

[JURISDICTION] CATASTROPHIC EARTHQUAKE DONATIONS MANAGEMENT PLAN



DONATIONS MANAGEMENT

[Insert
Jurisdiction
Logo]

Workshop Manual

[Date]

This Workshop Manual provides participants with background information and discussion items to be used during the workshop. This Workshop Manual is intended to be used together with [Jurisdiction] Catastrophic Earthquake Donations Management Plan. All workshop participants may view the Workshop Manual.

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How to use this template

This document is a template to assist Emergency Management staff in facilitating a Discussion-Based Workshop (Workshop) to familiarize their jurisdiction's agencies with their local government Catastrophic Earthquake Donations Management Plan (Donations Plan). To help achieve the objectives involved in a coordinated Emergency Operations Center (EOC) donations management response, a Workshop can be used to validate and confirm the various roles and responsibilities defined in the Donations Plan. Notes taken during the Workshop can provide recommendations of updates to the plan and of future planning efforts.

To coordinate a Workshop, a jurisdiction should:

- Identify the stakeholders (agencies with a role or responsibility) in the Donations Plan
- For donations management, invitations should be considered for representatives from:

IN KIND DONATIONS

- Health and Human Services
- Human Resources
- Social Services
- American Red Cross
- Nongovernmental organizations and faith-based organizations (including those that support a local Emergency Volunteer Center)
- Animal Services
- Law Enforcement
- Public Health
- School districts
- Public Information Officers

MONETARY DONATIONS

- EOC Management staff
- County Council
- Controller's Office
- General Services Department
- Local Community Foundations
- American Red Cross
- Public Information Officers

- Establish a good date for the Workshop and coordinate stakeholder invitations
- Revise the Workshop Template materials with jurisdiction specific information
- Provide, at minimum, a Workshop facilitator and scribe (for discussion notes)

Upon completion of the Workshop, a jurisdiction should:

- Develop an After Action Report/Workshop Summary Report that captures observations made during the workshop and identifies recommendations for future action and follow up
 - When possible, identify a timeline for addressing each recommendation

- Revise the Donations Plan based upon the Workshop discussions and After Action Report/Summary Workshop Report
- Exercise the plan through a Tabletop Exercise, Functional Exercise or Full-Scale Exercise
- Adopt the Donations Plan per the jurisdiction's protocols

The **blue** font in this Workshop Manual Template represents either instructional language providing guidance to the Manual developer, or blanks for where tailored information should be entered. Words or phrases in black font target information that may be left unmodified; however, any sections, phrases or words in this template can be revised as needed by the jurisdiction.

Administrative Handling Instructions

1. The title of this document is the *[Jurisdiction] Catastrophic Earthquake Donations Management Plan Workshop Manual*.
2. This document should be safeguarded, handled, transmitted, and stored in accordance with appropriate security directives. **Note: This Instruction should be tailored to fit the requirements of the jurisdiction.**
3. For more information on this workshop, please use the following points of contact:

[Agency Name]
[Name of Contact]
[Title/Position]
[Street Address]
[City, CA, Zip Code]
[XXX-XXX-XXXX]
[Email Address]

[Agency Name]
[Name of Contact]
[Title/Position]
[Street Address]
[City, CA, Zip Code]
[XXX XXX-XXXX]
[Email Address]

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Acronyms

Use this section to define any additional acronyms used in the manual. Below is a list of examples.

CBO	community-based organization
Cal OES	California Governor's Office of Emergency Services
DCT	Donation Coordination Team
DMU.....	Donations Management Unit
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HAZUS	Hazards U.S. (modeling software used to project damage from a given event)
M	moment magnitude
MM.....	Modified Mercalli
NGO	non-governmental organization
NIBS.....	National Institute of Building Sciences
Plan	[Jurisdiction] Catastrophic Earthquake Donations Management Plan
RCPGP	Regional Catastrophic Preparedness Grant Program
UASI.....	Urban Areas Security Initiative
VOAD	Voluntary Organizations Active in Disaster
Workshop.....	Discussion-Based Workshop

Workshop Agenda – [Enter Date(s) of Workshop]

Note: The times in the schedule below are included as an example. Start times and the length of discussion for each Module can be adjusted to fit the needs of the jurisdiction

9:30 a.m. Registration

10:00 a.m. Introduction

- Introductions
- Housekeeping/Logistics
- Workshop Overview

10:15 a.m. Module 1: Overview of the [Jurisdiction] Catastrophic Earthquake Donations Management Plan

- Plan Overview
- Scenario
- Donations Management Assumptions

10:45 a.m. Module 2: Objectives 1 and 2

- Objective 1: Roles and Responsibilities
- Objective 2: Incident Organization and Coordination

12:00 p.m. Working Lunch

Note: Having a “working lunch” is optional.

12:30 p.m. Module 3: Objectives 3 and 4

- Objective 3: Information Management
- Objective 4: Public Relations

1:45 p.m. Module 4: Review and Findings

- Reviewed Concepts
- Strengths
- Identified Gaps or Areas of Improvement
- Next Steps

2:15 p.m. Participant Feedback

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Introduction

Workshop Purpose

The Bay Area Urban Areas Security Initiative (UASI) has implemented Regional Catastrophic Preparedness Grant Program (RCPGP) funds to develop plans in the following functional areas: Mass Fatality, Debris Removal, Mass Care and Sheltering, Mass Transportation/Evacuation, Interim Housing, Volunteer Management, Donations Management and Logistics. For each functional area a Regional Plan has been developed, as well as Operational Area plans for the 12 Bay Area UASI region counties and local government plans for two core cities (jurisdictions include Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma counties and the cities of Oakland and San Jose).

This workshop serves to conduct a systematic review of the [Jurisdiction] Catastrophic Donations Management Plan (Plan).

The workshop has three (3) purposes:

1. To familiarize workshop participants with critical elements discussed in the Plan
2. To review and/or evaluate critical elements and concepts presented in the Plan
3. To identify gaps and open issues for Plan revisions and future planning efforts

Workshop Scope

Note: the following scope is here as an example and can be edited by the jurisdiction to reduce or expand the scope of the workshop.

The scope of this workshop includes an evaluation of the assumptions, roles and responsibilities, coordination and communication, and elements of the operations described in the Plan. The workshop will be based on moment magnitude (**M**) 7.9 earthquake on the northern segment of the San Andreas fault. The workshop will not unfold chronologically; rather, it will examine key operational concepts and build from them to satisfy Workshop Objectives.

Workshop Objectives

The objectives of this workshop are to accomplish the following through participant inputs and discussion:

1. Evaluate the roles and responsibilities of critical agencies and organizations in relation to the non-governmental organizations that manage and use both monetary and in-kind donations.
2. Valuate the methods described for coordination between the State-Regional Donations Coordination Team and non-government agencies that provide service at the local level.

3. Evaluate the management of information related to the needs of organizations and individuals, as well as the actual handling of donated goods and money.
4. Evaluate the coordination of public information, including:
 - Various sources of that information
 - Strategies for maintaining consistency of public messages

Workshop Process and Structure

This workshop will be an interactive, facilitated discussion, organized by Modules, and aimed at evaluating key elements of the Plan. The Workshop modules will not be presented chronologically to mirror the scenario event; rather, they will support objectives that were formulated to verify accuracy and consistency of the Plan and the operational elements necessary to manage monetary and in-kind donations in the Jurisdiction.

[Insert a description of how the workshop will be facilitated. If you plan to use break-out sessions and/or facilitators for different tables, describe that here. Example text follows].

Participants will be grouped according to Emergency Operations Center (EOC) Sections (the section in which they are or would most likely be assigned to) and will engage in a facilitated discussion about critical elements of the plan. After these smaller group discussions, participants will engage in a moderated plenary discussion in which a spokesperson from each group will present a synopsis of the group's observations/discoveries based on the scenario.

OR

The workshop discussion will occur as a plenary session. A facilitator will guide the group in a discussion about critical elements of the plan.

[The structure of the workshop can be changed based on how the facilitation team determines it will be best to achieve the objectives for the workshop. The structure below is one example].

The workshop structure is designed to support a systematic review of the Plan by the participants, who are Donations Management subject matter experts, as they analyze the Plan and provide recommended revisions.

- **Module 1:** Overview of the [Jurisdiction] Catastrophic Earthquake Donations Management Plan
- **Module 2:** Objectives 1 and 2 (Roles and Responsibilities, and Incident Organization and Coordination)
- **Module 3:** Objectives 3 and 4 (Information Management, and Public Relations)
- **Module 4:** Review and Findings

Participants will be introduced to Objectives and associated facilitation questions. They will be asked to respond to facilitated questions and provide comments on Plan content when issues arise. The workshop will conclude with a summary of reviewed concepts, strengths, gaps and areas for improvement, and next steps.

Workshop Guidelines

The following guidelines apply during the workshop: **Note: these guidelines can be modified by the jurisdiction. For example, if a jurisdiction wants to evaluate the assumptions derived from the HAZUS analysis, they can do so.**

- The primary goal of the workshop forum is to ensure that the coordination, resource-requesting and decision-making processes are accurately described.
- Emphasis for this workshop is on identifying potential inaccuracies or gaps and resolving them using facilitated discussion among stakeholders.
- Issue identification is not as valuable as suggestions and recommended actions that could improve response and preparedness efforts. Developing solutions should be the focus of participants.
- The ability to evaluate the content of the Plan depends on thoughtful input from participants.
- Participants are encouraged to participate based on their knowledge of existing plans, capabilities, and insights as well as from their review of the Plan.
- Decisions are not precedent-setting and may not reflect the final position of individual participants' organization on a given issue. The workshop is an opportunity to present and discuss multiple options and possible solutions.
- During the response, cooperation and support from other responders and agencies is assumed.
- The scenario, objectives, and assumptions serve as the basis for discussion.
- The workshop is designed to evaluate elements in the Plan, not to evaluate the scenario or the Hazards U.S. (HAZUS) software estimates used to develop some of the assumptions.

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Module 1: Overview of the [Jurisdiction] Catastrophic Earthquake Donations Management Plan

Plan Overview

The Plan describes [Jurisdiction] management of donations that are received in response to the earthquake. The term *donations*, as used in this Plan, refers to all donations both monetary and in kind. Monetary donations are financial contributions from donors designed for disaster response, relief, and recovery. *In-kind donations* include all non-monetary donations designed for disaster response, relief, and recovery. Donated goods may be bulk goods which are generally new and most useful, or they may be non-bulk, which are generally used goods donated by individuals. Donated services include professional services, use of facilities and real estate, and loaned equipment or vehicles.

The purpose of the Plan is to:

Describe the actions of and coordination between government agencies and non-governmental organizations (NGOs) for managing donations in the aftermath of a catastrophic earthquake.

The Plan provides donation-related details for:

- Managing, allocating, and tracking monetary donations in [Jurisdiction]
- Receiving, managing, warehousing, distributing, and tracking of in-kind donations
- Applying the Incident Command System (or another suitable structure) for donations management operations
- Coordinating local, regional, State and Federal agencies and NGOs that have a role in donations management

The objectives of the Plan are to:

- Define planning assumptions for donations management based on projected catastrophic impacts of the earthquake
- Identify and describe the donations-related roles and responsibilities of agencies and organizations
- Describe the resources required and available for donations management operations and mechanisms for integrating State and Federal resources into donations management operations in [Jurisdiction]
- Identify recommended time-based priorities, objectives, and tasks to guide response operations
- Establish a response timeline for individual tasks in donations management operations

Note: In this section below provide a description for how the Plan is structured. The description here is an example and may not represent exactly how your jurisdiction's plan is organized.

The Plan comprises primary text and nine (9) appendices. The body of the Plan presents the core planning principles and operational elements for donations management operations in the response to the earthquake. Because the scope of operations is so broad, the information in the Plan body is intended to be general with more detailed information provided in the appendices. The appendices are as follows:

- **Appendix A:** A glossary of acronyms, abbreviations and key terms used throughout the Plan
- **Appendix B:** Contains the maps referenced in the Plan
- **Appendix C:** Provides scenario and assumptions details and a description of the Hazards U.S. software model
- **Appendix D:** Contains checklist for activities to be undertaken by staff at the EOC
- **Appendix E:** Provides sample press releases and public information announcements
- **Appendix F:** Gives sample Memoranda of Understanding and Memoranda of Agreement for development into more formal agreements among governments and NGOs
- **Appendix G:** A copy of a FEMA/National Voluntary Organizations Active in Disaster (VOAD) brochure called How to Donate Successfully
- **Appendix H:** [Jurisdiction] In-Kind Donations Coordination Team List
- **Appendix I:** [Jurisdiction] Monetary Donations Coordination Team List

The sections below provide additional information about the specific impacts associated with the scenario event, and the assumptions made about the donations management response based on the scenario.

Scenario

The scenario event is an M 7.9 earthquake on the northern segment of the San Andreas fault. The basis for the scenario is a HAZUS analysis¹ performed by the Earthquake Engineering Research Institute, with support from the U.S. Geological Survey and the California Governor's Office of Emergency Services (Cal OES), beginning in 2005 and modified in 2009 by URS Corporation for the RCPGP.

¹ HAZUS is a loss estimation software program that was developed by the National Institute of Building Sciences (NIBS) for FEMA. The version used for this analysis (HAZUS MR3) was developed by NIBS in 2003.

Note: the scenario impacts listed below are from the Regional Plan. Your jurisdiction may wish to use the local impacts for your jurisdiction in lieu of these. Keep in mind, that awareness of the impacts of neighboring jurisdictions is useful in understanding the full context of the scenario event.

Some of the initial impacts, to the region, of the earthquake scenario projected by the HAZUS analysis are:

- 300,000 people seeking shelter
- 500,000 households without electricity
- 1.8 million households without potable water
- 7,000 fatalities
- 50 million tons of debris
- More than 1 million people requiring transportation assistance because of hazardous conditions or dislocation

The characteristics of the scenario event and its impacts on the region are as follows:

1. The earthquake occurs in January on a weekday at 1400 hours Pacific Standard Time.
2. A foreshock precedes the main shock by 20 to 25 seconds. There is no other warning.
3. The main shock lasts 45 to 60 seconds.
4. The epicenter is just outside the entrance to the San Francisco Bay, west of the Golden Gate Bridge.
5. The earthquake ruptures approximately 300 miles of the northern segment of the San Andreas fault, from the San Juan Bautista area in the south to Cape Mendocino in the north.
6. Shaking is felt in Oregon to the north, Los Angeles to the south, and Nevada to the east.
7. The estimated magnitude is **M** 7.9 with Modified Mercalli (MM) intensity of VIII (severe shaking/moderate to heavy damage) to IX (violent shaking/heavy damage) in widespread areas of the most severely affected counties. Pockets in the affected counties experience instrument intensity of MM X (extreme shaking/very heavy damage), particularly areas immediately adjacent to the fault and areas where liquefaction is likely to occur.
8. Ground shaking and damage occur in 19 California counties, from Monterey County in the south to Humboldt County in the north and into the San Joaquin Valley to the east.
9. Damage is catastrophic in the areas that experience shaking intensities of MM IX and X and in the areas with high or very high levels of susceptibility for liquefaction, which are the areas adjacent to the fault in Marin, San Francisco, San Mateo, Santa Clara, Santa Cruz, and Sonoma counties.
10. Counties along the fault outside the Bay Area, such as Mendocino, may sustain damage and require response.

11. Central Valley counties such as Sacramento and San Joaquin may be affected immediately by evacuations and other response actions.
12. The rest of California and the Nation are affected significantly by the need to respond; the deaths, injuries, and relocations of Bay Area residents; economic disruption; and media attention.
13. Threats and hazards resulting from shaking, surface fault rupture, and liquefaction include:
 - Structural and nonstructural damage to buildings, including widespread collapse of buildings
 - Structural and nonstructural damage to infrastructure
 - Widespread fires
 - Subsidence and loss of soil-bearing capacity, particularly in areas of liquefaction
 - Displacement along the San Andreas fault
 - Widespread landslides
 - Hazardous materials spills and incidents
 - Dam/levee failure resulting in flooding
 - Civil disorder
14. Threats and hazards resulting from the main shock are aggravated or recur during aftershocks, which continue for months after the main shock.
15. The earthquake does not generate a tsunami or seiche, despite its magnitude.

Donations Management Assumptions

Note: in this section please enter the assumptions identified in your Jurisdiction's Donation Management Plan. The assumptions are used to enhance the scenario description and provide a basis for the discussion.

Module 2: Objectives 1 and 2

Objective 1 - Roles and Responsibilities

Objective 1 is to evaluate the roles and responsibilities of critical agencies and organizations in relation to the non-governmental organizations that manage and use both monetary and in-kind donations.

Facilitation Questions:

1. Are the roles and responsibilities in the plan described accurately and completely?
2. Are any critical organizations missing and not included in the plan?
3. Is the role of California Volunteers and monetary donations described clearly in the plan?

Objective 2 – Incident Organization and Coordination

Objective 2 is to evaluate the methods described for coordination between the State-Regional Donations Coordination Team and non-government agencies that provide service at the local level.

Facilitation Questions:

1. Are the donations flow graphic and EOC organization chart accurate, appropriate and adequate?
2. Are the differences between the Donations Management Unit (DMU) and the Donation Coordination Team (DCT) described clearly in the plan?
3. Are there any written agreements at the local or Operational Area level - either between governmental and NGO or between NGOs – that have a bearing on donations management?

Notes

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Module 3: Objectives 3 and 4

Objective 3 – Information Management

Objective 3 is to evaluate the management of information related to the needs of organizations and individuals, as well as the actual handling of donated goods and money.

Facilitation Questions:

1. Does the plan identify the types of information that needs to be tracked related to donations management?
2. Is there additional donations management related information which needs to be documented that the Plan does not address?
3. Is it clear how tracked information on donations management is shared/transmitted between levels of government?
4. How is information about unmet needs standardized or formalized, given that it comes from a number of government and non-government sources?

Objective 4 – Public Relations

Objective 4 is to evaluate the coordination of public information, including:

- Various sources of that information
- Strategies for maintaining consistency of public messages

Facilitation Questions:

1. Is it clear who will be coordinating and disseminating public information relative to the need for volunteers in the region?
2. Is it clear how information will be shared among neighboring jurisdictions?
3. Are the templates helpful?

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Module 4: Review and Findings

1: Reviewed Concepts

Review the critical concepts that were evaluated during the workshop discussion.

2: Strengths

Identify any strengths that were discovered during the workshop.

3: Identified Gaps or Areas for Improvement

Review any gaps or areas for improvement in the Plan that were identified during the workshop discussion.

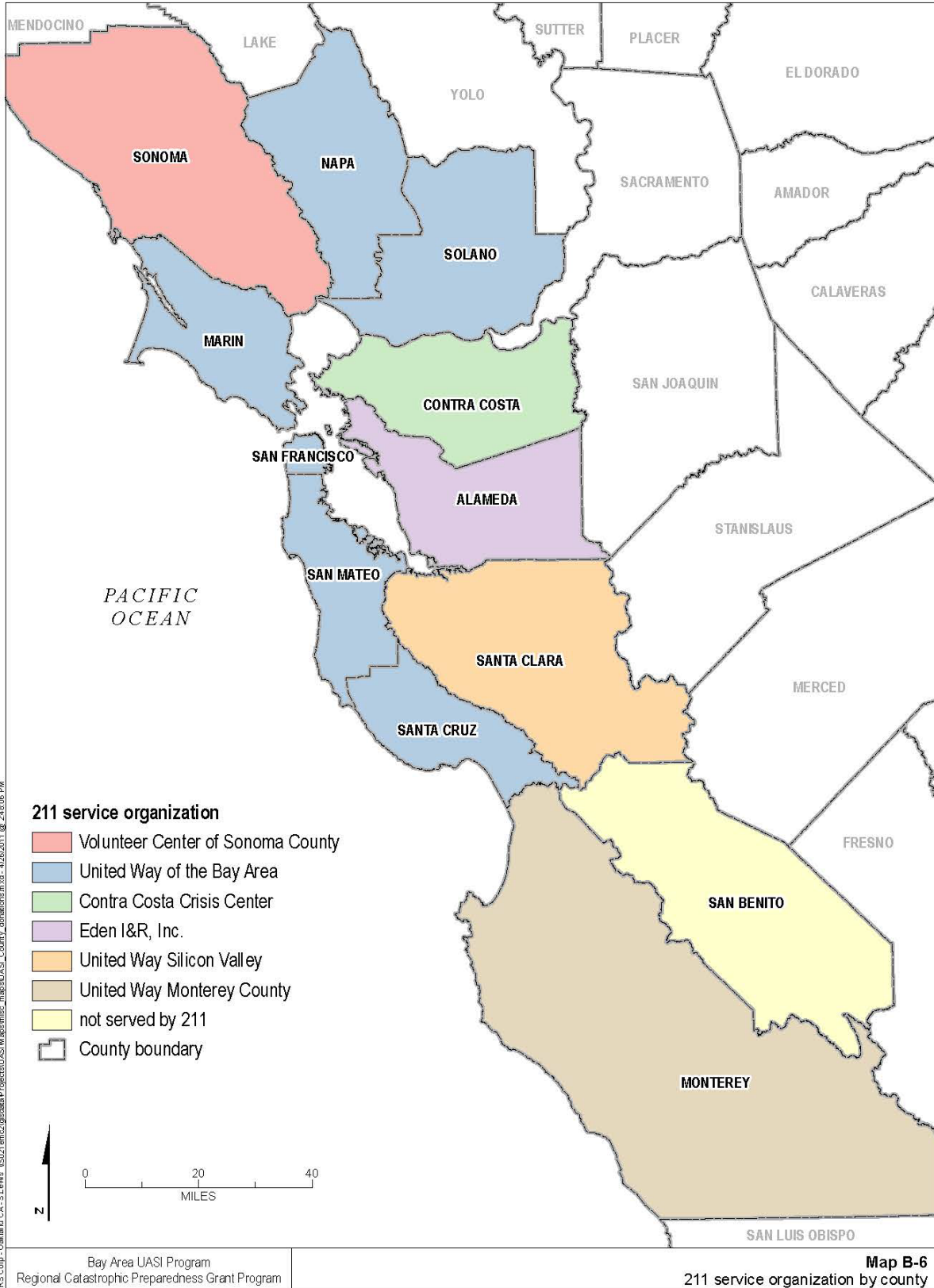
4: Next Steps

Note: following the workshop, the Jurisdiction should consider next steps for inclusion in the manual. Next steps may include: the development of an After Action Report/Workshop Summary Report, an After Action Meeting, additional workshops or working groups, and revisions to the Plan. Use this section to detail these next steps.

Appendix A: Maps

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Map 1. 211 service organization by county
 (from the Regional Catastrophic Earthquake Donations Management Plan)



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