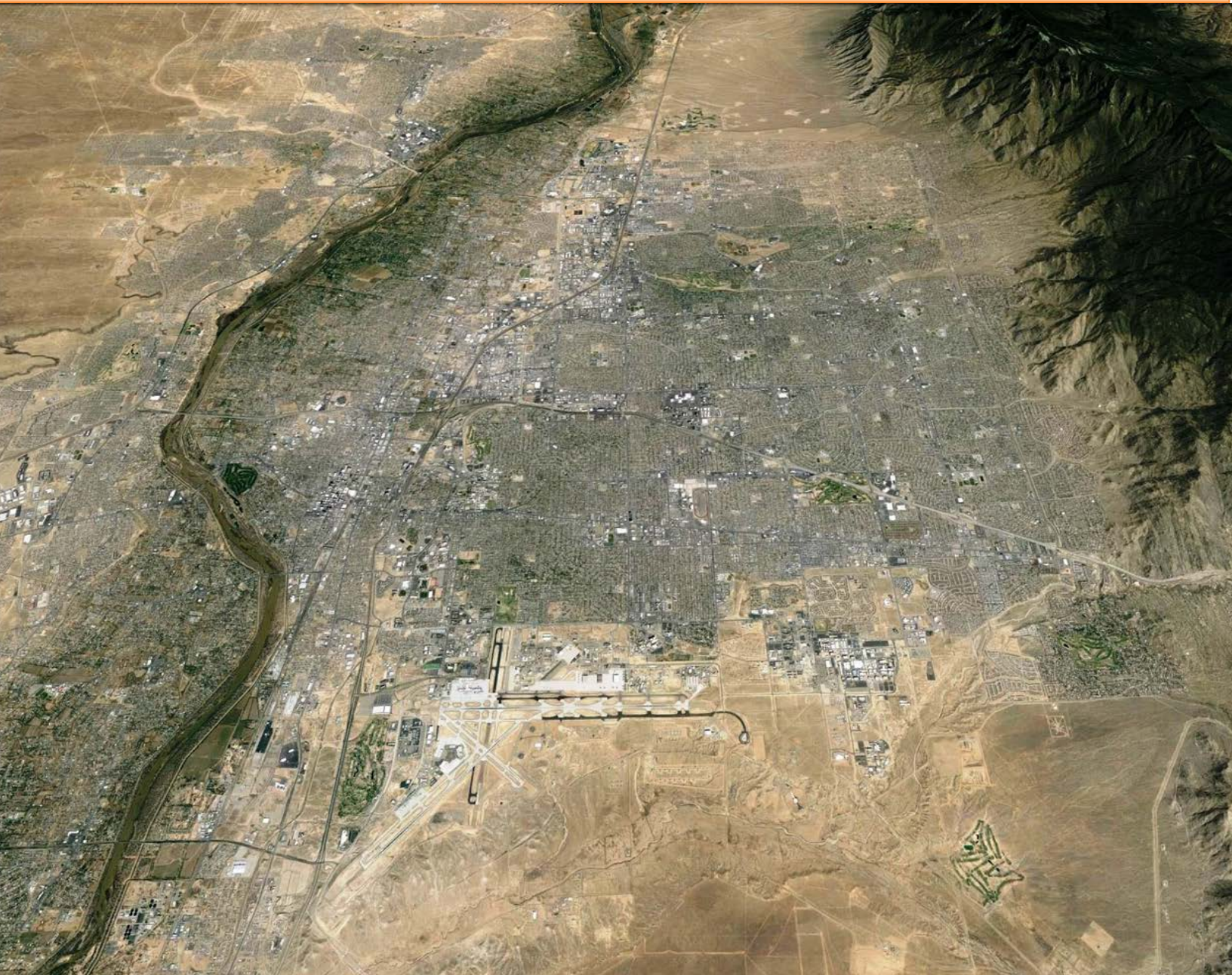




Emergency Support Function (ESF) #16
Volunteer & Donations Management

Primary Agency
Albuquerque Parks & Recreation Department



City of Albuquerque, New Mexico
Emergency Support Function (ESF) #16
VOLUNTEER & DONATIONS MANAGEMENT

Purpose:

1. Manage and coordinate affiliated and unaffiliated (or spontaneous) volunteers and donated goods (including cash donations) during an emergency.

Primary:

- Albuquerque Parks and Recreation Department

Support:

- Albuquerque Department of Municipal Development
- Albuquerque Department of Technology & Innovation
- Albuquerque Police Department
- All City Departments
- Amateur Radio Emergency Service / Radio Amateur Civil Emergency Service
- Community and Faith Based Organizations
- Mayor's Office of Volunteer Engagement

Likely Tasks:

- Staff Volunteer & Donations Team in the EOC and support the Planning Section Resource Unit and the Logistics Section Supply Unit.
- Obtain information on the need for health care, food, water, ice, transportation and other basic supplies/ services from other ESFs.
- Utilize City-sanctioned volunteers to perform needed functions.
- Set up one or more collection/distribution service area.
- Set up central distribution site(s) for donated goods.
- Set up one or more assembly and staging sites for volunteers to report to for credential screening and potential assignment. Only consider utilizing volunteers that can provide appropriate credentials.
- Inform the community about the locations and availability of goods and services through the EOC; Coordinate with Resource support ESF #7.
- Distribute donated goods at service sites
- Collect goods and volunteer services at service sites with the help of volunteers and City employees
- Provide staging areas at recreation centers and parks.

VOLUNTEERS

- Implement procedures to solicit, register, screen, receive, and deploy local volunteers.
- Determine present and future need for volunteer resources.

Likely Tasks Continued:

- Sources for resources can include:
 - American Red Cross/Salvation Army/United Way.
 - Churches, and their affiliations/general public.
 - Pre-existing volunteer organizations.
- Obtain and coordinate volunteer resources.
- Coordinate with State EOC VOAD , when necessary, for volunteer help offered in aftermath of an emergency.

DONATIONS

- Provide coordination of donations with the tasked organizations.
- Determine present and future needs for donated goods.
- Develop information for public distribution (through PIO) describing items needed, where to send them, etc.
- Through the EOC Public Information Officer disseminate information to ensure that offers are not inappropriate to needs.
- Periodically update public information concerning needed items, etc.
- Receive offers of donated goods and services; Match offers to needs.
- Coordinate delivery system to affected population.
- Request transportation resources from the Logistics Transportation Unit to facilitate the movement of needed items to staging areas or into the emergency area.
- As goods arrive, provide periodic listings for distribution to EOC Section Chiefs and Branch Directors for availability.
- Respond to inquiries from other EOC Branches and Units regarding availability of certain items.
- Coordinate with State EOC when necessary, for the influx of donated goods offered in aftermath of an emergency.
- Coordinate activities with the state EOC if necessary.
- Implement procedures for disposing of unneeded or unusable items.
- Manage cash donations received by City Government.
- Implement cash management policies/procedures to insure accountability for all cash donations received by the City during the emergency.

State of New Mexico

Primary:

- Adventist Community Services
- Commission for Community Volunteerism
- Department of Health

Support:

- Roadrunner Food Bank
- Voluntary Organizations Active in Disaster

Likely Actions:

- Communications support as necessary.
- **VOLUNTEER MANAGEMENT**
 - Assistance in establishing a Volunteer Coordination Team and a Volunteer Reception Center.
 - Technical and managerial support.
 - A national network of information and contacts to assist volunteer management specialists working in the field.
- Communications support as necessary.

Federal Government

Primary:

- Department of Homeland Security/Emergency / FEMA

Support:

- Department of Agriculture
- Department of Defense
- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of the Interior
- Department of Justice
- Department of Labor
- Department of Transportation
- Department of the Treasury
- Department of Veterans Affairs
- General Services Administration
- Small Business Administration
- Social Security Administration
- U.S. Postal Service
- American Red Cross

- Corporation for National and Community Service
- National Voluntary Organizations Active in Disaster
- Other voluntary agency and nongovernmental support organizations

Likely Actions:

DONATED GOODS MANAGEMENT

- Assistance in establishing a Donations Coordination Team, a Donations Coordination Center, and a donations staging area and warehouse.
- Development of a Donated Goods Facility Management Plan.
- Technical and managerial support.
- A national network of information and contacts to assist donations specialists in the field.
- Communications support as necessary.

VOLUNTEER MANAGEMENT

- Assistance in establishing a Volunteer Coordination Team and a Volunteer Reception Center.
- Technical and managerial support.
- A national network of information and contacts to assist volunteer management specialists working in the field.
- Communications support as necessary.

EMERGENCY SUPPORT FUNCTION #16

VOLUNTEERS & DONATIONS MANAGEMENT

Primary Agency: Albuquerque Parks & Recreation Department

Primary Coordinator: Albuquerque Parks & Recreation Department, Deputy Director of Recreation

Support Organizations:

- Albuquerque Department of Municipal Development
- Albuquerque Department of Technology & Innovation
- All City Departments
- Amateur Radio Emergency Service / Radio Amateur Civil Emergency Service
- Community and Faith Based Organizations
- Mayor's Office of Volunteer Engagement

I. Introduction.

A. PURPOSE.

1. The purpose of this ESF Annex is to define the organization, operational concepts, responsibilities and procedures to accomplish volunteer and donations management requirements. The ESF is designed to manage quantities of solicited and/or unsolicited goods, undesignated cash donations, and coordinate large numbers of affiliated, unaffiliated, and spontaneous volunteers.
2. This plan does not conflict with the established protocols of voluntary agencies regarding their respective procedures for soliciting goods and services, or mobilizing their trained volunteers. Through this coordination process, the Emergency Operations Center (EOC) is able to gather relevant information, respond to resource requests, and ensure residents receive efficient and equitable services.

B. SCOPE.

1. This Annex applies to all departments and agencies of the City of Albuquerque (CABQ). This Annex also governs support agencies that respond within CABQ to an emergency or disaster and that responsibility involving the recruitments, process, assignment, and/or

management of volunteers.

2. This annex also governs the overall coordination of the CABQ affiliated volunteer organizations, affiliated volunteers, unaffiliated volunteers, and donated goods. CABQ government and affiliated organizations will respond in coordination with one another, to the best of their abilities, to emergencies or disasters occurring in the City or outside of the City as mutual aid agreements apply.
3. Planning for every possible volunteer and/or donation contingency is beyond the scope of this Support Annex, but it will outline objectives that will provide for the greatest possible management and utilization of these resources.

C. SITUATION.

In the event of an emergency that has significant impact on the CABQ as whole or individual neighborhoods, the public will want to donate items and volunteer their services in various ways. It is the responsibility of the CABQ government to have a plan to communicate with the public and administer appropriate systems for managing the donated goods and/or receiving and coordinating the volunteers.

D. POLICIES.

1. Local government typically bears primary responsibility for responding to those seeking to help and directing them to appropriate disaster organizations.
2. The role of CABQ government in donated goods and volunteer management is to ensure that an organized, equitable, and thorough disaster support is rendered to affected residents.
3. Local government has primary responsibility for the coordination and management of unsolicited goods and spontaneous volunteers.
4. Local government is ultimately in charge of the donations management system. Federal/State government, international organizations, and New Mexico Voluntary Organizations Active in Disaster (VOAD/ National Voluntary Organizations Active in Disaster (NVOAD) activities are always in support of local government.
5. The management of volunteers and donations requires a united and cooperative effort in the preparedness and disaster response phases by local government, volunteer agencies, community and faith-based organizations, the business sector, and the donor community.
6. Not all volunteers, registered, affiliated, or spontaneous, may be utilized during a

particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by officials to mount an effective response and recovery effort. Qualified volunteers will be utilized as needed in emergency response actions necessary to relieve human suffering. The CABQ may reject or limit the utilization of volunteer services based on the analysis of ongoing need matched against bona fide qualifications of the volunteers.

7. This plan does not conflict with the established protocols of voluntary agencies regarding their respective procedures for soliciting goods and services, or mobilizing their trained volunteers. However, in a CABQ emergency, voluntary agencies and community based organizations are expected to abide by this document in order to ensure a consistent disaster relief and volunteer system.
8. The first priority in an emergency or disaster is to utilize volunteers that are already affiliated with the jurisdiction volunteer management program. Untrained, unaffiliated volunteers may be incorporated into operations, particularly for large-scale disasters.
9. Volunteers assume responsibility for following the instructions of supervisors and adhere to safety precautions as provided to them. CABQ does not accept responsibility for risk taking and negligent actions by volunteers.
10. All affiliated volunteers must be self-sustaining with regard to food, water and shelter.
11. Volunteers must be managed to ensure that volunteers do not become victims, casualties, or impede rescue, response, and recovery operations.
12. Public health concerns will be properly addressed before food items are distributed to disaster victims.
13. Transportation/distribution of donations from the donor to the receiving organization or site will be the responsibility of the donor.
14. CABQ encourages cash donations to recognized non-profit voluntary or community based organizations tasked to provide response/recovery services.
15. CABQ EOC will coordinate with the State EOC assure the expeditious delivery of donated goods to the affected area(s) and individuals.

E. DEFINITIONS.

Volunteer	Someone who willingly provides his/her services without receiving financial compensation.
Spontaneous Volunteer	An individual who comes forward following a disaster to assist a governmental agency or nongovernmental organization with disaster-related activities during the response or recovery phase without pay or other consideration. By definition, spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited government or disaster relief agency. However, they may possess training, skills and experience that can be useful in the relief effort. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated and convergent volunteers.
Affiliated Volunteer	An individual who is affiliated with either a governmental agency or nongovernmental organization and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, affiliated volunteers will most likely be used first in a disaster. Examples of affiliated volunteer groups include Community Emergency Response Teams the Auxiliary Communications Service, the Volunteers in Police Services program, Search and Rescue teams, the Disaster Medical Reserve Corps, and American Red Cross’ Disaster Action Teams.
Impressed Volunteer	Any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the residents in the execution of his or her duties. This occurs very rarely and usually involves law enforcement or fire department personnel.
Service Programs	National, state and locally administered programs that provide organized opportunities for both full- and part-time service. The term “service program” refers to a wide range of programs, including AmeriCorps and the Retired and Senior Volunteer Program. For the purposes of this plan, participants in service programs will be referred to as unaffiliated volunteers unless demonstration of training and credentialing is provided.
Volunteer Reception Center	A facility and program that provides a means of connecting volunteers with service opportunities in government agencies or nongovernmental organization relief agencies. The VRC can be set up as a walk-in center a phone bank, an online process, or a combination of two or more of these strategies.

II. Concept Of Operations.

A. GENERAL.

1. Volunteer Management.

- a. Activation. This ESF will be activated by the EOC Manager or OEM Duty Officer. Some early factors indicating reasons for activating the Annex may include but are not limited to the following:
 - When the nature of the disaster and/or media coverage makes convergence of spontaneous volunteers likely.
 - When shortages of workers require augmentation of staffing support from external resources.
 - When volunteers with particular skills and/or special knowledge of the affected community could enhance relief and recovery efforts.
 - Significant phone activity at key government, voluntary, or community based organizations.
 - When the order is given to activate this ESF, the primary coordinator will notify, as needed, those people, agencies and organizations, tasked with disaster response roles.
- b. For the purposes of this Annex, volunteers and service programs affiliated with a local government agency or NGO will be activated at the time of a disaster through the appropriate branch of the jurisdiction's or NGO's emergency response organization. Volunteers and members of service programs who are not affiliated with local government or an NGO will be treated as spontaneous volunteers.
- c. Participation of local community volunteers will be coordinated through this ESF with direct and integral assistance coordinated by OEM.
- d. Reception and staging areas may be designated and persons wishing to volunteer may be directed to these sites for registration and emergency assignments, depending on availability of personnel to work these issues.

AFFILIATED VOLUNTEER OPERATIONAL CONSIDERATIONS	
Mobilization	Volunteer activation in government affiliated volunteer programs is normally a predetermined process with established policies and procedures. Volunteers may not self-deploy; the notification for activating comes from the organization’s leadership or operational guidelines. Volunteers will be integrated into the formal response structure by mechanisms consistent with the local CEMP, Incident Command System, and Emergency Operations Center (EOC) procedures.
Supervision	Affiliated volunteers in local government emergency programs will work within a prescribed structure and under supervision. Adequate supervision is a requirement for all volunteer participation.
Communication and Coordination	Communication and Coordination occurs within the Emergency Operations Center and Joint Information Center structure. Affiliated volunteers in local government emergency programs will establish satisfactory communications and coordinate with the EOC Volunteer & Donation Management Team Leader prior to initiating service delivery.
Mutual Aid	In some cases, affiliated volunteers may be utilized as a mutual aid resource and coordinated with other jurisdictions. When this occurs, standard National Incident Management System principles shall apply.
Volunteer Tracking	Although details may vary, affiliated volunteer programs track volunteer hours, activities, and other administrative formalities.
Demobilization	Affiliated volunteer programs will or should have a formal procedure for demobilizing volunteers. The agency responsible for the volunteers manages their demobilization in coordination with the field Incident Command and the Emergency Operations Center

2. Donations Management.

- a. Disasters attract donations of goods, funds and services. This may be in response to formal requests for assistance through the news media or may be spontaneous.
- b. Large volumes of unsolicited material goods can have a negative impact on a jurisdiction’s response and recovery efforts. Personnel resources will need to be diverted to accept, sort, categorize store, transport and distribute donated goods.
- c. During times of extensive donations, the Office of Emergency Management will activate a donations management system that may include:

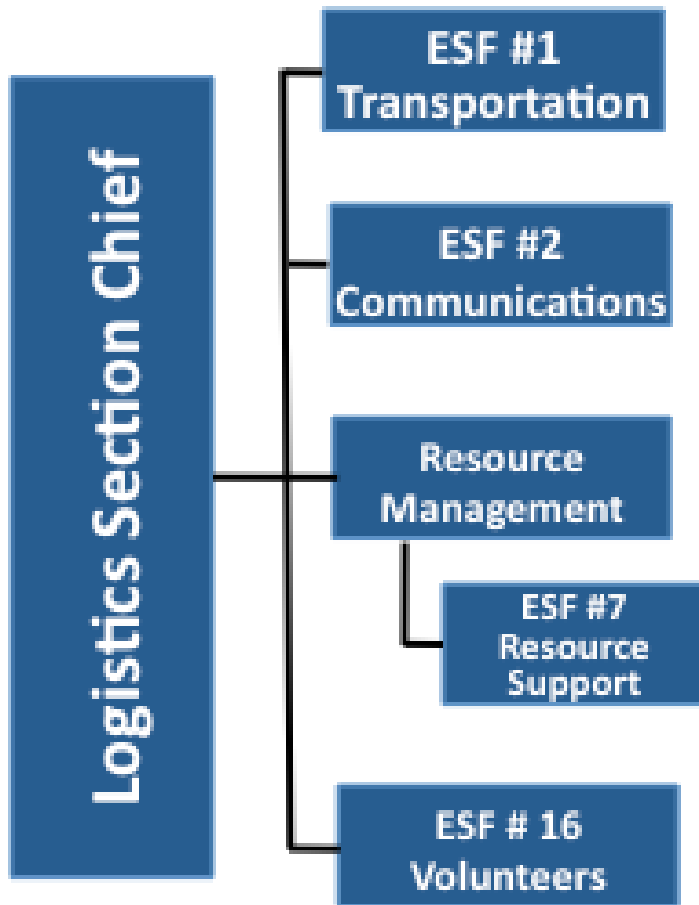
- Establishment of a donations management center and telephone donations call center to screen unsolicited donations offers and match them with possible recipient organizations.
- Establishment of checkpoints to inspect, schedule, route/re-route inbound trucks, buses, etc. bearing donations.
- Establishment of a donation receiving area(s) outside of the emergency impact area to serve as a collection point and sorting area. Such a facility (ies) should be on major transportation routes with adequate parking, covered storage space, ample room for trucks, buses to maneuver, etc.
- Establishment of distribution centers to distribute donated goods to emergency victims e.g. churches, volunteer organization facilities, fairgrounds, school gyms, etc.

B. RESPONSE ORGANIZATION & STRUCTURE.

1. Organizational Chart.

- ESF #16 is positioned within the Logistics Section during an EOC activation, each ESF under Logistics Section will be headed by a CABQ representative carrying out their ESF role.

The Organizational Structure Of The Emergency Services Branch.



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C. PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
ALBUQUERQUE PARKS & RECREATION DEPARTMENT	
Pre-Emergency	<p>Coordinate with the Office of Emergency Management to:</p> <p><u>Volunteers</u></p> <ul style="list-style-type: none"> • Develop a City Volunteer Management Plan for coordinating the influx of volunteers offering their services to City of Albuquerque in time of emergency. Include provisions for referring needed services to appropriate ESF(s) for consideration. • Coordinate planning with other participant organizations. • Establish potential sites for Emergency Volunteer Centers. • Develop formal process to register volunteers for the City. • Develop procedures for coordinating assignment of nonemergency personnel with the deployment of volunteer groups to prevent duplication of services. • Develop procedures for assisting other agencies with job descriptions and personnel management policies related to the deployment of volunteer groups/persons. <p><u>Donations</u></p> <ul style="list-style-type: none"> • Develop a City plan for the management of donations. • Develop procedures for the receiving, storing, sorting and distributing donated goods. • Train personnel in establishment of donations management during major emergencies. • Develop procedures for tasking the EOC Logistics/Facilities Unit to secure warehouse space and transportation resources. • Develop procedures and policies for disseminating information to the general public (through the EOC PIO, ESF #15), and to the various law enforcement agencies regarding routing information, types of material needed, etc. • Coordinate with the Finance Department to develop procedures and policies for accepting special types of donations (e.g. cash, perishable materials, etc.). <ul style="list-style-type: none"> – Utilize the existing City procedures for receiving cash donations, as appropriate. – Plan and coordinate with State Voluntary Organizations Active in Disaster.
Emergency	<ul style="list-style-type: none"> • When notified, report to the City of Albuquerque EOC. <p><u>Volunteers</u></p>

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ALBUQUERQUE PARKS & RECREATION DEPARTMENT

- When notified of an emergency situation, report to the City of Albuquerque EOC.
- Provide information to the media (through the EOC PIO, ESF #15 or JIC) concerning the proper method(s) of offering services to emergency victims in City of Albuquerque should be developed.
- Implement procedures to collect offers for volunteer service and their status.
- Establish a Volunteer Reception Center for registration of unaffiliated/spontaneous volunteers.
- Screen, evaluate, and assign volunteers.
- Ensure volunteers are self-sustaining with food, water, and shelter or are provided with appropriated means.
- Provide other ESFs with periodic updates concerning offers received. When an ESF requests services offered by volunteers, implement procedures to arrange for the deployment of personnel to areas where need exists.

Donations

- When notified of an emergency situation, report to the City of Albuquerque EOC.
- Implement the City Donations Management Plan, which involves the following:
 - The issuance of press releases describing what is needed and what is not needed, as well as procedures for properly packaging, labeling, and transporting donated goods to Donations Management Centers. Additionally, the preference for cash donations as opposed to in-kind donations should be stressed.
 - The activation of the Donations Branch at the EOC and various other operating locations as dictated by the situation.
 - The establishment of a Donations Management Center outside the affected area, as well as staging areas for use in managing the deployment of needed goods.
 - Coordinate transportation requirements for incoming donations, including:
 - o The relaying of information to rest areas and weigh stations concerning routing information and the acceptance or rejection of certain types of donated goods.
 - o The placement of signs indicating routes to the reception center and/or staging areas.
 - o The passage of designated goods for direct delivery to affected areas.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
ALBUQUERQUE PARKS & RECREATION DEPARTMENT	
	<ul style="list-style-type: none"> • Task Logistics to secure warehouse space at sites near the emergency area. Arrange for security of site and traffic control, etc. • Request State EOC to activate the “1-800” number for use in managing donated goods flow (if necessary).
Emergency Operations Center	<p>Implement the Volunteer & Donations Management ESF #16 by establishing the position of Volunteer & Donations Team Leader.</p> <p><u>General Actions</u></p> <ul style="list-style-type: none"> • Assess the need for donations. • Set up one or more collection/distribution centers service area. • Set up one or more central distribution site(s) for donated goods. • Set up one or more assembly sites for volunteers from outside the City. • Inform the community about the locations and availability of donated goods and services through the EOC PIO ESF #15 or JIC; coordinate with Resource support ESF #7. • Distribute donated goods at service sites • Coordinate donated goods and volunteer services at service sites with the help of volunteers and City employees. • Provide staging areas at recreation centers and parks. <p><u>Volunteers</u></p> <ul style="list-style-type: none"> • Implement procedures to solicit, register, screen, receive, and deploy local volunteers. Establish Emergency Volunteer Reception Center. • Determine present and future need for volunteer resources. • Obtain and coordinate volunteer resources as requested by field incident commanders. • Establish Volunteer Reception Center for registration of unaffiliated/spontaneous volunteers. • Sources for resources can include: <ul style="list-style-type: none"> – Red Cross. – Salvation Army. – United Way. – Churches, and their affiliations. – General public. – Pre-existing volunteer organizations. • Coordinate, when necessary, with the State through the City of Albuquerque Emergency Volunteer Reception Center and the EOC Manager for the influx of volunteer help offered in aftermath of an emergency. <p><u>Donations</u></p> <ul style="list-style-type: none"> • Provide coordination of donations with the appropriate tasked

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
ALBUQUERQUE PARKS & RECREATION DEPARTMENT	
	<p>organizations.</p> <ul style="list-style-type: none"> • Determine present and future needs for donated goods (type and approximate numbers). • Develop information for public distribution (through PIO or JIC) describing items needed, where to send them, etc. to ensure that offers are not inappropriate to needs. • Periodically update public information concerning needed items, etc. • Receive offers of donated goods and services; match offers to needs. • Coordinate delivery system to affected population. • Request transportation resources from Logistics to facilitate the movement of needed items to staging areas or into the emergency area. • As goods arrive, provide periodic listings for distribution to EOC Section Chiefs and Branch Directors so they will know what is available through the system. • Respond to inquiries from other EOC Branches and Units regarding availability of certain items. • Coordinate with the State when necessary, for the influx of donated goods offered in aftermath of an emergency. • Coordinate activities with the New Mexico DHSEM through the EOC Manager. • Implement procedures for disposing of unneeded or unusable items. • Manage cash donations received. • Implement cash management policies/procedures to insure accountability for all cash donations received.
Recovery Actions	<ul style="list-style-type: none"> • Continue to assess the need for recovery goods and services. • Continue to monitor and report needs to EOC. • Coordinate delivery of donated goods into and out of the central distribution center. • Continue to inform the community about the locations and availability of goods and services through the EOC. • Continue to distribute donated goods at service sites. • Continue to collect donated goods and volunteer services at service sites with the help of volunteers and City employees.

D. SUPPORT ORGANIZATION'S RESPONSIBILITIES AND TASKS.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
Albuquerque Department of Municipal Development	<ul style="list-style-type: none"> • Provide signage-indicating routes to warehouses, reception centers staging areas, or other locations. • Provide personnel, supplies and other resources necessary to assist with acceptance, sorting, storage, and distribution of donated goods. • Provide assistance with site logistics, transportation, and resources at donation and volunteer management sites. • Determine availability of facilities for donated goods processing facilities. • Record costs and expenditures; forward to this ESF's Group Supervisor.
Albuquerque Department of Technology & Innovation	<ul style="list-style-type: none"> • Provide personnel, equipment, supplies, and other resources necessary to assist in the establishment of Emergency Volunteer Center telephone communications system.
All City Departments	<ul style="list-style-type: none"> • Provide personnel, assistance, as requested, for the management of volunteers and donations. • Record costs and expenditures and forward them to this ESF's Group Supervisor. • Coordinates with private business or labor organizations to assist in emergency response and recovery operations. • Coordinates the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services
Amateur Radio Emergency Service / Radio Amateur Civil Emergency Service	<ul style="list-style-type: none"> • Provide available personnel to assist with primary or alternate emergency radio communications for the Volunteer and Donations facilities, staging area, distribution points, and volunteer work areas, as needed. • The amateur radio and other groups or operators used in this role will be under the authority of the Office of Emergency Management. • Record costs and expenditures and forward them to this ESF's Group Supervisor.
Community and Faith Based Organizations	<ul style="list-style-type: none"> • Provide available volunteers in support of Volunteer & Donation Management ESF initiatives. • Provide personnel to manage warehouses for donated goods and assist with distribution of donations. • Provide personnel to manage and operate an Emergency Volunteer Center for registration and assignment of volunteers. • Provide personnel to administer a volunteer phone bank to receive offers of volunteer assistance.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
	<ul style="list-style-type: none"> Record costs and expenditures; forward to this ESF's Group Supervisor.
Mayor's Office of Volunteer Engagement	<ul style="list-style-type: none"> Provide available volunteers in support of Volunteer & Donation Management ESF initiatives. Record costs and expenditures and forward them to this ESF's Group Supervisor.

E. LIFE SAFETY ASSESSMENT.

An initial EOC priority is to gather information about the extent of damage as soon as possible. Many volunteers may assist with the damage assessment process.

F. EVACUATION.

Evacuation will be coordinated at the EOC to ensure the evacuees are moved to an appropriate shelter, and volunteers and donations will be coordinated at the EOC. ESF #16 will coordinate reception centers for volunteers; warehouses, staging areas for any volunteers and donations, where volunteers can accept, sort, store, and donated goods.

G. FIELD OPERATIONS.

TBD

III. Response Actions.

A. NOTIFICATION.

Upon notification by CABQ Office of Emergency Management (OEM) Director or designee of an incident, the ESF coordinator will notify support departments and organizations of potential need for ESF #16 response in accordance with ESF #16 procedures and checklists. Notification may occur via landline, cell phones, electronic means, and/or two-way radios.

B. ACTIVATION.

Activation of ESF #16 will be determined by the OEM Duty officer, by the OEM Director or by request of the ESF responding agency based on the needs of the incident.

C. ONGOING ACTIVITIES.

1. ESF #16 departments and organizations participate in activities throughout the emergency management cycle:
 - Prevention: ESF #16 engages in coordinated efforts with departments and organizations, and with law enforcement and other agencies, to identify threats to Volunteer and Donations Management infrastructure and equipment and to prevent accidental or intentional damage to or disruption of Volunteer and Donations Management infrastructure and systems.
 - ESF #16 will identify and communicate to ESF #5 and ESF #13 all measures that can protect and improve disaster resilience of Volunteer and Donations Management infrastructure and services and reduce damage incidents.
 - ESF #16 group leader along with departments and organizations will identify Volunteer and Donations Management resources, capabilities; evaluate potential gaps in Volunteer and Donations Management capabilities in response to identified hazards. ESF #16 will participate in ongoing planning, training, and exercise activities.
 - ESF #16 provides management and coordination of volunteers and donations to support emergency response operations as directed/coordinated by the Albuquerque EOC and/or Incident Command in the field. ESF #16 collects and provides damage assessment information regarding Volunteer and Donation Management infrastructure, assets, and services.
 - ESF #16 will identify Volunteer and Donation Management infrastructure and assets that are priorities in recovery of impacted areas and communicates to ESF #5. ESF

#16 continues to provide management and coordination of volunteers and donations to support emergency recovery operations as directed/coordinated by the Albuquerque EOC and/or Incident/Unified Command.

D. DEACTIVATION.

1. The EOC will be deactivated or the response level will be lowered when the event needs have decreased. Deactivation or change in response level may also occur as a result of a transition of the EOC mission from response to recovery. EOC activation status may be changed when determined appropriate by the EOC Manager.
2. Upon EOC deactivation, ESF #16 responsibilities will either be deactivated or assumed by an appropriate department. Once the decision to deactivate the EOC has been reached, the following activities may be necessary:
 - Complete or transfer remaining coordinating activities to the appropriate department operation center or ESF(s).
 - Coordinate the physical closing of the EOC, to include staff release, equipment pack up, return and inventory.
 - Coordinate the release of a public deactivation announcement with the JIC.
 - Provide deactivation information and a final status report to all involved response departments and/or coordinating and supporting ESF departments.

IV. Attachments And References.**A. ATTACHMENTS.**

None.

B. REFERENCES.

1. Volunteer Management Plan. (TBD)
2. Donations Management Plan. (TBD)

C. PROVISIO.

1. This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable of the plan's preparation date.

2. The plan provides a broad planned framework for response and recovery; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:
 - a. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
 - b. The availability of resources for response at the time of the incident;
 - c. Decisions of incident command staff and political leadership;
 - d. Actions taken by neighboring jurisdictions, the State, and the Federal Government.
 - e. These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly different from those described in the plan.

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