

Illinois Emergency Operations Plan

ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services

Appendix X-9 Volunteer and Donations Management

Illinois Emergency Management Agency and
Office of Homeland Security

September 23, 2026



Illinois Emergency Management Agency
and Office of Homeland Security



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 Emergency Support Function (ESF) 6 Mass Care, Emergency Assistance, Temporary Housing, and
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 State of Illinois Managed Plan Emergency Support Function (ESF) 6 Appendix X-9 Volunteer and Donations Management		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Appendix X-9 Volunteer and Donations Management	
Managing Division/Branch	Division of Operations	Strategic Planning – Inter-Agency Strategic Planning Cell (ISPC)
Drafted/Evaluated	The ISPC, in coordination with the ESF planning group.	January 2026
Evaluated Against	1. Prior version, if applicable. 2. Federal statutes and regulations. 3. State statutes and administrative codes. 4. Federal, state, and IEMA-OHS policies and directives. 5. National Preparedness Goal 6. National Response Framework 7. NRF Emergency Support Function Annexes 8. FEMA Community Lifelines 9. National Disaster Recovery Framework (NDRF) 10. IEMA-OHS policies, plans, and common definitions list. 11. Corrective actions from After-Action Reports (AARs) and real-world events where this ESF was engaged.	
Plan Type	☐ New ☒ Revised	
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Supersedes	August 2021, Annex 21 – Volunteers and Donations Management	



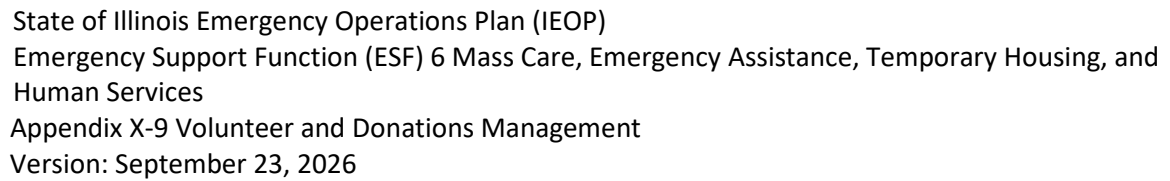
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State ESF-6, X-9 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	American Red Cross (ARC) Illinois Board of Higher Education (IBHE) Illinois Community College Board (ICCB) Illinois Department of Agriculture (IDOA) Illinois Department of Central Management Services (CMS) Illinois Department of Corrections (IDOC) Illinois Department of Innovation and Technology (DoIT) Illinois Department of Public Health (IDPH) Illinois Department of Transportation (IDOT) Illinois National Guard (ILNG) Illinois State Police (ISP) Illinois Voluntary Organizations Active in Disaster (IL VOAD) Office of the Illinois Attorney General (OIAG) Salvation Army (SA)
Primary State Agencies & Organizations	
Illinois Department of Human Services (IDHS)	
Federal ESF-6, X-9 Coordinator	
Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA)	



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When changes are made to this document, the following procedures will be followed:

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1. Introduction

1.1. Purpose

- 1.1.1. Provide strategic and operational assistance to local units of government, community, and voluntary organizations in managing volunteers and donations.

1.2. Scope

- 1.2.1. State support of Volunteer and Donations Management (VDM) is limited to requests for assistance received through recognized public, private, and voluntary organizations.
- 1.2.2. State VDM operations are scalable and modular based on the scope and magnitude of the event.
- 1.2.3. This appendix addresses operations designed to augment impacted local units of government and voluntary organizations.
- 1.2.4. VDM operations include resource management processes that address acceptance and management of donated goods, materials, services, personnel, financial resources, and facilities, whether solicited or unsolicited.
- 1.2.5. For this appendix, a volunteer is defined as an individual who, beyond the confines of paid employment and normal responsibilities, contributes time and service to assist in the accomplishment of a mission.
- 1.2.6. For this appendix, donations are defined as materials, financial resources, goods, supplies, and facilities that are solicited or unsolicited, not purchased.
- 1.2.7. Volunteers and donations may be solicited or unsolicited.

1.3. Policy

- 1.3.1. The SEOC Voluntary Organizations Active in Disaster (VOAD) Agency Representative will work with voluntary organizations that have agreed to help coordinate volunteers and donations through Illinois Voluntary Organizations Active in Disaster (VOAD) to address the needs of affected populations and impacted units of government.



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- 1.3.2. This appendix will not supersede any private sector, voluntary, or community-based organization's administrative protocols or policies concerning volunteer and donations management.
- 1.3.3. This appendix does not establish or provide any guarantee of support or liability to voluntary organizations.
- 1.3.4. For purposes of this appendix, volunteers and employees of voluntary organizations are not state employees. The state and its agencies, officers, and employees accept no responsibility or liability for these volunteers.
- 1.3.5. Upon activation of the SEOC, technical and logistical assistance will be provided to the private sector, voluntary or community-based organizations, and local governments in addressing the acceptance and management of donated goods, materials, services, personnel, financial resources, and facilities, whether solicited or unsolicited.
- 1.3.6. No attempts will be made by anyone involved in the coordination and implementation of this appendix to solicit donations for any specific organization.
- 1.3.7. Once a donation has been accepted by an organization, it is deemed to be a designated donation and is the responsibility of that organization.
- 1.3.8. Unused donations may be retained for future requirements, destroyed, or donated to charities not providing services in connection with that disaster.
- 1.3.9. State employees will be released from job duties to perform volunteer services under the terms outlined in 5 ILCS 335.
- 1.3.10. State agency personnel will be trained for the assigned mission and be made aware of the potential risks involved.
- 1.3.11. Individual organizations providing/accepting volunteers are responsible for the training of those volunteers.
- 1.3.12. Section 21 of the IEMA Act (20 ILCS 3305) provides for some private liability protection for people and companies that donate designated services during a disaster.



1.4. Situation

- 1.4.1. A disaster or preplanned event has occurred, resulting in affiliated volunteers needing to be mobilized for response and recovery activities, as well as spontaneous unaffiliated volunteers and convergent group volunteers presenting themselves to become involved in the disaster or event.
- 1.4.2. Key stakeholders, partners, and executive officials are contacting the SEOC, Business Emergency Operations Center (BEOC), or state agencies regarding volunteer and donation information and support.

1.5. Assumptions

- 1.5.1. Lack of an organized system for the management of volunteers and donations will result in confusion and inefficiency.
- 1.5.2. Unsolicited donations will be sent to impacted areas.
- 1.5.3. Public information regarding volunteer and donation operations will be required.
- 1.5.4. Points of contact will not be available for all private sector, voluntary, and community-based organizations.
- 1.5.5. The Federal Emergency Management Agency (FEMA) will support volunteer and donation operations as necessary.
- 1.5.6. The state will receive monetary donations on behalf of impacted areas in accordance with applicable laws, rules, and regulations.
- 1.5.7. Private sector, voluntary, and community-based organizations will likely have individuals interested in volunteering for the disaster and event.
- 1.5.8. Private sector, voluntary, and community-based organizations will work cooperatively with community partners.
- 1.5.9. Public perception of misuse, or perceived misuse, of donated resources and volunteers may have a detrimental impact on public trust in government and disaster response.



2. Concept of Operations

2.1. General

- 2.1.1. The SEOC will utilize a variety of technological and social media systems to communicate information regarding volunteer and donation operations. All communication with the public should be timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 2.1.2. The SEOC VOAD Agency Representative coordinates with Illinois VOAD in their capacity as the state Voluntary Agency Representative.
- 2.1.3. The SEOC VOAD Agency Representative coordinates with the Attorney General's Charitable Trust Bureau to identify recognized and sanctioned organizations providing disaster relief and organizations exempt from the Solicitation for Charity Act.
- 2.1.4. Individuals and businesses soliciting contracts for goods and services will be referred to the SEOC Finance Agency Representative.
- 2.1.5. Temporary contracts for the augmentation of personnel may be led by the SEOC Finance Agency Representative.
- 2.1.6. Primary and support agency SEOC Agency Representatives will identify situations affecting volunteer and donations management operations.
- 2.1.7. Needs that have been identified for volunteer and donations management will be incorporated into the SEOC Common Operating Picture (COP) and situational reports.
- 2.1.8. A designated donation is an offer made to and accepted by an organization, or a donation requested by an organization.
 - 2.1.8.1. Inquiries concerning donations will be referred to a whole-community organization when possible.
 - 2.1.8.2. Organizations accepting/receiving donations will follow internal logistical policies and procedures for management and distribution.
- 2.1.9. Unsolicited/undesigned donations



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2.1.9.1. Unsolicited/undesigned donations are those that arrive in the area but have not been requested by an organization.

2.1.9.1.1. Donors will be discouraged from sending unsolicited donations directly to disaster sites.

2.1.9.1.2. Unsolicited/undesigned donations will be directed to community organizations when possible.

2.1.9.1.3. Support for management of unsolicited/undesigned donations will be coordinated when necessary.

2.1.10. Categories of Volunteers

2.1.10.1. Affiliated Volunteers

2.1.10.1.1. Attached to a recognized voluntary organization.

2.1.10.1.2. Trained in disaster response.

2.1.10.1.3. Mechanisms are in place for their support following a disaster.

2.1.10.1.4. Less likely to self-deploy.

2.1.10.1.5. Trained and managed by their respective agencies, and

2.1.10.1.6. Feeding, housing, and transportation provided.

2.1.10.2. Spontaneous Unaffiliated Volunteers (Unsolicited)

2.1.10.2.1. Often volunteer in the immediate aftermath of a disaster.

2.1.10.2.2. Not currently attached to any recognized voluntary relief organization.

2.1.10.2.3. May/may not be trained.

2.1.10.2.4. May feel motivated by a degree of emotional connection.



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2.1.10.2.5. May/may not be skilled.

2.1.10.2.6. May/may not be from the affected area, and

2.1.10.2.7. Need to be managed.

2.1.10.3. Convergent Group Volunteers

2.1.10.3.1. May have an organizational identity and a collective
desire to assist.

2.1.10.3.2. Do not have an affiliation with the local jurisdiction.

2.1.10.3.3. Could be requested or spontaneously offer help
following a disaster.

2.1.10.3.4. Not expected to be paid.

2.1.10.3.5. Possible pre-disaster training.

2.1.10.3.6. Needs to be managed by the local volunteer and
donations system, and

2.1.10.3.7. May/may not be utilized.

2.1.11. Volunteer Services

2.1.11.1. State public information and crisis communications will instruct
volunteers to affiliate with a recognized disaster response
organization or other organized group. All communication with the
public must be timely, clear, and accessible, regardless of physical,
mobility, visual, hearing, cognitive, or financial needs, abilities, or
impairments.

2.1.11.2. Local AHJs will verify legitimate volunteer opportunities and
designate a point of contact.

2.1.11.3. Local governments may restrict access to volunteers.

2.1.12. Private Sector Donations



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2.1.12.1. Private sector donations may be received through state agencies, executive officers, local units of government, and national organizations.

2.1.12.2. Private sector donations of goods, materials, services, personnel, financial resources, and facilities, whether solicited or unsolicited, to the state will be coordinated by the SEOC.

2.1.13. Transportation

2.1.13.1. Transportation of volunteers and donations will be accomplished by various means, including the following:

2.1.13.1.1. Pick-up by receiving organization.

2.1.13.1.2. Use of whole community organizations, and

2.1.13.1.3. Coordination through IEOP ESF-1, Transportation.

2.1.14. Public Information

2.1.14.1. Public information will be released in accordance with ESF-15, External Affairs. All communication with the public must be timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

2.1.14.2. The IEMA-OHS Public Information Officer (PIO), in coordination with community partners, will disseminate information to the public and media concerning the state's volunteers and donations operations.

2.1.14.3. The public information program will be designed to encourage monetary donations and to limit the arrival of unsolicited/undesignated goods and services.

2.1.14.4. To the extent possible, pre-scripted public information outlining the need for voluntary services and donations will be issued.

2.1.15. Disposal of Excess Donated Materials

2.1.15.1. Unused donations may be disposed of, taking into consideration the following:



- 2.1.15.1.1. Donor preference.
- 2.1.15.1.2. Environmental concerns.
- 2.1.15.1.3. Retention for potential redistribution.
- 2.1.15.1.4. Transfer to other disaster relief efforts.
- 2.1.15.1.5. Economic concerns, and
- 2.1.15.1.6. Laws, rules, and regulations.

2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. SEOC NAW of SEOC Agency Representatives will be handled in accordance with ESF-2 Communication, Appendix X-1 Notification, Alert, and Warning.
- 2.2.2. The SEOC VOAD Agency Representative will notify, alert, and warn Illinois VOAD leadership if this appendix is activated.
- 2.2.3. Illinois VOAD is responsible for internal NAW.

2.3. Activation

- 2.3.1. The SEOC will provide support for volunteer and donation management efforts through the activation of SEOC Agency Representatives.
- 2.3.2. SEOC Activation Level Standard Operating Procedure (SOP) will be used to determine the necessity of volunteer and donation management coordination.

2.4. Communications

- 2.4.1. Communications throughout response and recovery will be conducted in accordance with standard operating procedures and managed using established procedures, processes, and policies outlined in ESF-2 Communications.
- 2.4.2. Communications will be conducted in accordance with the National Incident Management System (NIMS), utilizing clear text and frequencies coordinated with the SEOC.



2.5. Resource Management

- 2.5.1. Resource management and logistics will be carried out in accordance with ESF-7 Resource Management and Logistics.
- 2.5.2. Resource management includes mutual aid and assistance agreements, the use of special federal and state teams, and resource mobilization protocols.
- 2.5.3. Requests for unmet needs from local units of government and Illinois VOAD partner agencies in impacted jurisdictions will be forwarded to the SEOC VOAD Agency Representative for prioritization and fulfillment, working in cooperation with Illinois VOAD. This does not preclude direct coordination with voluntary organizations involved in disaster operations by local authorities having jurisdiction (AHJ).
- 2.5.4. Updated information regarding the status of unmet needs should be forwarded to the SEOC VOAD Agency Representative by the impacted local AHJs.
- 2.5.5. If activated, information on unmet needs and resource requests may be routed to ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services.

2.6. Reporting Requirements

- 2.6.1. When ESF-6, Appendix X-9 Volunteer and Donations Management is activated, and throughout an event, Significant Event Activity Logs (SEAL) will be distributed to community partners.

2.7. Organization

2.7.1. Direction and Control

- 2.7.1.1. The Governor, or designee, has the authority to exercise overall coordination of resources belonging to the state.
- 2.7.1.2. Organizations retain operational control of resources owned/obtained for use in response and recovery.
- 2.7.1.3. Organizations receiving voluntary services and donations are responsible for maintenance, sustainment, and use.
- 2.7.1.4. The IEMA-OHS Director, or designee, has the authority to exercise overall coordination of resources belonging to the state.



- 2.7.1.5. State agencies will coordinate support for VDM operations with the SEOC.

2.7.2. Coordinating Elements

- 2.7.2.1. ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services will be activated by the SEOC Manager.

2.7.3. Federal Coordination

- 2.7.3.1. SEOC Agency Representatives, state agencies, boards, and commissions will coordinate with federal counterparts in accordance with the enabling authority.

3. Roles and Responsibilities

3.1. State ESF Coordinator

3.1.1. Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)

- 3.1.1.1. Coordinate the utilization of required ESF-6 support to execute missions presented by the SEOC Manager.
- 3.1.1.2. Coordinates, integrates, and manages overall State efforts for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.3. Manages and updates resource availability for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.4. Assists in planning during activations and updates to the overall ESF plan.
- 3.1.1.5. Coordinate public information and messaging, ensuring that communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats and languages and using diverse communication platforms to effectively reach people with disabilities, limited



English proficiency, and others who may face barriers to receiving or understanding important information.

- 3.1.1.6. Manage the private sector aspect for volunteer and donation issues in cooperation with Serve Illinois.

3.2. Primary State Agency/Organization

3.2.1. Illinois Department of Human Services (IDHS)

- 3.2.1.1. Staff the IDHS SEOC Agency Representative position.
- 3.2.1.2. Serve as point of contact with the Governor's office, local government(s), supporting state agencies, appropriate voluntary agencies, and private sector organizations.
- 3.2.1.3. Ensure private sector coordination between the SEOC and BEOC.
- 3.2.1.4. Facilitate coordination between donors and whole community partners.
- 3.2.1.5. Track state-facilitated donations through the SEOC resource management system.
- 3.2.1.6. Instruct, inform, and coordinate with the private sector and voluntary organizations involved in VDM operations.
- 3.2.1.7. Coordinate requests for state assistance.
- 3.2.1.8. Manage the Serve Illinois phone line to provide information to prospective volunteers. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.9. Use the Serve Illinois website and social media to distribute public information. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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- 3.2.1.10. Utilize the Serve Illinois volunteer opportunity database via the Serve Illinois website to help coordinate matching potential non-medical volunteers with local volunteer opportunities specific to the disaster or event. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.11. Coordinate activation of licensed, verified medical volunteers registered through the Illinois Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) program known as Illinois Helps, including but not limited to the following:
 - 3.2.1.11.1. Physicians.
 - 3.2.1.11.2. Physician assistants.
 - 3.2.1.11.3. Registered nurses.
 - 3.2.1.11.4. Dentists.
 - 3.2.1.11.5. Respiratory therapists.
 - 3.2.1.11.6. Pharmacists.
 - 3.2.1.11.7. Social workers and
 - 3.2.1.11.8. Veterinarians.
- 3.2.1.12. Coordinate alongside the AmeriCorps National Office and Offices with volunteers from various national service (AmeriCorps and AmeriCorps Seniors) programs.
- 3.2.1.13. Deploy the Illinois Disaster Corps team when requested through the SEOC to set up and manage local Volunteer Reception Centers.

3.3. Support State Agencies/Organizations

3.3.1. American Red Cross (ARC)

- 3.3.1.1. Staff the Red Cross SEOC Representative position.
- 3.3.1.2. Operate volunteer intake centers for Red Cross operations.



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- 3.3.1.3. Provide just-in-time training (JITT) or on-the-job training for event-based volunteers utilized by the Red Cross. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.4. Provide lists of volunteer positions and skills needed by the American Red Cross to assist in response and recovery operations. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.5. Develop and disseminate lists of desired in-kind donations. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.6. Encourage the public to make monetary donations and to limit the arrival of unsolicited/undesigned goods and services. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.2. Illinois Board of Higher Education (IBHE)

- 3.3.2.1. Staff the IBHE SEOC Agency Representative position.
- 3.3.2.2. Coordinate campus volunteer efforts at colleges and universities.

3.3.3. Illinois Community College Board (ICCB)

- 3.3.3.1. Staff the ICCB SEOC Agency Representative position.
- 3.3.3.2. Coordinate campus volunteer efforts at community colleges.

3.3.4. Illinois Department of Agriculture (IDOA)

- 3.3.4.1. Staff the IDOA SEOC Agency Representative position.
- 3.3.4.2. Assist with coordinating or obtaining donations for the agricultural community. Ensure that all communication with the public is timely,



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clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

- 3.3.4.3. Assist in identifying and establishing facilities for storage of donations or volunteer reception centers. Identified locations for donation storage and volunteer reception must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.5. Illinois Department of Central Management Services (CMS)

- 3.3.5.1. Staff the CMS SEOC Agency Representative position.
- 3.3.5.2. Provide facilities and equipment as available from state resources for staging and storing donations. Identified locations for donation storage must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.5.3. Assist in the identification of state employees having specialized skills for support of VDM operations.
- 3.3.5.4. Coordinate the use of state facilities as they are available for just-in-time training of volunteers. Identified locations for volunteer training must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.6. Illinois Department of Corrections (IDOC)

- 3.3.6.1. Staff the IDOC SEOC Agency Representative position.
- 3.3.6.2. Provide correctional facilities as a temporary storage site for donations. Identified locations for donation storage must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



- 3.3.6.3. Provide individuals in custody labor to sort and process donations.

3.3.7. Illinois Department of Innovation and Technology (DoIT)

- 3.3.7.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.7.2. Coordinate the provision of computers and Internet connectivity in support of VDM operations.
- 3.3.7.3. Provide information technology resources in support of VDM operations.
- 3.3.7.4. Coordinate the establishment and maintenance of telephone toll-free volunteer and donations hotlines. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.8. Illinois Department of Public Health (IDPH)

- 3.3.8.1. Staff the IDPH SEOC Agency Representative position, ensuring public health representation in all SEOC activities and coordination across ESF-8 functions.
- 3.3.8.2. Provide applicable health guidelines and medical rules and regulations related to the acceptance, handling, and issuance of donations, in coordination with SEOC Logistics and Voluntary Organizations Active in Disaster (VOADs), to safeguard public health and welfare.
- 3.3.8.3. Provide public health inspection and oversight to public and private facilities accepting and dispensing donations, ensuring compliance with applicable health and safety standards and minimizing the risk of disease transmission or contamination.
- 3.3.8.4. Inspect food donations, as required by law, and in accordance with IDPH food safety protocols, to verify safe handling, storage, and distribution of donated food products during emergency operations.

3.3.9. Illinois Department of Transportation (IDOT)



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- 3.3.9.1. Staff the IDOT SEOC Agency Representative position.
- 3.3.9.2. Primary focus is inspection and/or repair of critical routes on state and federal highways.
- 3.3.9.3. Provide roadway intelligence for the transportation of resources.
- 3.3.9.4. Assist with applicable state agencies in identifying potential staging areas.

3.3.10. Illinois National Guard (ILNG)

- 3.3.10.1. Staff the ILNG SEOC Agency Representative position. This person will be prepared to:
 - 3.3.10.1.1. Coordinate ILNG transportation support for donations, warehousing equipment, and operators in alignment with ESF-13, Public Safety and Security.
 - 3.3.10.1.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible communication and transportation.

3.3.11. Illinois State Police (ISP)

- 3.3.11.1. Staff the ISP SEOC Agency Representative position.
- 3.3.11.2. Provide force security and protection, including access, control, and escort, to VDM operations.

3.3.12. Illinois Voluntary Organizations Active in Disaster (IL VOAD)

- 3.3.12.1. Staff the IL VOAD SEOC Representative position.
- 3.3.12.2. Provide personnel in support of VDM operations.
- 3.3.12.3. Coordinate VOAD agency's response activities.
- 3.3.12.4. Provide information and strategic awareness to the SEOC VOAD Agency Representative.



- 3.3.12.5. Coordinate requests for specific donations to fulfill unmet needs.

3.3.13. Office of the Illinois Attorney General (OIAG)

- 3.3.13.1. Staff the OIAG SEOC Agency Representative position.
- 3.3.13.2. Assist in identifying recognized and sanctioned organizations providing disaster relief and organizations exempt from the Solicitation for Charity Act.
- 3.3.13.3. Provide legal expertise as it relates to liability and other legal issues for volunteers.

3.3.14. Salvation Army (SA)

- 3.3.14.1. Staff the Salvation Army SEOC Representative position.
- 3.3.14.2. Provide just-in-time training (JITT) or on-the-job training for event-based volunteers utilized by the Salvation Army. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.14.3. Develop and disseminate lists of desired in-kind donations. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.14.4. Operate volunteer intake centers for Salvation Army operations. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.14.5. Operate in-kind donation intake centers for Salvation Army operations. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

4. Authorities

1. IEMA Act (20 ILCS 3305/), as amended.



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2. 29 Illinois Admin Code 301, including subpart F, as amended.

5. References

1. FEMA Disaster Assistance Policy (DAP) 9525.2 – Donated Resources

6. Acronyms & Definitions

1. For all definitions and acronyms addressed in this plan, please refer to the IEOP Base Plan, Appendix X-7 Glossary of Terms.