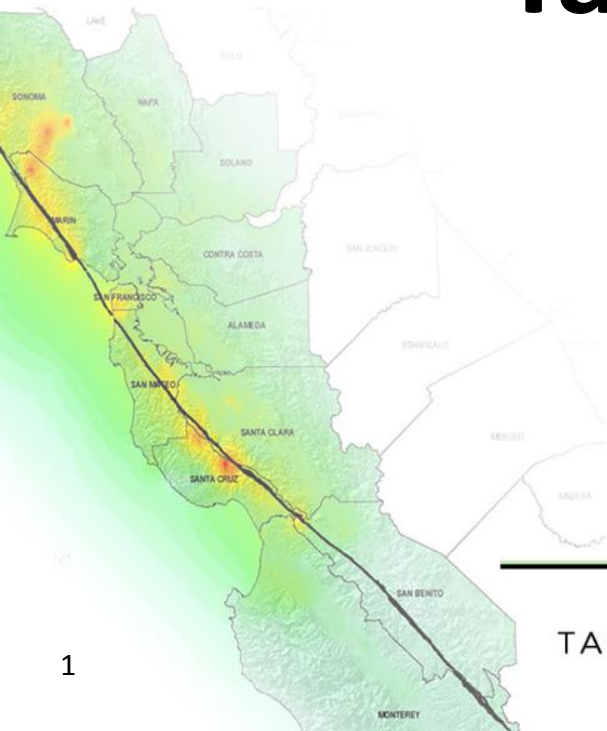


# Donations Management Tabletop Exercise

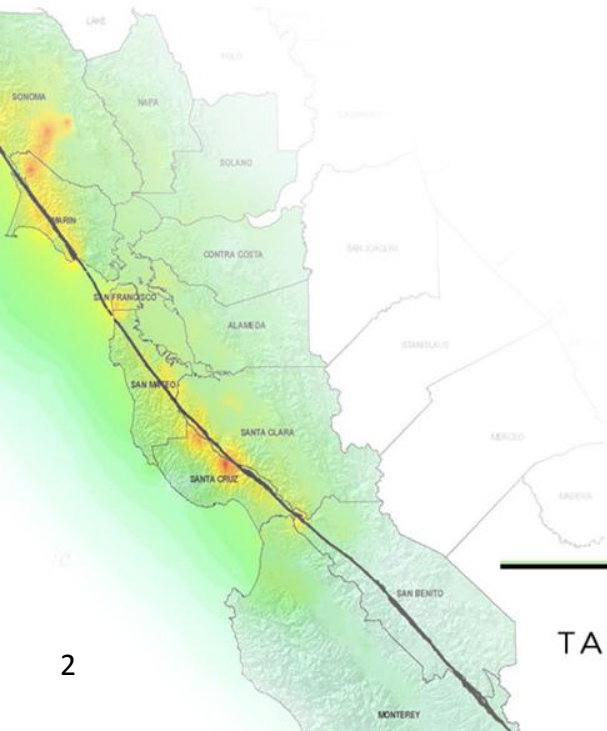
August 13, 2013



TABLETOP EXERCISE



# Opening, Introductions, & Overview

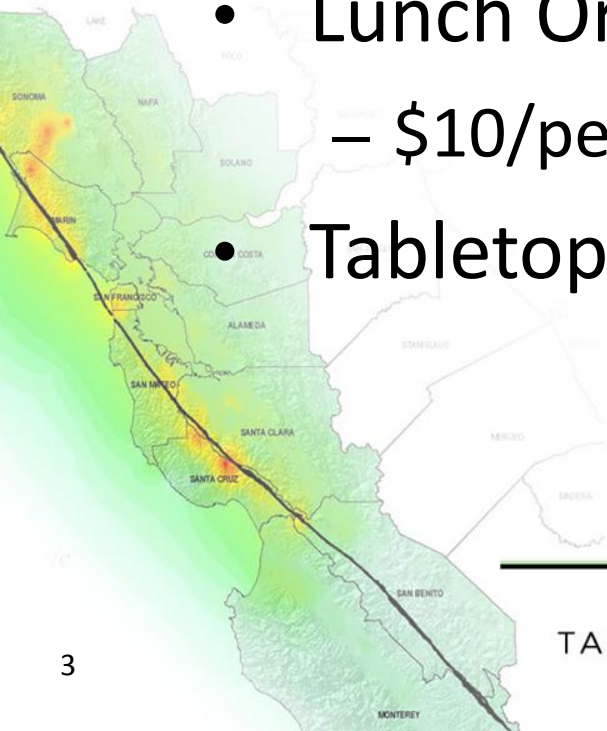


TABLETOP EXERCISE



# Welcome and Opening Remarks

- Sign In
- RCPGP Regional Match and Time Collection Forms
- Lunch Ordered?
  - \$10/per person
- Tabletop Exercise – Materials Folder

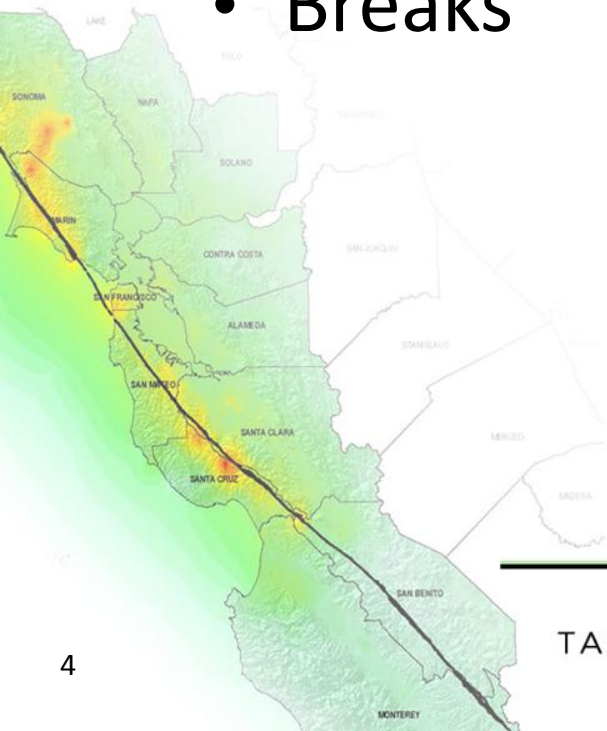


TABLETOP EXERCISE



# Housekeeping

- Restrooms
- Silence cell phones
- Emergencies
- Breaks

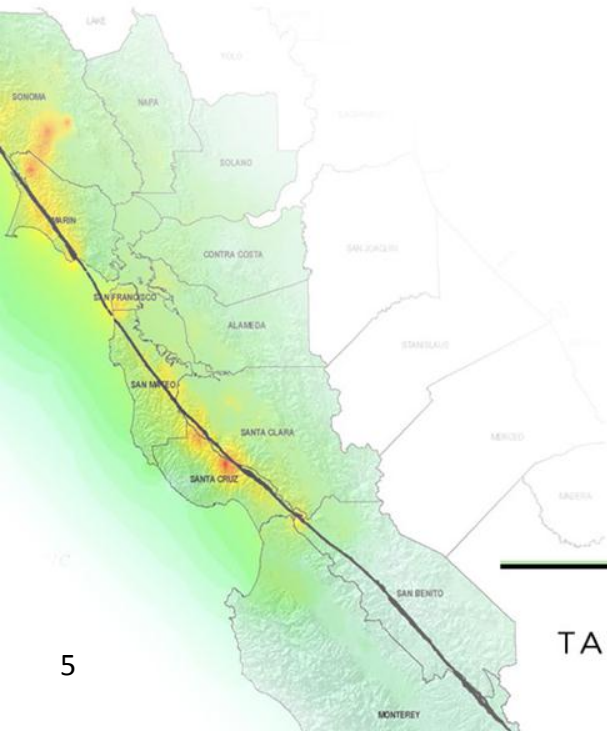


TABLETOP EXERCISE



# Introductions

- Bay Area UASI
- Facilitators
- Participants

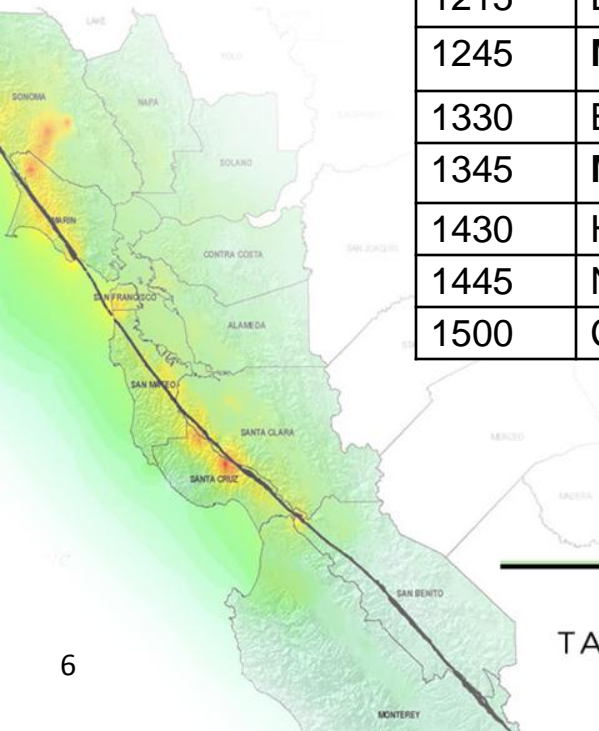


TABLETOP EXERCISE



# Agenda

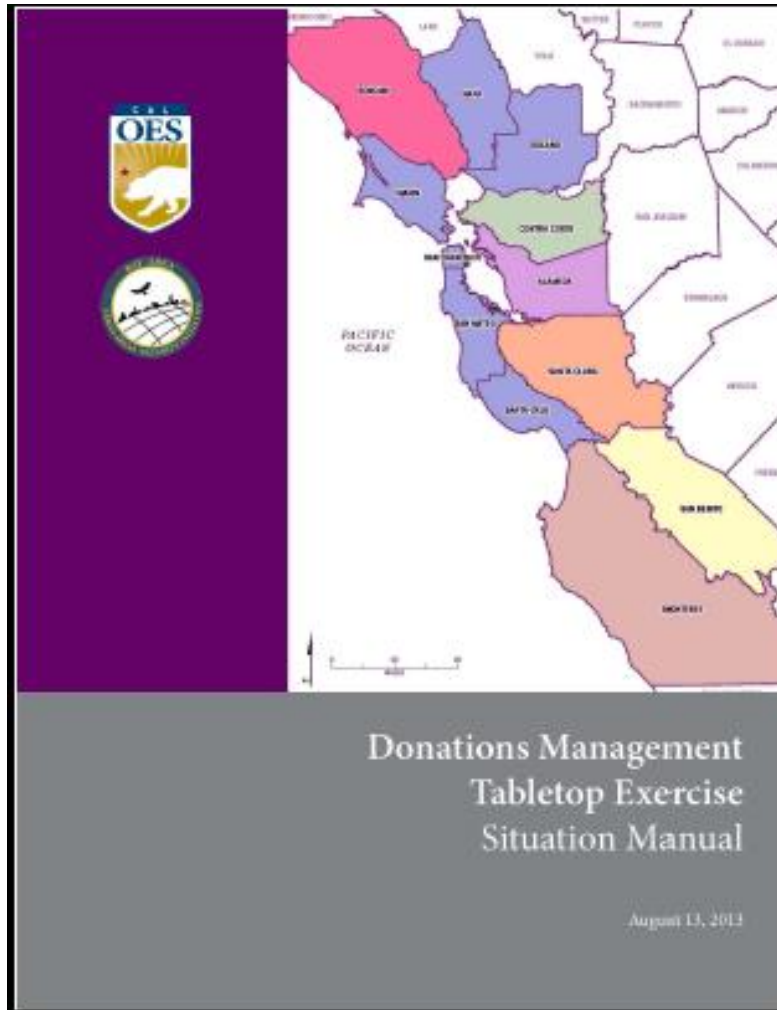
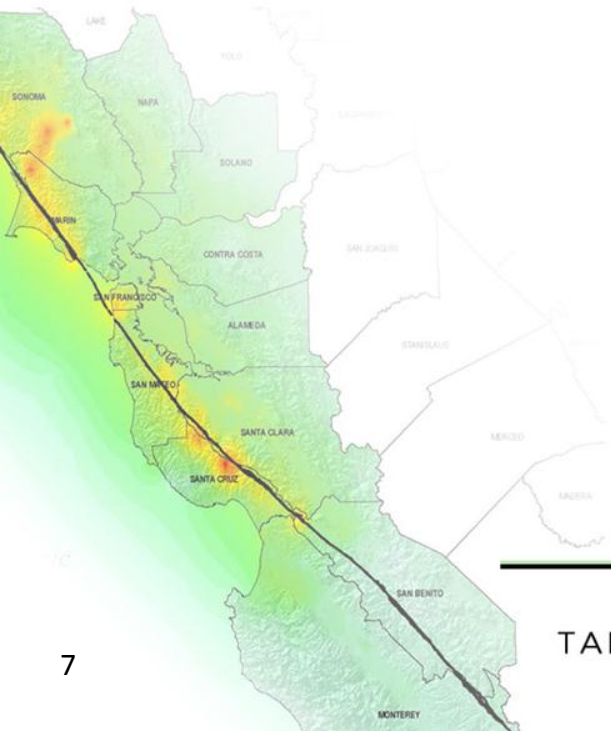
0900	Registration
0930	Welcome and Opening Remarks
0935	Introductions
0945	Exercise Overview
1000	<b>Module 1: Comprehensive Plan Review</b>
1030	Break
1045	<b>Module 1: Comprehensive Plan Review (cont'd)</b>
1130	<b>Module 2: Tabletop Discussion</b>
1215	Lunch Break
1245	<b>Module 2: Tabletop Discussion (cont'd)</b>
1330	Break
1345	<b>Module 2: Tabletop Discussion (cont'd)</b>
1430	Hot Wash
1445	Next Steps
1500	Closing Comments



TABLETOP EXERCISE



# Situation Manual



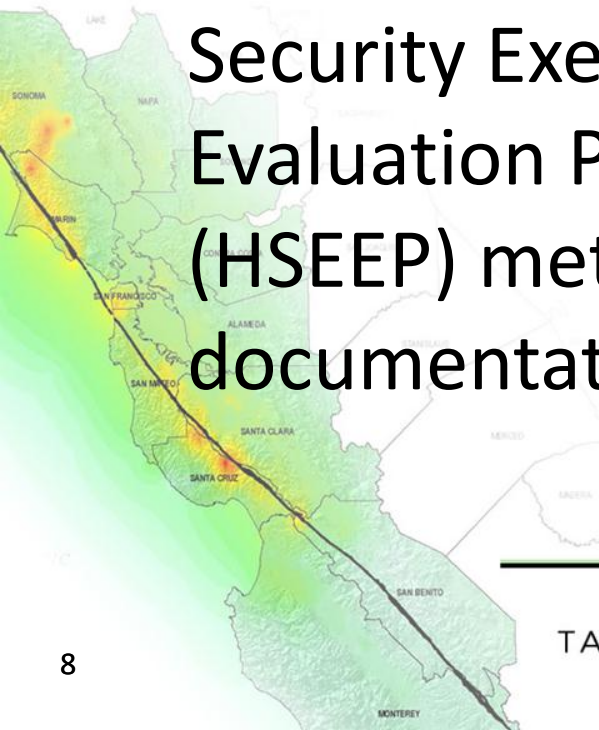
TABLETOP EXERCISE





# Exercise Scope

- This is a six-hour, discussion-based exercise
- The tabletop exercise follows the Homeland Security Exercise and Evaluation Program (HSEEP) methodology and documentation



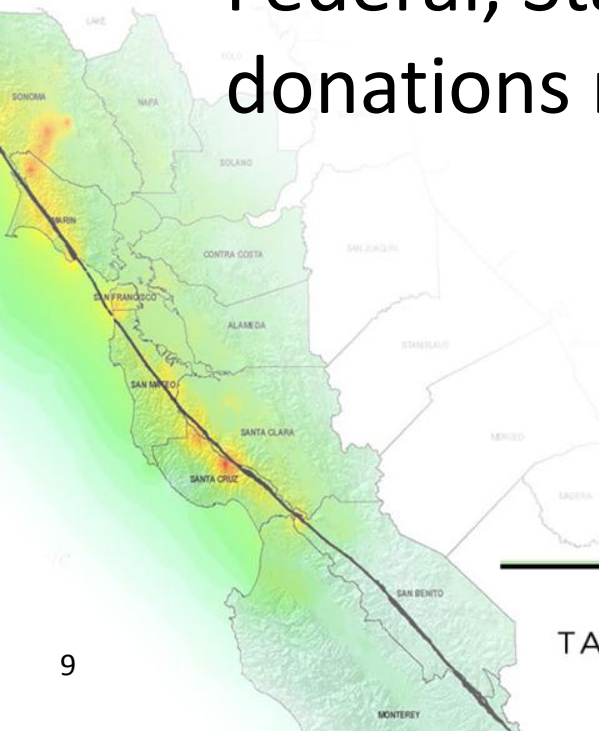
TABLETOP EXERCISE





# Exercise Purpose

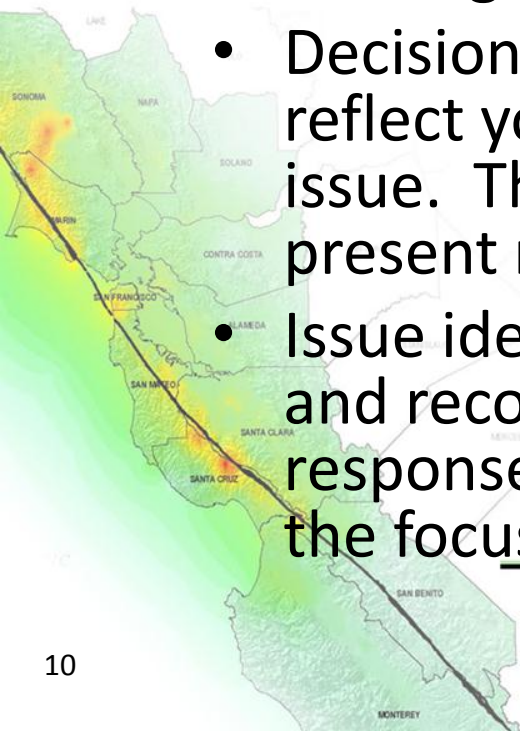
To review and vet the relationship of the *RCPGP Regional Catastrophic Earthquake Donations Management Plan* to the Federal, State, and local plans that address donations management.



TABLETOP EXERCISE

# Exercise Guidelines

- This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, are expected.
- Respond to the scenario using your knowledge of current plans and capabilities (i.e., you may use only existing assets) and insights derived from your training.
- Decisions are not precedent setting and may not reflect your organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.
- Issue identification is not as valuable as suggestions and recommended actions that could improve response efforts. Problem-solving efforts should be the focus.

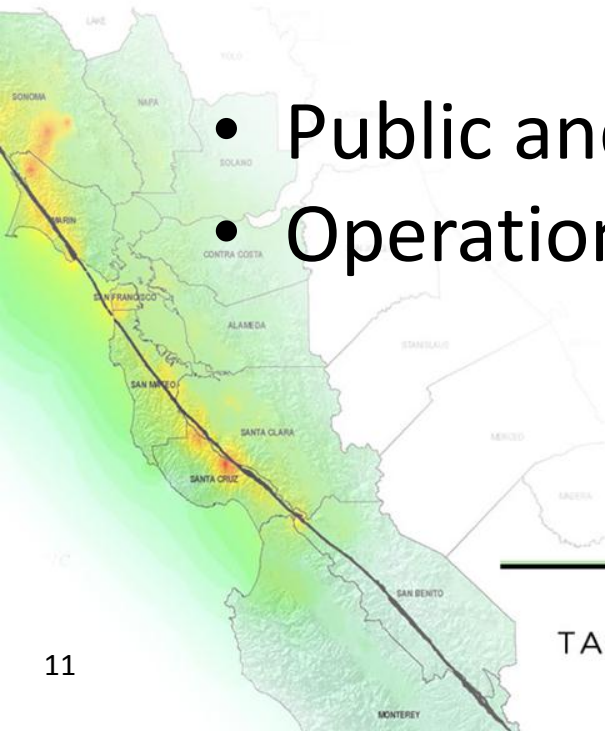


# Mission Areas

- Response
- Recovery

# Core Capabilities

- Public and Private Services and Resources
- Operational Coordination

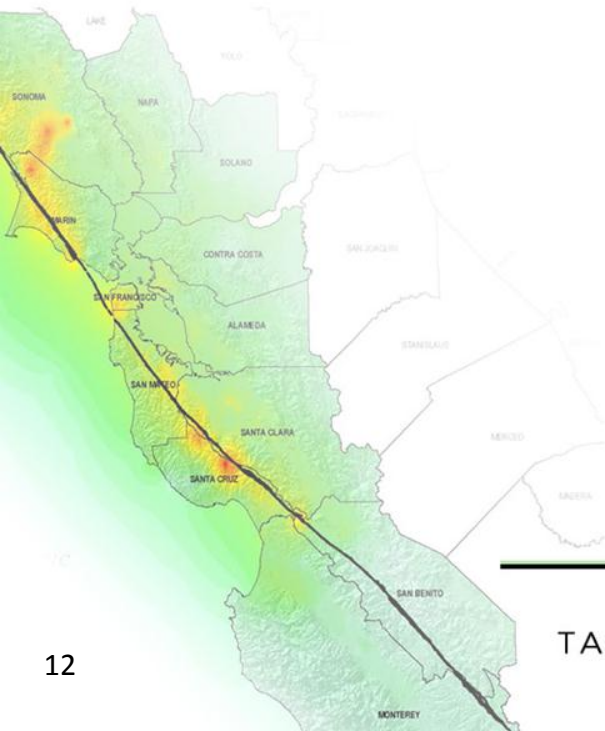


TABLETOP EXERCISE



# Overarching Exercise Objectives

- Review the Plan to vet and align Federal, State, and local government
  - Roles & Responsibilities
  - Notification & Activation Procedures

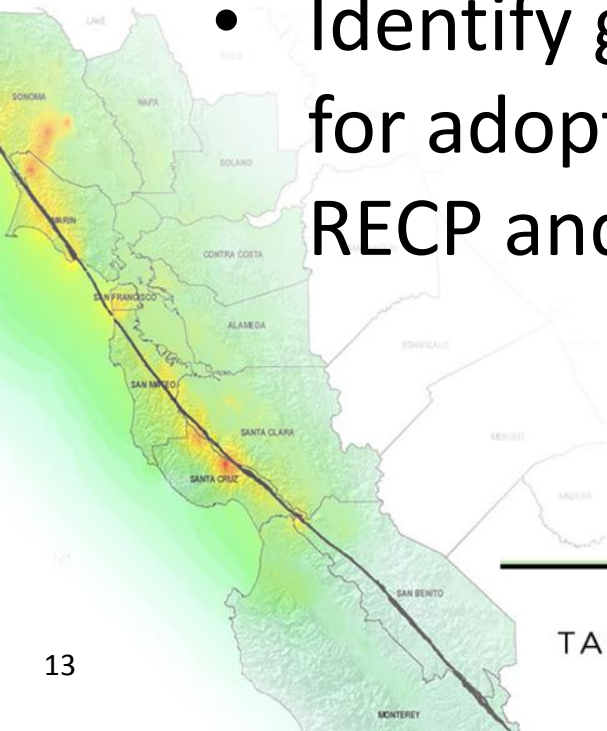


TABLETOP EXERCISE



# Overarching Exercise Objectives (cont'd)

- Discuss critical elements identified during Golden Guardian 2013
- Identify gaps, develop recommendations for adoption of RCPGP Plans as Annexes to RECP and local EOPs



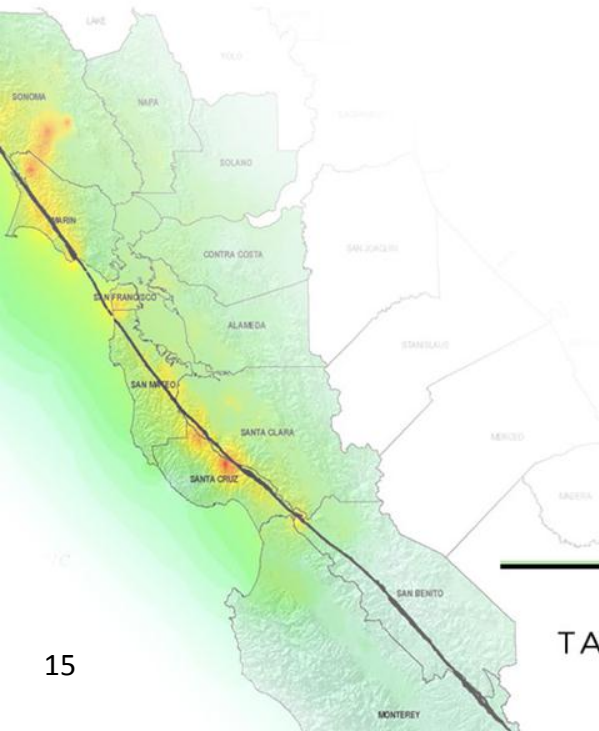
# Objectives for this Exercise

1. Review the roles and responsibilities of critical agencies and organizations identified in the *Regional Catastrophic Earthquake Donations Management Plan*.
2. Review and assess the communication and coordination capabilities for donations management at all levels of government, non-governmental organizations, and the private sector involved in donations management.





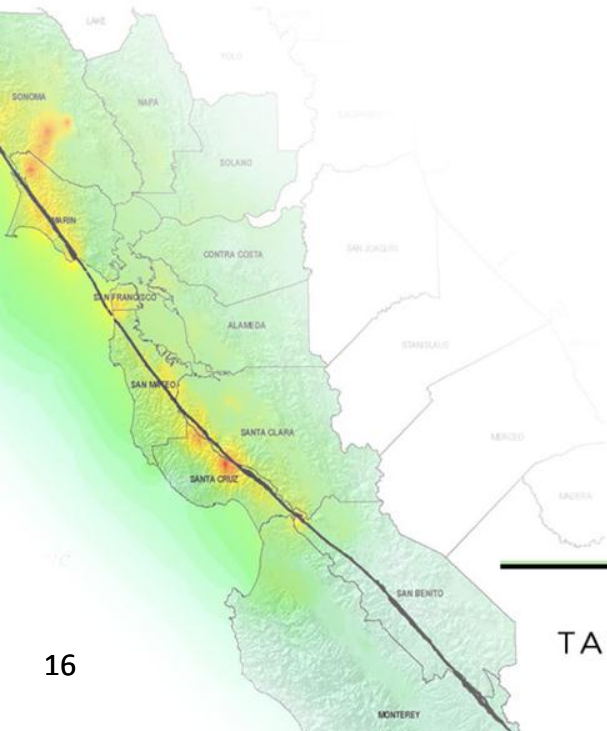
# Module 1: Comprehensive Plan Review



TABLETOP EXERCISE



# Plan Relationships

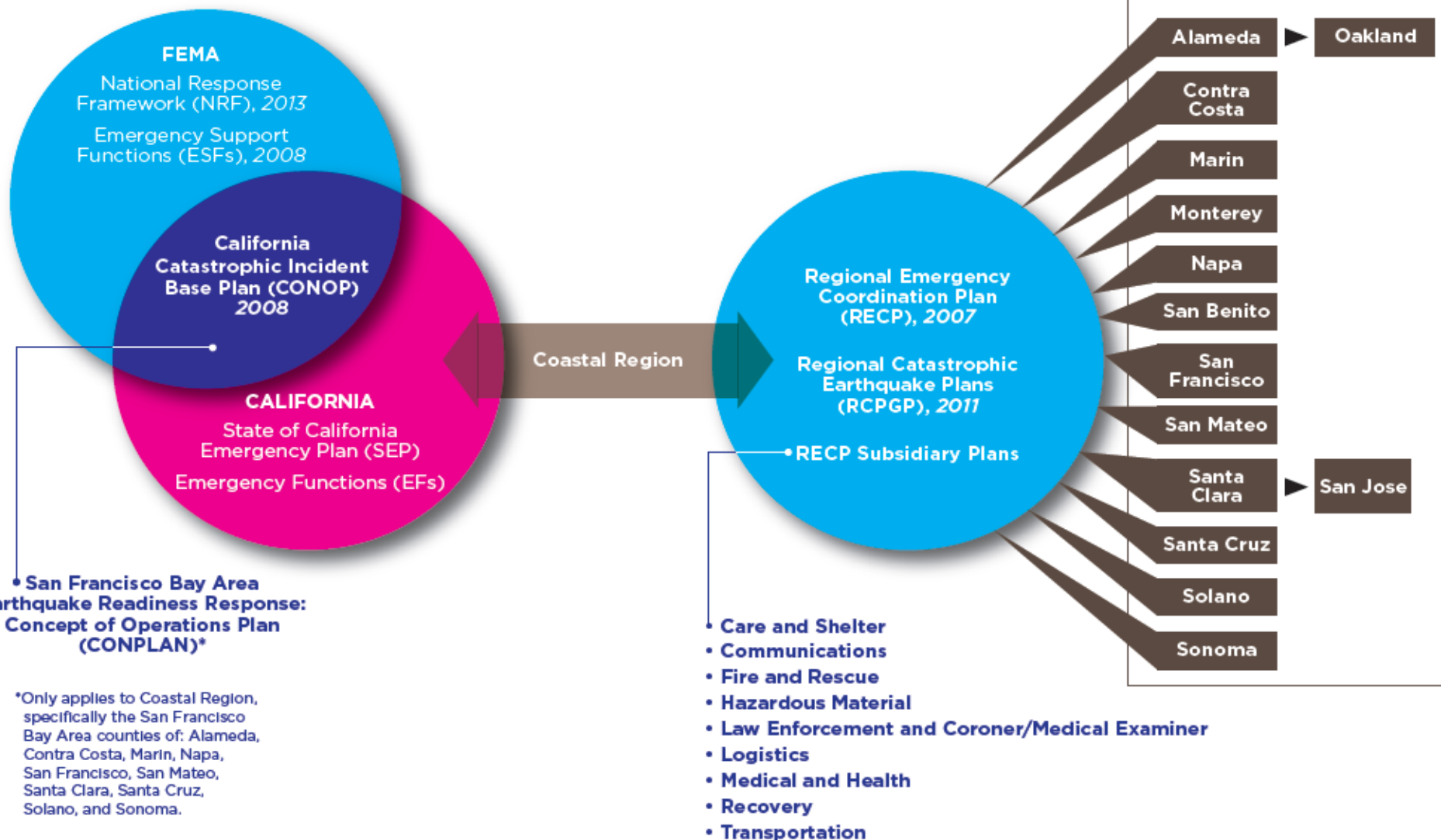


TABLETOP EXERCISE



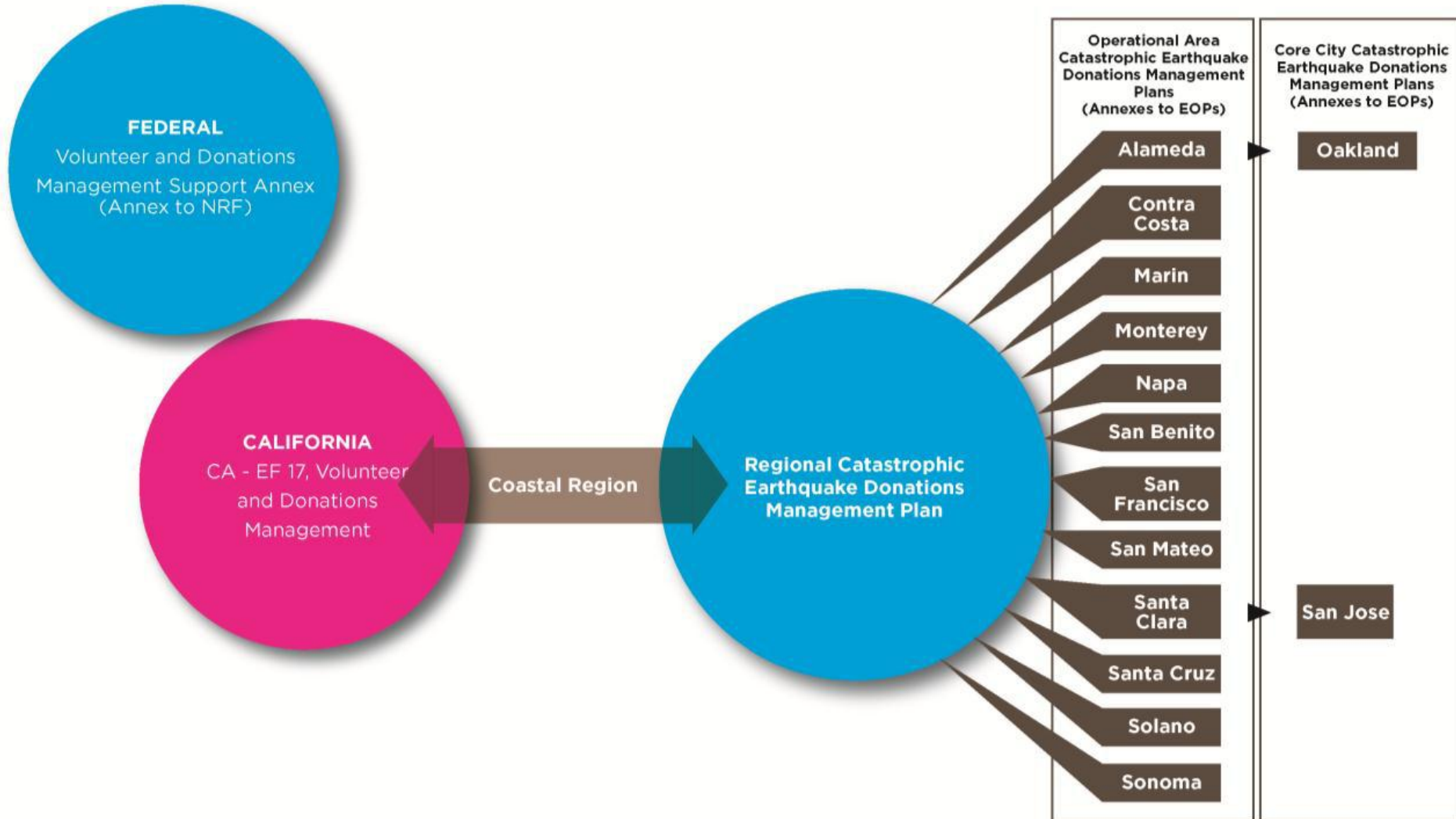
# Emergency Plan Relationships

Federal ▶ State ▶ Region ▶ Operational Areas ▶ Local Governments

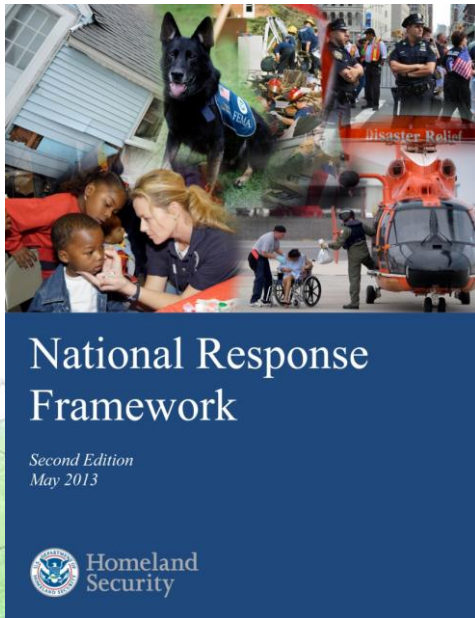


## Donations Management Plan Relationships

Federal ► State ► Region ► Operational Areas ► Local Governments



# National Response Framework (2008) and (2013)



- Guidance for national response to all types of disasters and emergencies
- Built on NIMS to be scalable, flexible, and adaptable.
- Incorporates “Whole Community” preparedness concept into 2013 version
- One of five planning mission area frameworks: Prevention, Protection, Mitigation, Response, and Recovery

<http://www.fema.gov/library/viewRecord.do?id=7371>



# Emergency Support Function (ESF) Annexes

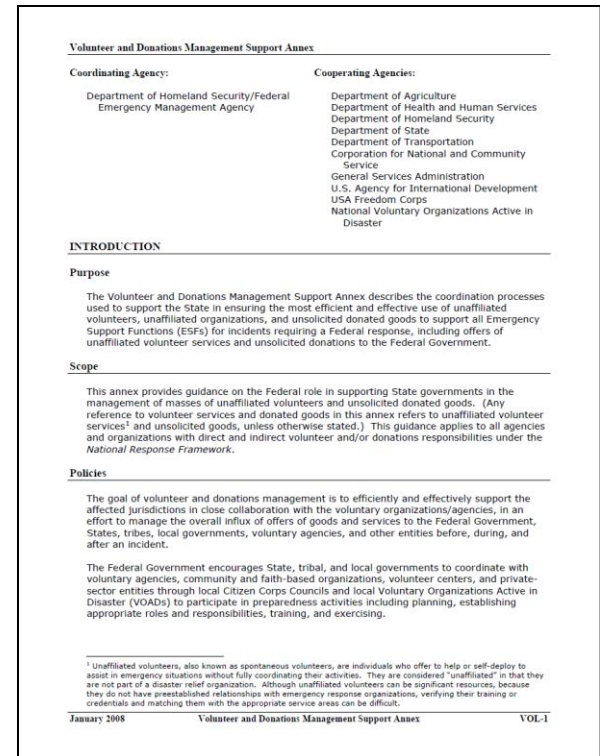
- 15 annexes to the NRF that describe the capabilities of Federal departments and agencies and other national-level assets by function
- Annexes define primary and supporting federal organizations and responsibilities
- No ESF for Volunteer and Donations Management

<http://www.fema.gov/national-preparedness-resource-library>



# Volunteer and Donations Management Support Annex (2008)

- DHS/FEMA is the Coordinating Agency
- USDA, HHS, DHS, DOT, CNCS, GSA, USAID, NVOAD, USA Freedom Corps are Cooperating Agencies
- Annex applies to all agencies and organizations with direct or indirect volunteer or donations responsibilities under the NRF

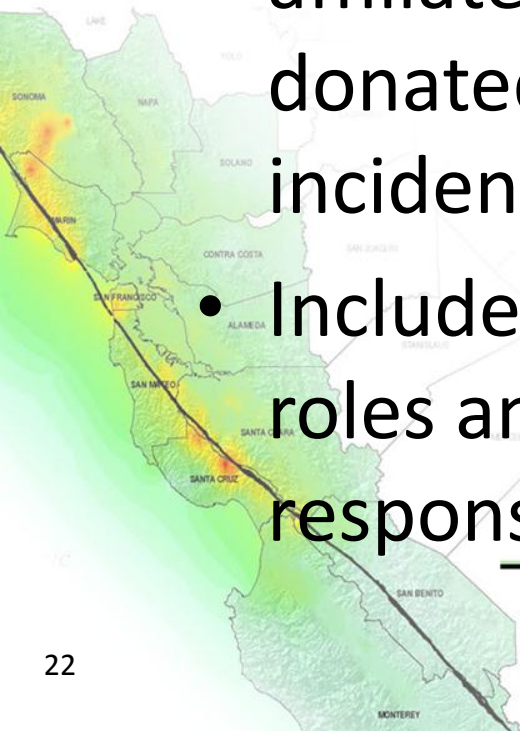


<http://www.fema.gov/pdf/emergency/nrf/nrf-support-vol.pdf>

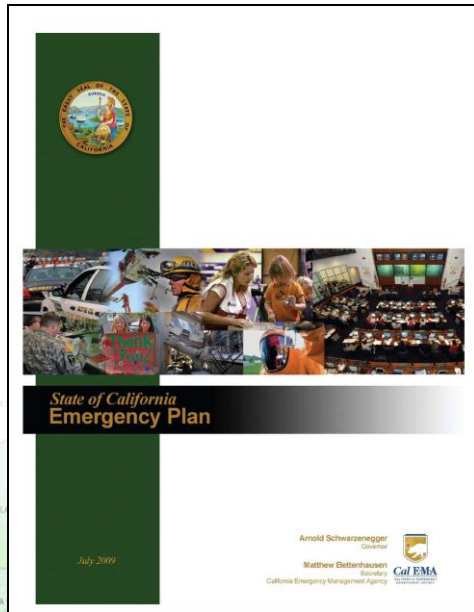
# Volunteer and Donations

## Management Support Annex (cont'd)

- Describes coordination processes used to support the State to ensure efficient and effective use of unaffiliated volunteers, affiliated organizations, and unsolicited donated goods to support all ESFs for incidents requiring a Federal response
- Includes a concept of operations describing roles and responsibilities for pre-incident and response activities.



# State of California Emergency Plan (SEP) [2009]



- Provides the overall framework for State, Federal, local, and Tribal governments, and the private sector to work together to mitigate against, prepare for, respond to, and recover from the effects of emergencies and disasters
- Conforms to requirements of Emergency Services Act, SEMS, NIMS, and the NRF

<http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx>

# California Emergency Function (EF) Annexes (2013)

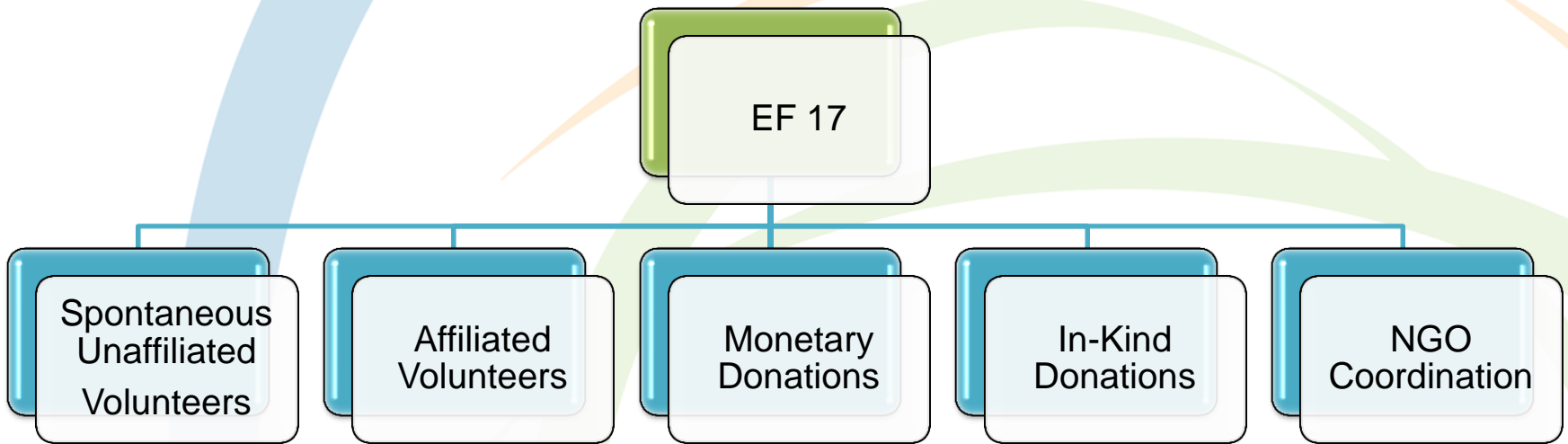
- SEP establishes 18 CA-EFs and lead agencies for each
- Each CA-EF represents an alliance of public and private sector stakeholders who possess common interests and share responsibilities for emergency management functions
- Intended to operate across the five mission areas: Prevention, Protection, Mitigation, Response, and Recovery and emergency management phases

<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Emergency-Functions.aspx>

# **Volunteer & Donations Management Emergency Function 17**

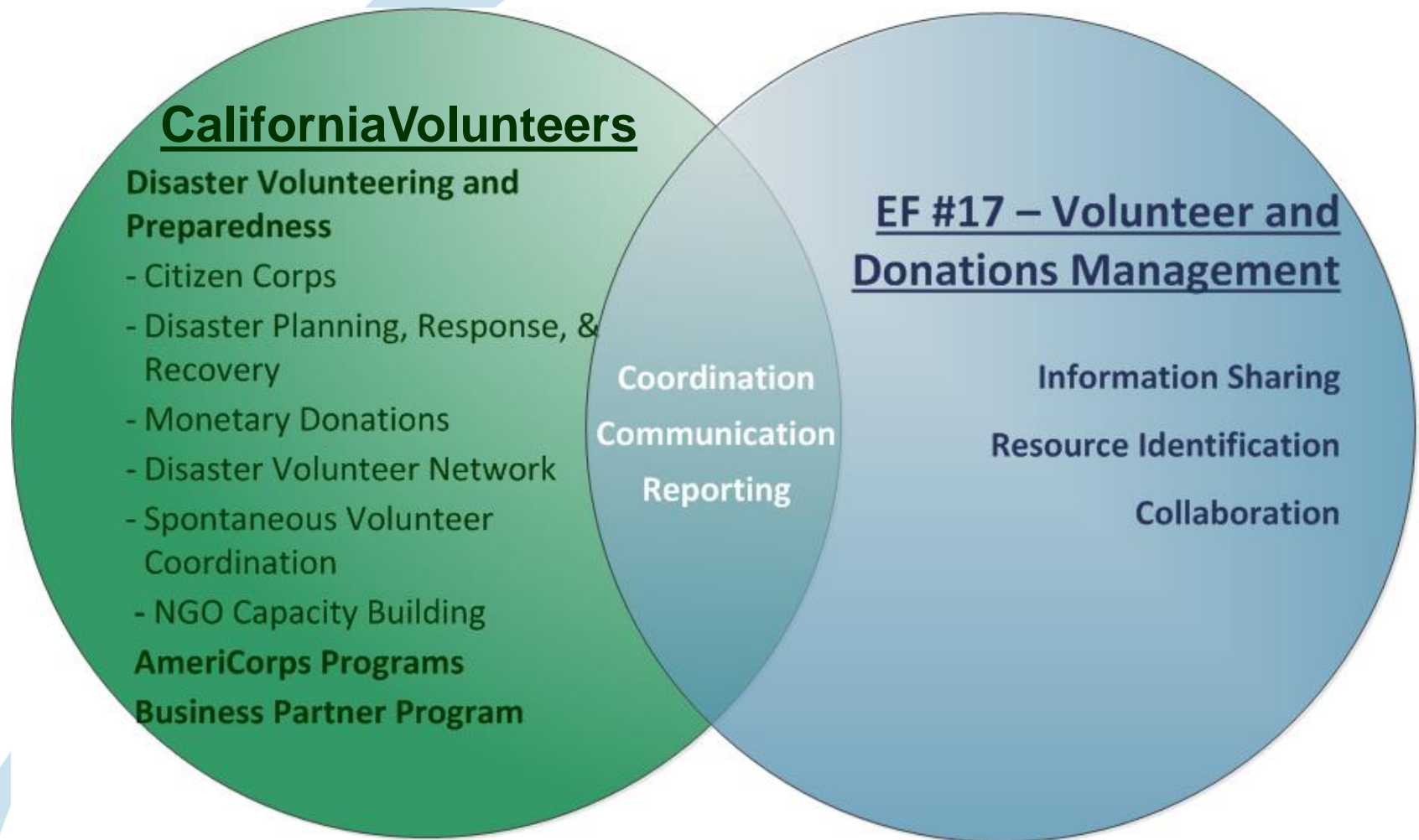
August 13, 2013

# Scope of EF 17





# CaliforniaVolunteers vs. EF #17



# Organizational Structure

- Lead Agency - CaliforniaVolunteers
- Advisory Council – Executive Level Leadership
- Working Group – Diverse group tasked with reviewing and providing comments on work products
- Task Groups – As needed
- Stakeholder Community

# Stakeholder Community - Examples

- State Agency Volunteer Programs
- National Service Organizations
- K-12 & Higher Education
- Business Volunteer Groups
- Spontaneous Unaffiliated Volunteers
- National Voluntary Organizations
- Community Based Organizations
- Faith Communities
- Local Government Affiliated Volunteer Groups

# Activities

- Affiliated Volunteers
- Spontaneous Unaffiliated Volunteers
- Monetary Donations
- In-Kind Donations
- NGO Coordination

# EF 17 Next Steps

- Develop draft Concept of Operations
- Host Statewide Workshops in 2014 to gather input on:
  - EF 17 Concept of Operations
  - Monetary Donations Strategy
  - Volunteer Coordination
  - SUV Management
  - NGO Coordination

# Contact Information

## *CaliforniaVolunteers*

**Sharron Leason, Director**  
Disaster Volunteering and Preparedness  
[Sharron.leason@cv.ca.gov](mailto:Sharron.leason@cv.ca.gov)

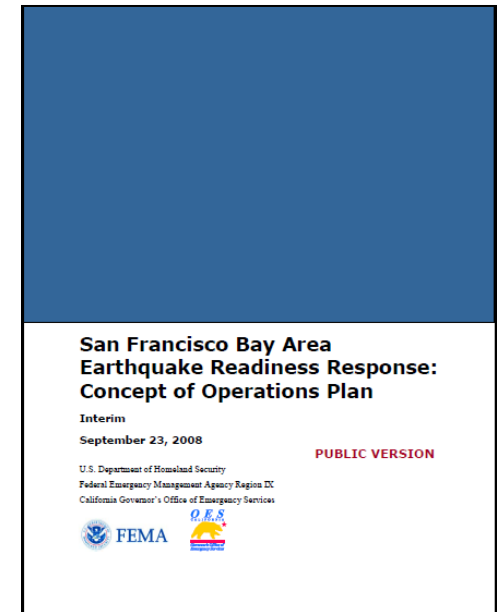
**Sheri Blankenheim, Assistant Director**  
Disaster Volunteering and Preparedness  
[Sharon.Blankenheim@cv.ca.gov](mailto:Sharon.Blankenheim@cv.ca.gov)  
[www.CaliforniaVolunteers.org](http://www.CaliforniaVolunteers.org)



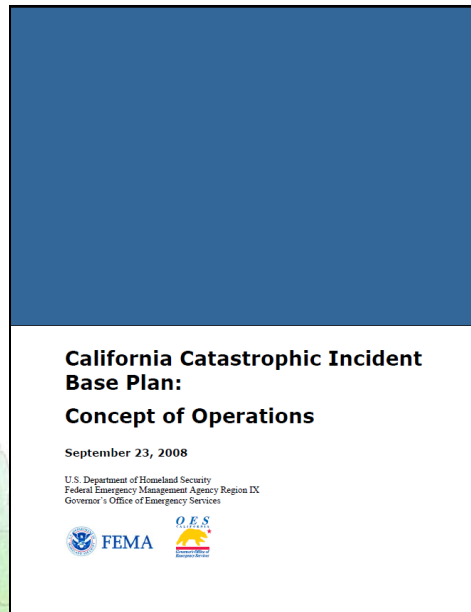
# SF Bay Area Earthquake Readiness Response: Concept of Operations Plan (2008)

- Describes the joint response of the State and Federal governments to a **M 7.9** earthquake on the San Andreas Fault in the Bay Area
- Does not describe the specific response efforts of these entities, but does describe the resources that will be deployed by the Federal government

<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Catastrophic-Planning.aspx>



# California Catastrophic Incident Base Plan: Concept of Operations (CONOP) [2008]

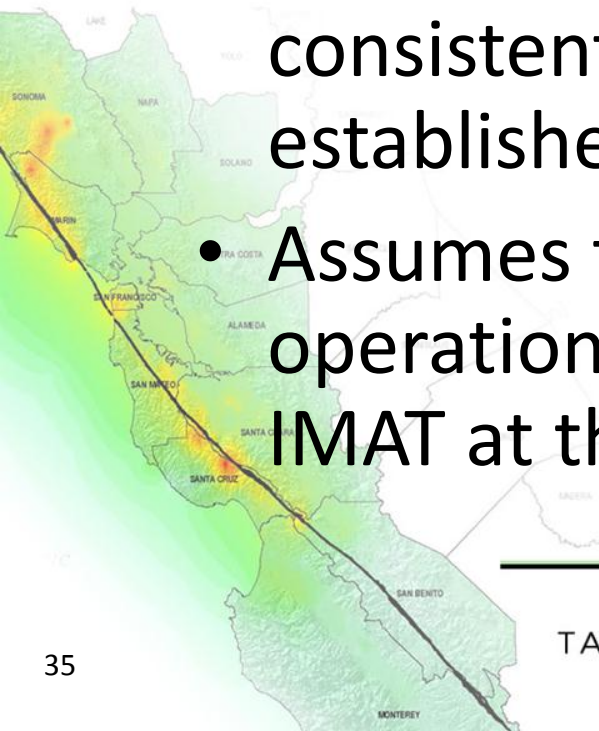


- Establishes a concept of operations for the joint Federal-State response to, and recovery from a catastrophic incident in California
- Identifies the joint State/Federal organization and operational framework that supports affected Operational Areas and local governments in the incident area

<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Catastrophic-Planning.aspx>

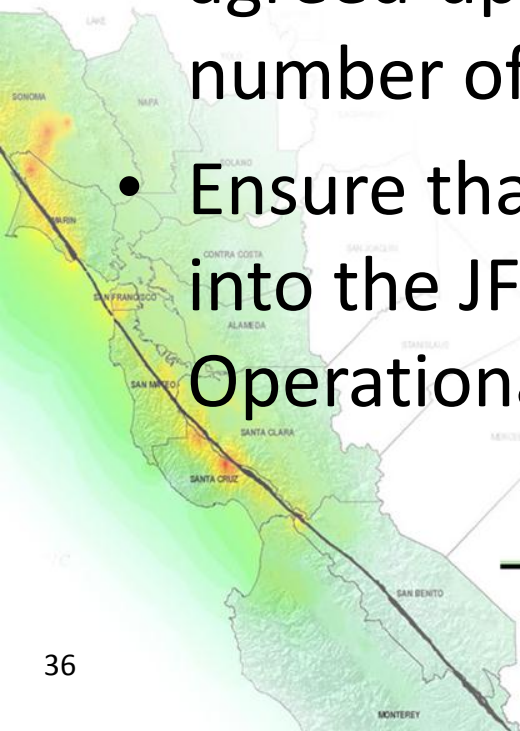
# CONOP (cont'd)

- Describes integration of Federal resources into State-led response to a catastrophic incident to achieve unity of effort
- Does not change the fact that all requests for Federal assistance be made through the State consistent with protocols and procedures established under SEMS
- Assumes formation of UCG to consolidate operational elements of the REOC, SOC, and IMAT at the JFO



# Unified Coordination Group Objectives

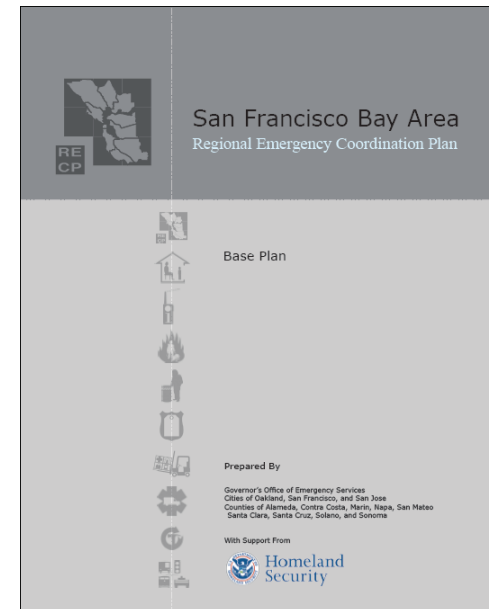
- Provide leadership for agencies to work together with common objectives to ensure that the management of the incident response is effective
- Ensure that all decisions are based on mutually agreed-upon objectives, regardless of the number of agencies or jurisdictions involved
- Ensure that regional and state-level functions are into the JFO in a manner transparent to local and Operational-level authorities



# Regional Emergency Coordination Plan (RECP) [2007]

- Provides all-hazards framework for collaboration and coordination among responsible entities
- Defines procedures for regional coordination, collaboration, decision-making, and resource sharing
- Describes the formation of and roles and responsibilities of a Regional Coordination Group (RCG)
- Authorizes creation of Task Forces
- Consists of Base Plan and nine Subsidiary Plans

<http://www.calema.ca.gov/RegionalOperations/Pages/Plans-for-Coastal-Region.aspx>



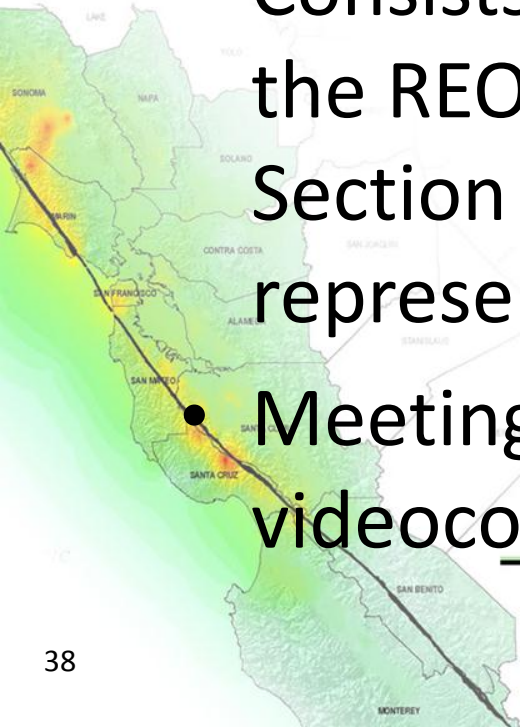
TABLETOP EXERCISE





# RCG – General Description

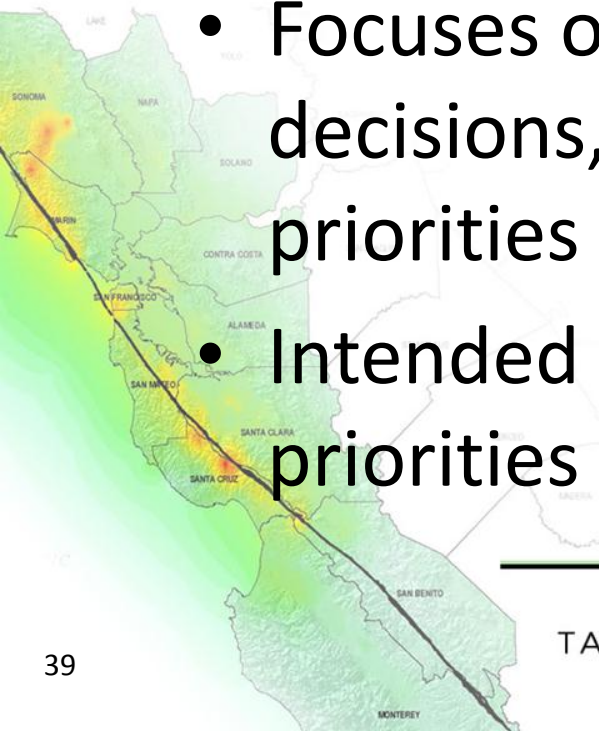
- May be convened by REOC Director to provide guidance on decisions regarding the allocation of resources and coordination of response activities
- Consists of relevant Branch Coordinators of the REOC Operations Section, Operations Section Chief, REOC Director, Operational Area representatives, and SMEs
- Meetings held by conference call or videoconferencing





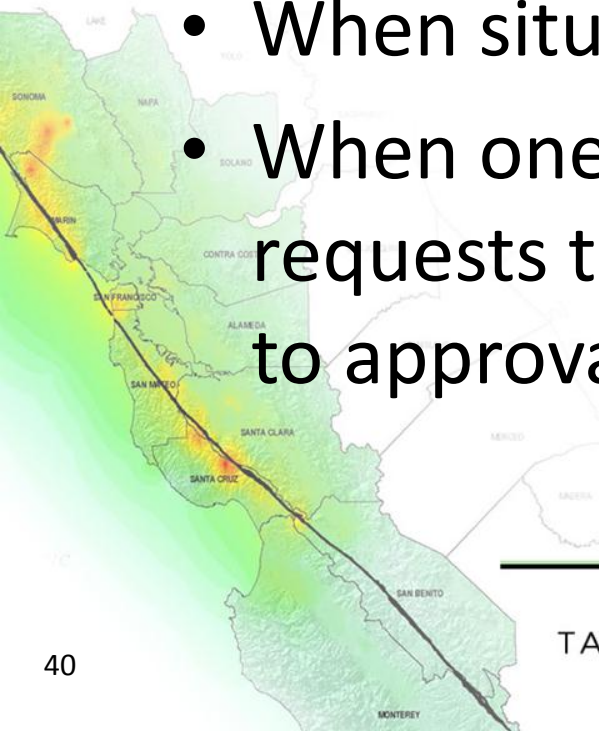
# RCG – Purpose

- Allows the REOC Director to initiate a dialogue with Operational Area EOC Directors
- Gives Operational Areas opportunity to provide input for important decisions
- Focuses on allocation of resources, key decisions, and unmet Operational Area priorities
- Intended to address specific local government priorities and resource gaps



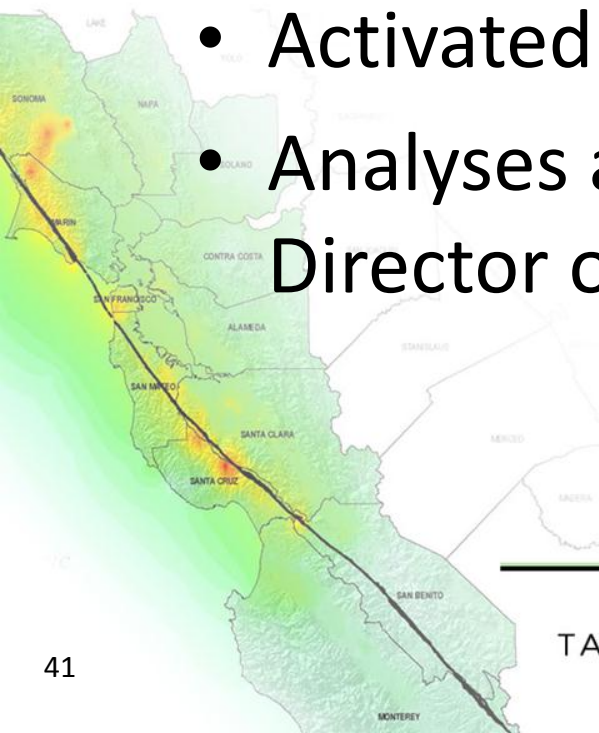
# RCG – Coordination Calls

- Usually at the initiation of response operations to establish contact with Op Area EOC Directors
- When necessary to focus on a specific topic
- When situation dictates regular contact
- When one or more Op Area EOC Directors requests that the group be convened (subject to approval by REOC Director or designee)



# Regional Task Forces

- Convened by REOC Director to address complex, multi-disciplinary issues
- Composed of local, State, Federal, and NGO representatives
- Activated when immediate solutions required
- Analyses and recommendations go to REOC Director or to the RCG



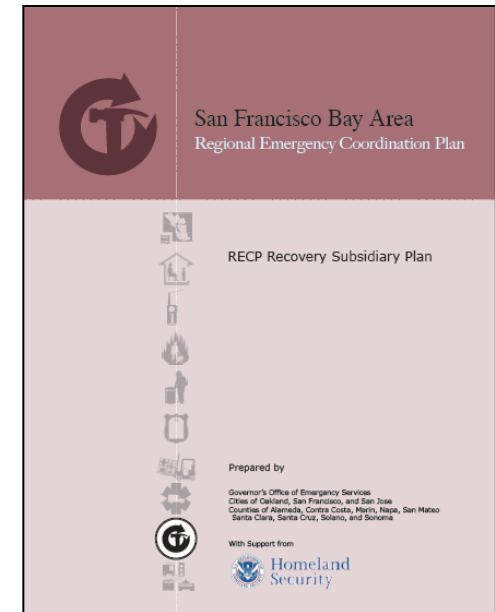
# RECP Subsidiary Plans

- Support the RECP Base Plan by providing function-specific frameworks for coordination among the Coastal Region REOC, Coastal Region Operational Area EOCs, and the State Operations Center
- Provide an overview of the roles and responsibilities of agencies responsible for specific functional activities and specific guidance for the REOC in the event of a regional emergency
- There is no subsidiary plan for Donations Management

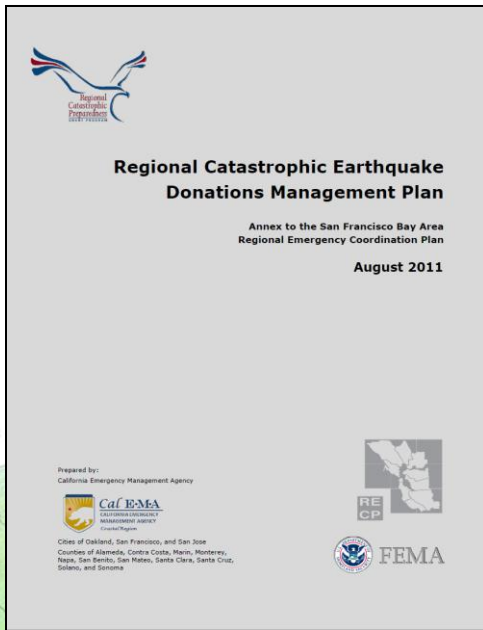
<http://www.calema.ca.gov/RegionalOperations/Pages/Plans-for-Coastal-Region.aspx>

# Recovery Subsidiary Plan

- Applies to 90-day period following a disaster
- Describes the transition from response to recovery operations
- Establishes a Regional Recovery Task Force (RRTF)– led by a Governor-appointed chairperson
  - RRTF can create Working Groups
- Plans address specific recovery issues, including housing



# Regional Catastrophic Earthquake Donations Management Plan (2011)



- Provides a concept of operation for the SF Bay Area for the coordination of donations
- Addresses region-level donations coordination, specifically:
  - Coordination and communication
  - Resource management
  - Coordination with public information
  - Information management
  - Needs assessment
- Identifies roles and responsibilities, time-based objectives, and a response timeline

<http://www.bayareauasi.org/resources/plans-reports?page=2>

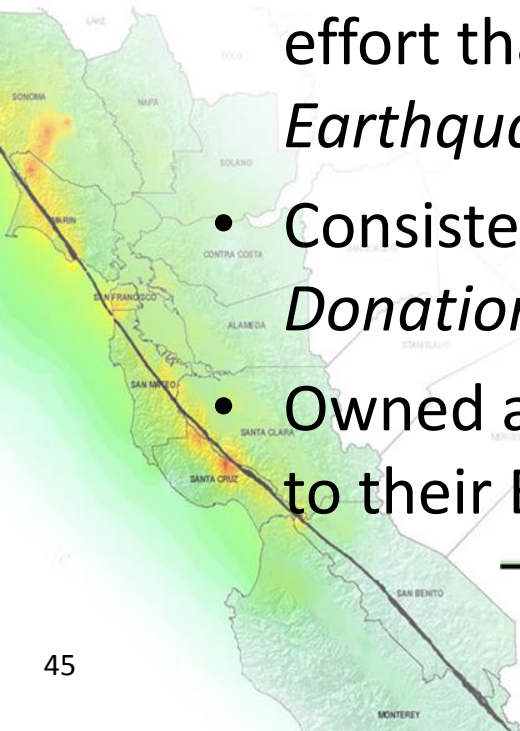
TABLETOP EXERCISE





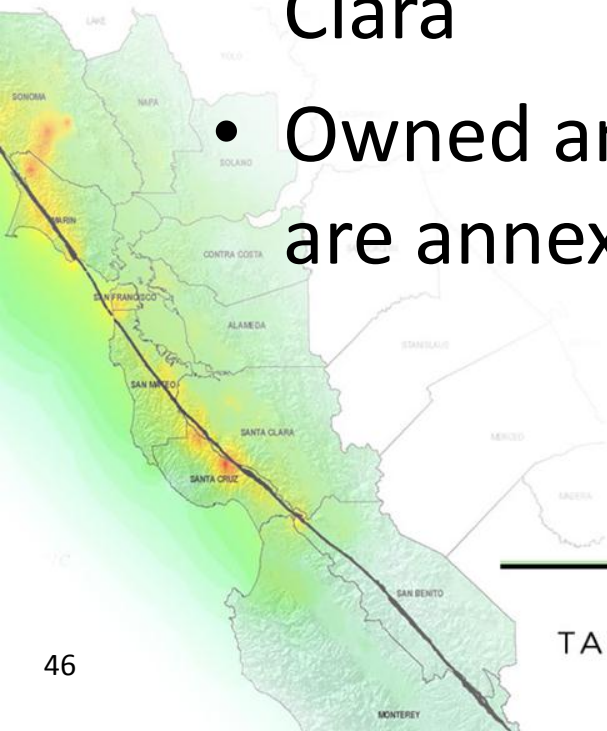
# Operational Area Catastrophic Earthquake Donations Management Plans (2011)

- Provides guidance for donations management operations occurring within an Operational Area after a catastrophic earthquake
- Developed under the Regional Catastrophic Preparedness Grant Program as part of the same effort that developed the *Regional Catastrophic Earthquake Donations Management Plan*
- Consistent with the *Regional Catastrophic Earthquake Donations Management Plan*
- Owned and maintained by the OAs and are annexes to their Emergency Operations Plan (EOPs)

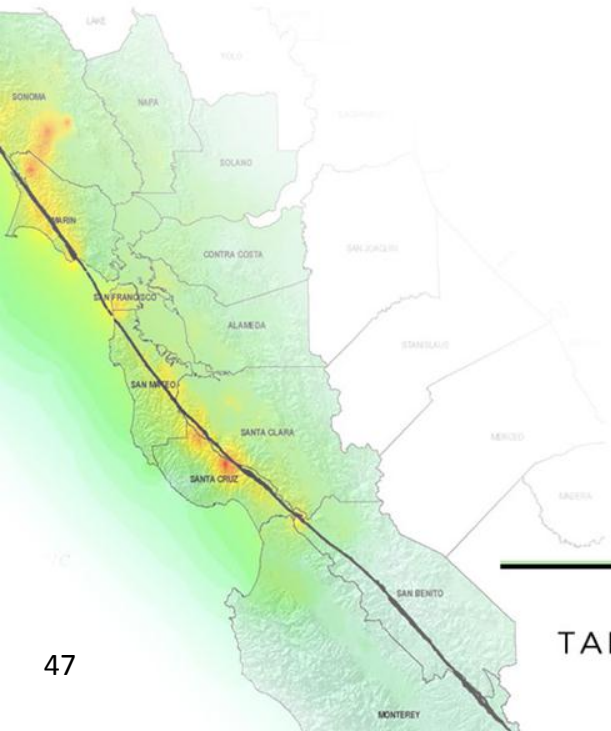


# Core City Catastrophic Donations Management Plans (2011)

- Developed for the City of San Francisco
- Oakland and San Jose aligned their plans with the counties of Alameda and Santa Clara
- Owned and maintained by the cities and are annexes to their EOPs



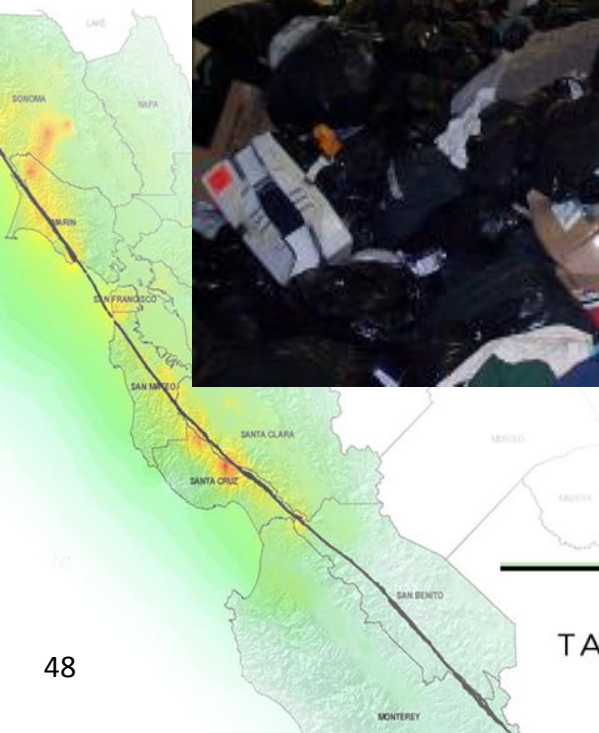
# BREAK – 15 Minutes



TABLETOP EXERCISE



# RCPGP Donations Management Plan



TABLETOP EXERCISE



# Plan Overview

Section 1 – Introduction

Section 2 – Situation and Assumptions

Section 3 – Roles and Responsibilities

Section 4 – Priorities and Objectives

Section 5 – Operations

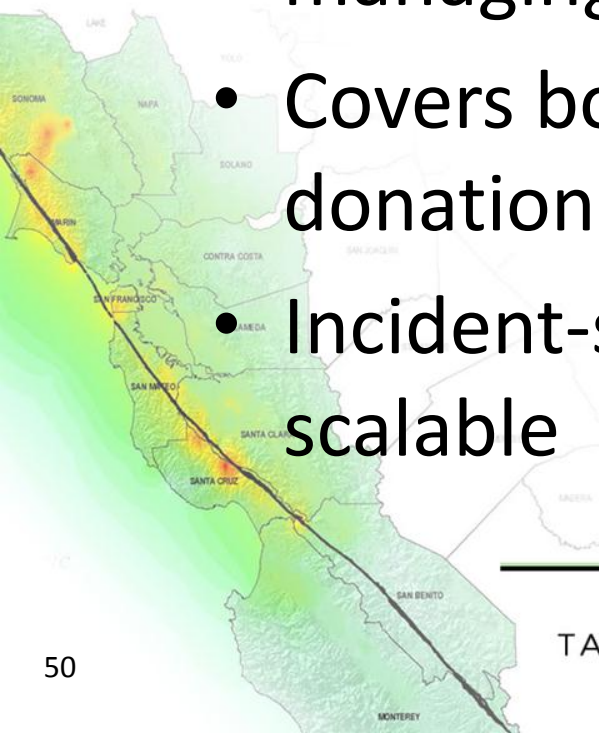
Section 6 – Operational Response Timeline

Section 7 – Plan Maintenance



# Purpose

- Scenario-driven, function-specific operations plan
- Describes actions of and coordination among government agencies and NGOs for managing donations
- Covers both in-kind and monetary donations
- Incident-specific plan but intended to be scalable

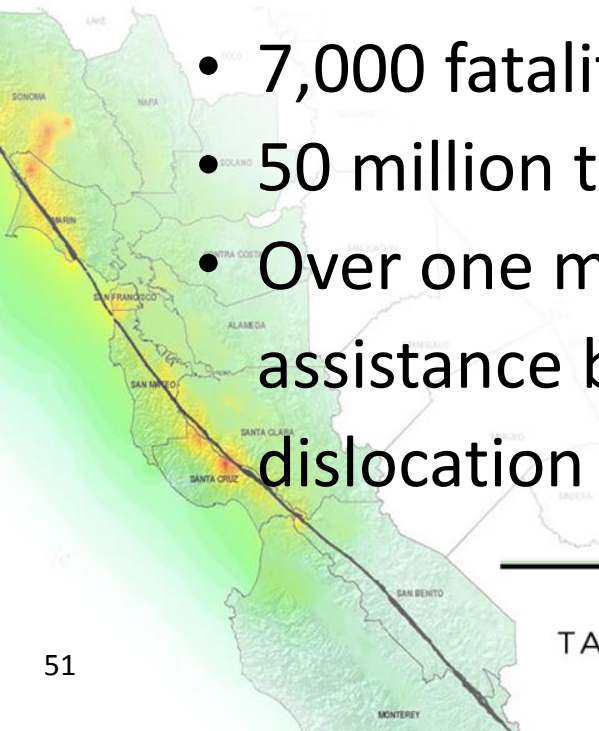




# Regional Plan Scenario

## Catastrophic EQ: 7.9, San Andreas Fault

- Displaced households: 404,300
- People seeking shelter: 331,400
- 500,000 households without electricity
- 1.8 million households without potable water
- 7,000 fatalities
- 50 million tons of debris
- Over one million people requiring transportation assistance because of hazardous conditions or dislocation



# Definitions

## *Donations*

Refers to all donations, both monetary and in-kind

## *In-kind donations*

Include all non-monetary donations:

- *Donated goods*, which may be bulk or non-bulk
- *Donated services*, which include professional services, use of facilities and real estate, and loaned equipment or vehicles

## *NGOs*

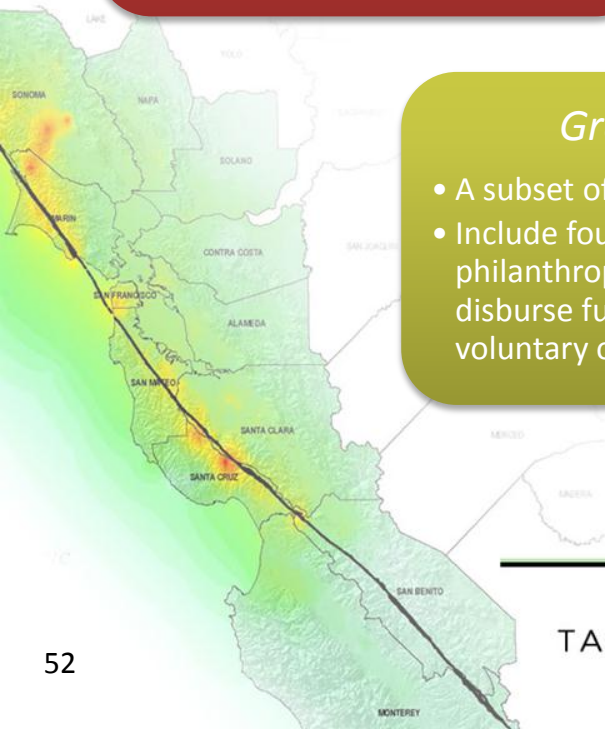
Are non-governmental agencies

## *Grantmakers*

- A subset of NGOs
- Include foundations and philanthropic organizations that disburse funds primarily to voluntary organizations

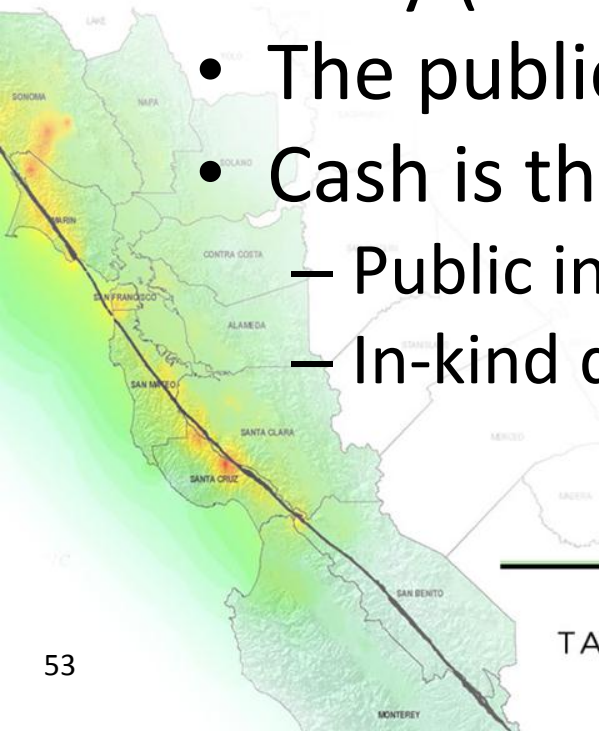
## *Service providers*

Are 501(c)(3) organizations that provide disaster services to clients in the affected area



# Key Assumptions

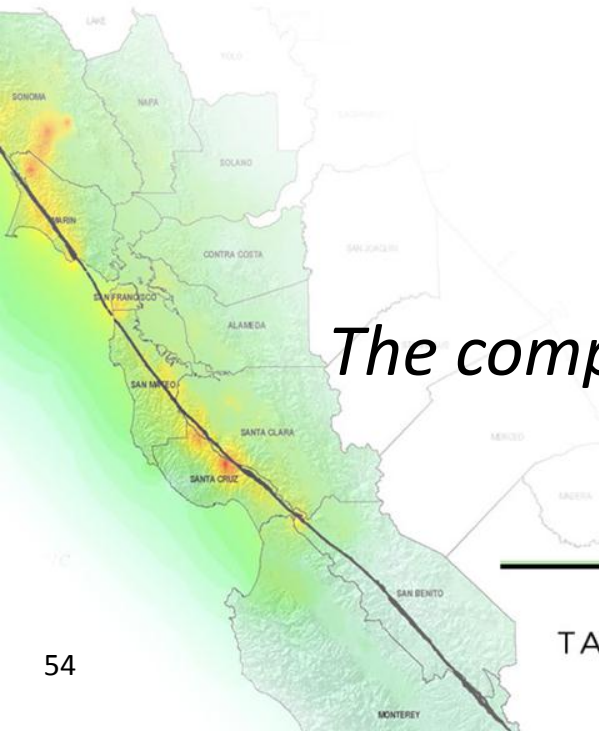
- People affected by the disaster can use donations
- Voluntary organizations may need support provided by donations
- They (donations) will come
- The public wants to help and will find a way
- Cash is the preferred donation
  - Public information messaging is crucial
  - In-kind donations will come regardless



# Key Assumptions (cont'd)

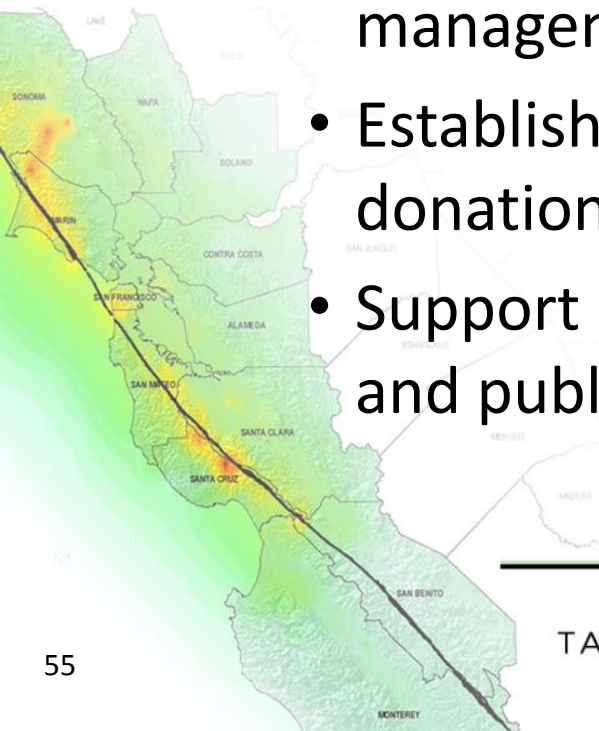
- Government relies on the expertise of NGOs
- Donations management extends into the recovery phase

*The complete list of assumptions for the plan are in your SitMan.*



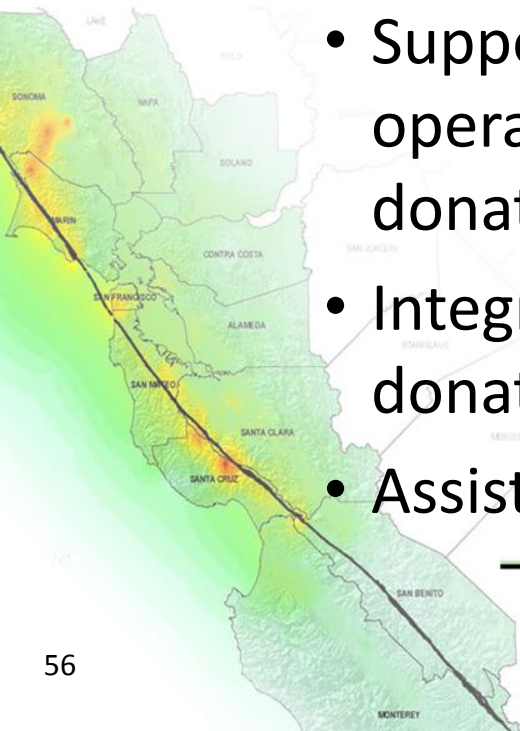
# Time-based Objectives

- E to E+72 hours
  - Operational Priorities
    - Establish a donations management function in the REOC and assess the status of a donations management function in the SOC or JFO
    - Establish and maintain communications systems for donations management
    - Support early and consistent region-wide messaging and public information regarding donations



# Time-based Objectives (cont'd)

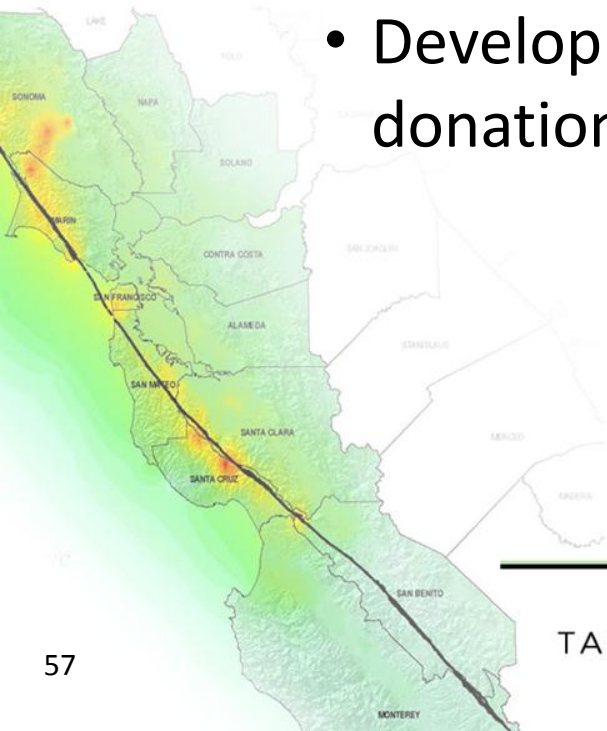
- E+72 hours to E+14 days
  - Operational Priorities
    - Implement systems and processes for receiving, tracking, prioritizing, and distributing donations
    - Support Operational Areas as they encounter operational and logistical issues managing donations
    - Integrate public and private sectors and NGOs for donations management operations
    - Assist in distribution of donations region-wide





# Time-based Objectives (cont'd)

- E+72 hours to E+14 days
  - Operational Priorities (cont.)
    - Establish coordination with the donations management function at JFO
    - Develop regional solutions to widespread donations issues

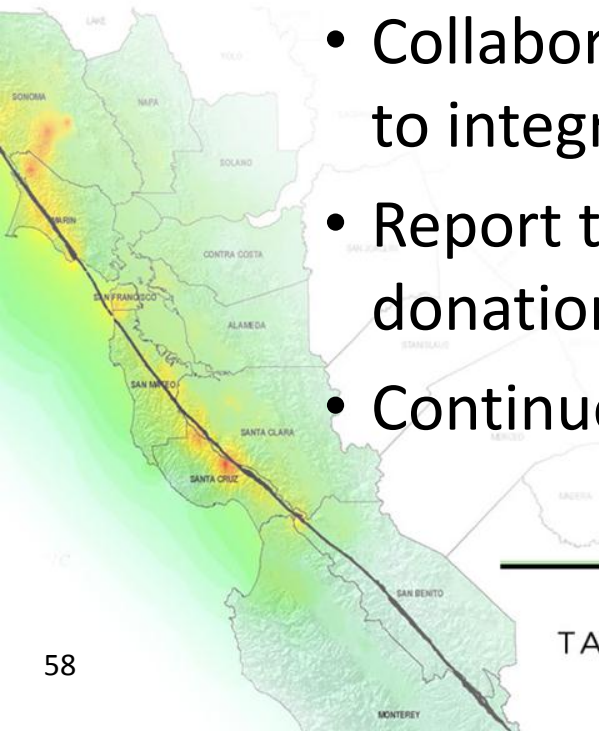


TABLETOP EXERCISE



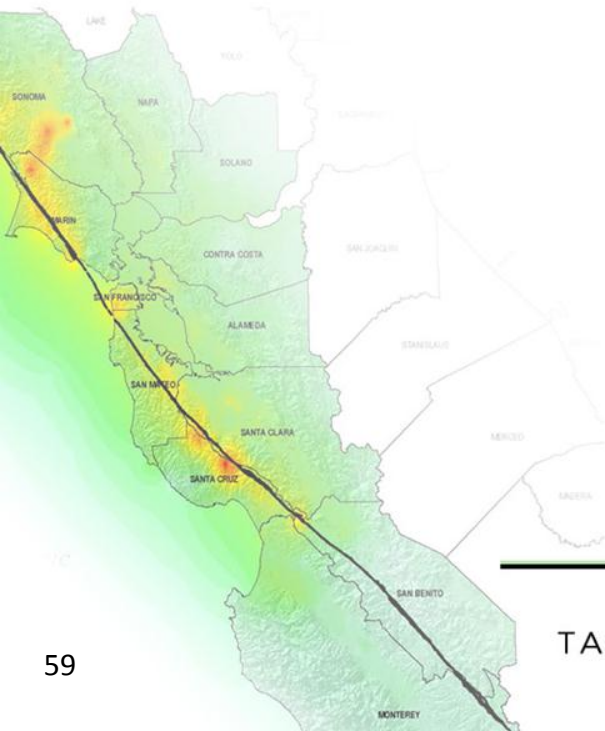
# Time-based Objectives (cont'd)

- E+14 days to E+60 days
  - Operational Priorities
    - Continue to implement the systems and processes for managing donations
    - Collaborate with NGOs and government agencies to integrate data on donations
    - Report to the public on distribution of monetary donations
    - Continue to issue public information



# Time-based Objectives (cont'd)

- E+14 days to E+60 days
  - Operational Priorities (cont'd)
    - Identify and track unmet needs
    - Plan for transitioning to long-term recovery



TABLETOP EXERCISE



# Roles and Responsibilities

## Key Government Agencies

## Key NGOs

Operational Areas

Cal EMA Coastal Region

Local VOADs

Grantmakers

Cal EMA State Level

CaliforniaVolunteers

Food Banks

NorCal VOAD

DHS/FEMA

- Headquarters
- Region IX

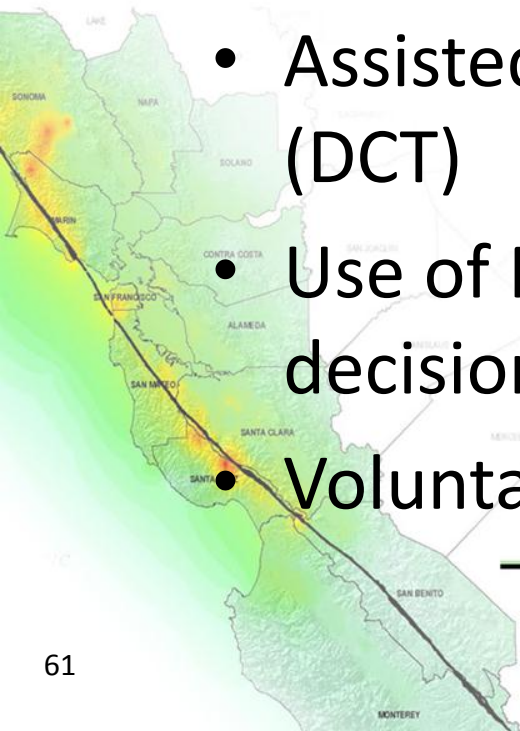
Bay Area 2-1-1 Partners

California Resiliency Alliance

National VOAD

# Incident Organization for Donations Management

- Donations Management Unit (DMU) in Logistics Section
- Staffed by Coastal Region and representatives of key organizations
- Assisted by Donations Coordination Team (DCT)
  - Use of Regional Coordination Group (RCG) for decisions on allocation of scarce resources
  - Voluntary- and private-sector liaisons



# Donations Management Organizational Structure at the REOC

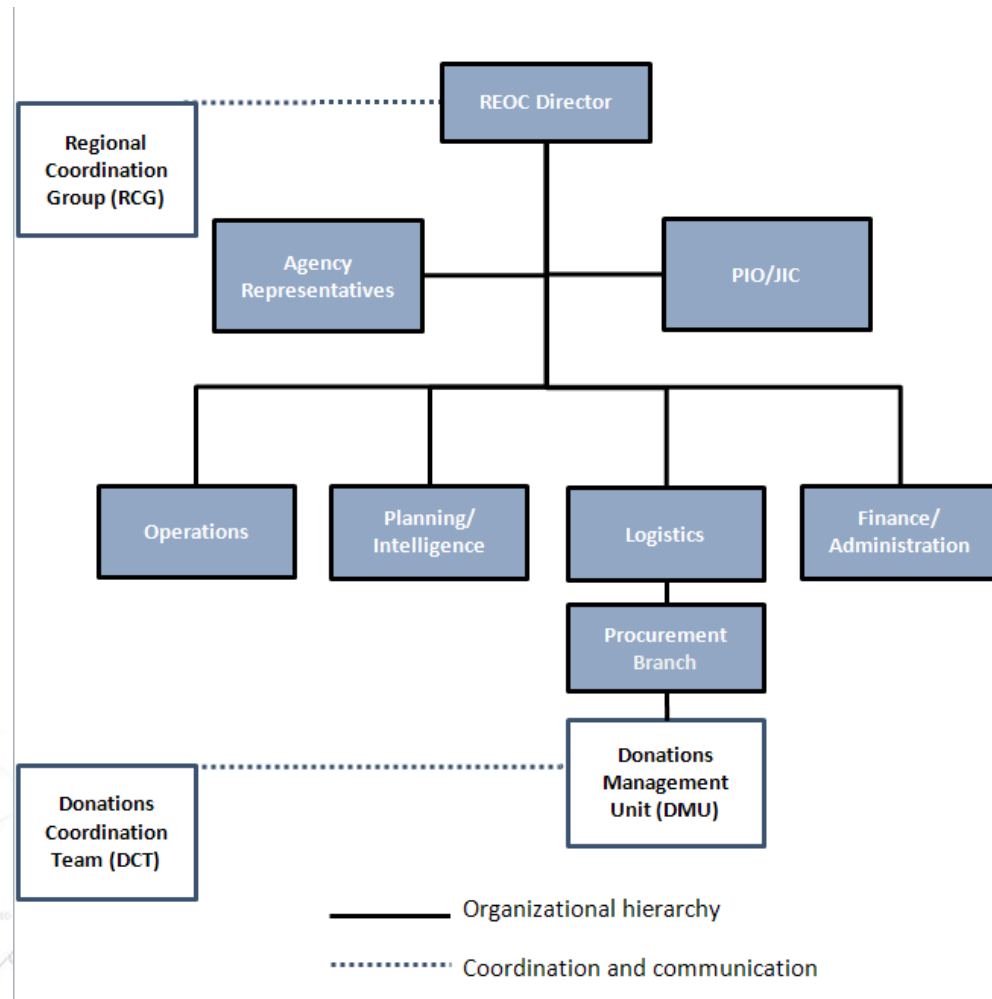


Figure 5-1. Donations management organizational structure at the REOC.

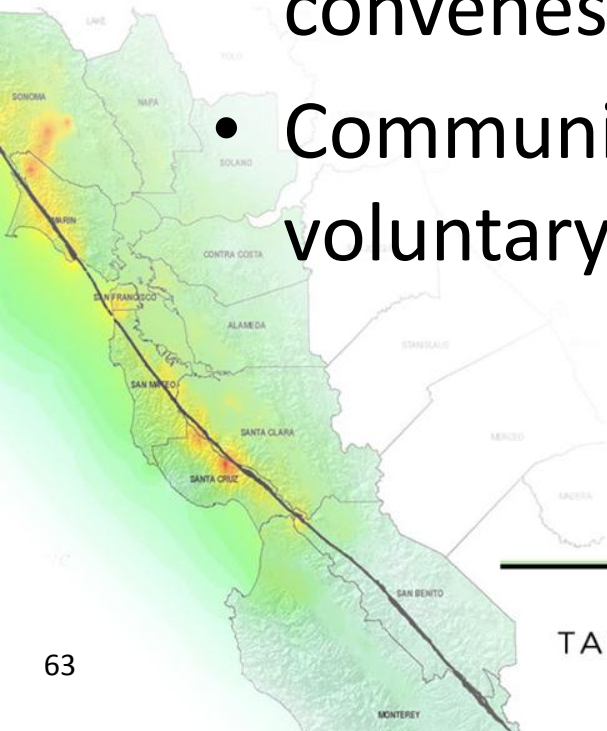
TABLETOP EXERCISE





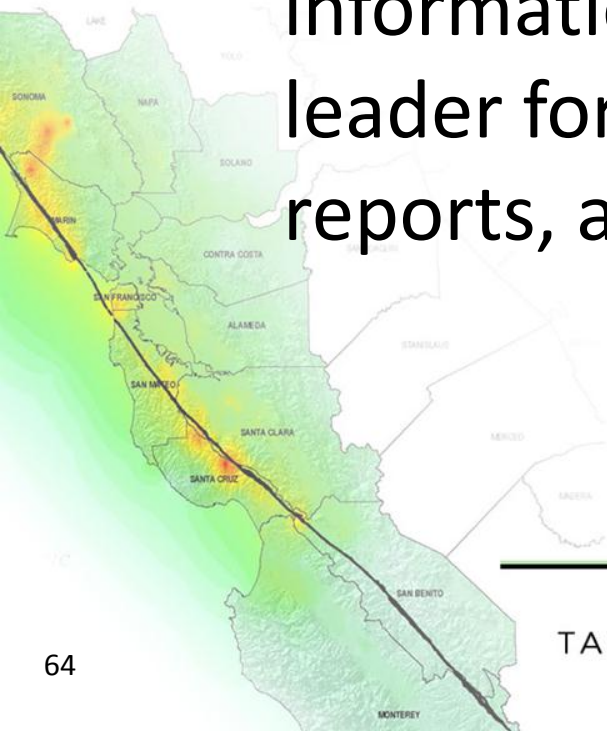
# DMU Roles

- Serves as POC for donations management among Operational Areas, other regional entities, and the State
- Notifies key partner organizations and convenes a regional DCT
- Communicates and coordinates with voluntary- and private-sector liaisons



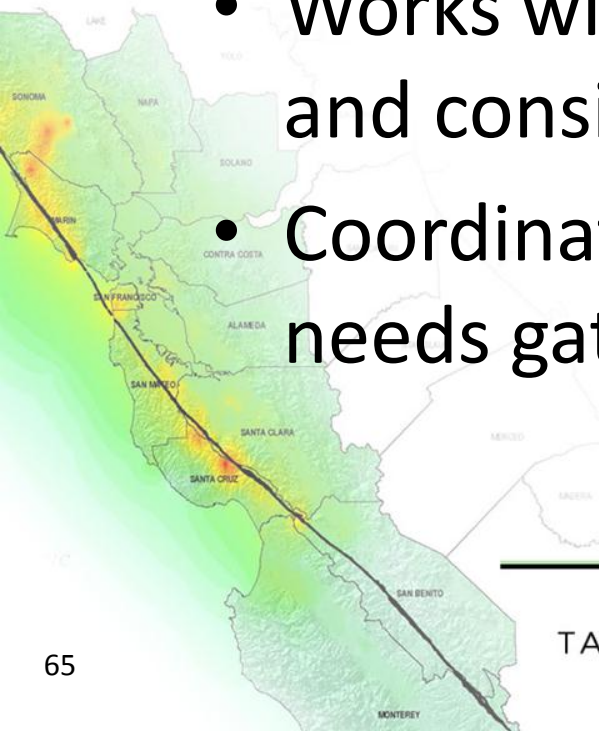
# DMU Roles (cont'd)

- Communicates and coordinates with the RCG in regard to allocation of scarce donated resources in the region
- Provides donations-management-related information to the Procurement Branch leader for inclusion in REOC situation reports, action plans, and advance plans



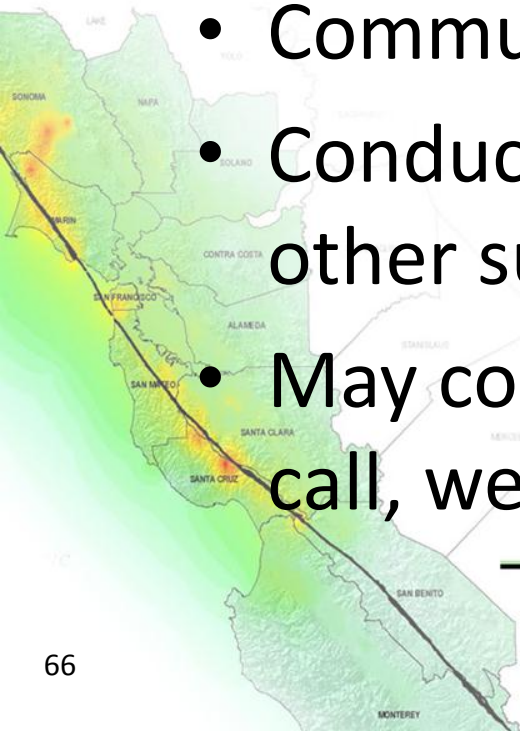
# DMU Roles (cont'd)

- Responds to resource requests from Operational Areas, including requests on behalf of long-term recovery organizations and long-term recovery committees
- Works with JIC to ensure timely, accurate, and consistent messaging to the public
- Coordinates information regarding resource needs gathered from multiple sources



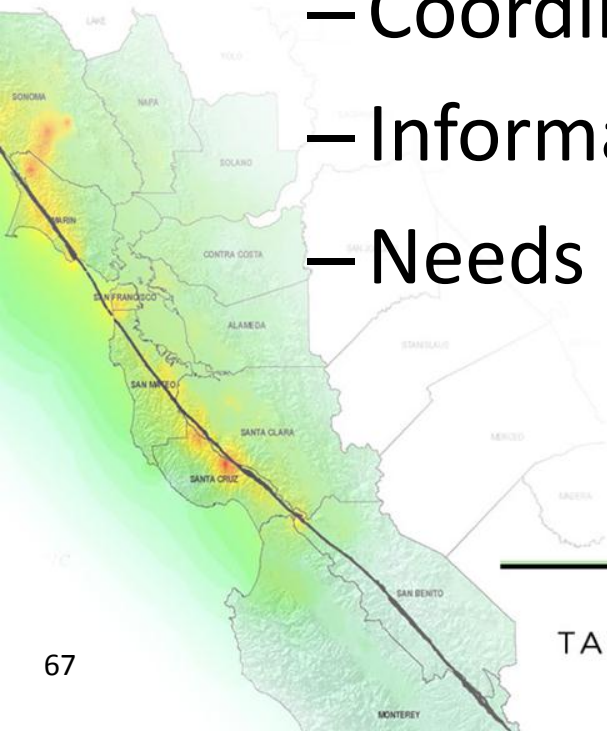
# REOC Donations Coordination Team (DCT) Roles

- Advises and assists the DMU
- Provides link from DMU to multiple entities for coordination of donations
- Communicates/coordinates with State DCT
- Conducts donations intelligence and plays other supportive roles
- May convene in person, or via conference call, webinar, video conference technology



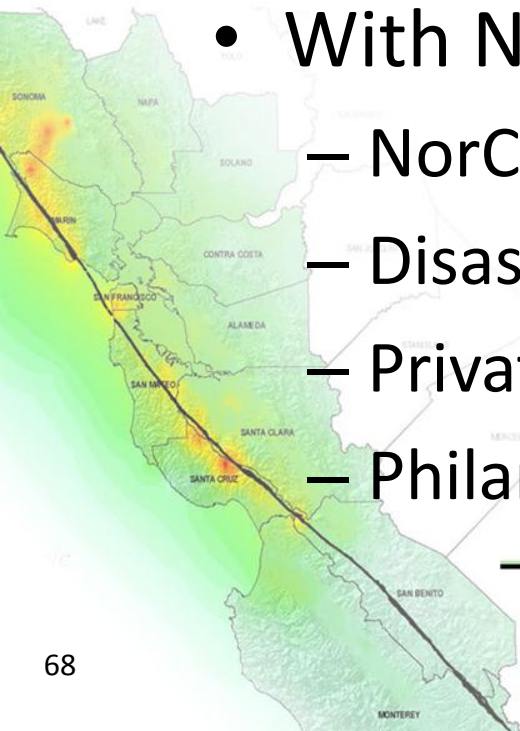
# DMU Functions

- The DMU is tasked with five functions:
  - Coordination and communication
  - Resource management
  - Coordination with public information
  - Information management
  - Needs assessment



# Communication and Coordination

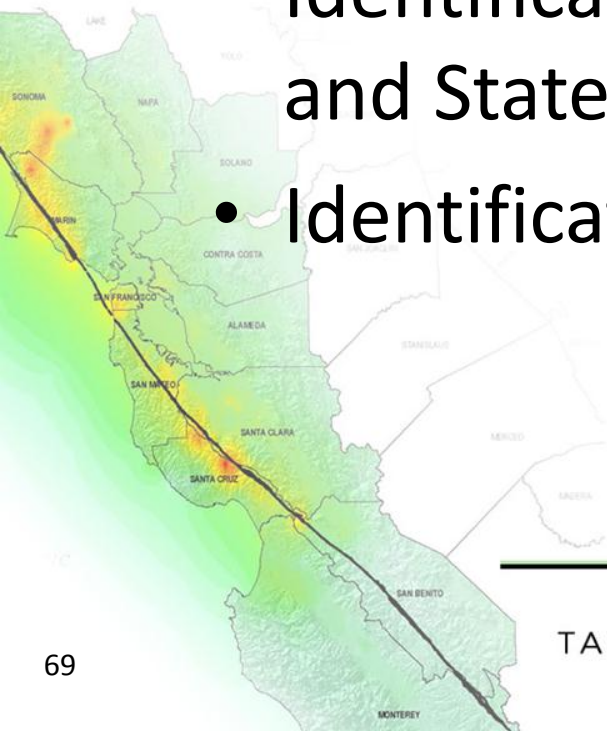
- With government
  - REOC Logistics Section
  - OA DMU or Logistics Section
  - SOC Donations Unit
- With NGOs, including
  - NorCal VOAD
  - Disaster relief organizations
  - Private sector, CRA, BOC
  - Philanthropic organizations, FBOs, 2-1-1





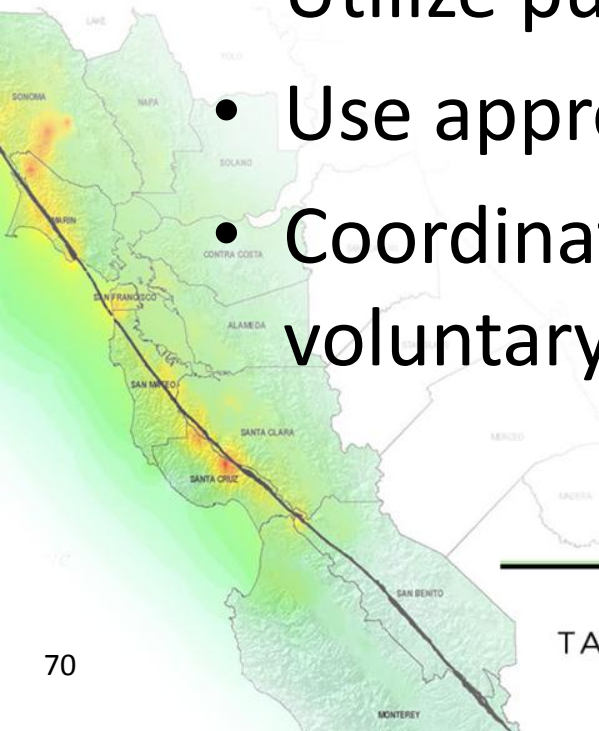
# Resource Management

- Requesting, brokering and tracking of resources
- Response to OA mission tasking requests
- Identification of resources through REOC and State agencies
- Identification of NGO resources



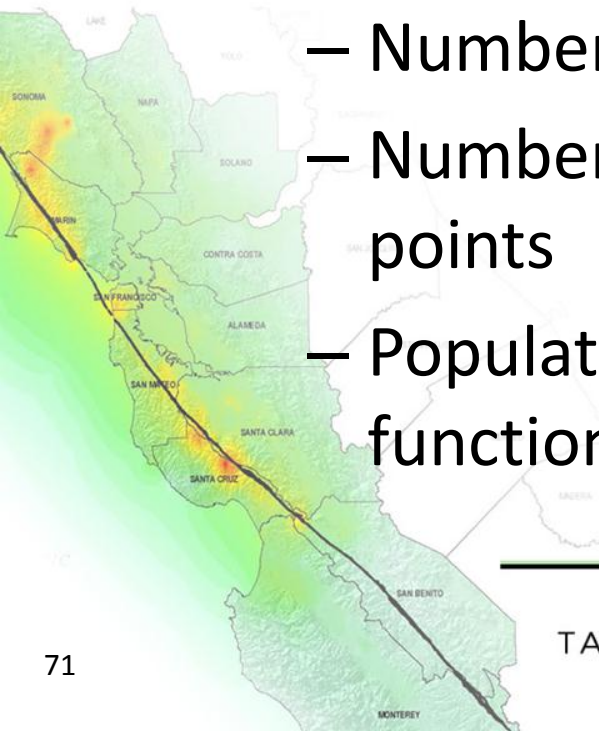
# Coordination with Public Information

- Coordinated through State's JIC
- Provide accurate and up-to-date info about what and how to donate
- Utilize public messaging templates
- Use appropriate and accessible formats
- Coordinate closely with OA PIOs and key voluntary organizations



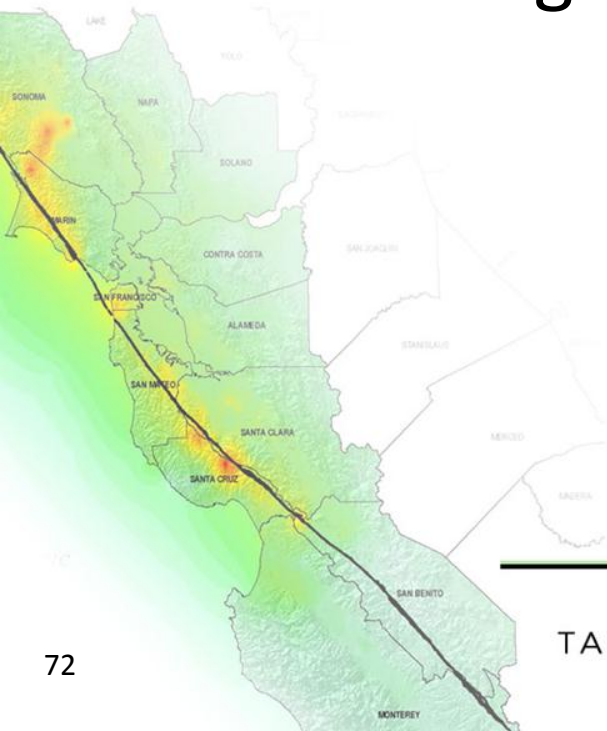
# Information Management

- Collection, compilation and sharing of data
- Information types:
  - Quantified unmet resource needs for funds, goods and services
  - Number and locations of open warehouses
  - Number and locations of goods distribution points
  - Populations being served and access and functional needs being encountered



# Information Management (cont'd)

- Gathering of information from OA Volunteer Coordinators and other sources
- Information sharing with REOC, SOC, and other agencies

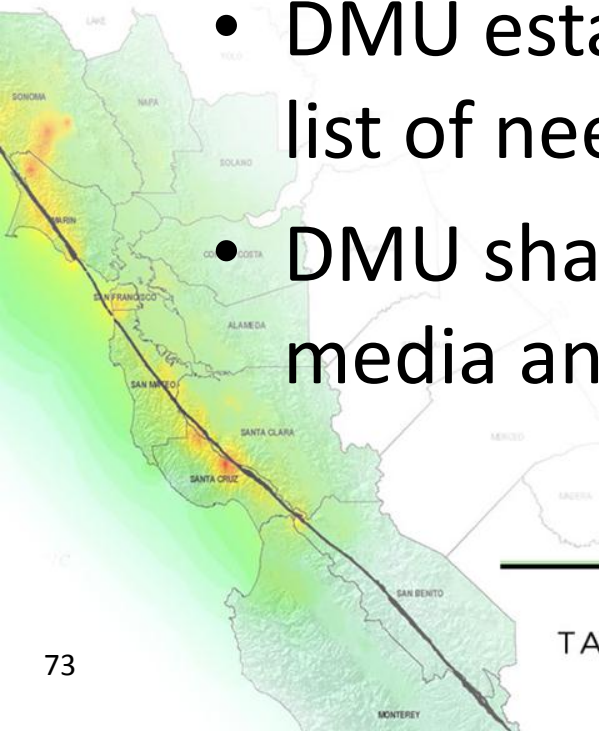


TABLETOP EXERCISE



# Needs Assessment

- DMU coordinates information regarding resource needs
- Information gathered by DMU and DCT from variety of sources
- DMU establishes, maintains and updates list of needed and unneeded goods
- DMU shares needs list on timely basis with media and other key stakeholders



# Recovery

- Donations activities and issues continue well into long-term recovery
- During recovery, government agencies may need to:
  - Communicate and coordinate with NorCal VOAD
  - Support local efforts to establish long-term recovery organizations
  - Support provision of long-term storage of goods
  - Communicate and coordinate with grantmakers



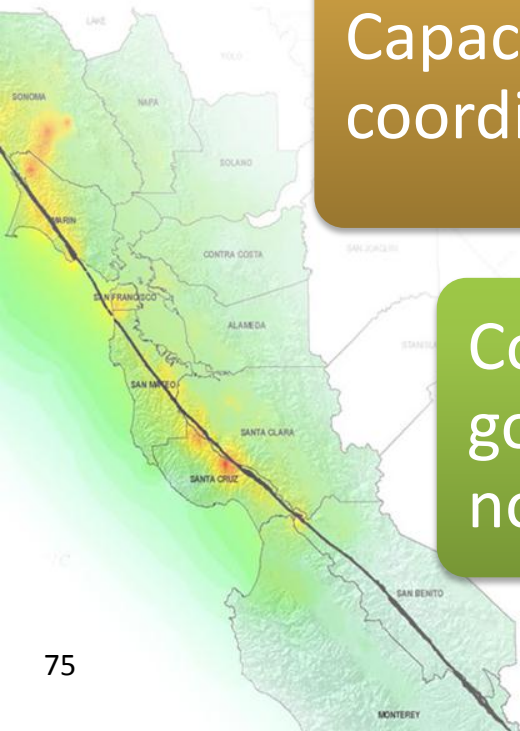


# Key Issues

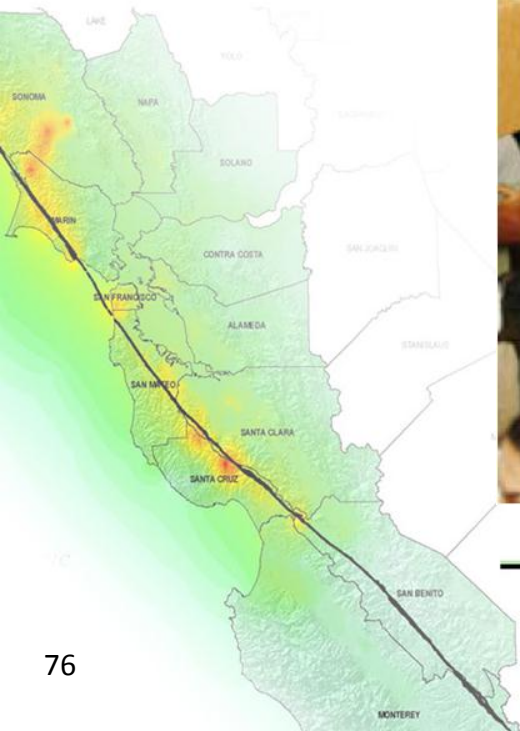
Key players for donations  
coordination – changes and  
additions

Capacity for donations  
coordination at all SEMS levels

Coordination amongst  
government and many different  
non-governmental organizations



# Module 2: Tabletop Discussion



TABLETOP EXERCISE



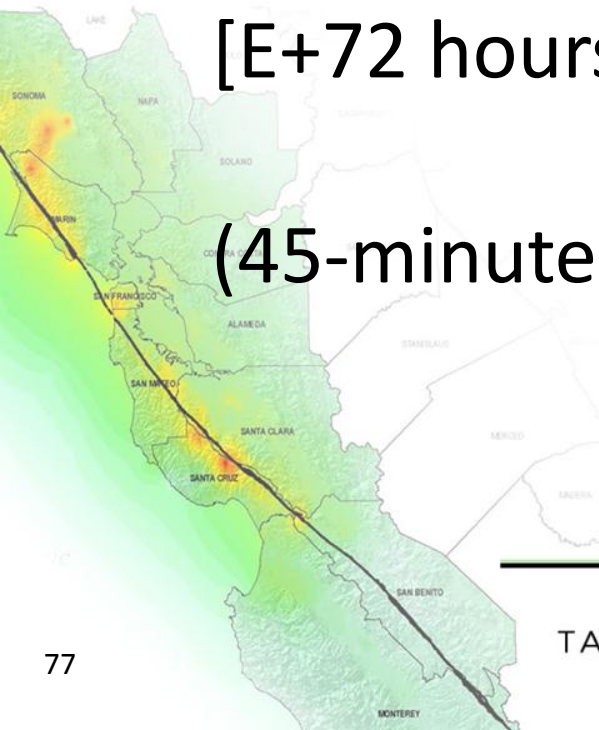
# Objective 1

Review the roles and responsibilities of critical agencies and organizations identified in *Regional Catastrophic Earthquake Donations Management Plan*.

[E+72 hours]

(45-minute discussion)

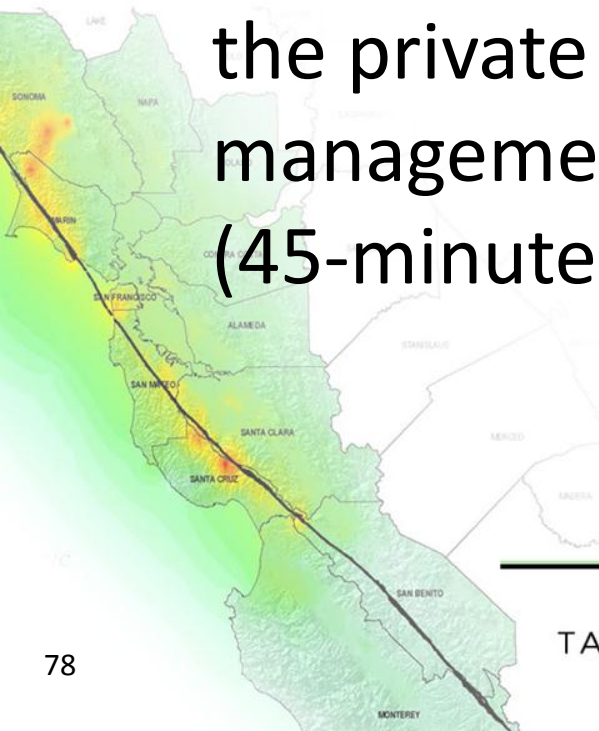
*Scenario and questions can be found on page 23 in your SitMan*



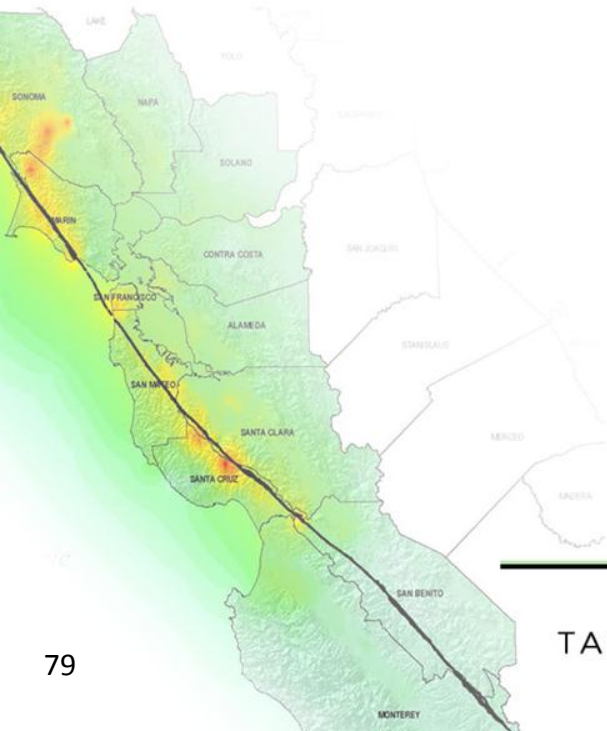
# Objective 2

Review and assess the communication and coordination capabilities for donations management at all levels of government, non-governmental organizations (NGOs) and the private sector involved in donations management. [E+72 hours]  
(45-minute discussion)

*Scenario and questions can be found on page 24 in your SitMan*



# BREAK – 15 Minutes



TABLETOP EXERCISE





# Objective 2 (cont'd)

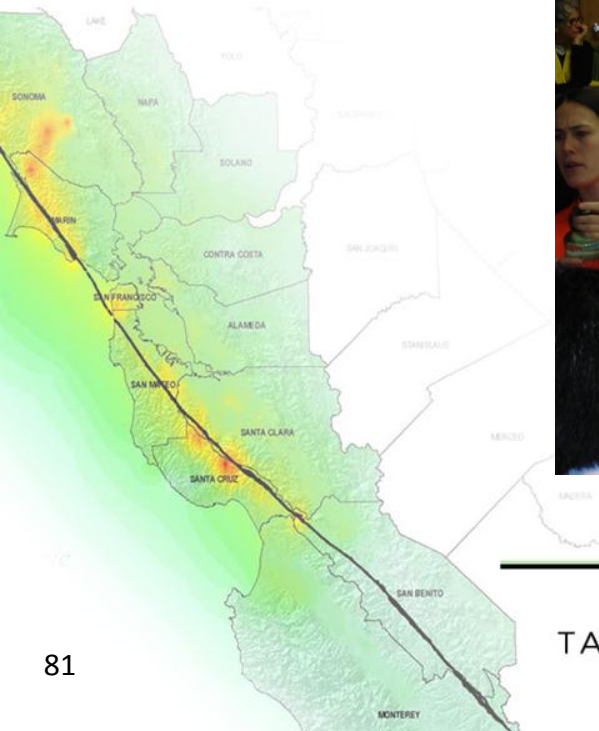
Review and assess the communication and coordination capabilities for donations management at all levels of government, non-governmental organizations (NGOs) and the private sector involved in donations management. [E+72 hours to 14 days]

(45-minute discussion)

*Scenario and questions can be found on page 25 of your SitMan*



# Completion of Module 2: Tabletop Discussion



TABLETOP EXERCISE

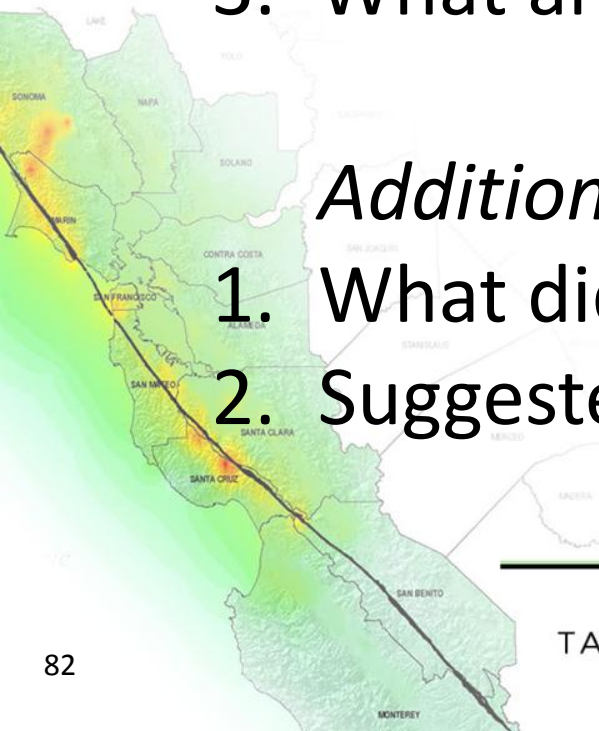


# Hot Wash

1. What are the strengths identified today?
2. What are the key areas of improvement identified today?
3. What are the recommendations?

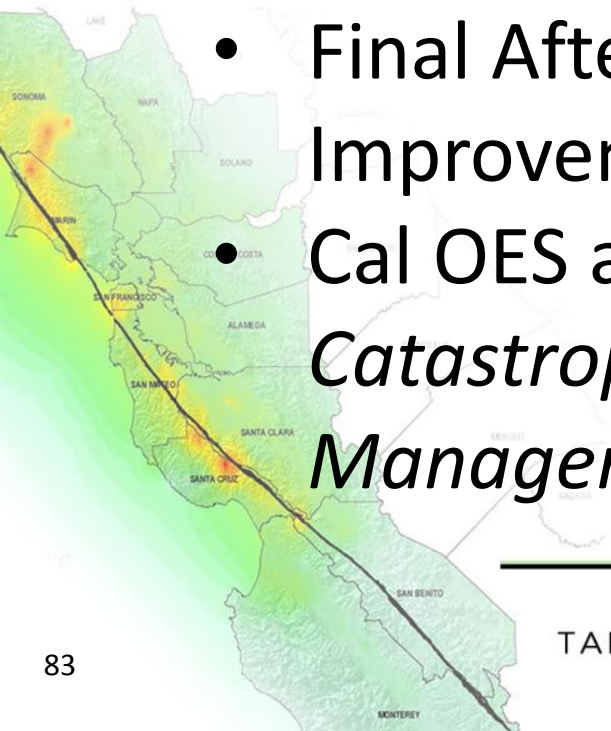
## *Additional thoughts – Exercise Design*

1. What did you like about the exercise?
2. Suggested changes?

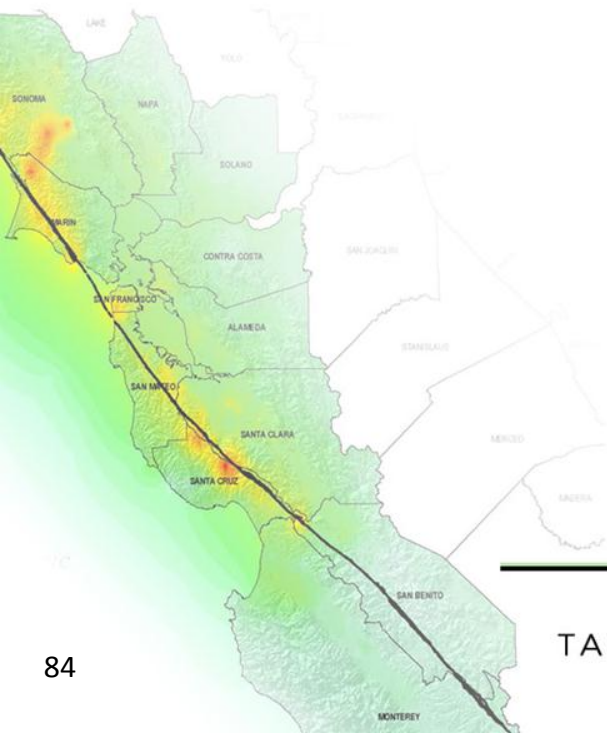


# Next Steps

- Complete Participant Feedback Forms
- Analyze today's information
- Draft After-Action Report for review
- After-Action Conference Call
- Final After-Action Report and Improvement Plan
- Cal OES adoption of the *Regional Catastrophic Earthquake Donations Management Plan*



# Closing Comments

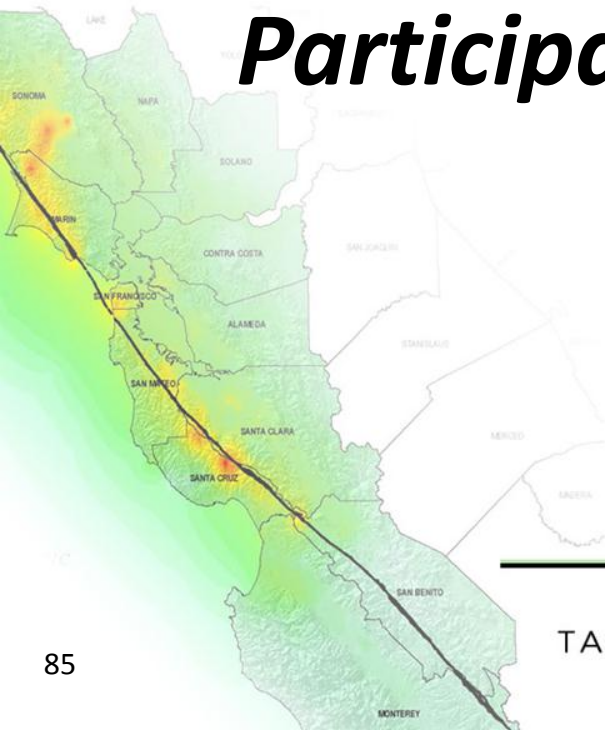


TABLETOP EXERCISE



# THANK YOU!

*Please leave your completed  
Participant Feedback Forms on the  
tables.*



TABLETOP EXERCISE

