

City of Los Angeles

EMERGENCY OPERATIONS PLAN



LOGISTICS ANNEX

DONATION MANAGEMENT APPENDIX

June 2018



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APPENDIX DEVELOPMENT AND MAINTENANCE

This Appendix is developed in support of the City of Los Angeles Emergency Operations Plan (EOP) to facilitate the most efficient and effective utilization of solicited and unsolicited donated goods during disasters.

This Appendix is developed in cooperation and with input from the City departments with primary response or support activities, as well as input from appropriate non-City agencies with identified activities related to the donation of goods after a disaster or emergency.

This Appendix is developed to describe the overall Citywide response function and capabilities, and is to be used by each department identified within this Appendix to develop their own standardized operating procedures (SOPs) specifically for their department to direct tactical operations. When developing SOPs, each department is to take into consideration how all of the activities identified in this plan directly relate to their own department, as well as how those activities interact with, support, or require support from other departments identified within this plan. Departments must ensure that their SOPs are inclusive of planning for people with disabilities and others with access and functional needs. If, at any time, any department identifies a conflict in how their field response or support activities are performed in comparison to what is described in this Appendix, and/or identifies a conflict between their listed activities within this Appendix and how they relate to or support another department's listed activities, such conflict is to be immediately reported to the Emergency Management Department Planning Division.

If, at any time, a department, agency, or stakeholder to this Appendix changes, develops, or amends any policy, procedure, or operation that will change or affect the contents of this Appendix, that entity is to immediately notify the Emergency Management Department Planning Division.

This Appendix is to be corrected immediately upon notification or observation of any operational errors or conflicts. Such corrections are to be reflected within the Record of Changes.

Every other year, a formal review of this Appendix will be conducted by departments and agencies that are identified within the Appendix, as well as any other departments or agencies that may need to be part of the review process. The Emergency Management Department Planning Division will lead such an effort. Upon completion of such formal review, all corrections to the Appendix will be reflected within the Record of Changes.

APPROVAL AND IMPLEMENTATION

This document is a Functional Support Appendix to the City EOP. It serves as either a stand-alone plan or companion document to an applicable Hazard Specific Response Appendix to the EOP. This Appendix was developed with input from all applicable City of Los Angeles departments and allied stakeholders. Upon completion, it is reviewed by the City's Emergency Management Committee (EMC). When approved by the EMC, it presents the Appendix to the Emergency Operations Board (EOB) with a recommendation for approval. Upon review and approval by the EOB, the Appendix goes to the Mayor of the City of Los Angeles with a recommendation to approve and forward to the City Council for adoption.

Upon formal approval by the Mayor and adoption by the City Council, this document becomes an official Annex to the City of Los Angeles EOP.

This Appendix was developed with input from all applicable Los Angeles City departments. This Appendix is compliant with the Federal Emergency Management Agency (FEMA) *Comprehensive Preparedness Guide (CPG) 101, Developing and Maintaining Emergency Operations Plans, Version 2.0 (CPG 101 V.2)*¹.

¹*Developing and Maintaining Emergency Operations Plans. Comprehensive Preparedness Guide (CPG) 101, version 2.0 ed.* (n.p.: U.S. Department of Homeland Security, Federal Emergency Management Agency, 2010).

CITY EMERGENCY OPERATIONS PLAN/ANNEX CROSS REFERENCE

During the response, the following functional support shall be used as deemed necessary:

- Throughout this document, where public information and communication with the public is referenced, see the **Emergency Public Information Annex**.
- Where internal communications systems is referenced, see the **Communications Annex**.
- Where early warning and notification is referenced, see the **Early Warning and Notification Annex**.
- Where sheltering, mass care, mass feeding and the provision of functional needs support services (FNSS) is referenced, see the **Mass Care and Sheltering Annex; Resettlement Processing Center Annex; and Logistics Annex**.
- Where reference is made to evacuations, see the **Evacuation Annex**.
- Where reference is made to Federal, State, Local or Non-Governmental Organizations providing recovery information, see the **Local Assistance Center Annex and Recovery Annex**.
- Where reference is made to response and restoration of critical infrastructure, see the **Critical Infrastructure Annex**.
- Hazard Specific Annexes include the **Tsunami Annex, Earthquake Annex, Adverse Weather Annex, Brushfire Annex, Urban Flooding Annex, Off-Airport Major Aircraft Response Annex, Debris Flow Annex, Civil Disturbance Annex, Terrorism Annex and CBRN Annexes (Chemical, Biological, Radiological, and Nuclear)**.
- All actions related to fulfilling the purpose of this Appendix will adhere to the City of Los Angeles Citywide American with Disabilities Act (ADA) guides, documents, and checklists.
- Where City departments have tasks assigned relative to this Appendix, please refer to that specific department's Standard Operating Procedures.

BACKGROUND

In the wake of a natural disaster or other emergency, it is a common desire for members of the surrounding community to want to donate items to assist the local government's response efforts. The City of Los Angeles recognizes that offers from the public and private sector are important resources in the response and recovery efforts and must be effectively coordinated. Offers of assistance may be in the form of monetary donations or in-kind donations (i.e. food, clothing, products and equipment). However, many individuals donate goods that are not needed by disaster survivors or offer services that are not needed in the recovery process. Unsolicited donated goods may arrive in the local area without warning, day or night, unsorted and with minimal packaging and markings. When such goods are received, they must typically be sorted, repackaged and labeled, temporarily stored, and then transported to distribution points to be picked up by disaster survivors. Some goods may even have to be destroyed if the items are not useable by survivors, resulting in an inefficiency of time and poor use of resources.

Unsolicited, undesignated donations can be reduced by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through traditional and social media on current needs, along with information about items and services that are not required or needed. By planning for the management of goods donations, efforts can be properly coordinated to meet the needs of affected communities in the City of Los Angeles following major emergencies and disasters. The goal of this Appendix is to outline the City's process for accepting in kind, goods, and monetary donations and to effectively match the needs of the disaster-impacted communities with items that individuals and corporations are willing and able to donate.

I. PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

A. Purpose

The purpose of the Appendix is to provide for the orderly and coordinated response of all or any part of the population of the City of Los Angeles, if it is determined that such action is the most effective means available for protecting the population from the effects of an emergency situation. Organizations, operational concepts, responsibilities, and procedures to effectively manage donated goods during an emergency are defined within this Appendix.

The Appendix details government responsibilities for the managed response of donations. This Appendix can be used in conjunction with other annexes and appendices designed for the protection of the population. This Appendix is applicable to all locations and to all agencies, organizations, and personnel with donation management responsibilities.

The Appendix has been developed to meet the following objectives:

- Provide a concept of operations and identify roles and responsibilities for each appropriate department within the City of Los Angeles.
- Ensure consistency with Federal, State of California, the Los Angeles County Operational Area, and other local governments' emergency response plans and operations.
- To accept offers of donated goods that will support the City of Los Angeles in emergencies.
- Accept and direct cash donations to partner non-profit organizations to improve community resilience for Los Angeles.
- Manage donation needs by detailing the process of fulfilling City goods requests through donations.

B. Scope

Effective incident management begins with a host of preparedness activities conducted well in advance of any potential incident. Preparedness involves an integrated combination of: planning; training; exercises; personnel qualification and certification standards; equipment acquisition and certification standards; and publication management processes and activities.

This Appendix is applicable to Los Angeles City departments with donation management responsibilities. Of particular importance to this document are:

- City Departments with emergency public safety functions.
- City Departments having routine interaction with the public.
- City Departments performing emergency public safety or other critical services.

C. Situation Overview

1. Characteristics

a) Location

The City of Los Angeles covers 498 square miles with approximately 468 square miles of habitable land (214 square miles of which are hills and mountains) and approximately 29 square miles of water. The San Gabriel and Santa Susana Mountains bound the City on the North and the Santa Monica Mountains extend across the middle of the City. The Palos Verdes Hills and Pacific Ocean bound the City on the South and West.

b) Demographics

According to the California Department of Demographic Research Unit's "*E-1 Population Estimates for Cities, Counties, and the State*²", the 2016 population estimate for the City of Los Angeles is 4,030,904. This breaks down to approximately 8094 persons per square mile.

The City of Los Angeles is one of the most diverse cities in the world. Angelenos speak nearly 200 languages and are part of many different religious and belief systems. Community members who live, work, and play in Los Angeles include people with disabilities and others with access and functional needs.

This plan will use the phrase *people with disabilities and others with access and functional needs* to describe both those that meet the definition of disability as well as people who may or may not meet the definitions of civil rights laws or some of the 60 plus diverse definitions of disability³. The definitions for people with disabilities as well as others with access and functional needs are provided below:

People with Disabilities

"Disability" in this context is a legal term rather than a medical one. It refers to a Federally protected class under the 1990 Americans with Disabilities Act (ADA). Nationally, people with disabilities make up about 20% of the population. To be in compliance with the law, emergency managers must apply the concepts of accessibility, inclusion, and nondiscrimination in providing services to the general public which includes communication of

² California Department of Finance, E-1 Population Estimates for Cities, Counties, and the State, January 1, 2015 and 2016

³ Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006

public information and warnings, transportation, mass care and sheltering, and evacuations.

Others with Access and Functional Needs

“Others with Access and Functional Needs” is a broad definition that includes anyone who might have additional needs before, during, or after a disaster in accessing services. This includes individuals that may or may not meet the definitions of disability under existing civil rights laws, such as people with limited or no English language proficiency, individuals that are institutionalized, women in late-term pregnancy, or those with limited or no access to transportation. With this broader definition, about 50% of the population is considered to have an access or functional need. Anyone with a disability has an access and functional need, but not everyone with an access and functional need has a disability.

2. Vulnerabilities

The City of Los Angeles has multiple, accessible, redundant warning and notification systems that it will utilize to reach the public for warnings, notification, and support. The primary mode of notification will be the NotifyLA application. Other modes will include news releases and public service announcements to the media and directly through social media. Factors to consider are the type of disaster, the population density, and the terrain in areas of Los Angeles. In some instances, the consequences of a disaster along with terrain, and the geographical area, may impact the effectiveness of notification systems.

The City of Los Angeles recognizes that disasters may exhaust local resources. The City continues to develop, update and/or maintain Memorandums of understanding (MOUs), Memorandums of agreement (MOAs), and contract amendments with private vendors to increase response capability and available resources. In addition, the City of Los Angeles’s Business Operations Center (BOC) maintains communication channels with the private sector who may provide donations in an emergency.

Due to the population density and terrain of the City of Los Angeles, the City recognizes that, despite a good faith effort, it may not have the capabilities or resources to reach every individual in terms of public warnings, notification and/or support.

D. Assumptions

This Appendix was created to integrate the concepts and structure defined by the National Incident Management System (NIMS), the California Standardized

Emergency Management System (SEMS), and the National Incident Command System (ICS).

- All City, State, and Federal processes, procedures, and protocols reflected or referenced in this document were current as of the date of approval of this Appendix. Before implementing this Appendix, confirm that the processes, procedures, and protocols are unchanged. If necessary, before implementing, modify the Appendix to reflect updated processes, procedures, and protocols.
- Only Departments that have a response role or a role closely supporting donation management during an emergency will be included in this Appendix. The departmental roles listed are limited to those applicable to the event.
- In any disaster, primary consideration is given to the preservation of life. Additionally, time and effort must be given to providing critical life-sustaining needs.
- In a catastrophic incident, damage control and disaster relief will be required from the State and federal government, other local governments and private organizations.
- The City Emergency Operations Center (EOC) may or may not be activated in support of an event or emergency. EOC activation will be determined based on the scope and scale of the event.
- Electronic communications and information technology systems will be compliant with Section 508 of the Rehabilitation Act.
- All printed public education material produced to support this Appendix for distribution to the general public shall be available in multiple accessible formats.
- Many residential, commercial and institutional structures could be damaged; requiring a large Urban Search & Rescue/Heavy Rescue mobilization.
- Residents could be displaced; requiring shelter and social service needs. Sheltering activities could be short term or long term depending on the severity of the incident.
- Vital infrastructure such as potable water supplies, electrical power, natural gas and sewer services could be compromised. Re-establishment of these vital resources will be critical.
- Transportation infrastructure could be damaged and in limited operation. Vital vehicle and rail corridors could be damaged and impassible. Re-establishment of transportation infrastructure will be critical.
- Communications infrastructure could be damaged; causing disruption in land-line telephone, cellular telephone, radio, microwave, computer and other communication services. Re-establishment of communications infrastructure will be critical.
- Local and State owned resources will be quickly exhausted quickly in a catastrophic event.
- Unaffected jurisdictions and organizations may be requested to provide personnel and equipment to the region for support.

- Unsolicited donated goods may arrive in the local area without warning, day or night, unsorted and with minimal packaging and markings. Donations management and coordination will be needed.
- This Appendix does not supersede the plans, policies, or procedures of participating organizations, nor does it affect offers of donations directed to specific voluntary agencies.

II. CONCEPT OF OPERATIONS

A. Terminology

Donation: Gift given by an individual or organization, typically for charitable purposes or to benefit a cause. Donations may take various forms, including cash, services, new or used goods.

In-kind Donations: Charitable gifts of goods or services.

WebEOC: A web-enabled, locally-configurable incident and event management software for authorized emergency managers and first responders

Unmet Needs: Items needed to assist in disaster response and recovery efforts that are not projected to be supplied based on current resource availability.

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

For a list of acronyms, see Attachment B-1

B. Coordination of Donated Goods

In times when the EOC is not activated, the Emergency Management Department (EMD) will assume responsibility for coordinating donations in collaboration with the American Red Cross and Salvation Army through the Business Operation Center (BOC).

When the EOC is activated, or during a proclaimed/declared emergency, resource requests will be made to the EOC through department operations centers (DOCs) and/or Incident Command Posts/Unified Command Posts (ICPs/UCPs).

In such situations where donations will be managed, the EOC will activate the BOC, which will appoint a Donation Management Unit Leader from the Salvation Army to handle donations. The BOC Donation Management Unit Leader will be responsible for coordinating and facilitating the effective management and utilization of donations from the private sector and the general public using the City EOC Resource Request Form and/or WebEOC.

If resource requests are received by the EOC, the request will be routed to the Operations Section Resource Management Unit for approval (NOTE: VERIFY POSITION WITH ROB). The Operations Section Coordinator will assign the request to a Branch Director or Unit Leader to fulfill the request.(NOTE: CHECK WITH ROB)

C. Business Operations Center (BOC) Coordination of Private Sector Donations

The Business Operations Center (BOC) manages the donation of goods, services, or the use of facilities from corporations or organizations through BOC processes. The EOC, as a whole, has the option of interfacing with the BOC, if activated, to coordinate resources from the private sector. Requested resources procured from private organizations and companies (see Attachment B-2: Business Operations Center Sectors) through the BOC may be, but are not necessarily regarded as, donations. Some contractual agreements may be made for loaned resources or purchases. All donations provided for government use through the BOC constitute offers of in-kind assistance. The BOC is not intended to serve as a sourcing option for the EOC Finance and Administration Section's Procurement Unit, and it shall not be used as a means to circumvent existing emergency contracting laws, policies, or procedures.

These items may be requested needs of the City during an emergency or unsolicited offers from corporations or organizations. BOC volunteers maintain a virtual database where vendor or donor information is processed and reviewed by the BOC Coordinator to accept or decline a donation offer. If necessary, the BOC will contact the donor to formally decline. Donors can update their organization profiles and offers of items, services or facilities at any time through the BOC. (NOTE: REMOVE ATTACHMENT B-3)

When unmet government needs cannot be fulfilled via other government channels, resource requests may be routed from the Operations Section Resource Management Unit to the BOC. When requests can be fulfilled by a private sector, the BOC Sector Lead will follow internal protocols to match the request with available private sector resources. (NOTE: CHECK ATTACHMENT B-4)

If a donor has been found, the resource need is reconfirmed with the Resource Management Unit Leader. The BOC negotiates a Donation Commitment Agreement to confirm details of the donation, such as specification of the resource as a donation or loan, technical descriptions and operating instructions and transportation requirements. Along with the Donation Commitment Agreement, donors also have the opportunity to submit any legal documents associated with the donation or loan and the estimated or actual value of the resource (Reference BOC documentation). Three copies of the finalized, signed Donation Commitment Agreement will be kept for documentation: BOC recordkeeping, Resource Management Unit Leader records, and Documentation Unit.

If the resource requires transportation, the Logistics Section Ground Support Unit is then responsible for coordinating the donation delivery.

In the event the BOC is unable to fulfill a resource request, the BOC will notify the EOC Section or Unit of the situation. If the request to the BOC was made through

WebEOC, the BOC must update the status of the request. (See Attachment B-6: EOC and Business Operations Center Status Conditions Table for instructions on how to update the status of donations requests in WebEOC.)

D. Donation Drives

Management of donations will be facilitated through the BOC. When requests are made to the EOC for in-kind donations, the BOC will review the request to locate private sector resources to address the need. In the event the BOC is unable to locate a private resource donor, the BOC will review the request to arrange a donation drive. Once the donation has been approved by EMD, the Department of Recreation and Parks (RAP) and The Salvation Army (Salvation Army) Liaison in the BOC will determine a location, date, time and staffing configuration for donation drop-off site and handling. The Resource Management Unit Leader will provide this information to the Public Information Officer to notify the public.

E. Public Donations

During times of disaster, citizens of the City of Los Angeles will attempt and/or inquire about donating goods or other items (non-cash “in-kind” donations) to help survivors of the disaster.

The BOC allows the general public to identify opportunities to donate items that meet the specific needs of various City departments and credible aid organizations. The BOC has a dual role in assisting the City Resource Management component that was designed to facilitate the matching of donated goods with credible organizations providing relief and recovery services.

1. EOC Management of Public Donations

The Salvation Army in the BOC has access to a pre-registered administrative account which allows them to manage donation information.

The Resource Management Unit Leader will inform the Public Information Officer (PIO) and request that information about public donations be communicated to the public, adhering to the City of Los Angeles Public Information Annex.

2. Field Management of Donation Drives

The public will be encouraged to donate non-cash in-kind items to pre-established Salvation Army drop-off locations. However, public donations may be collected throughout the City. If necessary, RAP is responsible for providing site locations for donation collection.

However well-intended, in-kind donations cannot be provided directly to disaster survivors due to logistics, safety and, liability concerns. The Salvation Army and the City have agreed that the Salvation Army will take non-commercial

in-kind donations into their system and issue vouchers redeemable at Salvation Army stores to individuals affected by the disaster. Transportation and labor support will also be provided by the Salvation Army for moving, quantifying, and managing incoming unsolicited non-cash, in-kind donations.

F. Coordination of Monetary Donations

Monetary donations offered to the City for an emergency are processed through City Council. The Los Angeles Emergency Preparedness Foundation (LAEPF) is responsible for the acceptance and deposit of such donations. The City will adhere to the management of such funds according to regulations established in the Los Angeles Administrative Code (LAAC).⁴

Listed below are nonprofit partner organizations through which the general public can make cash donations:

- Los Angeles Emergency Preparedness Foundation (LAEPF)
- American Red Cross (Red Cross)
- World Vision

The PIO will notify the media that those who are interested in contributing financially to the disaster response and recovery effort can visit the websites of the organizations listed above. Funds that go to LAEPF directly aid the City of Los Angeles. EMD Communications Division will develop messages that can be used by the PIO once the EOC is activated.

G. Documentation and Time-Keeping

During an emergency situation or incident, it is important to keep specific records of staff assignments and costs related to the response to and recovery from the emergency/incident. Each department has their own internal processes for ensuring proper documentation of actions; incident specific cost tracking, personnel time keeping, and record retention of these documents.

In accordance with standard cost accountability practices for unique events and man-made and/or natural disasters, all City Departments are required to document their financial costs of labor, materials, and equipment used for the event.

Each City Department, proprietary and Council controlled, operates their respective accounting practices within the guidelines of the Mayor’s Executive Directives, the California Natural Disaster Assistance Act and the Federal Code of Regulations Title

⁴ City of Los Angeles Administrative Code, Division 8, Chapter 3, Article 9.5, Section 8.72. Emergency Operations Fund.
[http://www.amlegal.com/nxt/gateway.dll/California/laac/administrativecode?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:losangeles_ca_mc](http://www.amlegal.com/nxt/gateway.dll/California/laac/administrativecode?f=templates$fn=default.htm$3.0$vid=amlegal:losangeles_ca_mc)

44 of the Stafford Act to maximize potential reimbursement eligible costs and minimize ineligible costs.

III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. City of Los Angeles

1. Emergency Management Department (EMD)
 - Execute MOUs with partner organizations to support relief and recovery efforts as they pertain to Donation Management.
 - Develops messages to be sent to the PIO on the onset of a disaster or emergency, informing the public to visit the City websites, including the Los Angeles Emergency Preparedness Foundation (LAEPF), American Red Cross (Red Cross), The Salvation Army (Salvation Army), and the World Vision, to be informed on what donation needs exist and how to donate requested goods.
 - In times when the EOC is not activated, EMD in collaboration with the BOC will assume responsibility for coordinating donations.
 - Provides management to the BOC.
2. General Services, Department of (GSD)
 - Serve as the Logistics Section Coordinator when the EOC is activated.
 - Assists in procuring materials, supplies and equipment for City response and recovery efforts.
3. Information Technology Agency (ITA)
 - Troubleshoots information technology-related malfunctions or issues for the EOC.
4. Office of the Mayor
 - The Mayor, acting as Director of the Emergency Operations Organization (EOO) (Los Angeles Administrative Code, Division 8).
 - May obtain vital supplies and other such property as is needed for the protection of life and property of the people, and bind the City for the fair value thereof, and, if required immediately, may commandeer the same for public use.
5. Personnel Department (Personnel)
 - Performs emergency response duties of the EOC Operations Section Resource Management Unit Leader.
6. Recreation and Parks, Department of (RAP)
 - Provides location for collection of public donations, if necessary.

B. Non-Governmental Organizations (NGOs)

Although the City of Los Angeles has no authority to assign responsibilities to NGOs, many NGOs have primary or support responsibility for providing certain services to

the City of Los Angeles. Those NGOs are listed in the following, along with the services they are responsible for providing in the managing donations through the BOC in the event of an emergency.

1. Emergency Network Los Angeles (ENLA)

- ENLA is a member of the BOC and it provides general assistance to the public
- Provides avenues for communication, collaboration, and networking so that nonprofit organizations can most effectively use resources and work together to coordinate recovery.

2. Los Angeles Emergency Preparedness Foundation (LAEPF)

- Responsible for contacting Sector Leads and BOC Analysts for activations as directed by the EMD.
- Represents the interests of the community stakeholder sectors as the liaison between the BOC and the EOC.
- Provides direction and non-government management support for the BOC.

3. The Salvation Army (Salvation Army)

- Advises the City on best practices for coordinating in-kind, unsolicited, and solicited donations, following a major disaster. This includes identifying items to be solicited; advertising the need through the use of traditional and social media; and collecting, distributing, warehousing, and reporting of donations.
- Accepts in-kind donations on behalf of the City.
- Serves the needs of disaster survivors at Local Assistance Center(s) by using its existing inventory as well as solicited in-kind donations.
- Provides disaster emergency assistance vouchers usable at Salvation Army stores in the Los Angeles area.

IV. DIRECTION, CONTROL, AND COORDINATION

This Donation Management Appendix can be activated when the Mayor proclaims a local emergency, or if there is an automatic activation. An automatic activation follows a disaster or event that the City has identified, in advance, as one that requires an immediate response. Disasters requiring automatic activation are those events that pose an immediate threat to public safety.

Some portions of this Appendix go into effect immediately following an emergency event, where donations are needed to assist with response and recovery activities. Other portions of this Appendix are only activated when the incident grows in scope to a point where activation of the Emergency Operations Center (EOC) is warranted. Activation of the EOC is not necessarily automatic or necessary with all incidents.

In advance of or simultaneous with the City plan activation, City departments and agencies can activate their departmental emergency plans.

A. Business Operations Center (BOC)

As an element of the City of Los Angeles' emergency management, the BOC and its operations are under the direct control of EMD with implementation support from LAEPF. During non-emergency operations, the private sector is engaged on an ad hoc basis in the form of project teams or work groups that are convened for program development and maintenance. During emergency operations, the BOC is organized in accordance with ICS and City incident management law, policy, doctrine, plans, and procedures.

When both the EOC and BOC are activated, the BOC reports directly to the EOC Deputy Director.

V. ADMINISTRATION, FINANCE, AND LOGISTICS

Each department is required to have documented internal administrative procedures in place to track financial costs related specifically to the response and/or recovery of an incident. These procedures must include tracking all expenditures specifically related to the incident, including personnel costs such as straight and overtime payroll costs related specifically to the incident. Departments are also required to document internal administrative procedures for requesting, fulfilling and tracking internal department to department (DOC-to-DOC), field to department (field-to-DOC) and department to EOC (DOC-to-EOC) resource requests. Each department is responsible for the tracking of their own resources, including the tracking of personnel.

If an incident meets designated thresholds for Proclamation or Declaration of a State and/or Federal Emergency or Disaster, the Department of the Chief Administrative Officer (CAO), acting as the City's Authorized Agent, will develop a method for collecting financial documentation from departments as needed for submission as part of the City's reimbursement application process.

VI. AGREEMENTS AND UNDERSTANDINGS

A. Memorandum of Agreement

Memorandum of Agreement between Los Angeles Emergency Management Department and Los Angeles Emergency Preparedness Foundation, Inc.

MEMORANDUM OF AGREEMENT

Between

LOS ANGELES EMERGENCY MANAGEMENT DEPARTMENT

And

LOS ANGELES EMERGENCY PREPAREDNESS FOUNDATION, INC.

This Memorandum of Agreement ("MOA") is entered into as of January 31, 2014 ("Effective Date") by and between the City of Los Angeles, a municipal corporation ("City"), acting by and through its Emergency Management Department ("EMD"), acting by and through its General Manager ("GM"), and the Los Angeles Emergency Preparedness Foundation, Inc., a California non-profit public benefit corporation ("Foundation"). This MOA replaces and supersedes the MOA entered by and between the same parties, which expired on June 29, 2013 (Appendix A).

RECITALS

WHEREAS, the Emergency Management Department is a department of the City, and the Chief Administrative Officer of the Emergency Management Department is the General Manager;

WHEREAS, EMD supported the establishment of the Foundation;

WHEREAS, the Foundation was incorporated as a California non-profit public benefit corporation by filing the articles of incorporation, a copy of which is attached hereto as Appendix B (as amended from time to time, the "Articles"), with the Secretary of State of California;

WHEREAS, the Foundation is governed by the Articles and its Bylaws, a copy of which is attached hereto as Appendix C (as amended from time to time, the "Bylaws"). The activities and affairs of the Foundation will be conducted and all of its corporate powers will be exercised by or under the direction of its Board of Directors, the members of which are designated, selected and elected in accordance with the Bylaws;

WHEREAS, the Foundation is organized for those purposes set forth in the Articles, primary of which is to support the City of Los Angeles and the Emergency Management Department of the City specifically, in building its level of disaster resiliency and capability in responding to crisis events, and to otherwise engage in any lawful act or activity for which a corporation may be organized under the General Corporation Law of California;

WHEREAS, the purpose of this MOA is to establish a written understanding between EMD and the Foundation as to each party's respective roles and

responsibilities, and to set forth the financial relationship between EMD and the Foundation.

NOW, THEREFORE, in consideration of the recitals and mutual obligations herein contained, EMD and the Foundation hereby agree that the understanding between them is as follows:

I. REPRESENTATIVES OF PARTIES.

A. The representatives of the respective parties who are authorized to administer this MOA and to whom formal notices, demands, requests and communication shall be given are as follows:

- For the Emergency Management Department: Interim General Manager, currently Anna Burton
- For the Foundation: President and CEO, currently Brent Woodworth

B. All notices required or permitted by this MOA shall be in writing and may be delivered in person, or may be sent by regular, certified or registered mail or by facsimile transmission during normal business hours, and notice shall be deemed sufficiently given if served in a manner specified in this paragraph.

II. TERM.

The term of this MOA shall be for three (3) years beginning on the Effective Date. The MOA can be renewed with the approval and signature of the authorized representatives of both parties.

III. ROLES AND RESPONSIBILITIES OF PARTIES.

EMD and the Foundation hereby agree that the understanding between them as to the respective roles, responsibilities and financial relationship is as follows:

A. Authority; Fundraising. The Foundation is authorized to raise funds in furtherance of its specific purposes.

B. Employment Practices. The Foundation will make all hiring, retention and compensation decisions respecting its employees, consultants and advisors. All such decisions shall be subject to all applicable laws. The employees, consultants and advisors of the Foundation will not be deemed employees, consultants and advisors of the EMD or the City.

C. Promotion. EMD will use reasonable efforts to provide appropriate informational materials about the Foundation at each of its events, as well as on the EMD website.

D. Intellectual Property. Prior to usage of intellectual property, the Foundation agrees to enter into a license agreement pursuant to which the City may grant to the Foundation, a non-exclusive, royalty-free license to use EMD's intellectual property in connection with those Foundation purposes which are directly related to fundraising which directly benefits EMD during the existence of the Foundation.

E. Funding Requests. EMD will provide the Foundation, from time to time, with information of EMD's needs for funding after EMD's requests for funding priorities has been approved. The Foundation may use such information in determining the use of the Foundation's assets.

F. Financial Statements. Annually, the Foundation will provide to the General Manager of EMD, the most current (i) annual financial statements (and, if such financial statements have been audited, the applicable audit report with respect thereto) and (ii) tax returns for the Foundation.

G. Disposition of Assets Upon Dissolution. Pursuant to the Articles, upon dissolution, the net assets of the Foundation will be distributed for one or more exempt purposes within the meaning of section 501(c)(3) of the Internal Revenue Code, or shall be distributed to federal, state or local government, for a public purpose.

H. Commitment of Funds to LAEMD Projects and Activities. The Foundation agrees to provide 80% of funds raised to be utilized on mutually agreed upon Emergency Management Department programs and activities that are designed to promote disaster resiliency throughout the City of Los Angeles, consistent with the primary purpose of the Foundation. Operating and administrative costs of the Foundation shall not exceed 20% of funds raised.

IV. GOVERNING LAW.

This MOA will be governed by and construed and enforced in accordance with the laws of the State of California without reference to any principles of conflicts of law thereof.

V. ENTIRE AGREEMENT; AMENDMENTS; WAIVERS.

This MOA constitutes the entire agreement and understanding between the parties hereto, and supersedes all prior agreements, promises, negotiations or representations relating to the subject matter hereof. All amendments to this MOA must be in writing and signed by the parties hereto. No waiver hereunder will be valid unless in writing and signed by the parties hereto.

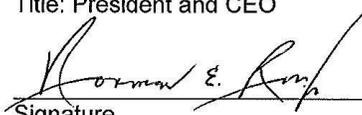
[Signature page to follow.]

IN WITNESS WHEREOF, the parties hereto have agreed and signed this MOA as of the Effective Date.

LA Emergency Preparedness Foundation, Inc., a California nonprofit public benefit corporation

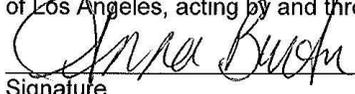
 1/31/2014
Signature Date

Name: BRENT WOODWORTH
Title: President and CEO

 1/31/2014
Signature Date

Name: NORMAN ROSS
Title: Chairman

Los Angeles Emergency Management Department, a department of the City of Los Angeles, acting by and through its General Manager

 1/31/2014
Signature Date

Name: ANNA BURTON
Title: Interim General Manager

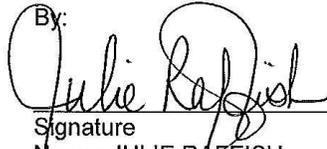
ATTESTED BY:

 1/31/14
Signature Date

Name: ROB FREEMAN
Title: Acting Assistant General Manager (Los Angeles Emergency Management Department)

Memorandum of Agreement
January 31, 2014
Page 5 of 5

APPROVED AS TO FORM:
Los Angeles City Attorney
MICHAEL N. FEUER, CITY ATTORNEY

By:  1/28/14
Signature Date
Name: JULIE RAFFISH
Title: Deputy City Attorney – City of Los Angeles

Appendix A
Memorandum of Agreement Between Los Angeles Emergency Management
Department and Los Angeles Emergency Preparedness Foundation, Inc., Dated
June 29, 2010 (See attached.)

Appendix B
Los Angeles Emergency Preparedness Foundation - Articles of Incorporation
(See attached.)

Appendix C
Los Angeles Emergency Preparedness Foundation - Bylaws
(See attached.)

B. Memorandum of Understanding

Memorandum of Understanding between the City of Los Angeles and The Salvation Army

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE CITY OF LOS ANGELES
AND THE SALVATION ARMY
CONCERNING THE MANAGEMENT OF NON-CASH, IN-KIND DONATIONS
DURING TIMES OF DISASTER**

This Memorandum of Understanding (MOU) is made and entered into between The Salvation Army and the City of Los Angeles, California (City), by and through the Emergency Management Department (EMD) (hereinafter "Party" or "Parties").

I. Recitals

A. The Salvation Army provides compassion and practical support to those in real and sudden need. On a daily basis, The Salvation Army accepts donations, monetary and material, consisting of clothing, furniture, and household goods and other unusual items or resources to assist people in need as well as in support of the operation of The Salvation Army Adult Rehabilitation Centers, allowing them to be self-sustaining.

B. The Salvation Army has seven (7) family (retail) stores, all of which accept donations, within the City of Los Angeles, and 23 stores throughout the greater Los Angeles area. The Salvation Army has six (6) Corps Community Centers within the City of Los Angeles, and seventeen (17) Corps Community Centers in the surrounding communities of the Los Angeles area which, among other activities, serve as in-kind donation and distribution centers. Each Corps Community Center currently uses a voucher system that can be adapted for dual purposes. Daily, the voucher system is used to access in-kind needs at The Salvation Army Family Stores, with disaster response built into the established system.

C. The City of Los Angeles Emergency Management Department is the lead City agency responsible for the City's Emergency Operations Plan, disaster mitigation, preparedness, response, and recovery in the City of Los Angeles.

D. Any natural or man-made disaster may cause the displacement of people. It is impossible to accurately predict the location, frequency, and scale of an emergency or disaster. Additionally, it is impossible to accurately determine the number of individuals who will need sheltering assistance before, during, and after an emergency incident. However, the City anticipates the need for available mass care capabilities and resources for caring for human and animal disaster survivors at individual or congregate temporary shelters, and fixed or mobile feeding operations during an emergency or disaster.

E. EMD anticipates that during times of disaster, members of the community will attempt to donate, or will inquire about making in-kind donations to help disaster survivors. These will include, but are not limited to, clothing, household goods and other items. Although well-intended, "in-kind" donations cannot be provided directly to disaster survivors due to logistics, safety and liability concerns.

F. The Salvation Army will advise the City on best practices for coordinating in-kind, unsolicited, and solicited donations following a major disaster. This includes identifying items to be solicited, advertising the need through the use of traditional and social media, and collecting, distributing, warehousing, and reporting of donations. The identification of items to be solicited and the notification of the need for these items will be coordinated through the City of Los Angeles Emergency Operations Center.

G. In-kind, unsolicited, and solicited donations will be accepted by The Salvation Army on behalf of the City during major disasters. Solicited in-kind donations will be collected and distributed by The Salvation Army. The City and The Salvation Army will collaborate to determine best practices for collection and distribution of all items. Unsolicited donations will be collected and processed through the day-to-day program. The Salvation Army will use its current voucher system to make these items and any additional items available if desired by disaster survivors.

H. The Salvation Army will serve the needs of disaster survivors at Local Assistance Center(s). The Salvation Army will do so by using its existing inventory as well as solicited in-kind donations.

Therefore, for valuable consideration as set forth herein, The Salvation Army and City agree as follows:

II. Purpose

The purpose of this MOU is to establish a working relationship between The Salvation Army and the City regarding the management of solicited and spontaneous non-cash, in-kind donations.

The goal of the MOU is to provide for:

- (1) Transportation and labor support provided by The Salvation Army for moving and quantifying incoming solicited and unsolicited non-cash, in-kind donations; and,
- (2) The availability and distribution of Salvation Army store vouchers for disaster survivors.

III. Definition of Disaster

As referred to in this Agreement, a disaster is an occurrence such as a hurricane, tornado, storm, flood, high water, wind-driving water, tidal wave, earthquake, drought, blizzard, pestilence, famine, fire, explosion, building collapse, transportation accident, terrorist attack, or other situation that causes human suffering or creates human needs that survivors cannot alleviate without assistance.

IV. Methods of Cooperation

Per Emergency Support Function #6 of the Federal Emergency Management Agency's National Response Framework – Mass Care, Emergency Assistance, Housing, and Human Services Annex, The Salvation Army is identified as one of the National Voluntary Organizations Active in Disaster support agencies. As such, The Salvation Army provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance, and the warehousing and distribution of donated goods including food, clothing, and household items.

The City recognizes this role and therefore desires to maintain a harmonious and cooperative relationship with The Salvation Army in providing disaster relief services to the entire community affected by a disaster. In order that the resources of The Salvation Army and the City may be coordinated and used to the fullest advantage in rendering disaster relief, the Parties agree to the following points. Upon the written agreement of the Parties, these points can be elaborated further under separate amendments to this Agreement.

A. Donations

If solicited and unsolicited non-cash, in-kind donations are dropped off at City facilities, the City will notify The Salvation Army who will pick up the donations using The Salvation Army vehicles and personnel. If inquiries are made to the City about making non-cash, in-kind donations, such inquiries will be referred to The Salvation Army, or another appropriate non-government organization. If solicited non-cash, in-kind donations are made to non-advertised drop-off sites and/or other Salvation Army locations within the Los Angeles basin, The Salvation Army agrees to accept and pick-up these items. These items will be processed in the same manner as all other solicited incoming donations to The Salvation Army during the disaster period. Nothing in this paragraph shall be construed to require The Salvation Army to accept donations that it otherwise would not accept. Any unsolicited donations will be processed through the regular day-to-day programs of The Salvation Army.

B. Vouchers

The Salvation Army will provide disaster emergency assistance vouchers usable at The Salvation Army stores in the Los Angeles area. All emergency assistance vouchers will be issued by Salvation Army case workers at the Local Assistance Center(s) and the Corps Offices. The Salvation Army will determine its ability to provide additional vouchers based on the need and the volume of incoming donations received.

The emergency assistance vouchers issued by Salvation Army case workers are intended to be used to purchase essential recovery items such as clothing or other household items. Salvation Army Store Credit may be given for the remainder of the amount of the voucher to be used at all Los Angeles area Adult Rehabilitation Centers (ARCs) and any additional facilities identified by the Salvation Army at the time of the disaster. These vouchers are not to be used for cash reimbursement. Any voucher that is lost or misplaced will not be replaced. These vouchers will be valid for the purchase of merchandise from the sales floor of any Salvation Army store in the Los Angeles area for up to six (6) months after the date issued. Certain vouchers may be issued for specific stores outside of the City depending on the circumstances of

the disaster survivor. All determinations will be made by a Salvation Army case worker. A Salvation Army case worker will provide the vouchers directly to the survivors of the disaster and have them sign for receipt of the voucher. The vouchers will be printed by The Salvation Army and can include information mutually agreed upon with the City. The vouchers will be produced at The Salvation Army's expense. The vouchers will be issued to the disaster survivors at the Local Assistance Center(s) or the Corps Centers. The Salvation Army will maintain a copy of all vouchers for documentation and any/all subsequent administrative actions.

V. Indemnification

To the fullest extent permitted by law, The Salvation Army shall defend and indemnify City and its officers, agents, employees and volunteers (collectively "City Parties"), against any and all claims, deductibles, self-insured retentions, demands, liability, judgments, awards, fines, mechanics' liens or other liens, labor disputes, losses, damages, expenses, charges or costs of any kind or character, including attorneys' fees and court costs (hereinafter collectively referred to as "Claims"), which arise out of or are in any way connected to the work, including but not limited to transportation and warehousing operations, covered by this Agreement arising either directly or indirectly from any act, error, omission or negligence of Contractor or its officers, employees, agents, contractors, licensees or servants. The Salvation Army shall have no obligation, however, to defend or indemnify City Parties from a Claim if it is determined by a court of competent jurisdiction that such Claim was caused by the negligent act or willful misconduct of City Parties.

VI. Insurance

Before commencement of the work, The Salvation Army shall submit certificates of insurance and appropriate separate endorsements to the actual insurance policy evidencing that The Salvation Army has obtained insurance in the following forms of coverage and minimum amounts specified from insurance carriers with a Best's Rating of not less than A-, VII or a company of equal financial stability approved in writing by City's Risk Manager. The Salvation Army shall have the right to self-insure.

- A. An occurrence policy of Commercial General Liability insurance insuring The Salvation Army against liability for bodily injury, personal injury or property damage arising out of or in connection with The Salvation Army's performance of work or service under this Memorandum of Understanding of not less than \$1,000,000 per occurrence and \$2,000,000 general aggregate. The City of Los Angeles, its officers, agents, employees, and volunteers shall be added as Additional Insured by separate endorsement to the policy.
- B. Statutory Workers' Compensation, as required by State of California and Employer's Liability at \$1,000,000 each accident for bodily injury or disease.
- C. Comprehensive Automobile Liability covering all owned, non-owned and hired vehicles for bodily injury and property damage of not less than \$1,000,000 each accident.

- D. Certificates of insurance provided by The Salvation Army must evidence that the insurer providing the policy will give the City thirty (30) days' written notice, ten (10) days for non-payment of premium, at the address shown in the section of the MOU entitled "Notices," in advance of any cancellation, lapse, reduction or other adverse change respecting such insurance.

The City of Los Angeles shall retain the right to review the coverage, form and amount of insurance required herein and may require The Salvation Army to obtain insurance reasonably sufficient in coverage, form and amount to provide adequate protection against the kind and extent of risk which exists at the time a change in insurance is required. City requirements shall be reasonable.

The Salvation Army may, with prior written consent of the City's Risk Manager, fulfill some or all of the insurance requirements contained in this MOU under a plan of self-insurance. The Salvation Army's utilization of self-insurance shall not in any way limit liabilities assumed by The Salvation Army under the MOU.

VII. Signatures

The undersigned are fully authorized by their agency to execute this Agreement. This Agreement will remain in effect until terminated by either party, following receipt of thirty (30) day written notice.

City of Los Angeles

By: EG
Signature

Name: Eric Garcetti
Print Name

Title: Mayor
Print Title

Date: JUL 07 2014

**The Salvation Army,
A California Corporation**

By: Douglas Rife
Signature

Name: Lt. Colonel Douglas F. Rife
Print Name

Title: Divisional Commander
Print Title

Date: 05/21/2014

By: Anna Burton
Signature

Name: Anna M. Burton
Print Name

Title: Interim General Manager,
Emergency Management Department
Print Title

Date: 5/28/14

By: Julie Raffish
Signature

Name: Julie Raffish
Print Name

Title: Deputy City Attorney
Print Title

Date: 5/29/14

VII. AUTHORITIES AND REFERENCES

A. Authorities

1. Federal
 - a) The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. <http://www.fema.gov/about/stafact.shtm>
 - b) Homeland Security Presidential Directive-5 (HSPD-5). <http://www.gpo.gov/fdsys/pkg/PPP-2003-book1/pdf/PPP-2003-book1-doc-pg229.pdf>
 - c) National Incident Management System. Department of Homeland Security. December 2008. http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf
 - d) National Response Framework. Department of Homeland Security. January 2008. <http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf>
 - e) Americans with Disabilities Act of 1990, as amended. <http://www.ada.gov/pubs/ada.htm>
2. State
 - a) California Constitution. <http://law.justia.com/california/constitution/>
 - b) California Emergency Services Act, 2006. <http://hazardmitigation.calema.ca.gov/docs/ESA-all8-06-final.pdf>
 - c) California Code of Regulations, Title 19, Chapters 1 through 6, including:
 - i. Chapter 1, Standardized Emergency Management System. <https://law.resource.org/pub/us/ccr/gov.ca.oal.title19.html>
 - ii. Chapter 6, Disaster Assistance Act Regulations. <http://www.kintera.org/atf/cf/%7BE475D1A4-FB9C-4135-AE8B-9310119C7F19%7D/CHAPTER%206%20%20CDAA.pdf>
 - d) California State Emergency Plan. <http://www.calema.ca.gov/PlanningandPreparedness/Pages/State-Emergency-Plan.aspx>
3. County
 - a) Operational Area Emergency Response Plan <http://lacoa.org/oaerp.htm>
4. City
 - a) City Emergency Operations Plan
 - b) Business Operations Center Operating Guidelines

- c) Los Angeles Administrative Code (LAAC) Division 8, Chapter 3, §8.30, *Power to Requisition Supplies and Personnel*: “The Director of the Emergency Operations Organization may obtain vital supplies and other such property as is needed for the protection of life and property of the people, and bind the City for the fair value thereof, and, if required immediately, may commandeer the same for public use; may require emergency service of any City officer or employee, or any citizen, and may requisition necessary personnel or material of any City department or agency.”
- d) Los Angeles Administrative Code (LAAC) Division 8, Chapter 3, §8.43, *Designation of the Emergency Operation Organization*: “There is hereby created an Emergency Operations Organization of the City of Los Angeles hereinafter referred to in this chapter as the “Organization”. Said Organization shall constitute the operational forces deemed necessary to meet successfully the conditions of a local emergency. It shall be composed of the various divisions hereinafter designated, the offices in command thereof, the personnel, services and material held or used by said divisions, together with all other personnel under the direction of the Director of the Organization, and all other services, equipment and facilities which may be loaned, donated or contributed to the City, or commandeered by the Director of the Organization.”
- e) LAAC Division 8, Chapter 3, §8.56.1, *Supplies Section*: “The Purchasing Agent shall procure and be the custodian of the special equipment and other property which may be obtained from any source for the special use of the Emergency Operations Organization, and shall assemble information concerning available equipment and operators normally under the control of governmental agencies and privately owned corporations.”
- f) LAAC Division 8, Chapter 3, §8.72, *Emergency Operations Fund*: “There is hereby established in the City Treasury an Emergency Operations Fund. Into it shall be deposited money provided by the City in the annual budget or at other time for the purposes of this chapter, and, as directed by the City Council, any additional money the City receives for these purposes from other sources. Money in the Emergency Operations Fund shall be expended by the General Manager of the Emergency Management Department (Coordinator of the Emergency Operations Organization), subject to the approval of the Chairman of the Emergency Operations Board, or his or her designated representative. Money in the Fund received by the City from other sources shall be regarded as a Trust Fund and shall not be transferred to the Reserve Fund as provided in Charter Section 344.”
- g) LAAC Division 22, Chapter 21, §22.547, *Procedures for Initiating and Processing Donations of Surplus Equipment*: “Surplus City property shall be donated only to nonprofit organizations for humanitarian purposes...”

h) Memorandum of Agreement between Los Angeles Emergency Management Department and Los Angeles Emergency Preparedness Foundation, Inc. (June 17, 2010): "...the Foundation is organized...to support the City of Los Angeles and the Emergency Management Department of the City specifically, in building its level of disaster resiliency and capability in responding to crisis events..." LAEPF shall represent the interests of the community stakeholder sectors as the liaison between the Business Operations Center and EMD. LAEPF shall provide direction and non-government management support for the Business Operations Center.

B. References

1. Los Angeles Department of Public Health, "Adult Disability in Los Angeles County." LA Health. Sept. 2006.

<http://publichealth.lacounty.gov/wwwfiles/ph/hae/ha/disability02.pdf>

2. Kailes, J. and Enders, A. in "Moving Beyond 'Special Needs' A Function-Based Framework for Emergency Management Planning," Journal of Disability Policy Studies, Vol./No. 44/207, pp. 230-237.

<http://www.jik.com/KailesEndersbeyond.pdf>

ATTACHMENT B-1: ACRONYMS

Acronym	Full Name
ADA	Americans With Disabilities Act
BOC	Bureau Operations Center
CAO	Chief Administrative Officer
CBO	Community-Based Organization
City	City of Los Angeles
CPG	Comprehensive Preparedness Guide
DOC	Department Operations Center
EMD	Emergency Management Department
ENLA	Emergency Network Los Angeles
EOB	City of Los Angeles Emergency Operations Board
EOC	Emergency Operations Center
EOO	Emergency Operations Organization
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
FNSS	Functional Needs Support Services
GSD	Department of General Services
ICP	Incident Command Post
ICS	Incident Command Structure
ITA	Information Technology Agency
LAAC	Los Angeles Administrative Code
LAEPPF	Los Angeles Emergency Preparedness Foundation
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
NIMS	National Incident Management System
Personnel	Personnel Department
PIO	Public Information Officer
PNP	Private-Non-Profit Organization
RAP	Department of Recreation and Parks
Red Cross	American Red Cross Los Angeles Region
Salvation Army	The Salvation Army
SEMS	Standardized Emergency Management System
SOP	Standard Operating Procedure

UCP

Unified Command Post

ATTACHMENT B-2: BUSINESS OPERATIONS CENTER SECTORS

1. Academic Institutions
2. Entertainment, Arts, Media, Sport, Recreation
3. Banking, Finance, Insurance, Legal
4. Manufacturing, Heavy Industry, Chemicals, Process, Oil and Gas
5. Construction, Development, Facility Management, Real Estate
6. Faith Based Community
7. Hospitality, Food and Beverage, Lodging, Tourism
8. Communications, Information Technology
9. Non-Government Organizations (NGO), Community-Based Organization (CBO), Private Non-Profit Organizations (PNP), Volunteer Based
10. Transportation, Automotive, Postal / Shipping, Supply chain, Warehousing
11. Associations, Professional Services, Consulting
12. Retail, Wholesale, Grocery, Consumer Goods and Services

ATTACHMENT B-3: EOC AND BUSINESS OPERATIONS CENTER WEBEOC STATUS CONDITION TABLE

EOC and BOC Status Condition Table - (V3)

Action	Responsible For Request	WebEOC Donation Status	Give2LA Status
Resource Request Entered by EOC	EOC Logistics	Pending / Action Required (Red)	Unassigned (Black)
Resource Request Pushed to BOC to be fulfilled with a donation	BOC	Pushed to BOC (Yellow)	Pending / Action Required (Red)
Request for Donation received by BOC. BOC assigns processor and begins effort to find donor	BOC	Pushed to BOC (Yellow)	In Process (Yellow)
BOC matches request against virtual database, calls donor to find potential match, updates Give2LA	EOC Logistics	Pushed to BOC (Yellow)	Matched / Pushed to EOC (Gray)
or BOC cannot match the request for donation with a potential donor	EOC Logistics	Pushed to BOC (Yellow)	Unable to Match / Pushed to EOC (Gray)
(automatic) EOC receives BOC status update and automatically changes EOC status. BOC sends Donations status to EOC	BOC	Pending / Action Required (Red)	Matched / Pushed to EOC or Unable to Match / Pushed to EOC (Gray)
EOC Logistics agrees to accept the donation (push update to Give2LA)	EOC Logistics	Approved / Pushed to BOC (Gray)	Matched / Pushed to EOC (Gray)
or EOC Logistics declines the donation	EOC Logistics	Cancelled / Push to BOC (Gray)	Matched or /Pushed to EOC (Gray)
or EOC Logistics cancels the donation (Process Complete)	EOC Logistics	Cancelled (Gray)	Unable to Match / Pushed to EOC (gray)
(automatic) BOC receives EOC update on Donation Approval or Cancellation and changes BOC status	BOC	Approved / Pushed to BOC or Cancelled / Pushed to BOC (Gray)	Pending / Action Required (Red)
BOC contacts donor to complete Donation Commitment Form or decline offer, Give2LA status updated	BOC	Approved / Pushed to BOC (Gray)	In Process (Yellow) (Yellow)

EOC and BOC Status Condition Table - (V3)

Action	Responsible For Request	WebEOC Donation Status	Give2LA Status
BOC receives Donation Commitment from identified donor and updates Give2LA	BOC	Approved / Pushed to BOC (gray)	Committed / Pushed to EOC (Green)
Or BOC contacts Donor to Decline offer (Process Complete)	BOC	Cancelled / Pushed to BOC (Gray)	Canceled (Gray)
(automatic) EOC receives BOC status update and details of Donation Commitment	BOC	Pending / Action Required (Red)	Committed / Pushed to EOC (Green) or Declined (Gray) Pushed to EOC
EOC coordinates delivery of Donation and Donation is Received (push update to Give2LA)	EOC Logistics	Donation Received (Green)	Committed / Pushed to EOC (Green)
Thank You Note Sent to Donor (Donation Fulfilled)	BOC	Donation Fulfilled (Green)	Donation Fulfilled (Green)
EOC coordinates delivery of Loan and Loan is Received (push update to Give2LA)	EOC Logistics	Loan Received (Green)	Committed / Pushed to EOC (Green)
EOC coordinates return of Loan and Loan is Returned.	EOC Logistics	Loan Returned (Green)	Loan Returned (Green)
Thank You Note Sent to Donor (Loan Fulfilled)	BOC	Loan Fulfilled (Green)	Loan Fulfilled (Green)