

**Emergency Support Function 7
Logistics Management and Resource Support**

ESF Coordinator: Mills County Emergency Management Agency (MCEMA)

Primary Agency: Mills County Emergency Management Agency

Supporting Agencies: Mills County Auditor’s Office
Mills County Engineer’s Office/Secondary Roads
Municipal Public Works and Utility Departments
Municipal Parks and Recreation Departments
Mills County Fairgrounds Board
School Representatives: Glenwood and East Mills
American Red Cross of Nebraska and SW Iowa
Salvation Army
Mills County Sheriff’s Department
Glenwood Police Department
Mills County Emergency Services Association (MCESA)
Safeguard Iowa

I. INTRODUCTION

A. Purpose

ESF-7, Logistics Management and Resource Support, provides the framework through which the overall logistics management function and logistics support is provided during emergencies or disasters and describes how county-wide resources fit into this framework. It also describes how the Mills County Emergency Operations Plan interacts to provide support to the county’s residents and support to the incident management effort as well. ESF-7 provides an overview of logistic management and resource support functions, roles, and responsibilities.

B. Scope

ESF-7 coordinates logistical and resource support to county and local community agencies during the response and recovery phases of an emergency or disaster. The scope includes relief supplies, facilities, equipment, communications and personnel required to support immediate response activities and initial recovery efforts. It further includes logistical support for requirements not specifically identified in other ESFs. ESF-7 also addresses the efforts necessary to evaluate the need to, locate, obtain and provide essential resources.

II. POLICIES

- A. In accordance with assigned responsibilities, and upon implementation of this ESF, logistical support will be provided to the affected area as they are available.
- B. Support agencies provide resources to meet emergency requirements. Support by agencies will be ended at the earliest practical time.
- C. Supplies and equipment will be provided from current local supplies, then county supplies, and then from private sector suppliers either donated or procured and state or federal resources.

- D. All procurements will be made according to current state and county rules and regulations.
- E. The provision of logistical support necessary for county response will be the major element in the execution of ESF-7.

III. CONCEPT OF OPERATIONS

A. General

1. Each responding entity will be responsible for conserving and controlling its own resources. Responding agencies will follow the Incident Command System (ICS).
2. Upon activation, the EOC will support the response of local government, non-governmental organizations, and Incident Command using ESF-7 under the authorities implied in ESF 5, Emergency Management, expressed in Iowa Code 29C and associated administrative rules.
3. The determination to use public or private sector resource providers will be based on critical need and availability and delivery times of the particular resource. When all local resources (public and private) are depleted or in the assessment or anticipation of eventual depletion, the EOC will request and coordinate state and other external support from Iowa Homeland Security and Emergency Management Department (HSEMD). HSEMD can coordinate and/or provide mutual aid, state or federal resources.
4. The Mills County Community Organization Active in Disasters (COAD) will be the lead agency for receiving and coordinating donated goods and money in accordance with the Donations and Volunteer Management Plan, if applicable.
5. The resources of local government will be used to the extent practicable. Governments and organizations should retain sufficient quantities of applicable resources in reserve to meet organizational needs as appropriate. Should resources prove insufficient, additional resources may be procured or requested through the following priority order:
 - a. Mutual aid and other local support agreements
 - b. Iowa Mutual Assistance Compact (IMAC)
 - c. State and/or Federal assistance
 - d. Private sector purchases

B. Organization

1. ESF-7 operates under the direction of the EOC Director.

C. Procedures

1. Upon notification of a potential or actual incident of countywide significance requiring resource support, the determination of which ESF-7 agencies will be requested to provide immediate support and which remain on standby will be made by the lead agency in the EOC.
2. The Mills County Emergency Management Agency provides direction and support to ESF-7.
3. Support agencies will provide representatives at the EOC, as appropriate.

4. For an incident affecting a multi-jurisdictional area, central locations may be designated as consolidation points for resource support activities.
5. All local governments and non-governmental organizations will maintain purchasing and financial records of any expenditures made relating to response or recovery activities.

D. Phases of Emergency Management

1. Mitigation and Preparedness Activities
 - a. Test resources regularly and maintain in emergency ready condition.
 - b. Protect resources from damage to the greatest extent possible.
 - c. Develop and maintain a current resource inventory list. Keep contact information up-to-date for all agencies and locations that will need to be contacted for resources.
 - d. Develop standard operating procedures for resource support.
 - e. Train personnel on their roles during an incident.
 - f. Conduct training at least on an annual basis.
 - g. Develop a call-up system for afterhours contact.
2. Response and Recovery Activities
 - a. Activate the EOC for coordination of resources as appropriate.
 - b. Establish communications to organize resource support.
 - c. Through the Incident Command System, establish priorities in the assignment and use of resources.
 - d. Coordinate recovery activities through Incident Command.

IV. RESPONSIBILITIES

A. Mills County Emergency Management Agency

1. Maintain the EOC.
2. Maintain liaison with support agencies, the business community, volunteer organizations, and HSEMD.
3. Train EOC staff in resource management activities.
4. Through the PIO/JIC, coordinate and disseminate information concerning resource availability and distribute to the public.
5. Develop and maintain a communications process for rapid contact of key EOC staff and support agency personnel.
6. Develop EOC resource management standard operating procedures.

B. Mills County Auditor's Office

1. Monitor county emergency purchases.
2. Assist in identifying purchasing or contracting requirements (applicable county or state laws) for procurement of emergency supplies and equipment not covered in existing county codes and emergency procedures.
3. Assist in tracking of purchasing and financial records of any expenditure used for response or recovery activities.
4. Assist municipalities in financial records collection as needed.

C. Other Support Agencies (as noted on main page)

1. Maintain appropriate resources to meet routine operational requirements.
2. Take action necessary to ensure staff is prepared to accomplish response and recovery activities.
3. As applicable, ensure local resources are exhausted, or about to be, prior to requesting outside resources through the EOC. Resources held in reserve to meet constituent needs are considered utilized.
4. Maintain resource inventory and assessment of interdependence on communications and power facilities.
5. As applicable, provide resources, transportation, facilities, and services in response to requests from the EOC.
6. Develop resource lists and operating procedures and provide copies to the EOC.
7. Train field personnel in procedures for requesting outside resources.

V. ATTACHMENTS

ESF Attachment 7a. Emergency Response Checklist

ESF Attachment 7b. Volunteer and Donations Management Plan

VI. ESF REFERENCE DOCUMENTS (FOUND IN BASIC PLAN)

ESF Reference Doc 7.1 Resource Lists (Address, Phone, Email, etc)

ESF Attachment 7a.

Emergency Response Checklist – Logistics Management & Resource Support

Emergency Response Checklist – Logistics Mgt & Resource Support	
Emergency Management Phase	Actions
<p><u>Mitigation</u> Activities designed to prevent or lessen the effects of a hazard.</p>	<p>___ Ensure mutual aid agreements and/or emergency contracts are in place to prevent resource shortages in an emergency.</p>
<p><u>Preparedness</u> Activities designed to improve Readiness capabilities.</p>	<p>___ Maintain this ESF Annex as well as supporting operating procedures.</p> <p>___ Review all portions of the EOP to ensure proper coordination of resource support activities.</p> <p>___ Ensure resource support personnel receive appropriate emergency training.</p> <p>___ Establish contact with private resources that could provide support during an emergency.</p> <p>___ Participate in Emergency Management training and exercises.</p>
<p><u>Response</u> Activities designed to save lives, protect property and contain the effects of an event.</p>	<p>___ Obtain resources on a priority basis as determined by the EOC.</p> <p>___ Activate additional resource support personnel.</p> <p>___ Work with the EOC staff to establish priorities.</p> <p>___ If necessary, establish staging areas, distribution sites and mobilization centers from which resources may be distributed.</p> <p>___ Activate mutual aid.</p> <p>___ Maintain an inventory system to track supplies used in the disaster.</p> <p>___ Maintain accurate records of resources utilized and funds expended and submit reports.</p>
<p><u>Recovery</u> Activities designed to ensure continued public safety and return the community to pre-disaster levels.</p>	<p>___ Return staffing to normal levels as dictated by the event.</p> <p>___ Identify unused resources in the community.</p> <p>___ Stand down any facilities no longer in use.</p> <p>___ Dispose of excess supplies.</p> <p>___ Participate in after-action reports and critiques.</p>

ESF Attachment 7b. Volunteer and Donations Management Plan

Volunteer and Donations Management

INTRODUCTION

Purpose

A united and cooperative effort by state, federal and local governments, voluntary organizations and the donor community is necessary for successful management of the donations and volunteers offered as the result of a disaster. This donation management plan outlines procedures to coordinate the efforts of these entities to deal with *unsolicited* offers of disaster relief supplies and equipment, *undesignated* offers of financial assistance, and the services of *unaffiliated* disaster relief volunteers. The goal of the plan is to match offers with needs in order to assist disaster victims in an effective, efficient and timely manner as well as minimize poor use of available resources and reduce risk to well-meaning volunteers who may not be qualified or equipped to assist in certain situations or conditions.

Scope

This plan provides guidance in supporting local governments in the management of masses of unaffiliated volunteers and unsolicited donated goods.

Any reference to volunteer services and donated goods in this plan refers to unaffiliated volunteer services and unsolicited goods, unless otherwise stated. Unaffiliated volunteers, also known as spontaneous volunteers, are individuals who offer to help or self-deploy to assist in emergency situations without fully coordinating their activities. They are considered “unaffiliated” in that they are not part of a disaster relief organization.

Although unaffiliated volunteers can be significant resources, because they do not have pre-established relationships with emergency response organizations, verifying their training or credentials and matching them with the appropriate service areas can be difficult. This guidance applies to all political subdivision of the county.

Policies

Local governments have primary responsibility, in coordination with COADS / VOADS, to develop and implement plans to manage volunteer services and donated goods.

A Donations Coordination Team will be established and work together in a collaborative effort to manage donated goods.

The EOC, specifically ESF 7 will lead the coordination of the donations operations. It is not the EOC’s intent to alter, divert or otherwise impede the normal operation or flow of goods or services through volunteer organizations, but to help coordinate offers of donated goods and services.

Mills County and local governments shall encourage cash donations be made directly to recognized nonprofit voluntary organizations that are normally active in disasters.

Full use of existing local voluntary donations management resources is encouraged before State assets are sought. State governments look principally to those voluntary organizations with established donation structures already in place to receive and deliver appropriate donated goods to disaster victims.

ESF-5, Emergency Management, will activate ESF-7 and the Volunteer and Donations Management Plan when an event causes a spontaneous flow of or a major need for volunteers and/or donated resources.

Entities accepting spontaneous/unaffiliated volunteers are responsible for the care and management of those volunteers. Volunteer organizations providing volunteers must assure the jurisdiction that their volunteers have been adequately screened and that the sponsoring organization is responsible for their participation.

The Donations Coordination Team will work actively to assign volunteers to tasks within capabilities of lay persons and in areas that will limit exposure to hazards. Unaffiliated volunteers will be responsible for their own feeding, lodging, and maintenance. Volunteers will be treated with dignity and respect because of the competence and spirit they bring to the response and recovery effort.

Pre-incident Activities

Jurisdictions within the county will encourage individuals interested in volunteering personal services to directly affiliate with a voluntary organizations/agencies of their choice or a local volunteer coordination center. They may also choose to participate through their local or area Citizen Corps (CERT) program or Red Cross Chapter.

Jurisdictions within the county will encourage donations from the general public to be made as cash to voluntary, faith-based, and/or community organizations providing services to disaster victims as opposed to providing goods (unless immediately needed). This enables those COAD / VOADs to purchase items specifically needed based on the disaster and situation.

CONCEPT OF OPERATIONS

The EOC supports local government efforts to manage unaffiliated/affiliated volunteers and unsolicited/solicited donated goods. Requests for support under this plan should be generally coordinated through the EOC and Incident Command Post(s). Support of volunteer and donations management operations may include:

- Activation of a Volunteer/Donations Coordination Team to expedite service provided to donors and to address media-driven collection drives and other complex situations involving donated goods and volunteer services.
- Attempts should be made to develop a web-based system or phone registry for donations and volunteer management that enables the general public to register their offers of donated goods and services, thus providing the EOC and Volunteer/Donations Coordination Team a real-time view of offers and the ability to match offers to needs.
- Coordination with Logistics, Public Information Officers, Community Relations, Voluntary Agency Liaisons, private-sector representatives, local and/or State COAD / VOAD leadership, and other stakeholders as necessary.
- Facilities management and communications support, as needed.

RESPONSIBILITIES

Emergency Management & ESF-7 Primary Agency

Pre-incident Activities

In coordination with appropriate stakeholder representatives:

- Develop and expand a local COAD / VOAD, a network of NGO, private-sector, and government representatives and others to encourage effective volunteer and donations management collaboration at the local level.
- Support and promote development of web-based donations/volunteer management system to facilitate collection and tracking of offers of goods and services to enable effective matching of offers with needs.
- Develop, maintain, and implement a comprehensive volunteer and donations management training program.
- Encourage resource typing in support of effective volunteer and donations management.
- Meet with cooperating agencies such as State level COAD / VOAD and other stakeholders to enhance collaboration and information sharing.
- Establish and maintain contingency plans for an enhanced level of support to affected local jurisdictions in a catastrophic and/or multi-jurisdictional incident.

- Develop an on-site volunteer management and tracking system and policies to achieve and maintain accountability of volunteers assigned to disaster site work.

Response Activities

The EOC, in conjunction with voluntary organization partners, are responsible for implementing the appropriate plans to ensure the effective management of the flow of volunteers and goods in the affected area.

Provides communications support as needed including:

- Rapid communications between key voluntary agency, local, and private-sector coordinators
- Media relations support
- Support in the activation of volunteer/donations registries
- The possible activation of a local call center

The EOC (ESF-7) activates a Volunteer/Donations desk and/or a Volunteer/Donations Coordination Team to:

- Provide technical assistance to other agencies which receive offers of goods and services from the private sector, and assist with the processing of those offers.
- Designate a local point of contact to determine significant needs for donations or unique goods and services. The point of contact provides a liaison with organizations, arranging to satisfy identified needs.
- Assign a Volunteer Coordinator and Volunteer Management Team to local Incident Command(s) to manage assigned volunteers, volunteer groups, and services.