email or phone message) which are not needed.
- Processing offers with 48 to 72 hours, if possible.

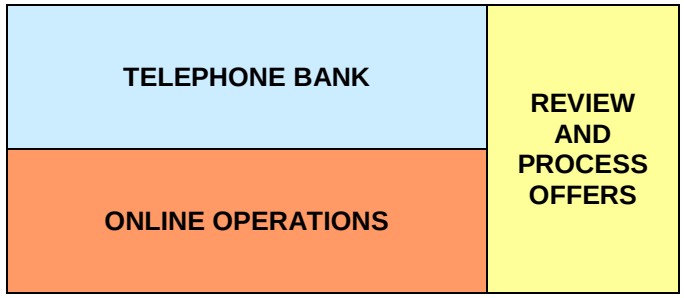
STEP 5: DISMANTLE / CLOSE-OUT THE DIPC
When it becomes clear that the DIPC is no longer necessary, the DLDMT will gradually reduce the hours of phone bank and computer operations and assess the readiness of local agencies and organizations to handle any remaining donation offers which might occur. By the close of the DIPC, the status of all donation offers made to that date should be clear.

Closure of the DIPC involves the following steps:

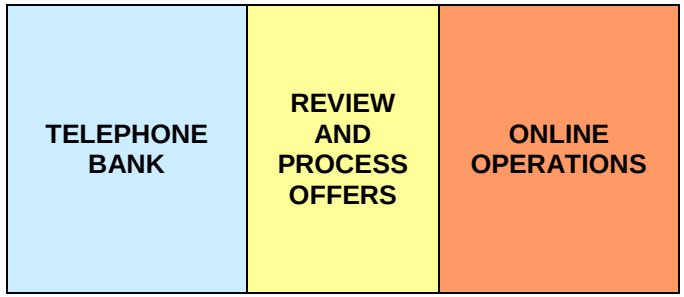
- Distributing a news release notifying the public that the DIPC will close, and when. This release should provide referrals to local agencies and organizations in the event that individuals and companies may still wish to donate goods and/or services.
- Ensuring that all accepted donors have received thank-you notices for donating. The donation receipt (if requested) will be included unless it was previously received by the donor. (This step will be done through the DIPC in most cases; in other cases, the local agencies or organizations that actually used the donations may handle this.)
- Making arrangements for maintenance of records in the CIMS and/or in hardcopy files.
- Making arrangements to disconnect the computer and telephone lines, return equipment (if borrowed) to its owner, and restore the facility to its pre-incident condition.

POTENTIAL DPIC LAYOUTS

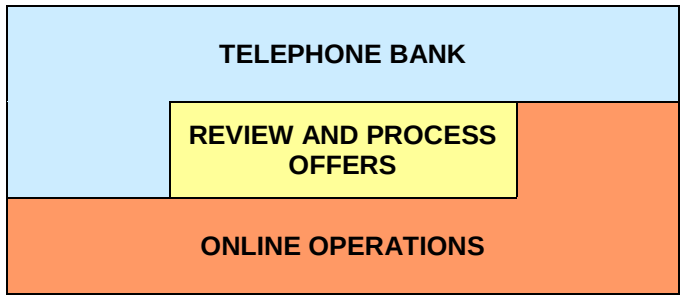
Option 1: Combined Telephone Bank and Online Operations



Option 2: Separate Telephone Bank and Online Operations in “Split” Layout



Option 3: Combined Telephone Bank and Online Operations in “Surround” Layout



I. DONATION OFFER FORM (CIMS)

(use “Zoom” feature as required to view form)

MI-CIMS

Donations Management

Incident: Daily Operations

Create PDF | Return to List

Donation Information

Donated Resource(s):	Test
Donation Recorded by:	Brianna Currin
Donation or Loan:	(Please Select)
Estimated Value:	$0
Value Basis:	(Please Select)
Donor Intent:	(Please Select)
Transportation of Donation:	(Please Select)
Donation Description:	
Category:	
Sub-Category:	
Condition:	(Please Select)
Storage Requirements:	(Please Select)
Initial Quantity:	300 Box
Notes:	
Status:	(Please Select)
Warehouse:	Not Received

Transactions

Date	Transaction	Issued	Details
10/12/2012	Disperse to Maple Avenue Senior Center	250	View
		Total Amount Available:	**50 Box**

Donor Contact Information

Primary Contact Name:	
Contact Title:	
Company:	
Address/Location:	
Primary Phone	
Alternate Phone:	
Email:	
Fax:	
Website:	
Secondary Contact Name:	
Contact Title:	
Primary Phone	
Secondary Phone:	
Email:	

I. DONATION OFFER FORM (Alternate Format – not using CIMS)

DATE / TIME:
STAFF PERSON NAME:
DONATION MADE BY:

Name of Contact Person:
Organization (if applicable):
Mailing Address:
Pick-Up Address for Donation (if applicable):
City / State / Zip Code:
Telephone (work / home):
Facsimile:
E-Mail Address (work / home):

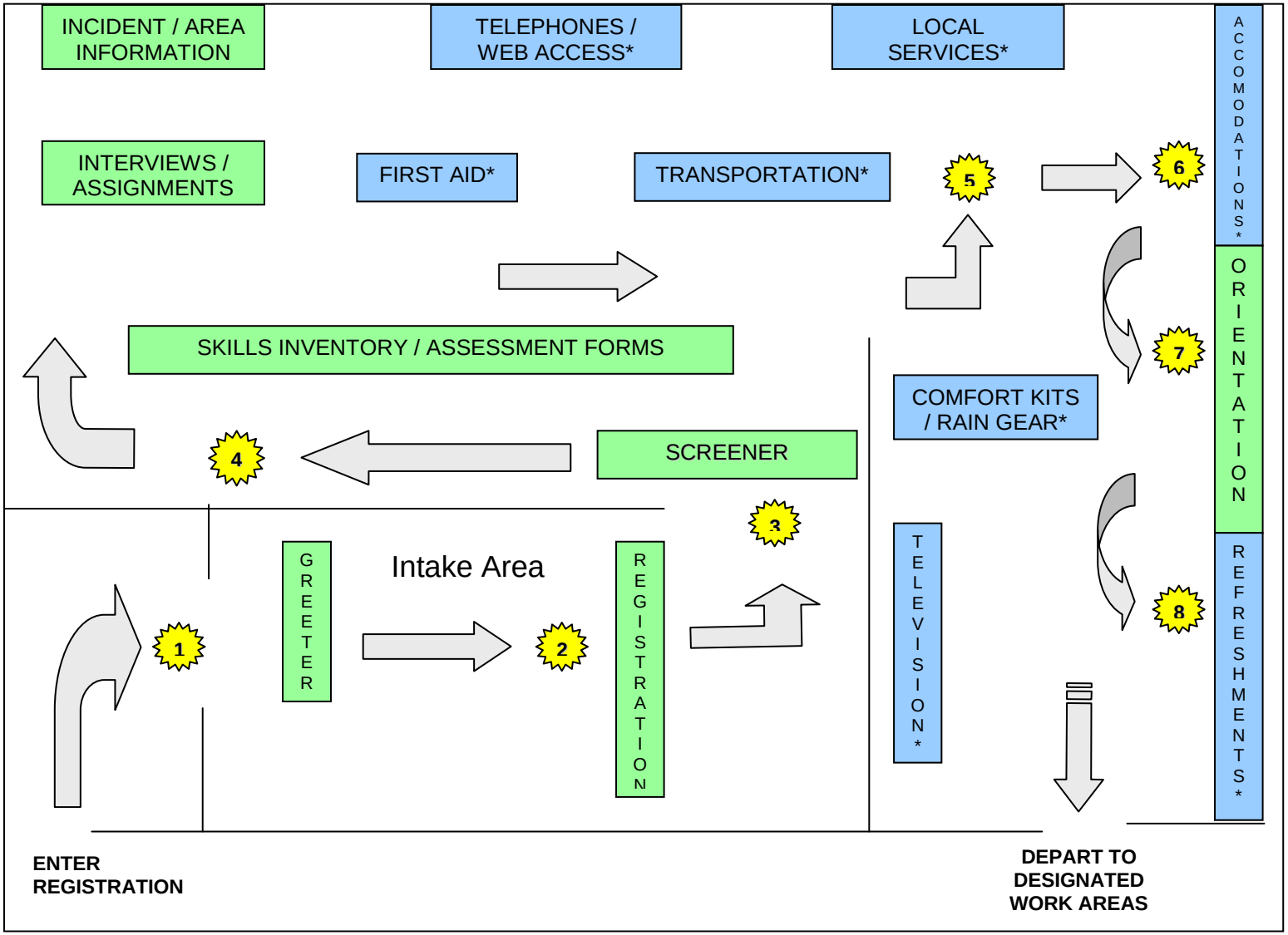
DONATION OFFER:

Item	Description / Restrictions*	Pick-Up Required? (Y / N)**	Quantity	Unit of Measure***	Value of Donation ($) – approximate
Food					
Drinking Water					
Ice – Cold					
Medicines / Pharmaceuticals					
Medical Supplies					
Baby Formula / Food					
Diapers					
Tarps / Plastic Sheeting					
Ice – Dry					
Cleaning Supplies					
Cots					
Bedding / Blankets					
Personal Care Kits					
Towels					
Clothing					
Flashlights / Batteries					
Fuel					
Vehicle / Transportation					
Money / Financial					
Animal Care					
Housing+					
Other (specify)					
Other (specify)					

*Description / Restrictions: Describe the donation offer (e.g., women's size 10 summer clothes, one bedroom apartment, etc.) and list any restrictions placed on the offer (e.g., only available for 30 days, for use by families only, etc.).
**Pick-Up Required? See pick-up address above.
***Unit of Measure: i.e., bottles; boxes; cases; each; gallons; pallets; units. Use only one of these units of measure for each donated item.
+Describe housing type: i.e., PNP (church, shelter, or similar); apartment; hotel / motel room; private residence; institution / group home; school dormitory; barracks (military or similar); tent or similar temporary structure

Background Notes: This form can be used by phone bank and computer operators at the DLDMC to rapidly but accurately record basic donation offer information. The CIMS "Donations Management" input form may be used in lieu of this modified version of that form.

J. VOLUNTEER REGISTRATION CENTER LAYOUT (SAMPLE)



*Support services (blue stations) are merely suggested and may be provided only as required. Incident circumstances and operational needs will determine whether or not support service stations will be set up for the benefit of volunteers, who, ideally, should be as self-sufficient as possible.

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K. VOLUNTEER REGISTRATION CENTER SUPPLIES

The Volunteer Coordinator "Go Kit" for the VRC should include office supplies, forms, lists, maps, and special equipment to support the following functions within the VRC:

VRC Function	Required Support Supplies
Greeter / Registration / Screening	• Tables • Chairs • Disaster Volunteer Registration Forms • General instruction sheet (for display and/or handout) • Number cards (for maintaining order of processing, as applicable)
Skills Inventory / Assessment	• Tables • Chairs • Disaster Volunteer Registration Forms • Pens / pencils
Interviews	• Tables • Chairs • Telephones (land-line or cellular) • Computer(s) and printer(s) – optional • Writing notepads and pens / pencils
Incident / Area Orientation	• Hardcopy map(s) and/or incident status report(s) and/or computer(s) for information display
Volunteer Identification	• Badge or card blanks for imprinting, with plastic cases and lanyards or fastener system • Credentialing system, if available / as applicable
Safety Training	• Safety supplies (e.g., hard hats, reflective vests, protective clothing, basic first aid supplies, etc.) for safety demonstrations
Volunteer Orientation	• Table • Chairs • Disaster Volunteer Orientation Checklist • Chalk board / dry erase board (or similar)
Telephone Bank	• Tables • Chairs • Telephones (land-line or cellular) • Computer(s) and printer(s) – optional • Donation Offer Forms • Writing notepads and pens / pencils • Desktop baskets for papers

(Table continued on next page.)

K. VOLUNTEER REGISTRATION CENTER SUPPLIES (cont.)

VRC Function	Required Support Supplies
Online Operations (Two functions – 1) processing online volunteer inquiries; and 2) populating volunteer information in the CIMS.)	• Tables • Chairs • Computer(s) and printer(s) • Disaster Volunteer Registration Form (online, for forwarding via e-mail) • Writing notepads and pens / pencils • Desktop baskets for papers
Facilities Management / Maintenance	• Cleaning supplies appropriate for facility (e.g., vacuum for carpeted floors, broom / dustpan and mop / bucket for hard floors, general purpose cleaner solution, waste / recycling receptacles, glass cleaner, clean rags, etc.) • Restroom supplies (e.g., hand soap, disposable wash towels, toilet paper, deodorizer, etc.) • Temporary signage for VRC functions (i.e., paper, cardboard, or plastic construct) • Chairs for volunteers (while waiting) • Photocopy and facsimile machines (as applicable)
Public Information	• Television and portable radio (for event / weather monitoring) – optional • Hardcopies of public information releases regarding volunteers and other incident needs • Hardcopy printouts of incident-related news articles (for wall posting) • Volunteer information pamphlet (if pre-developed locally)
Runners	• Packs / bags (for carrying materials, as applicable)
Support Services*	• Local service / facility information materials – hardcopy • Disposable rain ponchos and/or work gloves • Refreshments (i.e., food, drinks, ice, disposable cups and utensils, etc.) • First aid supplies • Telephone(s) (land-line and/or cellular) and/or computer(s) for volunteer use at the VRC

Background Note: *Support Services are not required, but may be desirable to ensure that: 1) volunteers are better able to focus on their assignments rather than arranging for basic necessities; 2) the safety and general well-being of volunteers is adequately addressed; and 3) volunteers will not need to use response and recovery resources intended for disaster survivors. The State must pre-determine the level to which it will provide support services for emergent / unaffiliated volunteers participating in response and/or recovery operations, based on incident conditions at the time.

L. DISASTER VOLUNTEER REGISTRATION FORM (CIMS)

(use “Zoom” feature as required to view form)

Volunteers

Incident: Daily Operations

Create PDF | Return to List

Volunteer Information

First Name:	Sam
Last Name:	Smith
Primary Phone:	514-666-7894
Cell Phone:	
Email 1:	SmithS@Yahoo.org
Email 2:	
Address:	
Lat/Long:	/
Volunteer Position:	
Training:	
Volunteer Reception Center:	

Availability

	Available	From		To
Sunday:	Yes	0800	-	2400
Monday:	No		-	
Tuesday:	No		-	
Wednesday:	No		-	
Thursday:	No		-	
Friday:	No		-	
Saturday:	Yes	0800	-	2400

Current Status

Status: Out

Time Tracker

Recorded By	Date	Program Area	Hours Worked

L. DISASTER VOLUNTEER REGISTRATION FORM (Alternate Format – not using CIMS)

Background Note: This form can be used to register spontaneous (emergent), unaffiliated volunteers for disaster work. It can be used in hardcopy or electronic format. If completed electronically, the form should be printed and signed by the volunteer to authorize reference and background checks, as appropriate.

PERSONAL INFORMATION	
Name	
Address	
City / State / Zip Code	
Home Phone (with AC)	
Work Phone (with AC)	
Cell Phone (with AC)	
E-mail Address	
Emergency Contact (name / relationship to volunteer)	
Emergency Contact Phone (with AC)	
SKILLS AND INTERESTS	
Education (degree / institution / dates attended)	
License(s) Held	
Language(s) Spoken Fluently	
Hobbies, Skills, and Interests	
Access to Emergency Resources? (Y / N) (if Y, list / describe)	
Occupation / Current Employer (also list employer's address, phone, e-mail address)	

EXPERIENCE (paid and volunteer, beginning with most recent)

Position	Organization / Contact Information	Dates	Primary Duties

(Form continued on next page.)

L. DISASTER VOLUNTEER REGISTRATION FORM (Alternate – not using CIMS, Page 2)

VOLUNTEERING PREFERENCES	
Volunteer Work Interests (list specific types of work)	
Availability (days / hours)	
Access to Vehicle for Volunteer Work? (Y / N)	
How Did You Hear About This Organization?	
What Prompted You to Volunteer? (list primary reason [s])	

REFERENCES (non-relatives)			
Name	**Relationship**	**Telephone (w. AC)**	**E-Mail Address**

Verification and Consent for Reference and Background Check

I verify that the above information is accurate to the best of my knowledge. I give (State of Michigan or name of jurisdiction) permission to inquire into my educational background, references, licenses, police records, and employment and/or volunteer history. I also give permission to the holder of any such information to release it to (State of Michigan or name of jurisdiction). I hold (State of Michigan or name of jurisdiction) harmless of any liability, criminal or civil, that may arise as a result of the release of this information about me. I also hold harmless any individual or organization that provides information to (State of Michigan or name of jurisdiction). I understand that (State of Michigan or name of jurisdiction) will use this information only as part of its verification of my volunteer application.

_____
Name (please print)

_____
Social Security Number

_____
Signature

_____
Date

(Form Content Source: FEMA IS-244 Training Course – Developing and Managing Volunteer Resources)

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M. DISASTER VOLUNTEER INTERVIEW RECORD

Background Note: This form can be used to aid in conducting interviews of potential disaster volunteers. The list of interview questions can be customized to fit local needs and conditions, as required.

STEP 1: INTERVIEW	
Name of Volunteer	
Name of Interviewer	
Interview Date	
REVIEW OF APPLICATION FORM	
Clarification of missing / unclear information on application (note additions / revisions ►)	
QUESTIONS	
Why do you want to volunteer? What do you hope to achieve?	
What type of work do you most enjoy? Least enjoy? Do you have a particular interest?	
Do you work best alone or with others? Why?	
What kind of supervision do you prefer?	
Availability (days / hours)? Do you have access to a vehicle for volunteer work? (Y / N)	
What questions do you have?	
MATCH WITH VOLUNTEER POSITIONS	
Discuss potential volunteer positions and check match of interest, qualifications, and availability (note best possibilities ►)	
Are there any physical limitations which may affect volunteer placement? (Y / N) (if Y, describe ►)	

(Form continued on next page.)

M. DISASTER VOLUNTEER INTERVIEW RECORD (Page 2)

STEP 2: INTERVIEWER ASSESSMENT AND RECOMMENDATIONS (post-interview)	
Appearance	
Disposition / Interpersonal Skills	
Reaction to Questions	
Physical Restrictions	
RECOMMENDED ACTION (complete only one)	
Place (indicate disaster position ►)	
Investigate Further (list reasons ►)	
Refer to (indicate organization / agency ►)	
Decline (list reasons not suitable ►)	
NOTIFICATION / PLACEMENT SPECIFICS	
Volunteer Notified of Decision (list method and date notified ►)	
Work Location / Start Date and Time	
Comments (complete as applicable ►)	

(Form Content Source: FEMA IS-244 Training Course – Developing and Managing Volunteers)

N. DISASTER VOLUNTEER ORIENTATION* CHECKLIST

Background Notes: This form can be used to aid in conducting disaster volunteer orientations, prior to deployment, at the VRC. This of topics can be customized to fit local needs and conditions, as required.

*An Orientation is **not** position-specific training. It is merely an overview of the situation, the expectations for volunteers while on the job, anticipated incident conditions, and other general situational factors. Volunteers will receive position-specific training from the agency / organization they are assigned to for disaster work. The Orientation will be conducted at the VRC, prior to deployment. It may be conducted in a group setting, or individually, as dictated by conditions at the time.

X	CHECKLIST OF ACTIVITIES / CONSIDERATIONS
	Assign mentor / supervisor to each volunteer, and ensure volunteer knows where and when to report for duty.
	Review jurisdiction map and information, aerial photos and maps / diagrams of incident scene (as applicable), and incident-related information collected to date.
	Hand out support items, as applicable (e.g., maps, comfort care kits, disposable rain poncho and/or gloves, etc.).
	Review expectations regarding personal conduct during volunteer work (e.g., punctuality, attention to duty, safe work practices, dealing with disaster survivors and/or the media, responsible use of social media, responsible photographic practices, confidentiality regarding disaster survivors, etc.).
	Review administrative details related to volunteer assignment (e.g., starting / ending times, phones, parking, restrooms, breaks and lunch, check in/out procedures, emergency procedures for severe weather and other hazards, etc.).
	Provide summary of incident goals and objectives – short-term and long-term – and how volunteer will be contributing to accomplishment of those goals and objectives.
	Review disaster organizational chart (if available) to show where volunteer fits into overall response and/or recovery structure.
	Review general safety policies, procedures and practices, indicating to volunteer that additional (position-specific) safety training will be provided prior to commencing work.
	As applicable, provide overview of volunteer's work in relation to federal disaster relief program implementation (i.e., volunteer's work may aid in receiving assistance; for example, volunteer's efforts in collecting and piling up debris may result in increased federal or state funding for debris clearance and removal).
	Review other subjects as applicable.

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O. SAMPLE RIGHT-OF-ENTRY PERMIT / HOLD HARMLESS AGREEMENT

(FOR FACILITY USAGE)

Permit No._____

(Property Address / Description)

(County Name)

(City, Village or Township Name)

(Name[s] of Owner[s])

(Date)

I / We, (insert name[s] of owner[s]), the owner(s) of the property commonly identified as (insert property address), in the (City / Village / Township) of (insert name), State of Michigan, do hereby grant and give freely and without coercion, the right of access and entry to said property to the (County / City / Village / Township) of (insert name) (and/or State of Michigan), its agencies, contractors, and subcontractors thereof, for the purpose of receiving, storing, staging, inventorying, packaging, and distributing disaster commodities from the above described property.

It is fully understood that this permit is not an obligation to participate in the disaster commodities distribution effort being conducted from the above described property. The undersigned agrees and warrants to hold harmless the (County / City / Village / Township) of (insert name) , State of Michigan (and/or State of Michigan), its agencies, contractors and subcontractors, for damage of any type, whatsoever, either to the above described property or persons situated thereon and hereby release, discharge and waive any action, either legal or equitable which might arise out of any activities on the above described property.

I / We (have ___, have not ___) (will ___, will not ___) receive any compensation for the usage of the above described property for the above described uses. For the considerations and purposes set forth herein, I hereby set my hand this (insert numerical date) day of (insert month), 20_____.

_____
Witness

_____
Owner(s)

_____
Telephone Number

_____
E-mail Address

_____
_____
_____
Mailing Address

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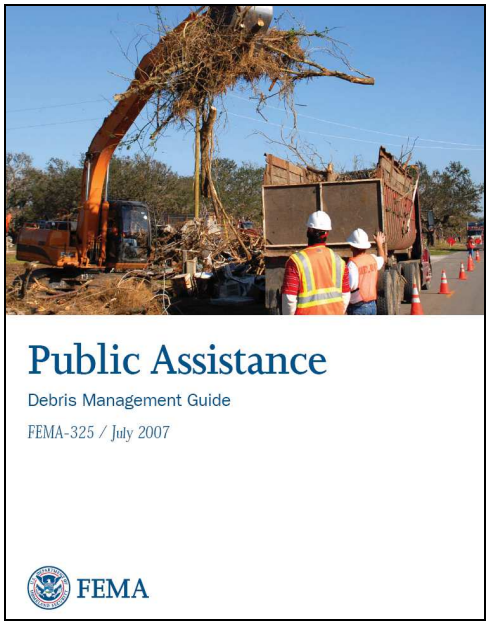
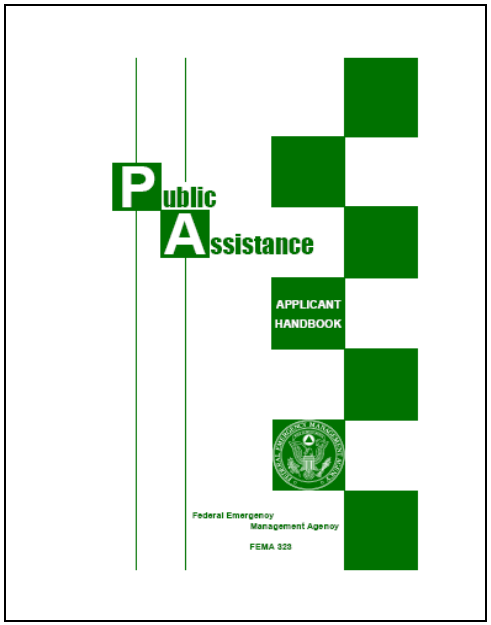
P. LOGISTICS AND DONATIONS MANAGEMENT RECORD KEEPING

The DLDMT will use the following forms / formats to document logistics management (and applicable donations management) costs and other aspects of the logistics and donations management operation:

Background Notes: These forms / formats are recommended in FEMA Publications 325, "Public Assistance Debris Management Guide" and 323, "Public Assistance Applicant Handbook," for use in incidents that involve activation of the PAGP. (The forms in FEMA Publication 325 are also applicable to a logistics management operation.) For brevity purposes, not all of the forms / formats are shown in this Attachment, and those that are have been reduced in size. The most recent version of the electronic forms – which may vary slightly from the ones depicted as examples in this plan – will be downloaded for use, as required, from the FEMA website (www.fema.gov/government/grant/pa/forms.shtm or http://docnet.fema.gov). The forms are also available in the CIMS under "Reference Info" and then "FEMA Forms."

Form Number	Form Title	Record Keeping Purpose
FF90-123	Force Account Labor Summary Record	Used to record force account personnel costs.
FF90-124	Materials Summary Record	Used to record supplies / materials taken out of stock or purchased.
FF90-125	Rented Equipment Summary Record	Used to record the costs of rented or leased equipment.
FF90-126	Contract Work Summary Record	Used to record the costs of work done by contract.
FF90-127	Force Account Equipment Summary Record	Used to record force account equipment use costs.
FF90-128	Applicant's Benefits Calculation Worksheet	Used to record employee fringe benefits.
FF90-91D	Project Worksheet – Photo Sheet	Used for photographs and descriptions related to a PAGP project.
(insert form number)	**(insert name of additional state form used)**	**(insert description of form)**
(insert form number)	**(insert name of additional state form used)**	**(insert description of form)**





DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
FORCE ACCOUNT LABOR SUMMARY RECORD

PAGE ____ OF ____

O.M.B. No. 1660-0017
Expires Otober 31, 2008

APPLICANT	PA ID NO.	PROJECT NO.	DISASTER
LOCATION/SITE		CATEGORY	PERIOD COVERING

DESCRIPTION OF WORK PERFORMED

NAME / JOB TITLE	DATES AND HOURS WORKED EACH WEEK								COSTS				
	DATE								TOTAL HOURS	HOURLY RATE	BENEFIT RATE/HR	TOTAL HOURLY RATE	TOTAL COSTS
NAME	REG.												
JOB TITLE	O. T.												
NAME	REG.												
JOB TITLE	O. T.												
NAME	REG.												
JOB TITLE	O. T.												
NAME	REG.												
JOB TITLE	O. T.												
NAME	REG.												
JOB TITLE	O. T.												
NAME	REG.												
JOB TITLE	O. T.												

TOTAL COST FOR FORCE ACCOUNT LABOR REGULAR TIME → $

TOTAL COST FOR FORCE ACCOUNT LABOR OVERTIME → $

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED	TITLE	DATE

FEMA Form 90-123, FEB 06 PREVIOUS EDTION OBSOLETE

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
MATERIALS SUMMARY RECORD

PAGE ____ OF ____

O.M.B. No. 1660-0017
Expires October 31, 2008

APPLICANT	PA ID NO.	PROJECT NO.	DISASTER
LOCATION/SITE		CATEGORY	PERIOD COVERING

DESCRIPTION OF WORK PERFORMED

VENDOR	DESCRIPTION	QUAN.	UNIT PRICE	TOTAL PRICE	DATE PURCHASED	DATE USED	INFO FROM (CHECK ONE) INVOICE	STOCK
GRAND TOTAL →								

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED	TITLE	DATE

FEMA Form 90-124, FEB 06 PREVIOUS EDTION OBSOLETE

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
RENTED EQUIPMENT SUMMARY RECORD

PAGE ____ OF ____

O.M.B. No. 1660-0017
Expires October 31, 2008

APPLICANT	PA ID NO.	PROJECT NO.	DISASTER
LOCATION/SITE		CATEGORY	PERIOD COVERING

DESCRIPTION OF WORK PERFORMED

TYPE OF EQUIPMENT Indicate size, Capacity, Horsepower, Make and Model as Appropriate	DATES AND HOURS USED	RATE PER HOUR		TOTAL COST	VENDOR	INVOICE NO.	DATE AND AMOUNT PAID	CHECK NO.
		W/OPR	W/OUT OPR					

GRAND TOTAL →

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED	TITLE	DATE

FEMA Form 90-125, FEB 06 **PREVIOUS EDITION OBSOLETE**

DEPATRTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
CONTRACT WORK SUMMARY RECORD

PAGE ____ OF ____

O.M.B. No. 1660-0017
Expires October 31, 2008

APPLICANT	PA ID NO.	PROJECT NO.	DISASTER
LOCATION/SITE		CATEGORY	PERIOD COVERING

DESCRIPTION OF WORK PERFORMED

DATES WORKED	CONTRACTOR	BILLING/INVOICE NUMBER	AMOUNT	COMMENTS - SCOPE

GRAND TOTAL →

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED	TITLE	DATE

FEMA Form 90-126, FEB 06 **PREVIOUS EDITION OBSOLETE**

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
FORCE ACCOUNT EQUIPMENT SUMMARY RECORD

PAGE ____ OF ____

O.M.B. No. 1660-0017
Expires October 31, 2008

APPLICANT | PA ID NO. | PROJECT NO. | DISASTER

LOCATION/SITE | CATEGORY | PERIOD COVERING

DESCRIPTION OF WORK PERFORMED

TYPE OF EQUIPMENT		OPERATOR'S NAME	DATES AND HOURS USED EACH DAY								COSTS	
INDICATE SIZE, CAPACITY, HOURSEPOWER, MAKE AND MODEL AS APPROPRIATE	EQUIPMENT CODE NUMBER		DATE								TOTAL HOURS	EQUIPMENT RATE	TOTAL COST
			HOURS										
			HOURS										
			HOURS										
			HOURS										
			HOURS										
			HOURS										
			HOURS										
			GRAND TOTALS										

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED | TITLE | DATE

FEMA Form 90-127, FEB 06 PREVIOUS EDITION OBSOLETE

DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY
APPLICANT'S BENEFITS CALCULATION WORKSHEET

PAGE ____ OF ____

O.M.B. No. 1660-0017
Expires October 31, 2008

APPLICANT | PA ID NO.

DISASTER | PROJECT NO.

FRINGE BENEFITS (by %)	REGULAR TIME	OVERTIME
HOLIDAYS		
VACATION LEAVE		
SICK LEAVE		
SOCIAL SECURITY		
MEDICARE		
UNEMPLOYMENT		
WORKER'S COMP.		
RETIREMENT		
HEALTH BENEFITS		
LIFE INS. BENEFITS		
OTHER		
TOTAL in % of annual salary		

COMMENTS

I CERTIFY THAT THE INFORMATION ABOVE WAS TRANSCRIBED FROM PAYROLL RECORDS OR OTHER DOCUMENTS WHICH ARE AVAILABLE

CERTIFIED BY | TITLE | DATE

FEMA Form 90-128, FEB 06 PREVIOUS EDTION OBSOLETE

Q. POINTS OF DISTRIBUTION – PLANNING AND OPERATIONAL CONSIDERATIONS

Background Note: The guidance found in this Attachment is taken from MSP/EMHSD Publication 107a, "Disaster Logistics and Donations Management Planning Handbook," and is intended to assist local jurisdictions in Point of Distribution selection, layout, operation, and closure. As such, it contains many references to local logistics / donations management positions – almost all of which have an equivalent, counterpart position at the state level. If state-level management assistance with a disaster logistics / donations management operation (a combined operation) is required, many of the decisions regarding facility establishment, layout, operation, and closure will be made jointly between the involved local jurisdiction(s) and state staff.

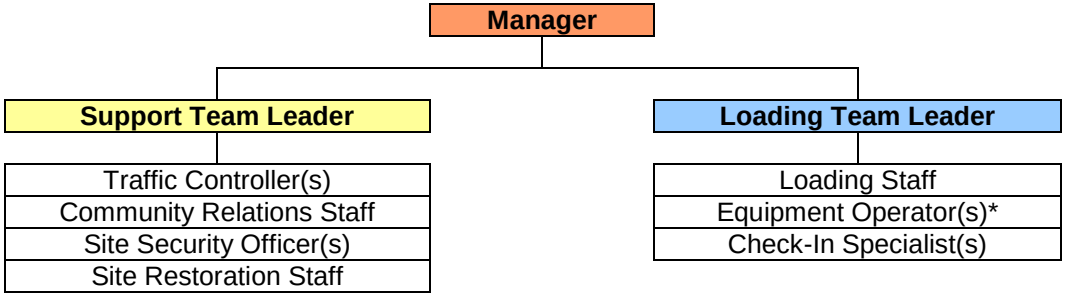
Background. Points of Distribution are local facilities operated by local agencies, churches and other faith-based organizations, and community-based and voluntary organizations, to provide goods (commodities) directly to disaster survivors. Points of Distribution will be located at a site the public recognizes and can easily locate, and will generally have controlled access and security provisions, restrooms, adequate lighting and parking, and access for handicapped individuals. Points of Distribution can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or other large, open paved or gravel space). Generally, Points of Distribution will be set up to accommodate vehicle traffic (drive-thru), pedestrian traffic (walk-thru), and mass transit traffic (bus). Each person or vehicle will receive a set amount of supplies. (The recommended amount for each person / vehicle to receive is enough for a three-person household. The actual amount of supplies provided, however, will depend on the type of transportation used, the population density of the affected area, and anticipated need. The DLMC will make this determination after considering all relevant factors.) The involved local jurisdiction has primary authority for the activation, operation, and demobilization of Points of Distribution.

Locations. The MSP/EMHSD, working with local EMCs, has pre-identified Point of Distribution locations in each of the districts around the state. (Refer to Attachment W, "Pre-Identified Logistics / Donations Management Facilities – Points of Distribution.") Additional Points of Distribution may also be identified by local jurisdictions based on local logistics / donations management planning efforts. Points of Distribution will be activated by the DLMC based on operational needs, incident conditions, and the capabilities of each individual site / facility. Although any organization is free to open a facility to distribute goods to those in need, the only "official' Points of Distribution are those activated by the DLMC.

Background Notes: Non-official Points of Distribution (e.g., set up in parking lots of active enterprises, along active roadways, in parks, etc.) should generally be discouraged because they may have health, safety, and access concerns that officially-sanctioned Points of Distribution would not have. These facilities may also cause traffic, parking, crowd control and security concerns if not carefully located, planned, and operated. In addition, non-official Points of Distribution may result in: 1) workers not being covered for worker's compensation or liability if an injury occurs during the distribution of commodities; 2) the PODs not being able to adequately communicate with the EOC and other emergency support and coordination facilities; 3) the PODs not having adequate commodities to hand out or resources for operating; and 4) the creation of false expectations on the part of the public regarding the continued availability of certain commodities, or lack of commodities, in the community.

Organizational Structure. The Point of Distribution organizational structure consists of a Point of Distribution Manager, responsible for the overall set-up and management of the facility, a Loading Team, and a Support Team:

POINT OF DISTRIBUTION ORGANIZATIONAL STRUCTURE



*Equipment may include fork lifts, pallet jacks, trucks, etc., as appropriate. Source: FEMA IS-26: Guide to Points of Distribution, modified for this plan

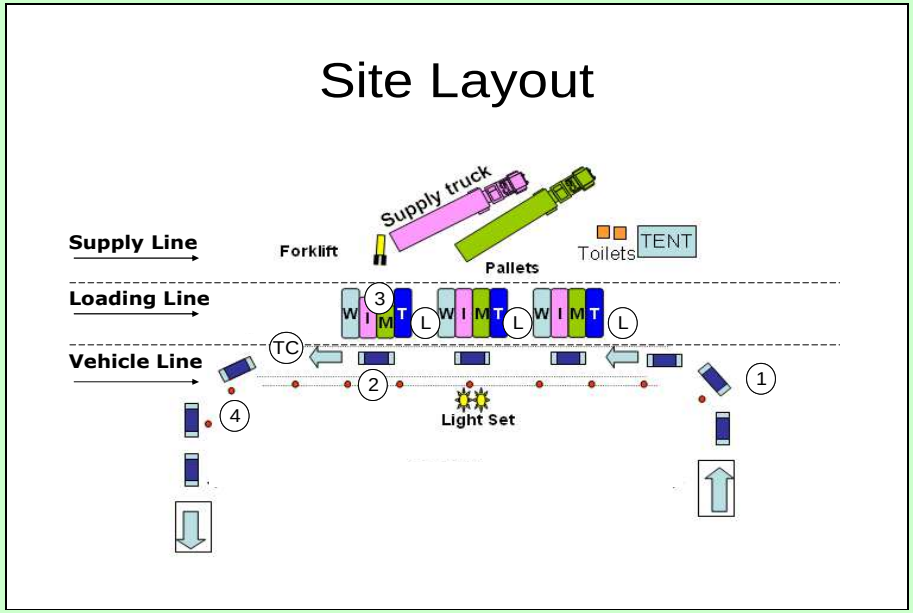
Specific task assignments for these various positions can be found in the “Facility-Specific Roles and Responsibilities” under “Point of Distribution Staff” in the main body of the plan.

Layout. Point of Distribution layouts generally conform to recommendations made by FEMA and the U.S. Army Corps of Engineers, as presented below and in MSP/EMHSD Publication 107a. Refer to Attachment W, “Pre-Identified Logistics / Donations Management Facilities – Points of Distribution,” for a current list of designated Points of Distribution.

Background Notes and Site Layout Guidance: When developing the Point of Distribution site layout, there are several considerations to keep in mind: 1. What type of Point of Distribution will it be? Will it accommodate vehicles only (no walk-ups), both vehicles and pedestrians, pedestrians only (no vehicles), and mass transit use? (There are different set up requirements suggested for each.) 2. Are there entrance and exit concerns? Is there more than one entrance / exit point? 3. What is the traffic flow around the site? Will residents have to cross a busy street? Will having a Point of Distribution at this location halt the surrounding traffic and cause a traffic jam? Will this site impede emergency response vehicles? 4. Are there turns within the site or at the entrance / exit points that require extra maneuvering? Can large semi- trucks get in and out without assistance? 5. Prior to setting up and activating a Point of Distribution, make sure there are no hazards threatening the site or staff. (For example, is the Point of Distribution in a location that may flood? Is there debris on the site that could injure someone? Did the disaster create new hazards which must be considered? Is there a structure that could fall on the Point of Distribution? Is there a fire burning nearby that could affect the site?)

Each Point of Distribution site is divided into three areas: 1. The **SUPPLY LINE** is where supply trucks, usually tractor-trailers, have room to unload. This area also includes staff care facilities including restroom facilities and a rest tent. Having an informational bulletin board in the rest tent is a good way to keep the staff updated on conditions, concerns and issues. 2. The **LOADING LINE** is where supplies are kept waiting on stacked pallets to be distributed to the public. This is also where loaders wait while vehicles are moving through the Vehicle Line. 3. The **VEHICLE LINE** is where the public drives through to get supplies. Entry into the vehicle line occurs only when all vehicles have come to a complete stop and the Traffic Controller has instructed the staff to “LOAD.”

Points of Distribution provide the same quantity of supplies to each vehicle. In the sample site layout and traffic flow diagram below, notations are made regarding the locations of water (W), ice (I), shelf stable meals (M), and tarps (T).

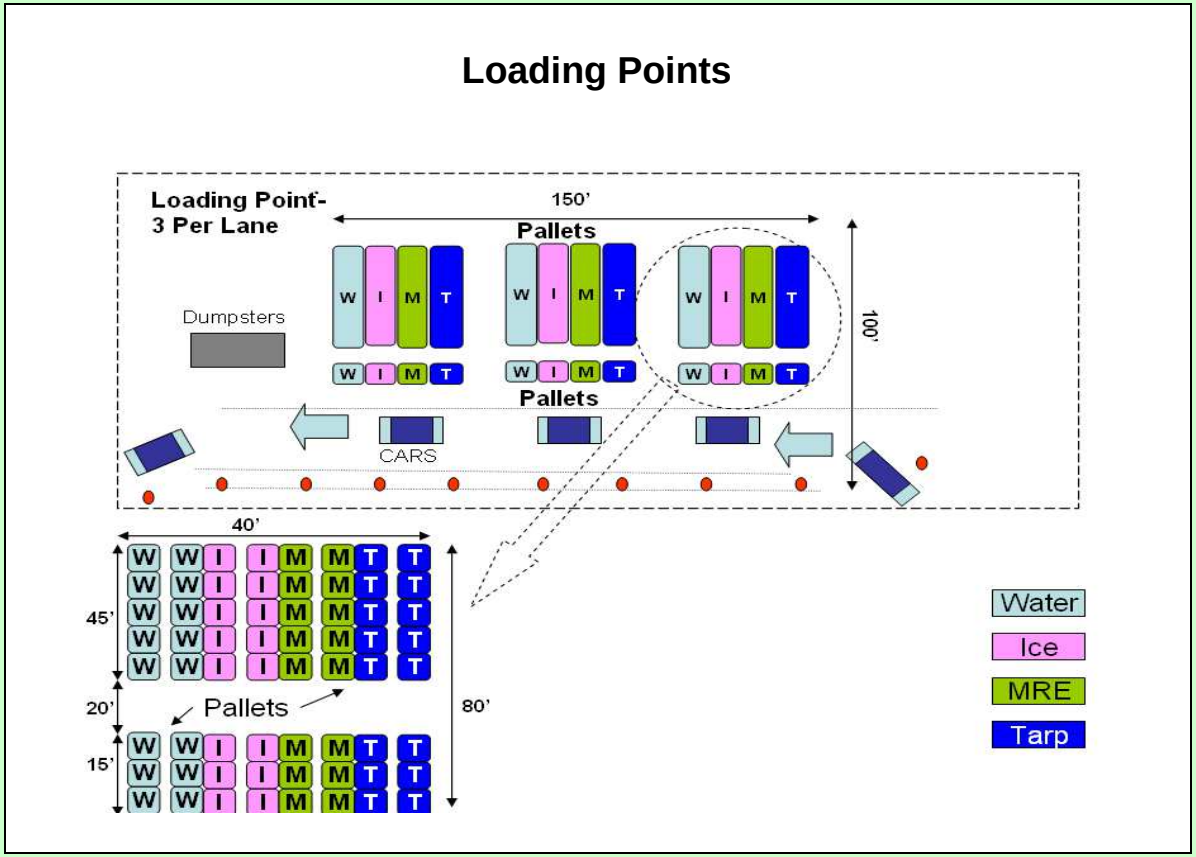


Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): When setting up a Point of Distribution, the recommended minimum space for each area is: 1) **VEHICLE LINE** – 20 feet wide; 2) **LOADING POINT** – 80 feet by 40 feet each; 3) **SUPPLY LINE** – 50 feet wide.

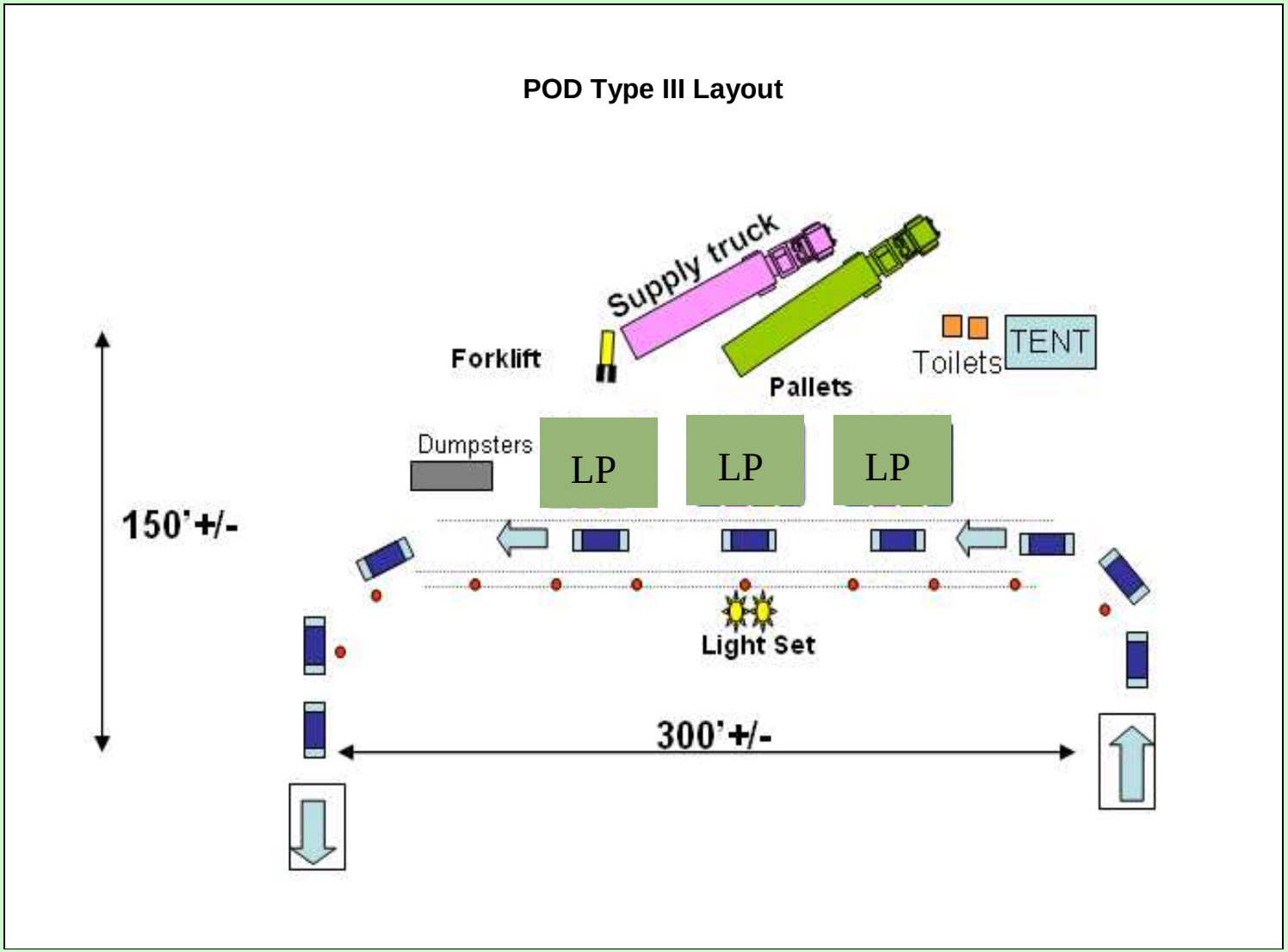
Traffic cones should be used to guide customers through the Point of Distribution site. The standards for placing traffic cones are different for pedestrian and vehicle Points of Distribution. For vehicles, cones should create a lane that is 12 feet wide, and not be placed more than 20 feet apart. For pedestrians, cones should create a lane that is five feet wide, and not be placed more than 10 feet apart. Signage for a Point of Distribution is the same for vehicles and pedestrians. A "Point of Distribution Ahead" sign will provide directions to inbound customers in locating the entrance to the site. If desired, there can be multiple signs placed away from the Point of Distribution to give the estimated distance to the site. An "Enter" sign should be placed to direct customers to enter at the correct point of the vehicle lane. Each loading point should be marked so that customers know to stop for materials to be loaded. An "Exit / Do Not Enter" sign should mark the vehicle lane exit. It is also important to clearly mark the opposite side of the sign with "DO NOT ENTER." Other signs that can be used at the Point of Distribution include but are not limited to: "This Site Staffed By;" "One Way;" and "Turn Here."

A proper layout of the loading points can ensure a smooth and efficient flow of goods through the Point of Distribution. Each loading point should be 80 feet by 40 feet. These dimensions are a guide to be adjusted according to the size and quantity of commodities being distributed. In the diagram above, notations are made regarding the locations of water (W), ice (I), shelf stable meals (M), and tarps (T). If the Point of Distribution is only providing water and food, the loading point can be smaller. Pallets of commodities must be separated at each loading point. This allows for a more efficient loading and re-supply of materials. If pallets of commodities are mixed, loaders will have to spend additional time sorting.



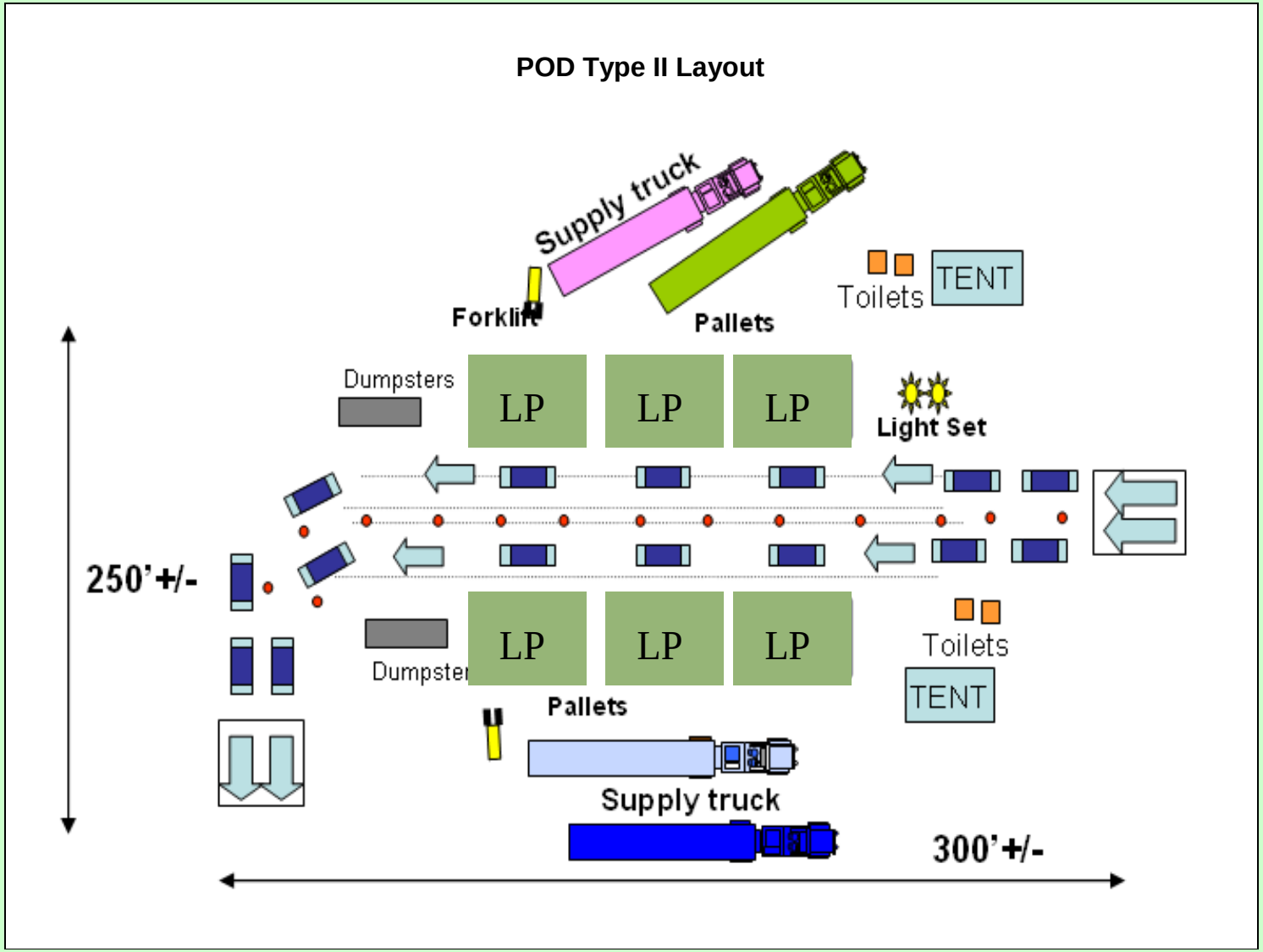
Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): The U. S. Army Corps of Engineers has developed a typing standard for Points of Distribution (a.k.a., PODs). The smallest is a Type III, which can serve 5,000 people a day based on one vehicle representing a household of three people. A Type III POD is 150 feet by 300 feet and requires a staff of 19 per day and four per night. A Type III POD has three loading points and only one vehicle lane.



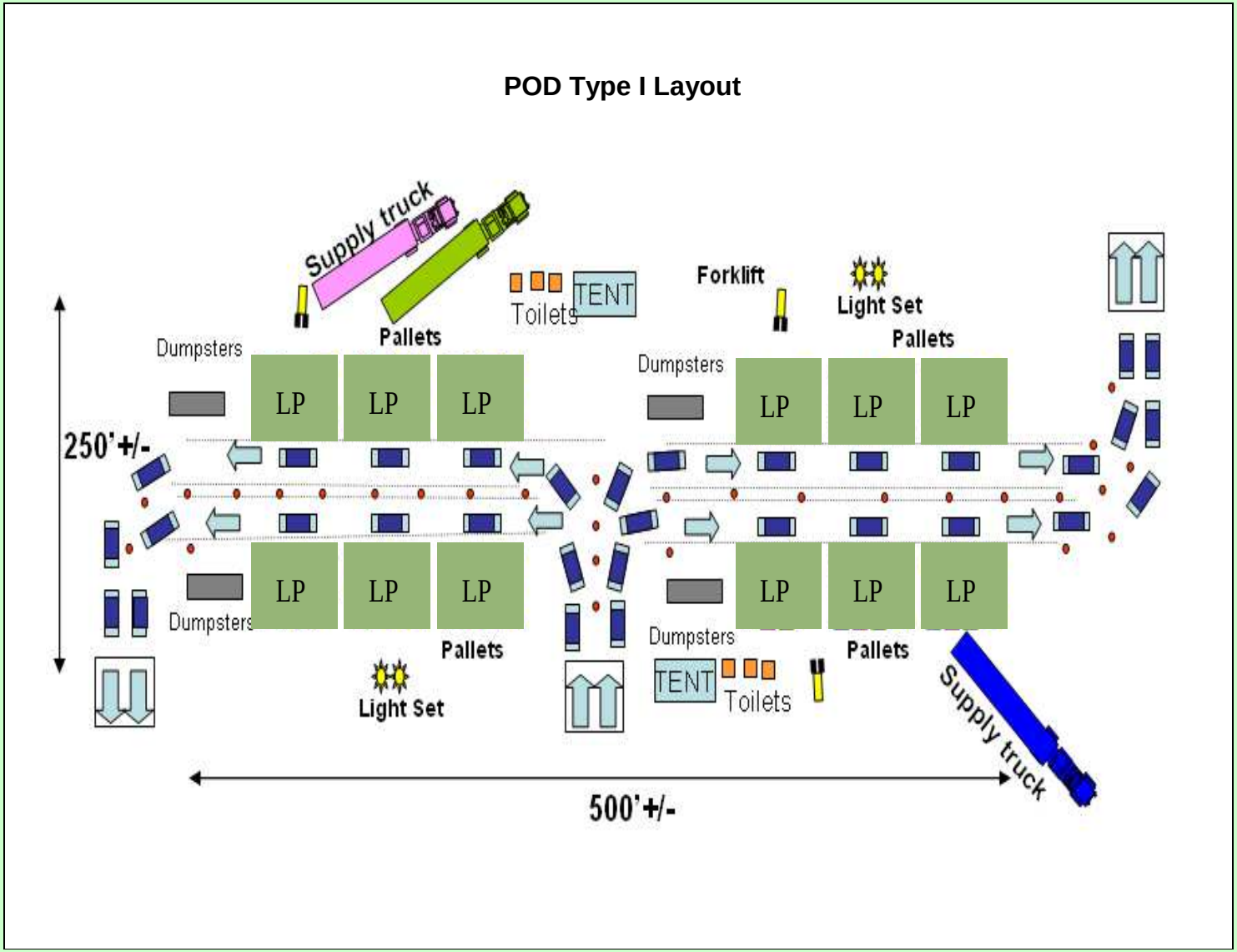
Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): A Type II POD is twice the size of a Type III and serves 10,000 people a day based on one vehicle representing a household of three people. A Type II POD is 250 feet by 300 feet and requires a staff of 34 per day and six per night. A Type II POD has six loading points and two vehicle lanes.



Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Background Notes and Site Layout Guidance (cont.): The largest POD, a Type I, serves 20,000 people a day based on one vehicle representing a household of three people. A Type I POD is 250 feet by 500 feet and requires a staff of 78 per day and 10 per night. Type I PODs are only used in large metropolitan areas. A Type I POD has twelve loading points and four vehicle lanes.



Graphic Source: FEMA IS-26 – Guide to Points of Distribution

Activation. The decision to activate a disaster logistics management operation locally rests with the EOC Incident Commander. If the damage / needs assessment process reveals that disaster commodities are required in an area of the state and state-level management assistance to the affected local jurisdiction(s) is also required, the SEOC Incident Commander will make the decision to activate the state DLDMT and DLDMC as part of the SEOC structure. Activation of Points of Distribution will occur simultaneously with activation of other support facilities such as Control Check Points, Staging Areas and Warehouses, and the Base / Camps as appropriate. If the State will be providing management assistance to the affected local jurisdiction(s), all decisions regarding facility establishment, activation, and operation will be made jointly. In that regard, the local and state DLMCs will oversee and coordinate the establishment of all disaster logistics management facilities.

Background Note: If activation of Control Check Points is required for disaster donations management purposes, local and state DDMCs will also be part of the facility activation decision-making process.

The DLMC will contact the Point of Distribution Manager via telephone, email, radio, or other available means and provide, at a minimum, the following information regarding Point of Distribution establishment:

- Point of Distribution address and facility name
- Point of Distribution size / type (i.e., Type I, II, or III)
- Time and date the Point of Distribution will open
- Operating days and hours
- Type and quantities of commodities that will be distributed to each vehicle or person (i.e., food, water, supplies, etc.)
- Estimated date and time of first supply shipment
- Specifics regarding support staff (e.g., positions to be staffed, needed time of arrival, etc.)

Once the Point of Distribution Manager has been notified, he/she will notify the Point of Distribution support staff in accordance with the instructions provided by the DLMC. This notification will be accomplished by one or more of the following methods: telephone call; text message; email; pager; messenger; or direct contact. The Point of Distribution Manager will inform support staff when and where to report, and what to bring in terms of supporting materials (e.g., foul weather gear, extra clothing, etc.).

Site Hazard Assessment. Upon arriving at the Point of Distribution site, the Point of Distribution Manager will conduct a hazard assessment to determine the suitability of using the site given current and projected incident conditions and hazards. The "Points of Distribution Hazard Assessment Form" on page 127 will be used for this purpose. Based on the results of this assessment, and other relevant factors, the Point of Distribution Manager will decide if the site is safe for operations. If the site is deemed unsafe, the Point of Distribution Manager will contact the DLMC and report the findings of the hazard assessment. The DLMC will consult with the EOC Incident Commander and other EOC staff to determine if an alternate site should be selected, or if another Point of Distribution could be expanded in size to accommodate the additional customers. This decision will be made as quickly as possible to allow for the greatest operational efficiency, and to meet the immediate needs of affected customers.

Site Set-Up. If the site is deemed safe, the Point of Distribution Manager and support staff will begin to set up the Point of Distribution using the "Points of Distribution Set-up Checklist" found on page 128 as a guide to assist in the set-up process. Set-Up Kits will be requested as required for facility size. (Note: Set-Up Kits are designed for a Type III facility; Type II facilities require two Kits; Type I facilities require four Kits.)

Expedient Staff Training. The Point of Distribution Manager will assign positions based on who is available and who is trained for specific positions. All staff – experienced, new / volunteer – will be provided just-in-time training (by the Point of Distribution Manager or a designee) to ensure that all positions are carried out safely and efficiently. The order for filling staff positions generally will be: 1) Team Leaders (Support and Loading); 2) Traffic Controller(s); 3) Equipment Operators (Pallet Jack and Forklift); 4) Loader(s); 5) Check-In Specialist(s); 6) Community Relations staff; 7) Security Officer(s); and 8) Site Restoration staff.

Preparation for Opening. The Point of Distribution Manager will ensure that at least one pallet jack is onsite and operational before the first commodity shipment is received. This will allow for the immediate movement of pallets, as required. Loading points and vehicle lanes will be established in accordance with site size (i.e., Type I, II, or III) and U.S. Army Corps of Engineers recommended site layouts. The site will not be opened up to the public until the site layout is complete and adequate shipments of commodities have been received to serve the anticipated need for the first few hours of operation. Authorization to open will come from the DLMC. Signage will be placed no more than 30 minutes before opening to help reduce traffic in the area and set a reasonable expectation with the public. When the site opens, confirmation will be provided to the DLMC and PIO for dissemination to the public.

Points of Distribution Operations.

Hours of Operation. The Point of Distribution will generally be open to customers 12 hours per day, between the hours of 7 AM and 7 PM. This time frame reduces the amount of time the Point of Distribution is open in low-light conditions. If incident conditions or operational needs require a change in operating hours, this information will be widely disseminated to the public by the PIO using the public information materials found in Attachment A.

Commodity Amounts. Each customer (walk-up or drive-through) will receive a set amount of commodities for a household of three – no more and no less. This will include:

- One gallon of water, per person, per day (four liters)
- Eight pounds of ice, per person, per day (one bag)
- Two emergency food rations, per person, per day (in the form of MREs or traditional packaged food products)
- One plastic tarp (size and type to be determined by incident conditions and needs, and general availability)

Adhering to this standard allotment will help ensure that commodity supplies do not run out early, before all in need receive their base allotment and reliable resupply can be assured. It will also help expedite the distribution process, ensuring that the maximum number of customers can be served during the 12-hour operational period.

Additional commodities may be provided if available and needed, based on incident conditions and recovery needs.

Distribution Process. Depending on needs and circumstances, commodities may have to be distributed to persons arriving in personal vehicles, walking-up to the site, or arriving via mass transit (i.e., bus). Points of Distribution will generally be set up to accommodate the mode(s) of arrival most likely for the customer base being served. In most cases, that will require that accommodations be made for all three modes of arrival. The primary safety concern will be to limit the interaction between pedestrians (i.e., those walking-up or arriving via mass transit) and drive-through vehicular traffic. This will be addressed during the site set-up by designating non-vehicular pedestrian entry and exit points, and proper marking of Vehicle Lines, Loading Lines, and other vehicle-only areas.

Vehicle Loading Procedures. The following procedure will be followed in loading commodities into drive-up vehicles:

- Vehicles will enter the Point of Distribution via the Vehicle Line.
- The Traffic Controller will stand at the front of the Vehicle Line where all vehicles in the lane can see him/her.
- When the front vehicle is adjacent to the front Loading Point, the Traffic Controller will signal the vehicle to stop. Each vehicle behind the first vehicle will also stop.
- Once all vehicles come to a stop, the Traffic Controller will blow one whistle blast and shout “LOAD.” The “LOAD” command will be echoed by the Loaders.
- The Loaders will then load the designated amount of commodities from the Loading Line into the trunk of the vehicle.
- Once the Loaders complete loading commodities into the vehicle, they will step back to the Loading Line and shout “CLEAR.”

- When the Traffic Controller hears “CLEAR,” he/she will visually verify that the Loaders (and any other individuals) have cleared the Vehicle Line and, using hand signals, will instruct the vehicles to depart the Point of Distribution and blow a single whistle blast.
- The same process will repeat for each succeeding set of vehicles entering the Vehicle Line.

Walk-Up Customer Procedures. Customers without vehicles (i.e., walk-ups and those using mass transit) must be accommodated. These customers will be instructed, in the public information materials, to bring a box or sturdy bag in which to carry their commodities. A limited supply of boxes and plastic bags will be kept at the Point of Distribution for those walk-up customers that arrive without having something in which to carry their commodities; however, the Point of Distribution staff is under no obligation to provide boxes or bags if supplies run out.

A separate pedestrian Loading Line will be established, away from the Vehicle Line(s), to accommodate walk-up customers. The same procedures will be followed with regard to the loading of commodities. The Loaders will provide the commodities to the customer, and will assist in loading them into a box or bag as appropriate. The customer is responsible for carrying the commodities away from the Loading Line. In those rare instances where the customer is physically unable to carry the commodities by themselves, the Point of Distribution Manager will attempt to arrange for assistance from volunteers, if such resources are available and timely. If required, the Point of Distribution Manager will contact the DLDMC to arrange for assistance from the VRC and/or appropriate human service agencies in the EOC. Point of Distribution staff will **NOT** be re-assigned to assist customers in carrying their commodities back to their home or mass transit stop, because doing so would adversely impact Point of Distribution operations.

Resupply of Commodities. The DLDMC will work with the Points of Distribution, Warehouses, and Staging Areas to coordinate resupply of commodities during the 12 hours the Points of Distribution are closed (generally between the hours of 7 PM to 7 AM). Resupply quantities will be determined based on projected needs as identified in the incident needs assessment and/or through actual commodity consumption rates for each Point of Distribution. Point of Distribution night crews will handle resupply and clean-up functions only; they will not participate in commodities distribution. Forklifts and Pallet Jacks will be used for the unloading and movement of commodities. Unloading of trucks by hand will only be done in the event of equipment inoperability. Commodities will be organized for distribution on a first-in, first-out basis (i.e., the earliest arriving commodities will be distributed first). The night crews will unload supply trucks in the Supply Line, reload Loading Lines with commodities, remove empty pallets from the Supply Line, and generally clean-up and organize the site in preparation for the next day’s distribution operations.

Commodity Receipt and Accountability. As supply shipments arrive at the Point of Distribution via truck, the Point of Distribution Manager will use the trucker’s Bill of Lading or federal Mission Assignment Form to account for the supplies being delivered. If there is a discrepancy, the Point of Distribution Manager will contact the point of origination (Warehouse, Staging Area, or vendor) to discuss the difference. If resolution of the discrepancy cannot be reached, the Point of Distribution Manager will make note of the discrepancy, and actions taken to resolve it, on the Bill of Lading or Mission Assignment Form before signing for the shipment. The Point of Distribution Manager will not accept shipments without signing for them, and documenting in writing efforts made to resolve identified discrepancies.

Comfort Care for Staff. The Point of Distribution Manager will work with the Loading Team Leader to determine breaks for staff, including meal breaks. Due to the physical nature of the work, as a general rule staff will get a ten minute break every hour and a twenty minute meal break. Food will be provided by locally-identified agencies or organizations. If incident conditions and/or operational circumstances will not allow for the delivery of hot food, staff will be provided meals-ready-to-eat (MREs) or will be allowed to seek food on their own from nearby restaurants. Restrooms will be available onsite for staff to use as required. A break room or tent will also be available onsite.

Spontaneous, Unaffiliated Volunteers. Any individuals or groups that show up at the Point of Distribution, wishing to volunteer, will be referred to the local Volunteer Registration Center for appropriate screening, registration, orientation and training. Any volunteers required for Point of Distribution operations will be obtained through the VRC and/or EOC only; spontaneous, unaffiliated volunteers who have not been vetted through the VRC and/or EOC will not be utilized.

Media / VIP Tours. Requests by the media and/or "VIPs" (i.e., high-ranking public or private officials) for tours, interviews or photo-ops will be handled by Community Relations staff, working directly with the PIO. All questions and inquiries from the media will be directed to the PIO to ensure consistency of message, and to prevent unnecessary disruption of Point of Distribution operations. The media will not be allowed to interfere with or impede ongoing distribution activities, such as stopping traffic to conduct customer interviews or attempting to interview staff while they are doing their job. If information is requested regarding onsite operations or activities, the Point of Distribution Manager will work with Community Relations staff to ensure the information is provided in the most expedient manner possible.

Time, Resource, and Staff Accountability. The Point of Distribution Manager is ultimately responsible for accounting for all personnel, equipment, supplies, and commodities at the Point of Distribution. Accuracy in this effort is crucial to ensure proper time accounting, cost reimbursement and resupply of commodities, and to ensure that equipment and supplies are returned to their proper point of origin, in good condition, once operations wind down. The tracking forms on pages 129-132 (i.e., "Equipment / Supply Inventory Form," "Commodity Inventory Form," and "Emergency Worker Activity Report") will be used for these purposes.

In addition, daily reporting of staffing (to the DLMC/EOC) will help in tracking Point of Distribution activities and staffing needs. The Emergency Worker Activity Report will be used to track assigned personnel, unassigned personnel, and properly registered (vetted) spontaneous volunteers, by day shift and night shift (as applicable). Unassigned personnel may be assigned to another Point of Distribution, at the discretion of the DLMC/EOC. Conversely, requests for additional personnel will be submitted to the DLMC/EOC for consideration within available resources.

Safety Procedures. All personnel at the Point of Distribution are responsible for conducting their activities in a safe manner and following good safety practices. All personnel will inspect their work area daily and be aware of changing hazards. The Point of Distribution Manager is the primary Safety Officer and is responsible for the safety of all staff and customers at the site. The Point of Distribution Manager will train (or arrange for the training of) staff on proper safety practices, including the safe operation of all equipment, and ensure that safety measures are enforced. The Point of Distribution Manager will also complete the Hazard Assessment Form prior to the Point of Distribution site being approved for use, and set-up. If accidents occur, the Point of Distribution Manager will conduct an appropriate investigation with other onsite staff and develop preventive measures based on the outcome of the investigation. This report (or form) will record the accident information and findings, and will be submitted to the DLDMC/EOC for possible claim processing and recordkeeping by the Legal Department or other appropriate local agency.

Closure of Point of Distribution. The decision to close the Point of Distribution will be made by the DLDMC and will be based on a number of factors, including but not limited to, the status of infrastructure repair and the overall recovery effort (the return to normality), the need for continued disaster commodities distribution, and the ability to sustain continued operations at that particular site. If basic commodities are readily available from stores and other private vendors in the community, then strong consideration will be given to closing the Point of Distribution. The DLDMC will decide if all Points of Distribution will be closed, or just some of them. The Point of Distribution Manager will coordinate closure activities with the Support Team Leader and Site Restoration Staff.

Manage Site Access. Once the date and time for Point of Distribution closure has been publicized by the PIO via news release, web posting, and other appropriate means, the Point of Distribution Manager will work with the Support Team Leader to ensure that the vehicle and pedestrian lanes are blocked to further traffic. This will be accomplished with traffic cones and/or a vehicle across the entrance, with appropriate signage stating "Point of Distribution now closed." The DLDMC will provide instructions on where to send any remaining customers, and this information will be included on the closure signage if room allows.

Clear, Account for, and Load Commodities. The Point of Distribution Manager will work with the Loading Team Leader, Loading Staff, and Equipment Operators to clear the loading line of any remaining commodities, consolidate them onto pallets in the supply line, and load them back onto trucks for removal from the site. All commodities will be inventoried prior to loading on the truck. The Commodity Inventory Form will be used for this purpose. A copy of this form will be provided to the truck driver as a Bill of Lading. As appropriate, loose commodities will be strapped or plastic-wrapped to their pallets before loading them. Once the commodities have been loaded, the Site Restoration Staff can begin the final cleaning of the supply line.

Account for Equipment and Supplies. Once all commodities have been loaded and removed from the site, the loading equipment and supplies used at the site will be consolidated behind the supply line and inventoried / inspected by the Point of Distribution Manager, Support Team Leader, and Loading Team Leader. The Equipment / Supply Inventory Form will be used for this purpose. In addition, the equipment and supplies will be photographed to provide visual documentation of their condition upon return to their owner. If equipment or supplies are missing, a check will be made with workers to see who had the equipment or supplies last to determine their possible location. If the item(s) cannot be located, the Point of Distribution Manager will generate a written statement regarding the missing item(s) and the attempts to locate them. Once everything has been accounted for, the Equipment / Supply Inventory Form and any written statements regarding missing items will be provided to the DLDMC for inclusion in the permanent disaster file, and any required follow-up activities. The DLDMC will contact the equipment / supply owner to schedule a pick-up.

Set-Up Kit Cleaning and Replenishment. The Point of Distribution Manager will work with the Support Team Leader to collect, inspect, clean and inventory all items of the Point of Distribution Set-Up Kit(s) for repacking. The "Points of Distribution Set-Up Checklist" will be used for this purpose. Damaged, missing, or otherwise unusable items will be noted on the form, and reported to the DLDMC for replacement / replenishment prior to kit repacking. Damaged items will also be photographed to provide visual documentation of their condition. The kit(s) will be restored, resupplied, and repacked as close to original condition as possible to ensure readiness for the next incident. The Points of Distribution Set-Up Checklist and any photographic documentation will be provided to the DLDMC for inclusion in the permanent disaster file, and any required follow-up activities. The DLDMC will arrange for the pick-up and storage of the Set-Up Kits.

Physical Restoration. Once the left-over commodities and the equipment, supplies and set-up kits have been cleared from the site, the Point of Distribution Manager will work with the Site Restoration Staff to clean and restore the site to its pre-use condition. Damage and/or lingering impacts will be reported to the DLDMC for appropriate follow up with applicable agencies. Damaged or impacted areas of the site will also be photographed to provide visual documentation of their condition. The photographs will be provided to the DLDMC for inclusion in the permanent disaster file, and for possible claim processing related to the damage or impacts.

Final Operational Reporting. The DLDMC will generate a final status report for the facility and its operations, based on the information provided in the facility's daily reports. The Point of Distribution Manager will review the draft of this report to ensure its accuracy and completeness, and provide the DLDMC with a written summary of the site closeout steps taken and any significant problems encountered during the operation, for inclusion in the final report. This final report will provide some of the documentation needed to recoup a portion of the operational costs related to the commodity distribution effort under a federal Stafford Act declaration or a Governor's declaration. It will also serve as the final historical account of the operation for inclusion in the permanent disaster file.

After-Action Review. Prior to official site closure, the Point of Distribution Manager will gather all staff who worked at the facility for an after-action review. The after-action review will focus on what worked well and what didn't work well, and how operations might be improved in the future. The Point of Distribution Manager will facilitate the process and the staff will provide input. Examples of outstanding work will also be recognized. The Point of Distribution Manager will summarize the after-action findings, concerns, and recommendations and provide this information in written narrative to the DLDMC for inclusion in the jurisdiction's final after-action report, as appropriate. With the completion of this final step, the Point of Distribution will be considered officially closed.

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R. POINTS OF DISTRIBUTION HAZARD ASSESSMENT FORM

Location:	**Inspected by:**
Date:	**Time:**

Training:	**Yes**	**No**	**Comments**
Is each person assigned to a job within their capability?			
Did each person receive a safety brief and general operational overview?			
Is training on PPE and equipment provided?			
Environment:	**Yes**	**No**	**Comments**
Are resources available to deal with very hot or very cold conditions? (e.g., drinking water, heated tent, shade)			
Does staff know the symptoms of heat cramps, heat stroke, and hypothermia?			
Is the level of light adequate for safe and comfortable performance of work?			
Housekeeping:	**Yes**	**No**	**Comments**
Is the work area clear of debris and tripping hazards?			
Are materials properly stacked and spaced?			
Are work areas clear of fluid spills or leakage?			
Are aisles and passageways clear of obstructions?			
Are walkways clear of holes, loose debris, protruding nails, and loose boards?			
Is the break area kept clean and sanitary?			
Are the dumpsters being serviced properly?			
Are the restrooms (portable or fixed) clean, sanitary and restocked?			
Personal Protective Equipment:	**Yes**	**No**	**Comments**
Is required equipment provided and maintained?			
Does equipment meet requirements?			
Are warning signs prominently displayed in all hazard areas?			
Material Handling and Storage:	**Yes**	**No**	**Comments**
Is there safe clearance for all equipment through aisles and doors?			
Is stored material stable and secure?			
Are storage areas free from tipping hazards?			
Are only trained operators allowed to operate lifting and moving equipment?			
Do personnel know proper lifting techniques?			
Vehicle Traffic:	**Yes**	**No**	**Comments**
Are cones placed to direct traffic?			
Is the vehicle line kept free of pedestrians when vehicles are moving?			
Are pedestrian and vehicular traffic separated?			

ADDITIONAL COMMENTS OR CONCERNS:

S. POINTS OF DISTRIBUTION SET-UP CHECKLIST

Location:

Point of Distribution Manager:

X		Yes	No	Comments
	Support staff arrives			
	Complete site hazard assessment form			
	Establish communications with appropriate facilities			
	Inspect guidance documents and other support materials (Set-Up Kits – see below)			
	Conduct just-in-time training to include safety brief and operational overview			
	Determine and mark the locations of Supply Lines, Loading Lines, and Vehicle Lines			
	Establish and mark portable restroom ("port-a-potty") locations			
	Establish and mark trash dumpster location			
	Establish break area for staff			
	Set up traffic cones around Vehicle Line			
	Receive and place portable light sets, as required (not all sites will require this)			
	Ensure supply trucks can enter and exit			
	Assign staffing positions			
	Distribute PPE as required			
	Conduct PPE training as required			
	Determine signage locations and set up signage			
	Receive and place portable restrooms ("port-a-potties")			
	Receive and place trash dumpster			
	Receive and inspect commodity moving and lifting equipment			
	Determine delivery date and time for first supply of commodities			
	Notify EOC (DLDMC) that the Point of Distribution is ready for opening			
	Open Point of Distribution when authorized			
	Notify EOC (DLDMC) that the Point of Distribution is open and operational			
		# Req	**# Rec**	**Comments**
	SET-UP KITS (verify contents of each kit – see list below)			

Additional Comments or Concerns:

Point of Distribution Manager Initials:
Date / Time Completed:

Set-Up Kit Contents (Note: Set-Up Kits are designed for a Type III facility; Type II facilities require two Kits; Type I facilities require four Kits.)

#	Item	#	Item
1 ea.	96-gallon trash can, wheeled (for storage of the Set-Up Kit)	16 pr.	Leather work gloves
4 ea.	Rolls of duct tape	19 ea.	Battery-powered (D-cell) flashlights
19 ea.	Reflective safety vests (hi-visibility orange, yellow, or green)	1 ea.	First-aid kit
12 ea.	36-inch reflective traffic cones	16 ea.	Safety hard hats
30 ea.	Glow sticks (orange or red)	36 ea.	D-cell batteries
8 ea.	Back support belts or vests (size Medium)	8 ea.	Back support belts or vests (size Large)
1 ea.	Fire extinguisher (5 lb.)		

T. POINTS OF DISTRIBUTION EQUIPMENT / SUPPLY INVENTORY FORM

Location:

Point of Distribution Manager:

Date In	Date Out	Type of Equipment or Supply Item	Serial Number (if applicable)	Condition In	Condition Out	Owner Name (Company or Jurisdiction)	Address / Contact Information

U. POINTS OF DISTRIBUTION COMMODITY INVENTORY FORM (CIMS)

(use “Zoom” feature as required to view form)

Points of Distribution (POD)

Incident: Daily Operations

Create PDF | Return to List

Site Details

Status: Open
Type: Type II - 10,000 ppl/day
Hours of Operation: 0:00 to 24:00
Name: Map Battle Creek Armory
Address: 100 West Avenue, Battle Creek, MI
Lat/Long: 42.326308 / -85.182763
EM Program: City of Battle Creek
Region: 5

POD Commodity Status

		Last Update
Water		
Qty. Ordered:	10	10/11/2012 12:17:15
Total Qty. Received:	6	10/11/2012 12:17:15
Qty. On Hand:	5	10/11/2012 12:17:15
Total Qty. Distributed:	1	
Comments:		
Ice		
Qty. Ordered:	15	10/11/2012 12:17:15
Total Qty. Received:	4	10/11/2012 12:17:15
Qty. On Hand:	2	10/11/2012 12:17:15
Total Qty. Distributed:	2	10/11/2012 12:17:15
Comments:		
Shelf Stable Meals		
Qty. Ordered:	1000	10/11/2012 12:17:15
Total Qty. Received:	800	10/11/2012 12:17:15
Qty. On Hand:	600	10/11/2012 12:17:15
Total Qty. Distributed:	200	10/11/2012 12:17:15
Comments:		
Tarps		
Qty. Ordered:	900	10/11/2012 12:17:15
Total Qty. Received:	800	10/11/2012 12:17:15
Qty. On Hand:	400	10/11/2012 12:17:15
Total Qty. Distributed:	400	10/11/2012 12:17:15
Comments:		
Other		
Qty. Ordered:	2	10/11/2012 12:17:15
Total Qty. Received:	1	10/11/2012 12:17:15
Qty. On Hand:	1	10/11/2012 12:17:15
Total Qty. Distributed:	1	10/11/2012 12:17:15
Comments:	Generators	

Contact Information

Primary Contact: John Smith
Primary Phone: 555-555-5555
Primary Mobile: 444-444-4444

Secondary Contact: Jim Jones
Secondary Phone: 333-333-3333
Secondary Mobile: 222-222-2222

POD Manager: James Smith
Phone: 111-111-1111
Mobile: 999-999-9999
Radio Channel: EMD 1

Department Assigned:
National Guard On-Site: Yes
# of Staff On-Site: 10
Equipment On-Site:
- [x] Forklift
- [ ] Pallet Jack
- [x] Lighting Units
- [x] Cones

Commodities On-Site:
- [x] Water
- [x] Ice
- [x] Shelf Stable Meal
- [x] Tarps

Other:
Traffic Count: 1200

Comments

Comments:

U. POINTS OF DISTRIBUTION COMMODITY INVENTORY FORM (Alternate Format – not using CIMS)

POINTS OF DISTRIBUTION COMMODITY INVENTORY FORM

Location:

Point of Distribution Manager:

Date	Time	Commodity Item	Unit of Measure	Quantity Received	Quantity Distributed	Balance on Hand	Consumption Rate (per day)	Resupply Quantity Required

V. POINTS OF DISTRIBUTION EMERGENCY WORKER ACTIVITY REPORT

Facility Name / Address / Type:

Shift (Day or Night) and Operating Hours (24-hour format):

Emergency Worker Name	Volunteer? (Y/N)	Car No.*	Assignment	Date:		Date:		Date:		Total Hours Worked	Round Trip Miles*
				IN	OUT	IN	OUT	IN	OUT		

Total Personnel:		**Total Hours Worked:**		**Total Mileage Incurred:**	

THIS FORM MUST BE SIGNED BY POINT OF DISTRIBUTION MANAGER OR DESIGNEE

By my signature below, I certify these persons did participate in the mission / incident as identified above:

Print Name and Title:	**Signature:**
Telephone Number: Cell ( ) Land Line ( ) **E-mail Address:**	**Other Contact Means (specify):**

*Complete these fields only as applicable

Form Instructions: All personnel working at the facility on the shift, including the Manager, should be listed with the following minimum information: 1) name; 2) volunteer status; 3) assigned position at the facility; 4) time on and time off work; and 5) total hours worked. There are multiple columns for time on and off, for when individuals need to leave for a period of time and the time-break may bridge two separate days (e.g., off at 11 PM on September 1 and back on at 1 AM on September 2). The car number and round trip mileage columns are to be filled in only as applicable. The car number column may be used to record a vehicle number, driver license number, or similar identifier. The round trip mileage column may be used to record total mileage for personnel who have to commute and/or are sent on a mission during their shift. It is extremely important to record on this form all personnel working at the facility, as the form will become a part of the official record for the disaster. It is especially important to record volunteers, as this form is their proof that they worked the disaster.

W. PRE-IDENTIFIED LOGISTICS / DONATIONS MANAGEMENT FACILITIES*

The following facilities have been pre-identified for POSSIBLE use during a logistics / donations management operation subsequent to a large-scale or catastrophic incident that requires the procurement and distribution of supplemental commodities to sustain the affected population and / or to aid in the response and recovery effort. The incident circumstances will determine, to a large degree, the specifics of the operation. Because of the time constraints that would be involved within the EOC for making critical decisions related to the logistics / donations management operation, it is important that as many details as possible be pre-addressed in this plan. To that end, the facility listings that follow are intended to provide a STARTING POINT for making rapid, informed decisions regarding the establishment of facilities required to support and sustain a large-scale logistics / donations management operation. Many incident and situation-specific factors will ultimately be considered before final facility selections are made. In some cases, it may be determined that these (or other) public / private nonprofit facilities are not appropriate for use; rather, privately owned / operated (commercial) facilities may be considered instead. In those situations, the Michigan Department of Technology, Management and Budget (MDTMB) will aid the SEOC staff in locating and procuring the private space required to handle the needs of the specific logistics / donations management function.

IMPORTANT NOTE: The pre-identified facility lists for possible Volunteer Registration Centers, Warehouses, Staging Areas, Incident Base / Camps, and Points of Distribution have been fully populated (typically three deep per MSP/EMHSD district) but are not listed in this public distribution plan for security purposes. These lists will be made available to appropriate emergency management partner agencies and organizations, as required, through the SEOC when the need to coordinate disaster logistics and/or donations operations arises.

CONTROL CHECK POINTS (for disaster donations):

Selection Considerations: Control Check Points are officially designated locations where trucks and other transport vehicles containing unsolicited donated goods can be inspected and directed to an appropriate volunteer agency or other location for processing, storage, and distribution. Unaffiliated volunteers from outside the disaster area wishing to provide services can also be interviewed at these locations, or they may be referred to a central Volunteer Registration Center (VRC). Items or services needed immediately, as well as those that may be needed in the long-term, can be directed to those locations in which they are needed. Unneeded or unwanted items or volunteers can be turned back at these points, although it is expected that some unneeded / unwanted items and volunteers will make their way through to the disaster area. Examples of possible Control Check Point locations include weigh stations, roadside parks, truck stops, state parks and recreation areas, county fairgrounds, highway rest areas, armories, and other governmental facilities (located in close proximity to major transportation routes) that have large parking areas for vehicle inspections. (Note: Private facilities such as large shopping center parking lots can also be used, but only with the expressed written permission of the owner. Such permission should be carefully documented to avoid potential future problems with regard to legal claims, etc.) Each Control Check Point should be staffed with at least two individuals, although more staff may be needed to handle anticipated large volumes of donations.

Facility Name	Facility Address	Facility Type	Geo-Location (Latitude/Longitude)	Comments / Considerations
TBD – based on incident location, conditions and needs, and anticipated donations volume.				

***Note:** State facilities that potentially could be used include but are not limited to state parks and recreation areas (under the MDNR), state warehouses (under the MDTMB), state correctional facility warehouses (under the MDOC), and state transportation maintenance garages (under the MDOT). If the facilities listed in each table are determined to be unsuitable or are unavailable for a logistics / donations management operation and appropriate local replacements cannot be identified, consideration will be given to using nearby state facilities.

VOLUNTEER REGISTRATION CENTER(S):

IMPORTANT NOTE: The pre-identified facility lists for possible Volunteer Registration Centers, Warehouses, Staging Areas, Incident Base / Camps, and Points of Distribution have been fully populated (typically three deep per MSP/EMHSD district) but are not listed in this public distribution plan for security purposes. These lists will be made available to appropriate emergency management partner agencies and organizations, as required, through the SEOC when the need to coordinate disaster logistics and/or donations operations arises.

Selection Considerations: The Volunteer Registration Center (VRC) should provide physical space for spontaneous, unaffiliated volunteers as well as properly vetted volunteers to assemble and be interviewed by screeners. The VRC may also have a virtual component (i.e., a web and/or social media site for initial registration), but it is important that the VRC provide a "place" for volunteers to report to and talk to someone about their skills, capabilities, work desires, and support needs. This space will likely be nothing more than a room in a conveniently-located community building, although it could also be a covered outdoor space (e.g., large tented area, park pavilion, dedicated section of a parking ramp) or even a designated vehicle in a parking area (although the latter would clearly be considered a last-resort option).

District	Facility Name	Facility Address	Facility Type	Geo-Location (Lat/Long)		Comments / Considerations
ALL	Volunteer Michigan Local Volunteer Centers	Refer to the following website for current locations and addresses: www.volunteermichigan.org/localvolunteercenters	Varies	N/A	N/A	Established and publicized centers (currently 32 statewide) operated for Volunteer Michigan by United Way or other local human service agencies

***Note:** State facilities that potentially could be used include but are not limited to state parks and recreation areas (under the MDNR), state warehouses (under the MDTMB), state correctional facility warehouses (under the MDOC), and state transportation maintenance garages (under the MDOT). If the facilities listed in each table are determined to be unsuitable or are unavailable for a logistics / donations management operation and appropriate local replacements cannot be identified, consideration will be given to using nearby state facilities. **(The Volunteer Michigan Local Volunteer Centers are already established and publicized, and may be the ideal starting point for facility selection in those counties having such centers.)**

WAREHOUSES:

IMPORTANT NOTE: The pre-identified facility lists for possible Volunteer Registration Centers, Warehouses, Staging Areas, Incident Base / Camps, and Points of Distribution have been fully populated (typically three deep per MSP/EMHSD district) but are not listed in this public distribution plan for security purposes. These lists will be made available to appropriate emergency management partner agencies and organizations, as required, through the SEOC when the need to coordinate disaster logistics and/or donations operations arises.

Selection Considerations: Warehouse facilities can be any available, large enclosed storage area (ideally 25,000 – 200,000 square feet in size, located on a secured / fenced site) with sufficient area to park and unload trucks and other vehicles. Warehouses are needed to receive, unload, sort, inventory, package, store, and dispatch commodities to local Points of Distribution, designated voluntary agencies, or other locations, as part of a phased distribution process. These facilities can be used for both short and longer-term storage, although it is usually best to designate one or two locations exclusively for longer-term storage. Warehouses should be located in relative proximity to the disaster area, and be available for use on a 24-hour basis if necessary. Possible facilities for use include vacant commercial warehouse space, governmental and/or NGO warehouse facilities, armories, county fairground buildings, ice arenas, highway / public works maintenance garages, airport hangers, community recreation centers, etc. Ideally, using the facility as a Warehouse will not greatly interfere with its normal, day-to-day use. The facility should be capable of supporting a staff of up to 40 people, and have the capability of supporting a computer, facsimile machine, and telephone. The facility should also have adequate climate control capabilities, a restroom, and loading / unloading areas.

District	Facility Name	Facility Address	Facility Type	Geo-Location (Lat/Long)		Comments / Considerations
List Suppressed						

***Note:** State facilities that potentially could be used include but are not limited to state parks and recreation areas (under the MDNR), state warehouses (under the MDTMB), state correctional facility warehouses (under the MDOC), and state transportation maintenance garages (under the MDOT). If the facilities listed in each table are determined to be unsuitable or are unavailable for a logistics / donations management operation and appropriate local replacements cannot be identified, consideration will be given to using nearby state facilities.

STAGING AREAS:

IMPORTANT NOTE: The pre-identified facility lists for possible Volunteer Registration Centers, Warehouses, Staging Areas, Incident Base / Camps, and Points of Distribution have been fully populated (typically three deep per MSP/EMHSD district) but are not listed in this public distribution plan for security purposes. These lists will be made available to appropriate emergency management partner agencies and organizations, as required, through the SEOC when the need to coordinate disaster logistics and/or donations operations arises.

Selection Considerations: Staging Areas can be any available, large outdoor area (ideally 1-25 acres in size, with fencing or other security provisions) with sufficient area to temporarily park vehicles, equipment, personnel and goods that are ready for deployment to the affected area to aid in disaster response and recovery operations. (Vehicles and equipment might include dump trucks, front-end loaders, bulldozers, buses, cargo trucks, etc.) Staging Areas should have adequate parking spaces for a large number of workers at any time, and (ideally) covered space (e.g., permanent building, tent) to shelter workers and goods from the weather and provide a measure of security. Staging Areas should also have provisions in place for temporarily lodging, feeding, and caring for volunteer workers (that are ready for deployment) and for addressing their basic sanitation concerns (i.e., port-a-johns, portable showers, and hand washing facilities). Either a permanent building, tent space on the grounds, or a combination of both may meet the temporary lodging requirements. (An alternative is to provide shuttle service for workers to and from local motels and hotels, or a nearby Base / Camp set up to provide for the lodging, food, water, and sanitation needs of personnel.) Possible locations for use as Staging Areas include vacant commercial lots, governmental and/or NGO warehouse facilities, armories, county fairgrounds, highway / public works maintenance garages, airports, parks and recreation areas, or possibly shopping center parking lots (providing there is expressed written permission from the owner).

District	Facility Name	Facility Address	Facility Type	Geo-Location (Lat/Long)		Comments / Considerations
List Suppressed						

***Note:** State facilities that potentially could be used include but are not limited to state parks and recreation areas (under the MDNR), state warehouses (under the MDTMB), state correctional facility warehouses (under the MDOC), and state transportation maintenance garages (under the MDOT). If the facilities listed in each table are determined to be unsuitable or are unavailable for a logistics / donations management operation and appropriate local replacements cannot be identified, consideration will be given to using nearby state facilities.

BASE / CAMPS:

IMPORTANT NOTE: The pre-identified facility lists for possible Volunteer Registration Centers, Warehouses, Staging Areas, Incident Base / Camps, and Points of Distribution have been fully populated (typically three deep per MSP/EMHSD district) but are not listed in this public distribution plan for security purposes. These lists will be made available to appropriate emergency management partner agencies and organizations, as required, through the SEOC when the need to coordinate disaster logistics and/or donations operations arises.

Selection Considerations: The incident Base is the location where primary incident support logistics functions are coordinated and administered and equipment / personnel support operations are conducted. This includes equipment maintenance repair, reorder and procurement activities, as well as other support services such as supply, medical, food / water, overnight lodging, sanitation, and communications. Local jurisdictions will normally establish and operate the incident Base. The Base will be designed to support operations at multiple incident sites (if possible). Support may be requested from the State (via the MSP/EMHSD) if local resources are not sufficient to operate the Base. This may include a request for the State to assist in establishing and operating Camps as a way of supplementing the capabilities and/or capacity of the Base.

Camps may be established if additional support locations are required due to incident size (geographically) or complexity. Camps are temporary locations within the general incident area which are equipped and staffed to provide food, water, sleeping areas, and sanitation services for workers who are not currently on call for deployment. Camps may be used in those situations where overnight / multi-day accommodations are required for volunteers, equipment operators, and other deployed resources under the disaster logistics / donations management operation that cannot be adequately (or efficiently) handled at the incident Base. Camps may be utilized in lieu of local hotel / motel or other accommodations. Camps are particularly suited for certain situations, such as when: 1) there is a shortage of nearby hotel / motel rooms or other suitable accommodations for deployed resources; 2) large numbers of resources have been deployed from outside the incident area (e.g., EMAC resources); and 3) the incident area is particularly large or widely-dispersed. Possible facilities for use as the Base / Camps include county fairgrounds, state / local parks and recreation areas, local campgrounds, military bases, college campuses, school grounds (if tents are used), community centers or community recreation centers, etc. Ideally, using the facility as a Base / Camp will not greatly interfere with its normal, day-to-day use.

District	Facility Name	Facility Address	Facility Type	Geo-Location (Lat/Long)		Comments / Considerations
List Suppressed						

***Note:** State facilities that potentially could be used include but are not limited to state parks and recreation areas (under the MDNR), state warehouses (under the MDTMB), state correctional facility warehouses (under the MDOC), and state transportation maintenance garages (under the MDOT). If the facilities listed in each table are determined to be unsuitable or are unavailable for a logistics / donations management operation and appropriate local replacements cannot be identified, consideration will be given to using nearby state facilities.

POINTS OF DISTRIBUTION:

IMPORTANT NOTE: The pre-identified facility lists for possible Volunteer Registration Centers, Warehouses, Staging Areas, Incident Base / Camps, and Points of Distribution have been fully populated (typically three deep per MSP/EMHSD district) but are not listed in this public distribution plan for security purposes. These lists will be made available to appropriate emergency management partner agencies and organizations, as required, through the SEOC when the need to coordinate disaster logistics and/or donations operations arises.

Selection Considerations: Points of Distribution (a.k.a., "Distribution Centers") are facilities operated by the local jurisdiction, local churches and other faith-based organizations, and community-based and voluntary organizations, to provide commodities directly to disaster survivors. (Note: Point s of Distribution are not the only means of distributing commodities to persons in need. In many cases, commodities will be distributed directly to designated facilities [e.g., shelters, care centers] and/or to designated agencies in lieu of local Points of Distribution.) Points of Distribution should be located at a site the public recognizes and can easily locate. They should have controlled access and security provisions, restrooms, adequate lighting and parking, and access for handicapped individuals. Possible locations for use as Points of Distribution include churches and other faith-based facilities, schools, recreation centers, community centers, senior centers, armories, county fairgrounds, and other similar type facilities. Vacant commercial space can also be used, as long as it is in a location that is well known to the general public. However, there is usually a cost associated with renting commercial space, even on a short-term basis. Points of Distribution can be set up indoors (i.e., inside a building) or outdoors (i.e., in a parking lot or other large, open paved or gravel space).

District	Facility Name	Facility Address	Facility Type	Geo-Location (Lat/Long)		Comments / Considerations
List Suppressed						

***Note:** State facilities that potentially could be used include but are not limited to state parks and recreation areas (under the MDNR), state warehouses (under the MDTMB), state correctional facility warehouses (under the MDOC), and state transportation maintenance garages (under the MDOT). If the facilities listed in each table are determined to be unsuitable or are unavailable for a logistics / donations management operation and appropriate local replacements cannot be identified, consideration will be given to using nearby state facilities.

X. PRE-IDENTIFIED FEDERAL MOBILIZATION CENTERS

Installation	C-130 Capable	C-141 Capable	C-5 Capable	Closest City	Geo-Location	Runway Length	U.S. DoD Control (Federal)	National Guard Control (State)	Civil Control
Michigan Air National Guard 110th Fighter Wing	X	X	X	Battle Creek	42.307333 -85.251500	10,000 ft.		X	
Grayling Air Field	X			Grayling	44.680333 -84.728833	5,800 ft.	X		
Selfridge ANGB	X	X	X	Selfridge	42.612833 -82.831666	9,000 ft.		X	
Alpena County Regional Airport (CRTC)	X	X	X	Alpena	45.078000 -83.560333	9,001 ft.			X
*K.I. Sawyer International Airport	X	X	X	Marquette	46.353667 -87.395833	12,000 ft.			X
*Oscoda/Wurtsmith Airport	X	X	X	Oscoda	44.451500 -83.394167	11,800 ft.			X
Detroit Metro International Airport	X	X	X	Romulus	42.212333 -83.353333	10,500 ft.			X
Detroit City Airport (Coleman A. Young Municipal)	X			Detroit	42.409167 -83.009833	5,800 ft.			X
Willow Run Airport	X	X		Ypsilanti	42.238000 -83.530333	7,900 ft.			X
Warren Tank Command				Warren	42.492416 -83.041644		X		

Table Notes:
ANGB: Air National Guard Base
AGS: Air Guard Station
ARB: Air Reserve Base
AFB: Air Force Base
ARS: Air Reserve Station
CRCT: Combat Readiness Training Center
*Former Military Installation
Geo-Location coordinates obtained from the Michigan Department of Transportation (MDOT) web site – “Michigan Electronic Airport Directory”
Original Source: Michigan Annex to FEMA V Regional Response Plan

X. OTHER POTENTIAL FEDERAL MOBILIZATION CENTERS – AIRPORTS (CIVIL CONTROL)

Facility	Location	Geo-Location	Contact*
Gerald R. Ford International Airport	Grand Rapids	42.880833 -85.522833	Philip Johnson, Mgr. (616) 233-6000
Capital Region International Airport	Lansing	42.778667 -84.587333	Robert Selig, Mgr. (517) 321-6121 or (517) 886-3711
Bishop International Airport	Flint	42.965500 -83.743500	James L. Rice II, Mgr. (810) 235-6560
Kalamazoo/Battle Creek Int'l Airport	Kalamazoo	42.234833 -85.552000	Clifton Moshoginis, Mgr. (269) 388-3668
Delta County Airport	Escanaba	45.722667 -87.093667	Connie Ness, Mgr. (906) 786-4902
Ford Airport	Iron Mountain	45.818333 -88.114500	Tim Howen, Mgr. (906) 774-4830

*Refer to the "Michigan Electronic Airport Directory" (www.michigan.gov/documents/Mgr_List_147366_7.pdf), which contains a complete, up-to-date listing of Michigan's public airports – including contact person and phone number, and geo-location coordinates.

Original Source: Michigan Annex to FEMA V Regional Response Plan

Y: MICHIGAN VOLUNTEER REGISTRY INFORMATION

(Source: Michigan Department of Community Health web site; reformatted for space / appearance purposes)

The Michigan Department of Community Health, Office of Public Health Preparedness leads the coordination, planning, implementation, and recruitment efforts of the MI Volunteer Registry. The Registry is an internet-based system that conforms to the Office of the Assistant Secretary of Preparedness and Response (ASPR), Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP) national standards and definitions. The Registry is part of a national network of State based systems designed for the advanced registration and credential verification of volunteers needed to help augment patient care and surge capacity needs.

The Registry was originally designed primarily for health professionals with all skill levels and experiences. Initial recruitment and registration focused on physicians, nurses, behavioral health, and ancillary professionals. Since the initial launch, focus has expanded to include any type of individual willing to volunteer in a public health or medical event.

Volunteers may choose to register for one or more of twelve main organizations within the MI Volunteer Registry. These organizations include: Community Emergency Response Team (CERT); Fire Corps; General Volunteers; Local Health Departments (LHD); Medical Reserve Corps (MRC), Michigan Mortuary Response Team (MI-MORT); Michigan State Animal Response Team (MI-SART); Michigan Transportable Emergency Surge Assistance (MI-TESA); Neighborhood Watch; Regional Healthcare Coalitions (HCC); Tribal Response Teams; or Volunteers in Police Service (VIPS).

The purpose of this system is to provide a secure, electronic environment for volunteers to indicate their interests and contact information. In the event of an accidental, natural, intentional, or other public health or medical emergency; the Registry functions as a central location for volunteer information. In an event, this information can be queried and appropriate volunteers contacted by e-mail.

The Registry is also a place where volunteers can access important topical information regarding specific events, exercises and drills, or general knowledge and training.

Support to develop and create the Registry originates from a cooperative agreement with the ASPR, Hospital Preparedness Program (HPP) and ESAR-VHP program. Funds have been used to develop, implement, and sustain the Registry. Volunteers, along with local and regional agencies, are able to use the system without direct cost to them.

Michigan Volunteer Registry: Frequently Asked Questions

1. BACKGROUND INFORMATION

What is the purpose of MI Volunteer Registry?
The purpose of the MI Volunteer Registry is to provide an electronic environment for volunteers to indicate their interests and contact information for helping to support a public health or medical emergency response. The Registry functions as a central location for volunteer information, which can be queried and appropriate volunteers contacted by e-mail.

Where does support come from for the MI Volunteer Registry?
Funding for the program is provided through a federal cooperative agreement with the Office of the Assistant Secretary for Preparedness and Response (ASPR), Hospital Preparedness Program (HPP); and the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) national program. Funds have been used to develop, implement, and sustain the Registry. Volunteers, along with designated local and regional preparedness partners, are able to use the system without direct cost to them.

What professions are being sought?
The MI Volunteer Registry seeks people with all skill levels and experiences. When registering to volunteer, you will be asked to select a volunteer organization(s) that is right for you!

The **Community Emergency Response Team (CERT)** program educates people about disaster preparedness and trains them in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations. Using their training, CERT members can assist others in their neighborhood or workplace following an event and can take a more active role in preparing their community. To register, you must have already completed the 20 hour CERT course.
Fire Corps promotes the use of citizen advocates to enhance the capacity of resource-constrained fire and rescue departments at all levels: volunteer, combination, and career. Citizen advocates can assist local fire departments in a range of activities including fire safety outreach, youth programs, and administrative support. To register, you must belong to a certified Fire Corps organization and have completed their required training.
General Volunteers represent all types of individuals that wish to volunteer, including both medical and non-medical professions. A specific volunteer affiliation is not required to become a member; however, individuals may indicate an affiliation with a Regional Healthcare Coalition (HCC), Local Health Department (LHD), or Tribal Community Response Team.
There are 45 **Local Health Departments (LHDs)** that serve all the jurisdictions in Michigan, providing a myriad of programs, including emergency preparedness services to the public. Individuals may indicate an affiliation with an LHD, which may include interest or involvement as a jurisdictional volunteer or strike team member.
Medical Reserve Corps (MRC) strengthens communities by offering support throughout the year, as well as during local emergencies and other times of community need. Public health, medical, or other volunteers work in coordination with existing local emergency response programs and supplement public health initiatives. You must first belong to a local MRC unit, prior to registering on the MI Volunteer Registry. For more information, visit www.medicalreservecorps.gov.
Michigan Mortuary Response Team (MI-MORT) is a Mass Fatality Response Team made up of different professions all with the common goal of assisting county Medical Examiners, Emergency Management, and Public Health with Mass Fatality Management. To register, you must be a member of the team. Visit www.mimort.org for more information or contact Gloria Zunker at ZunkerG1@michigan.gov.
The **Michigan State Animal Response Team (MI-SART)** is dedicated to preparing for, responding to, and recovering from disasters which affect animals in Michigan. MI-SART is a volunteer organization of trained and credentialed veterinarians, veterinary technicians, and others with animal care experience. To register, you must complete certain training requirements and submit documentation to verify completion. Visit www.michigansart.org for more information or contact MI-SART at info@michigansart.org.
The **Michigan Transportable Emergency Surge Assistance Medical Unit (MI-TESA)** is an all-weather 140 bed mobile field hospital that is supported by Mobile Medical Personnel and Tactical Support Teams to meet medical surge or healthcare infrastructure disruption. To register, you must be a member of the team. For more information on MI-TESA contact Loren Korte at KorteL@michigan.gov.
An expanded **Neighborhood Watch Program (NWP)** incorporates terrorism awareness education into its existing crime prevention mission, while also serving as a way to bring residents together to focus on emergency preparedness and emergency response training. To register, you must belong to a certified NWP organization and have completed their required training.
There are eight **Regional Healthcare Coalitions (HCCs)** throughout the state. These coalitions work with local partners within each region to prepare hospitals, emergency medical services, and supporting healthcare organizations to deliver coordinated and effective care to victims of terrorism and other public health/healthcare emergencies. Individuals may indicate an affiliation with an HCC, which may include interest or involvement in a regional Mobile Medical Field Team (MMFT) or other regional strike team.
The **Volunteers in Police Service (VIPS)** program provides support and resources for agencies interested in developing or enhancing a volunteer program and for citizens who wish to volunteer their time and skills with a community law enforcement agency. The program's ultimate goal is to enhance the capacity of state and local law enforcement to utilize volunteers. To register, you must belong to a certified VIPS organization and have completed their required training.
There are 12 **Tribal Response Teams** in the State of Michigan. Each sovereign tribe has an independent relationship with each other and with the state. The State of Michigan and Tribal governments share a responsibility to provide for and protect the health, safety, and welfare of our common constituents. Individuals may indicate interest or involvement in a Tribal Response Team.

2. REGISTRATION INFORMATION

Who can register for MI Volunteer Registry?
MI Volunteer Registry was originally designed primarily for health care professionals. However, anyone over the age of 18 can register.

Where can I register to be a volunteer?
To register, go online and enter the following address: http://www.mivolunteerregistry.org. The registration process may take anywhere from 15-30 minutes for unlicensed professionals, but may take up to 60 minutes if you have multiple licenses or certifications to enter. If you have a medical license, medical specialty, or any health certifications, make sure to have them available as you will need them for the registration process.

What do I have to do to qualify to register?
We are seeking people with health care backgrounds and experience, or a genuine interest in volunteering during an emergency. We are looking for people with all skill levels and experiences. Once you have filled out an on-line application, a Registry administrator will review and verify your information – including a criminal background check – to determine your qualification to assist with potential volunteer activities.

Can I register if I am not currently a licensed health professional?
Yes, there is a need for all types of volunteers.

If I am not currently employed, but keep my license current, can I register?
Yes, if you are retired, a student, or are not working in a health care field, please register.

May I volunteer for the MI Volunteer Registry as well as for other organizations?
Yes, the MI Volunteer Registry captures volunteer affiliations and other commitments, as identified by the applicant.

What if I am in the Military?
If you have other emergency response commitments, please indicate that in the appropriate area on the registration form.

How many people are needed for the registry?
We would like to register as many people as possible so that communities will have immediate access to the volunteers needed to support a public health or medical emergency.

How will I be able to update my information?
Once you register, you will have a secure password that will allow you to re-enter and modify your record at any time. You will also receive periodic reminders to check the accuracy of your profile.

Is it required that I register now or may I decide if and when a crisis occurs?
We strongly recommend registration prior to an event, however it is not required. Advanced registration of volunteers will provide hospitals, public health, and emergency authorities' immediate access to personnel that may be needed in the event of an emergency.

Does registering obligate me to volunteer in an emergency?
No. At the time of an event, you may be notified with a request to volunteer. Volunteers are encouraged to respond to availability requests and may change their response at any time.

3. LEGAL ISSUES

Are there provisions for compensating me for time lost from work or other expenses?
The Registry is intended for volunteers who are willing to render aid or perform services on a temporary basis without pay or any benefits. Some employers support employee volunteer and community service activities. Check with your own employer for details.

Are there provisions for workers' compensation benefits?
The first option would be to discuss with your current employer their willingness to support your volunteer activity as part of their organizational community mission by providing you workers' compensation coverage. This should be a clear discussion on the MI Volunteer Registry, the potential to volunteer and its impact to your routine work schedule, and any burdens or hardships your volunteerism may cause the company/or your employer. MI Volunteer Registry activities may be requested outside of normal work hours, location, or facility.

If your employer is unwilling or unable to provide you workers' compensation coverage, Michigan has recently amended its Workers' Compensation Act- 2012 PA 83, MCL 418.161(1)(o) to include volunteer activity, provided that activity is consistent with the described process for registration and deployment during a public health or medical emergency disaster, training, or exercise.

In addition, many private health care practitioners carry their own insurances, including workers' compensation. Therefore, check with your carrier(s) to see if that coverage includes activities associated with volunteerism.

An individual registered with and deployed through the MI Volunteer Registry shall be considered an employee of the state when engaged in the performance of duties agreed upon through registration on this specific site. This would include duties related to training and exercising.

IMPORTANT: This coverage is only applicable to volunteer activity sanctioned by and deployed through an authorized administrator on the MI Volunteer Registry.

What protection might be available for volunteers against liability lawsuits arising out of the volunteer work?
In Michigan, volunteers may be protected from civil liability through the following statutes. However, they do not protect against harm caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed.

Governmental Immunity Act, MCL 691.1401 et seq. – While acting on behalf of a governmental agency, a volunteer is immune from tort liability if the volunteer is acting or reasonably believes he or she is acting within the scope of his or her authority, and the governmental agency is engaged in the exercise or discharge of a governmental function. This Act does not provide immunity for medical treatment or care to a patient, with limited exceptions. However, other laws discussed in this section may apply to provide protection from liability for medical care.

Liability of Certain Persons for Emergency Care, MCL 691.1501 et seq. – Commonly referred to as ***The Good Samaritan Act***, this statute

- **P**rotects certain licensed health professionals from civil liability when providing emergency care without compensation at the scene of an emergency, provided there was no provider/patient relationship established before the emergency.
- Covers physicians, physician's assistants, registered professional nurses, and licensed practical nurses responding to a life threatening emergency in a hospital or other licensed medical care

facility when the health professional's duties do not require responding to such emergencies.
- Protects individuals assisting the government with a search and rescue operation.

Emergency Management Act, MCL 30.401 et seq. – This statute provides general immunity from liability for ***Disaster Relief Forces*** while on duty. A person who renders services at the express or implied request of a state official, agency, county, local coordinator, or executive body is considered an authorized disaster relief worker. During a declared state of disaster, additional protections are provided to certain health professionals who render services as part of a government authorized response. Moreover, the Director of the Michigan State Police may issue a directive relieving volunteers of liability except for gross negligence.

Public Health Code, MCL 333.1101 et seq. – Several sections of the Public Health Code grant immunity from liability:

- **Health Department –** The director or an employee or representative of the state health department or a local health department is not personally liable for damages sustained in the performance of departmental functions, except for wanton and willful misconduct (MCL 333.2228 and 333.2465).
- **Immunization Program –** When the state health department approves a mass immunization program, health personnel employed by a governmental entity or a volunteer authorized to participate by the director or a local health officer cannot be held liable except for gross negligence or willful and wanton misconduct (MCL 333.9203).
- **Emergency Medical Services Personnel –** Immunity from liability is provided except for gross negligence or willful misconduct (MCL 333.20965).

Volunteer Protection Act of 1997 (Public Law 105-19, 42 USC § 14501) – Volunteers may also be protected from civil liability under this federal law.

Public Readiness and Emergency Preparedness (PREP) Act, Part of the Public Health Service Act, 42 USC § 247d-6d - Provides broad and strong protection to individuals and entities that are engaged in activities related to the use of covered pharmaceutical countermeasures. This includes, for example, entities and individuals involved with manufacturing, labeling, distributing, packaging, marketing, selling, purchasing, donating, dispensing, prescribing, administrating, licensing, or using of such countermeasures. Requires a PREP Act Declaration from the Secretary of Dept of Health & Human Services. To be protected from liability, would need to act consistent with the terms of the PREP Act declaration. PREP Act declarations, and FAQs that explain the PREP Act, can be found at http://www.hhs.gov/disasters/discussion/planners/prepact/index.html. Protection under a PREP Act declaration pre-empts state law, which means state law cannot provide less protection for entities or individuals covered by a PREP Act declaration. Permits a lawsuit to be filed in the U.S. District Court for the District of Columbia for "willful misconduct", which the plaintiff must prove by "clear and convincing evidence."

For Government Employees:

Interstate Emergency Management Assistance Compact (EMAC), MCL 3.991 et seq. – Michigan is a member of this multi-state compact, which is commonly referred to as EMAC. Individuals who are deployed to other states under the compact are immune from civil liability except for willful misconduct, gross negligence, or recklessness. Deployment under the compact is through the EMAC Coordinator at the Michigan State Police Emergency Management and Homeland Security Division.

Are there any eligibility restrictions for volunteering?
All individuals willing to volunteer in support of a public health or medical emergency are encouraged to enroll in the Registry. When a volunteer's services are needed, an authorized Registry administrator will contact the volunteer to inquire about availability, willingness to serve, and physical nature of the intended deployment. Depending on the circumstances, conditions may require certain skills, abilities, or other criteria.

What precautions are being taken by the State to protect health volunteers against disclosure of personal information contained in the MI Volunteer Registry?
Authorized Registry system administrators are the only individuals to have access to your information. Registry volunteer profile information is not open to the public. The system is designed to provide unique privileged access for specific professions and qualifications following an emergency incident. This includes the ability to limit administrator access rights to local teams and certain program affiliations (i.e., Medical Reserve Corps).

Is the State able to provide malpractice insurance to volunteers?
No. Any individual who volunteers should carry their own malpractice insurance. Individuals can check to see if their primary employer has any provisions to provide this benefit for volunteer services.

What other legal resources are available?
Before deployment, health volunteers are advised to consult with their own legal counsel, employers, or sponsors. More information is available at the following websites:

- U.S. Department of Health and Human Services (DHHS) (http://www.phe.gov/preparedness/Pages/default.aspx)
- Office of the Assistant Secretary for Preparedness and Response (ASPR) (http://www.phe.gov/about/aspr/Pages/default.aspx)
- Emergency System for Preparedness and Response (ESAR-VHP) Employer page (http://www.phe.gov/esarvhp/pages/employers.aspx)
- Medical Reserve Corps (http://www.medicalreservecorps.gov)
- American Red Cross (http://www.redcross.org)

4. COMMITMENTS

What is the level or length of volunteer commitment in an emergency?
Once notified of the emergency or crisis, each volunteer will determine their current availability, based on the following:

- What kind of incident are you willing to respond to?
- What distance are you willing to travel?
- How long are you willing to be deployed?

What kind of tasks may I be assigned?
The type of tasks assigned may depend upon the situation or event.

Can I be asked to volunteer out of state?
Yes, you may be asked but are under no obligation to volunteer out of state.

Under what conditions will I be contacted to provide emergency services?
You will be contacted in an emergency if local, regional, and/or state responder resources are not sufficient to meet the need for response and recovery efforts resulting from that incident.

Will I get paid to volunteer?
No. All volunteer work is unpaid. However, being a volunteer is important!

5. TRAINING AND EDUCATION

What kind of training or additional responsibilities will I receive dealing with emergencies?
There are no trainings or additional responsibilities required prior to an emergency for most registrants however, disaster training and participation in local and regional exercises is encouraged. Training opportunities will be posted from time to time to the *Training & Events* section of the MI Volunteer Registry. Volunteers are encouraged to check this page frequently.

Registered volunteers may also reference the *Volunteer Training Matrix*, posted to the Document Library (Training, Volunteer Resources), which offers recommendations and at a minimum an understanding in the Incident Command Structure (ICS). Opportunities are available on-line through MI-TRAIN or through local, regional or State events.

What kind of risks may I be exposed to in an emergency?
You may be requested on your interest or availability for responding to different types of emergencies; including floods, tornados, large fires, and events that may be chemical, biological, radiological, or nuclear. You will be offered training on how to help in an emergency, as well as how to protect yourself.

How can I get information about local or regional preparedness efforts, contact information, training and events?
Additional information may be found in the MI Volunteer Registry, the OPHP Website, or MI-TRAIN.

6. CONTACT INFORMATION

How will I be contacted in an emergency?
You will be contacted via e-mail. The e-mail message will provide all of the information about where to report, credentials to bring, and other necessary information relative to the situation.

If I have questions or concerns once I have registered, whom do I contact?
If you have general or technical assistance questions regarding MI Volunteer Registry, please contact a Registry administrator at help-mivolunteerregistry@michigan.gov or (866) 636-6324.

If I volunteer, will there be help available to take care of my family?
No, this is a personal responsibility and whether you chose to volunteer or not, it is important to develop an emergency plan for your family.

Disclaimer: *This FAQ is for informational purposes only. Nothing within this FAQ is meant to provide specific legal guidance or advice to any person. Rather, this FAQ is meant to serve as an assessment tool for individuals who are considering participation in the MI Volunteer Registry. Readers should consult with their own attorneys about these laws and their applicability to particular situations or organization.*

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Z: VOLUNTEER MICHIGAN INFORMATION

(Source: Michigan Community Service Commission / Volunteer Michigan web site; reformatted for space / appearance purposes and edited for relevant content)

VolunteerMICHIGAN

Promoting volunteerism as a strategy for strengthening Michigan communities.

About Volunteer Michigan

Volunteer Michigan is the state of Michigan's collaborative volunteer initiative. Through a strategic partnership between the Michigan Community Service Commission (MCSC) and the Volunteer Centers of Michigan (VCM), Volunteer Michigan will implement a variety of tools as it seeks to connect volunteers with the organizations that need them, increase the visibility of volunteers statewide, and highlight the urgent need for increased volunteerism across Michigan. As a result of its volunteer promotion and resource development, Volunteer Michigan will demonstrate that volunteerism can be and is an effective and proven strategy for strengthening Michigan's communities.

About the MCSC

The Michigan Community Service Commission (MCSC) is the state's lead government agency on volunteerism. For more than 20 years, the MCSC has been promoting service as a strategy to address Michigan's greatest challenges and providing vision and resources to strengthen communities through volunteerism. To help advance their mission, the MCSC relies on four signature programs: Michigan's AmeriCorps, Mentor Michigan, Volunteer Michigan, and the Governor's Service Awards. Since its inception in 1991, the MCSC has invested more than $100 million in communities for volunteer initiatives, leveraged an excess of $85 million in local funds, engaged more than one million people in volunteerism, enrolled 24,000 people in 29 million hours of AmeriCorps service, and impacted critical community issues such as disaster preparedness, education, foreclosure, healthcare, and the environment.

About VCM

Volunteer Centers of Michigan (VCM) is an affiliate program of the Michigan Nonprofit Association that supports a statewide network of more than 30 Volunteer Centers. These Volunteer Centers, which collectively serve nearly 60 of Michigan's 83 counties, play an instrumental role in developing creative community solutions through service. VCM works to ensure that each of these Volunteer Centers can continue to positively impact their community by strengthening, developing and connecting network members throughout the state. To achieve this mission, VCM provides resources, fund development, networking opportunities, training, and more to Michigan's Volunteer Center field. With the support, services, and assistance of VCM, local Volunteer Center affiliates are able to grow and expand the positive work they perform in their individual communities and increase volunteerism statewide. The VCM network has served the sector for more than 25 years and is the only one of its kind in the nation.

FAQ – For Volunteers

How do I become a member of Volunteer Michigan?

Becoming a volunteer is easy! Simply become a member (volunteer) and start searching! It doesn't cost anything to register and your information will be kept private and secure. Before you get started, ensure your community is not currently served by a local volunteer center by clicking here.

Volunteer Michigan: FAQ – For Volunteers (cont.)

What if my community is already served by a local volunteer center?
We highly encourage Michigan residents to volunteer with the Volunteer Center in their community, if one exists. Local Volunteer Centers are the best place to search for volunteer opportunities as they work with nonprofits, schools, and other organizations right in your backyard, and can often provide more localized information and support. However, if you have searched your local volunteer center's service opportunities and didn't find one you were interested in, please feel free to use the Volunteer Michigan portal. We would also encourage you to use our site if you plan to volunteer in other communities outside of your own.

Does it cost anything to volunteer?
Just your time and skills! Volunteering is free.

How much time do I have to commit?
It's entirely up to you! You can volunteer as much or as little as you like based on your time and interest. However, every organization will have different requirements for their volunteer opportunities. Some organizations may require an orientation and training with a commitment of a certain number of hours while others may not have any of those requirements.

What is a Volunteer Leader (VL)?
A VL is just a regular volunteer (like you) who makes volunteer-managed projects meaningful, successful and FUN! VLs share project details with volunteers, guide the team onsite, build their leadership skills, and make these events possible.

What if I don't find what I'm looking for on the calendar of projects?
We also offer a searchable database of volunteer opportunities that occur on an ongoing basis.

Can I volunteer if I am under 18 years-old?
Check the age listing for each project as the minimum age varies depending on the agency and activity. Some organizations may require an adult to volunteer with you or at least attend an orientation. In addition, some volunteer activities may require a waiver to be filed at the event. Volunteers under the age of 13 are unable to sign up through our website due to the Federal Child Online Privacy Protection Act (COPPA).

I don't have transportation. Can you get me to the volunteer projects?
Unfortunately, we do not have the capacity to transport volunteers to volunteer activities.

Questions About the Website

After I have become a member, how do I sign up for a volunteer project?
Click on the "Find an Opportunity" section of our website to search for volunteer projects by keywords and locations or by date on our opportunity calendar. Once you find one of interest to you, sign up for the opportunity through our website. You will receive an e-mail with directions and any other special instructions. Then go out on the project and have a great time while helping to meet an important community need.

How do I change my password or update my email address?
After you log-in to our website, click the "My Account" sub-tab and then click "Personal Information." Make your changes and click "Update" at the top of the screen.

What if I am unable to sign-up for a project through the website?
You can always contact the Volunteer Michigan staff at info@volunteermichigan.org. We would be glad to assist you with the registration process.

How do I remove myself from a project I signed up for previously?
Log-in to our website, click on the "My Account" sub-tab, and scroll down to "Upcoming Opportunities." Then, simply click "Remove Me" next to the project from which you wish to remove yourself. Please do this as early as possible so that your volunteer slot becomes available for other volunteers to fill.

What if a project I want to sign-up for is full? Can I get on a wait-list?
If a project occurrence is full, the "Sign Up" button that typically appears at the bottom of the project page will change to "Add Me to Wait List." Simply click there to add yourself to the project's waitlist. Although the website may say that you have been registered, please note if the project is full, you are not officially registered until a space opens up. You will be notified if a space opens up and will then be able to officially register yourself for the project.

Volunteer Michigan: Questions About the Website (cont.)

Which browser do you recommend for the best performance?
HandsOn Connect runs on the Salesforce platform, therefore we recommend using Firefox for the best performance. Google Chrome is also an acceptable alternative. If you use Internet Explorer, Internet Explorer version 8 is recommended over versions 6 and 7. While using Internet Explorer you may experience a slower response time over the recommended browsers.

FAQ – For Organizations

How do I become a partner agency?
Becoming a partner is easy! We are always looking for new volunteer opportunities and partners. If you are a nonprofit, school, faith-based, government or civic organization that would like to partner with us to recruit and manage volunteers, please visit our “Register As a Partner” page. Before you get started, ensure your community is not currently served by a local volunteer center by clicking here.

What if my community is already served by a local volunteer center?
We highly encourage community organizations to work directly with the Volunteer Center in their community, if one exists. Local Volunteer Centers are the best place to search for volunteers as they can often provide more localized information, outreach, and support. However, if you have tried connecting with your local Volunteer Center or would like to use our portal in addition to your local resource, please feel free to use the Volunteer Michigan site. We would also encourage you to use our site if you are trying to recruit and manage volunteers in multiple communities across the state.

Does it cost anything to register my opportunities?
Nope! We are proud to offer this online listing service free to nonprofit organizations, schools, community and faith-based organizations, civic groups, and more throughout the state of Michigan.

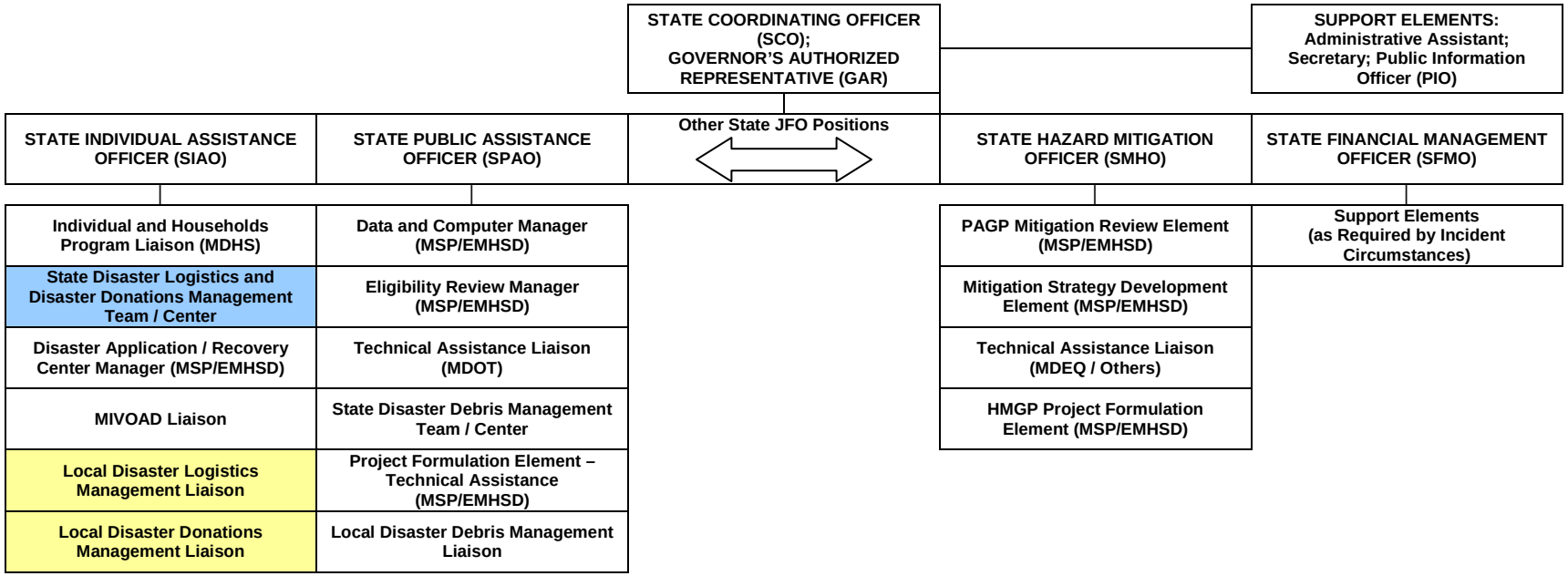
How do I submit new volunteer opportunities?
Currently, to submit volunteer opportunities, we are asking all partner agencies to fill out our online opportunity form.

What happens when a volunteer signs-up for one of my opportunities?
When a volunteer signs up for, or expresses interest in one of your volunteer opportunities an email is generated to both you and the volunteer (and Volunteer Michigan). In your version of the email, you will be given information on the volunteer such as which opportunity they are interested in, as well as their contact information as entered into our system. It is then up to you to contact that volunteer to schedule the next steps - whether that be scheduling their volunteer hours or contacting them for an interview - or just letting them know that the opportunity is full (be sure to let us know too!).

Do I have to take every volunteer that signs up through this website?
Absolutely not. These are YOUR volunteers – so go through any process you normally would and take only the volunteers you want! We only ask that you contact EVERY volunteer that signs up for your opportunity. If you are unable to do so, please let us know so we can deactivate your opportunities. We want to provide the best experience for volunteers possible, and that includes responding to their interest.

I have an urgent volunteer need, can Volunteer Michigan help?
YES! First, be sure that you have filled out a Volunteer Opportunity Form and that the volunteer opportunity is in our system. Next, contact us! Email us, Facebook us, Tweet us – whatever you are most comfortable with and we'll do our best to help you get the word out through our social media channels.

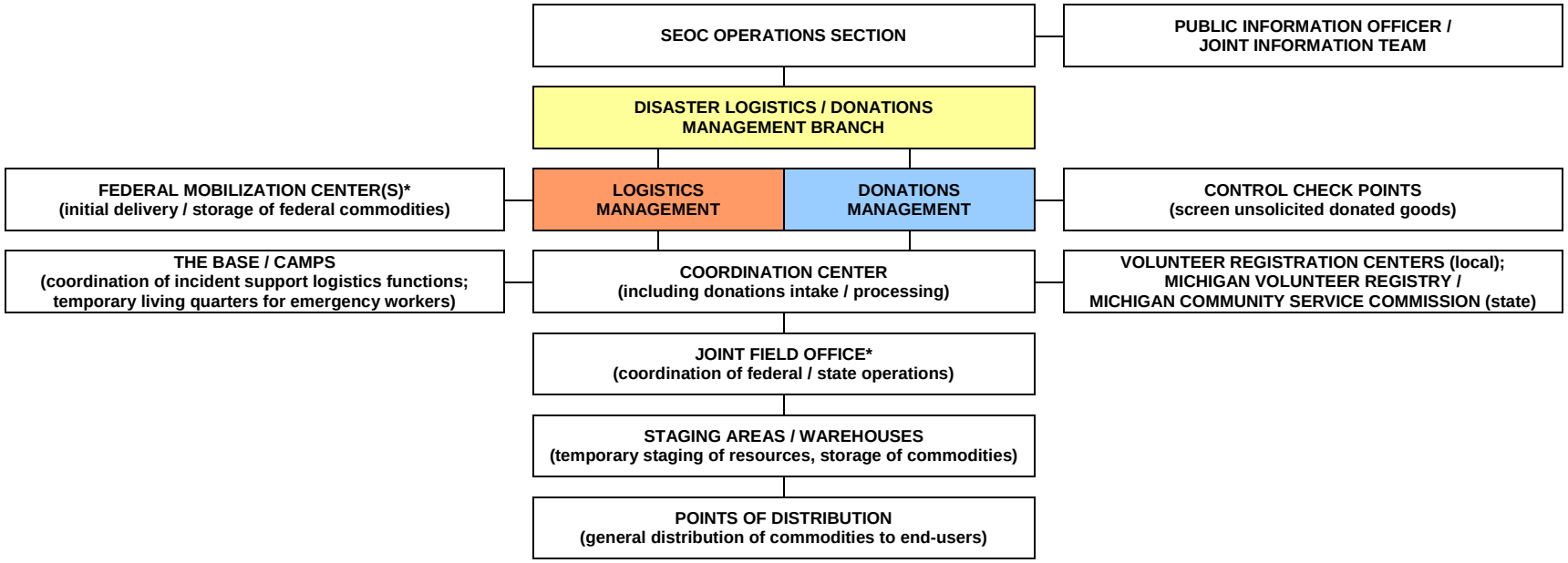
AA. FIGURE 1: TYPICAL JOINT FIELD OFFICE ORGANIZATIONAL STRUCTURE FOR LOCAL AND STATE STAFF



Background Notes: The state-level positions in this basic organizational structure which are logistics and donations management-specific are that of State Disaster Logistics Management Coordinator and State Disaster Donations Management Coordinator, who lead, respectively, the logistics management and donations management functions of the State Disaster Logistics and Donations Management Team. In addition, the State Individual Assistance Officer (SIAO) works to ensure that the life-sustaining needs of the affected population are being adequately met through the various federal financial assistance programs, disaster donations, or the direct provision of commodities.

Most of the other JFO positions are not directly related to logistics and donations management, but rather to other assistance programs. However, several do have impact on logistics and/or donations management operations. For example, the State Public Assistance Officer (SPAO) is instrumental in determining the eligibility of certain logistics and/or donations management activities for reimbursement under the federal PAGP – Category B (Emergency Protective Measures). The State Coordinating Officer (SCO) works to ensure that the disaster response and recovery effort is proceeding forward and that all necessary resources are mobilized and operational. The State Financial Management Officer (SFMO) is responsible for tracking and compiling costs associated with the logistics and donations management operation (and other disaster operations as well). The PIO, Administrative Assistants, and clerical staff will also be involved in logistics and donations management, but in a support capacity. (They have other disaster-related duties to perform for other program areas.)

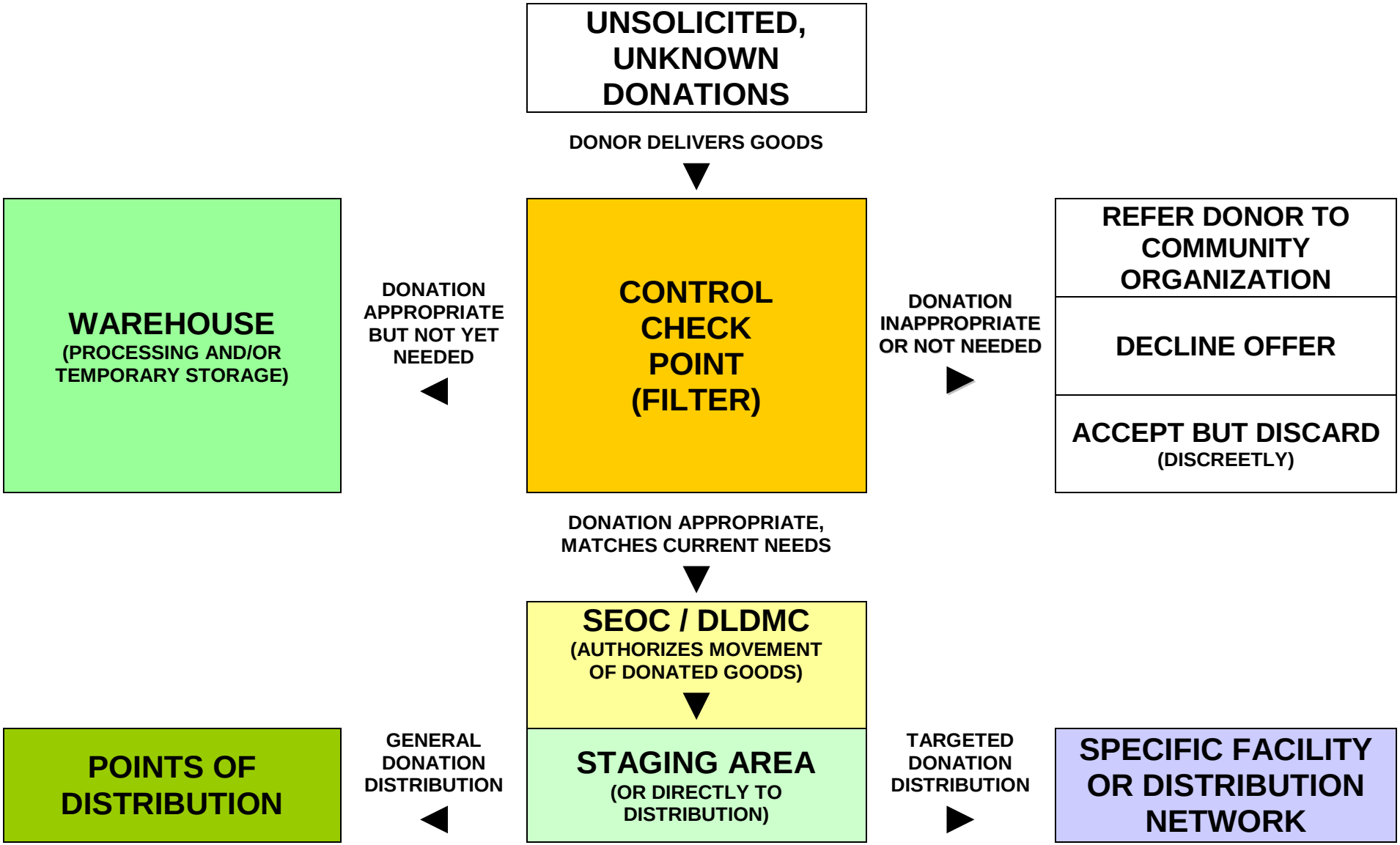
AA. FIGURE 2: PRIMARY ORGANIZATIONAL ELEMENTS OF DISASTER LOGISTICS / DONATIONS MANAGEMENT BRANCH, SEOC OPERATIONS SECTION



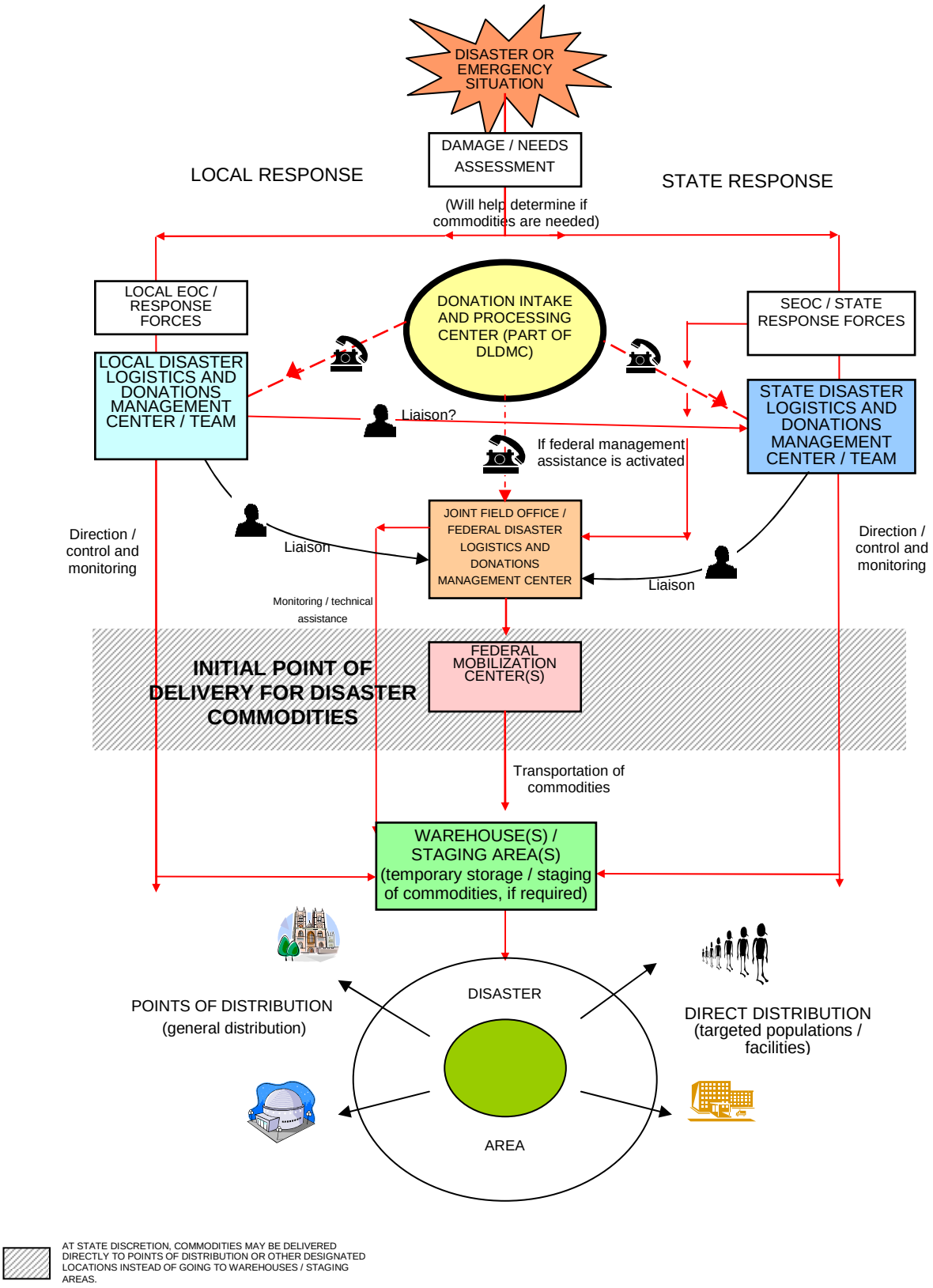
*Activated only for a federal Stafford Act declaration which involves federal assistance with logistics and/or donations management.

Background Note: This generalized organizational chart will be customized to fit local and state conditions and needs for each incident requiring a disaster logistics and/or donations management operation.

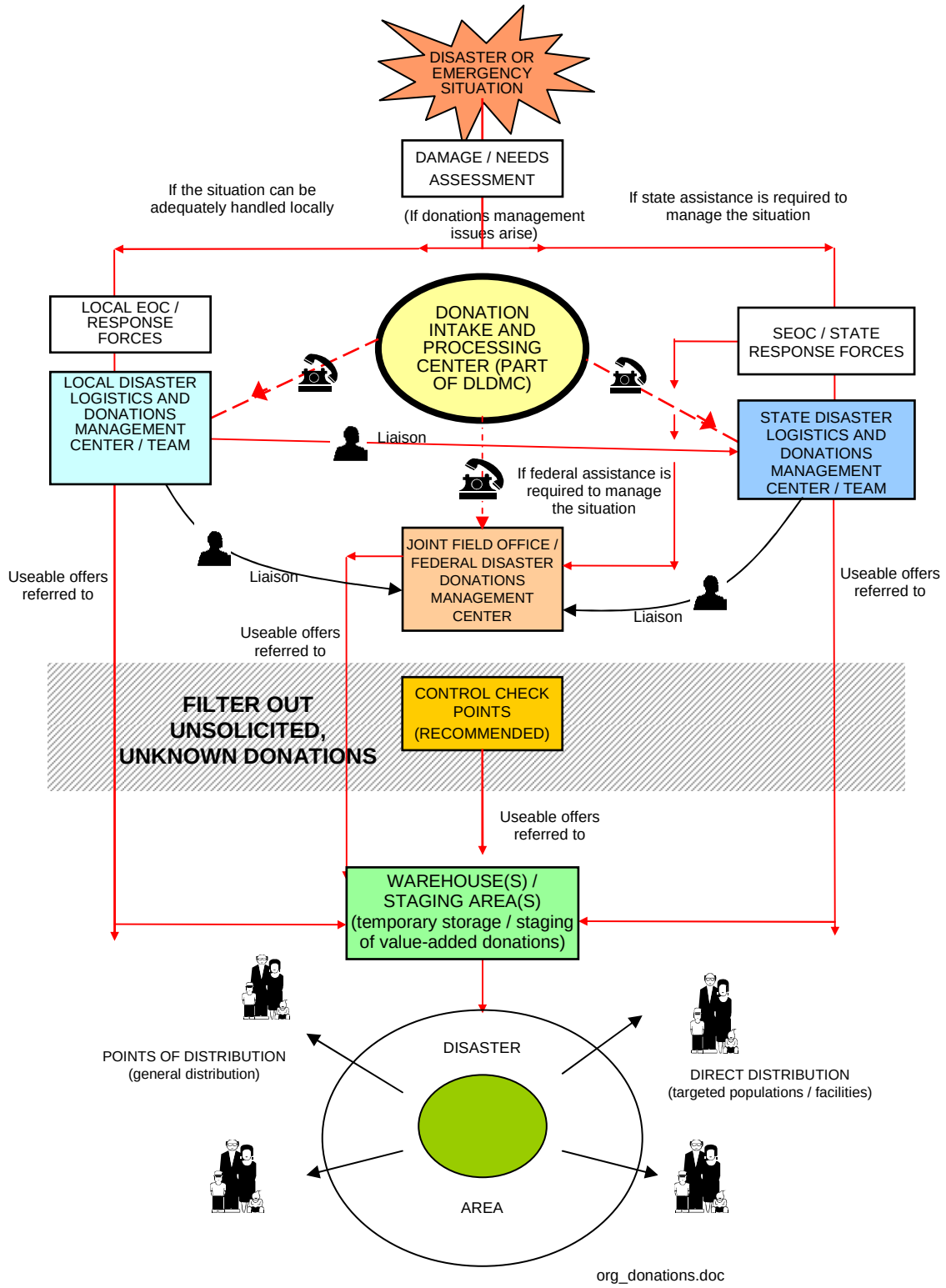
AA. FIGURE 3: RELATIONSHIP BETWEEN DONATIONS MANAGEMENT FACILITIES



AA. FIGURE 4: INTEGRATED DISASTER LOGISTICS / DONATIONS MANAGEMENT PROCESS FOR FEDERALLY-DECLARED INCIDENTS



AA. FIGURE 5: DISASTER DONATIONS MANAGEMENT (ONLY) PROCESS FOR FEDERALLY-DECLARED INCIDENTS



BB. NATIONAL RESPONSE FRAMEWORK SUPPORT ELEMENTS FOR LOGISTICS / DONATIONS MANAGEMENT, AND CORREDPONDING STATE PLANNING AND OPERATIONAL CONSIDERATIONS*

NRF Annex	Logistics / Donations Management Assistance Provided	State Logistics / Donations Management Considerations
ESF 5 Information and Planning (May 2013)	• Supports overall activities of the federal government for incident management. • Coordinates federal incident action planning. • Staffs key positions on federal emergency response teams. • Establishes required field facilities, supplies, and equipment to support federal activities during federally-declared incidents. • Provides core management / administrative functions in support of JFO operations. • Maintains a cadre of trained reserve employees to provide surge capability for essential functions. • Provides staff for Logistics Section, which implements the NRF Logistics Annex (ESF 7).	• Immediate and continuous coordination with federal response elements. • Coordinate incident action planning (related to logistics and/or donations management) with federal counterparts. • Articulate state-determined commodity needs and capability shortfalls as early as possible in the response phase so that federal support can be mobilized. (State needs should be clearly articulated in the request for a federal declaration.) • Coordinate with federal officials regarding the establishment and operation of needed field facilities to support logistics / donations management and other required functions. • Provide state staff for established federal field facilities, as appropriate. • Continuously collect and share incident-related information to facilitate effective operations.
ESF 6 Mass Care, Emergency Assistance, Temporary Housing and Human Services (May 2013)	• Promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by federally-declared incidents. Responsible for mass care, housing, and human services functions. • Helps determine resource (i.e., commodity) requirements based on identified resource and capability shortfalls, and affected area / population characteristics. • Assists in locating and procuring needed commodities and/or donations to sustain the affected area and population through the response and/or recovery phase.	• Identify and quantify locally-available commodities to support mass care, temporary housing, and other human service needs. • Determine resource (i.e., commodity) needs and shortfalls through capability and incident assessments. • Articulate state-determined commodity needs and capability shortfalls as early as possible in the response phase so that federal support can be mobilized. (State needs should be clearly articulated in the request for a federal declaration.) • Continuously collect and share incident-related information to facilitate effective operations.
ESF 7 Logistics (May 2013)	• Provides resource support prior to, during, and/or after federally-declared incidents. • Locates, procures, and issues resources to federal agencies to support response and recovery operations. • Establishes and manages federal Mobilization Centers (General Services Administration) when mission assigned by FEMA. • Establishes the NIMS-compliant framework for federal logistics and/or donations management operations for federally-declared incidents. • Addresses Materiel Management, Personal Property Management, Facility Management, and Transportation Management.	• Articulate state-determined commodity needs and capability shortfalls as early as possible in the response phase so that federal support can be mobilized. (State needs should be clearly articulated in the request for a federal declaration.) • Coordinate with FEMA / GSA regarding state staffing at federal Mobilization Centers. • Coordinate with NRF ESF 1 (Transportation) regarding the movement of commodities into and through the state. (The MDOT will coordinate the issuance of oversize and/or overweight permits, as required, as well as advise on construction activities or other potential hindrances.) • Identify and coordinate the establishment of state and local facilities to support the logistics / donations management operation (based on incident circumstances). • Continuously collect and share incident-related information to facilitate effective operations. • The state logistics / donations management framework should be NIMS-compliant and consistent / compatible with the established federal logistics / donations management framework. (Note: This plan establishes a framework that is NIMS-compliant and consistent / compatible with the federal framework.) • The State must attempt to fill identified commodity needs through agency assets, mutual aid, NGOs, the EMAC, commercial sources, or private donations. If that cannot be done in a timely manner, then federal assistance may be requested. • Selection of federal Mobilization Center location(s) is based upon assessments conducted by federal, state, and local officials early in the incident assessment process. • The State must determine early on if commodities will be temporarily warehoused / staged at state-designated Staging Areas / Warehouses (for phased distribution / deployment), or if they should be delivered directly to local- and/or state-designated Points of Distribution and/or targeted facilities / populations. • The State must determine early on if federal transportation assets will be used to deliver commodities to designated locations, if state / local transportation assets will be used, or if a combination of the two would be most appropriate. • Ideally, a state liaison should be present in the JFO to coordinate logistics and/or donations management operations with federal staff.
Private Sector Coordination (May 2013)	• Describes policies, responsibilities, and concept of operations for federal incident management activities involving the private sector during federally-declared incidents. (Note: Many required disaster commodities are provided through private sector entities – either through purchase or donation.)	• Commodities donated by the private sector will be managed in accordance with the Michigan Disaster Logistics / Donations Management Plan – a support plan to the MEMP.

(Table continued on next page.)

BB. NATIONAL RESPONSE FRAMEWORK SUPPORT ELEMENTS FOR LOGISTICS / DONATIONS MANAGEMENT, AND CORRESPONDING STATE PLANNING AND OPERATIONAL CONSIDERATIONS*

(Table continued from previous page.)

NRF Annex	Logistics / Donations Management Assistance Provided	State Logistics / Donations Management Considerations
Catastrophic Incident (November 2008)	• Provides for the pre-identification and rapid deployment of key essential resources (i.e., commodities) that may be needed to save lives, protect property and critical infrastructure, contain the incident, and protect national security – organized into incident-specific "packages." • Federal resources identified in this Annex automatically deploy unless it is credibly established that the resources are not required based on incident assessments.	• Articulate anticipated / confirmed resource (commodity) needs and capability shortfalls to FEMA as soon as possible after the incident occurs (or prior to incident occurrence if circumstances allow). • Cost-sharing may be required for federal assets requested by the State. (Federal assets unilaterally deployed in accordance with the NRF Catastrophic Incident Annex do not require a state cost-share.) • If possible, determine the acceptable level of state cost-share for the incident (based on budget constraints, political realities, and social expectations) and factor that into all applicable facets of logistics / donations management decision making. • Continuously collect and share incident-related information to facilitate effective operations and to ensure proper resource (commodity) deployment.
Volunteer and Donations Management (May 2013)	• Provides support to states in the management of masses of unaffiliated volunteers and unsolicited donated goods before, during, and after an incident. • Provides a system to manage and coordinate offers of unaffiliated volunteer services and unsolicited donated goods from the private sector to the federal government, for use by state and/or local governments. • As appropriate, activates a headquarters-level Volunteer / Donations Coordination Team to expedite service provided to donors from large private sector entities, large civic organizations, and others, and to address large national media-driven collection drives. • As requested, activates a national donations and volunteer management web-based application to enable the general public to register offers of donated goods and/or services. • Facilitates management of warehouse and volunteer reception center capabilities. • Provides communications support such as coordination of a national hotline and/or call center.	• Coordinate with the MIVOAD, Citizen Corps Councils, the ARC and other appropriate NGOs to encourage participation in preparedness activities for logistics / donations management, including but not limited to planning, training, exercising, and development of operational support agreements. • As early as possible and in coordination with NGO and other involved partners, issue public information releases (using all appropriate dissemination means) specifically articulating state donations preferences and discouraging the donation of non-value-added items and the spontaneous arrival of unaffiliated, non-registered volunteers at the disaster area. • Establish a structure to receive, task, and employ the full range of goods and services that may be donated during an incident. • Ensure maximum use of value-added donated goods and services and NGO-provided goods and services at the local and state levels before seeking assistance from the federal government. • Identify and coordinate the establishment of state and local facilities to support the logistics / donations management operation (based on incident circumstances). • Work with the MDHS / MCSC to fully utilize the Volunteer Michigan web site and network of local Volunteer Centers to register unaffiliated volunteers and advertise opportunities for volunteer service in the disaster logistics / donations management operation and/or other incident response and recovery functions. • Work with the MDCH to fully utilize the Michigan Voluntary Registry web site to register unaffiliated volunteers for volunteer service in the disaster logistics / donations management operation and/or other incident response and recovery functions, and to recruit vetted volunteers in specific occupations and/or with specific skill sets for targeted placement.

*For details, refer to the full-text version of each Annex on the FEMA National Response Framework web site: http://www.fema.gov/national-response-framework

ESF 5 (Information and Planning Annex) – found under Emergency Support Function Annexes
ESF 6 (Mass Care, Emergency Assistance, Temporary Housing and Human Services Annex) – found under Emergency Support Function Annexes
ESF 7 (Logistics Annex) – found under Emergency Support Function Annexes
Private Sector Coordination Support Annex – found under Support Annexes
Catastrophic Incident Annex – found under Incident Annexes
Volunteer and Donations Management Support Annex – found under Support Annexes

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