

Memorandum of Understanding

between

The American National Red Cross

and

The Salvation Army





I. Purpose

The purpose of this Memorandum of Understanding (“MOU”) is to provide a broad framework for cooperation, coordination, communication and mutual respect between the American National Red Cross (the “Red Cross”) and The Salvation Army, enhancing effective service in preparing, responding and recovering in times of disaster.

II. Independence of Operations

Each party to this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and financing its own activities.

III. Organization Descriptions

The American National Red Cross

The American Red Cross, founded in 1881, is dedicated to helping people in need throughout the United States and, in association with other Red Cross networks, throughout the world. Through its mission, the Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. The Red Cross provides services to those in need regardless of citizenship, race, religion, age, sex, national origin, disability, sexual orientation, veteran status or political affiliation.

The Salvation Army

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Founded in London England in 1865, The Salvation Army’s authority was formalized in the United States when the organization was incorporated in 1899 as a religious and charitable nonprofit organization. The Salvation Army has a moral and spiritual mandate to provide emergency disaster services (EDS) without discrimination, by meeting the basic human needs of those who have been affected by disasters throughout the United States. The Salvation Army’s emergency disaster services program extends from its holistic approach to service - by treating all people as created by God and demonstrating interest in each person. Part of The Salvation Army's mission is to “...*meet human needs in the name of Jesus Christ without discrimination.*” When disasters arise and in the midst of great pain, sorrow, trauma, and loss, The Salvation Army responds not only to the opportunity, but with a clear responsibility to address the physical, emotional, and spiritual needs of hurting people.

IV. Methods of Cooperation and Collaboration

In an environment of mutual respect, The Salvation Army and the Red Cross partner to provide assistance to communities impacted by disaster events in the United States. The following roles and responsibilities are agreed upon.

1. Communication Between Organizations

Representatives of The Salvation Army and the Red Cross at the national level will maintain open communication. Both parties will encourage their respective territories, divisions, corps, regions, chapters and affiliates to maintain open communication at the state and local levels. Each party will share current data regarding disasters (except for client information which may be confidential or privileged, unless disclosure has been expressly authorized by the client), disaster situational and operational reports, changes in policy or personnel relating to this MOU and any additional information pertinent to disaster preparedness, response and recovery. *See Attachment A and B: Organization Contact Information.*

2. Engagement at the Local Level and Community Mobilization:

- a. The Salvation Army will encourage its territories, divisions, corps and service affiliates to engage in discussions with local Red Cross chapters and regions to develop Standard Operating Guidelines (SOG) for local response, recovery or preparedness activities.
 - To locate a Red Cross chapter, go to www.redcross.org - “Find Your Local Red Cross.”
- b. The Red Cross will encourage its chapters to engage in discussions with The Salvation Army in their respective jurisdictions to develop plans for local response, recovery or preparedness activities.
 - To locate the nearest Salvation Army Corps, go to www.salvationarmyusa.org and search by “zip or city.”
- c. Both organizations will work with and through their chains of command for communication and collaboration. If assistance is needed at the local, regional, division or territorial level, national headquarters will assist with facilitation of introductions and resolving issues that may occur.

3. Preparedness

In order to obtain a better understanding of each other’s organization, each party will encourage their staff, employees and volunteers to cross train with the other organization. Disaster response training is offered through Red Cross chapters and through The Salvation Army local units.

- a. The Red Cross encourages employees and volunteers of The Salvation Army to access the following preparedness information on its public website:
 - i. Mobile apps found at <http://www.redcross.org/prepare/mobile-apps> including a shelter finder, first aid and emergency apps.
 - ii. The Red Cross Disaster and Safety Library to assist in preparing their communities in the event of a disaster or emergency <http://www.redcross.org/prepare/disaster-safety-library>.
- b. The Salvation Army will make available to staff and volunteers of the Red Cross disaster training and response information on its website at <http://disaster.salvationarmyusa.org>.
- c. Chapters and units will be encouraged to participate in activities such as community

preparedness including home fire preparedness, engagement with local disaster committees, training, drills and exercises.

- d. Chapters and units will establish relationships and communication channels in preparation for disaster events.

4. Response

Red Cross and The Salvation Army will encourage collaborative discussions at the local level in the following areas:

a. Readiness

- i. Engaging in pre-disaster planning to determine in advance of an event how each organization can assist each other during a response to ensure effective and timely action.
- ii. Coordinating how and when The Salvation Army and the Red Cross are activated for a disaster response, including activities consistent with local, state and federal mass care plans.
- iii. Committing to regular engagement and planning to strengthen capabilities, avoid duplication of services, and better provide more holistic service delivery for clients and communities in need.
- iv. Developing a knowledge base of expertise, experience, structure and capabilities of each organization.
- v. Identifying gaps in resources and capabilities in areas such as language assistance (e.g. interpretation, translation), cultural literacy, distribution facilities, social service needs, etc.

b. Community Disaster Response Coordination

- i. Red Cross and The Salvation Army chapters and units are encouraged to develop protocols for information sharing, disaster notification, joint response activities, and client referrals on major disaster relief efforts.
- ii. Public information should credit each organization by name when data is shared.
 - a. Example: American Red Cross and partners, including The Salvation Army, are feeding in local shelters.
- iii. Additional options include working with other organizations and collaborative groups (e.g. state or local VOADs) to plan for multi-agency service delivery centers, programs, and additional services needed in the community.
- iv. The Salvation Army or the Red Cross local offices may support disaster relief operations by identifying bulk distribution centers and warehousing in the community thus ensuring a timely community response to those in need.
- v. During disaster operations, local Red Cross and Salvation Army will provide each other with their respective command staff organizational charts with contact names and phone numbers as they change.
- vi. During disaster operations, Red Cross and Salvation Army local command leaders will share damage assessment surveys, appropriate referral information and other vital statistical data with each other.
- vii. When either party has opened an operations center or established a disaster

management team there will be a designated liaison contact assigned within the organizations at the local level command center to ensure cooperation, coordination and clear communications and to expedite service to those in need and minimize duplication of services. Functions with which activities may be coordinated include:

- a. mass care
- b. material support services
- c. partner agency services and relations
- d. organizational support
- e. operations support
- f. conflict resolution
- g. service center openings and locations including multi-agency resource centers
- h. warehouses
- i. shelters
- j. mobile feeding routes
- k. other fixed sites, and
- l. other areas where coordination may need to take place.

5. Recovery

Red Cross and The Salvation Army will encourage collaborative discussions at the local level in the following areas:

- a. The disaster programs of the Red Cross and The Salvation Army will leverage local, divisional, territorial/regional, and, where necessary, national capacity to enhance capability and service delivery in recovery.
- b. Collaborate to assist clients in bridging the gap between what they can accomplish on their own and what is necessary to allow them to move through the recovery process.
- c. Coordinate with local, state and federal entities to execute an effective recovery strategy.

6. In-Kind Donations during Disaster Relief Operations

Neither the Red Cross nor The Salvation Army will solicit in-kind goods on behalf of the other party without prior written consent. The Salvation Army may agree to manage the solicitation, receiving, sorting and distribution of donated goods for the Red Cross with prior joint planning and consent. Both organizations will follow state donations plans for unsolicited goods. Other organizations or agencies may be designated as the donations management coordinator during a disaster operation. All unsolicited donations should be directed to that entity accordingly.

V. General

- a. The Red Cross and The Salvation Army agree not to use or display any trademarks of the other without first receiving the express written permission to do so.
- b. The Red Cross and The Salvation Army will make every effort keep the public informed of their cooperative efforts including attribution of services provided.
- c. The Red Cross and The Salvation Army will widely distribute this MOU within the respective departments and administrative offices of each organization and urge full cooperation.
- d. The Red Cross and The Salvation Army will allocate responsibility for any shared



ATTACHMENT A – Organization Contact Information

Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

NOTE: When Attachment A and B is updated, the revised attachment is inserted in the MOU. The MOU *does not* need to be signed again.

Relationship Manager and Operational Liaison *

American National Red Cross		The Salvation Army	
Contact	Monica Montoya	Contact	Michelle Belles
Title	Manager, Partner Relations	Title	National Emergency Disaster Services Director
Office phone		Office phone	703-647-4783
Mobile	202-412-7274	Mobile	571-216-5106
e-mail	Monica.Montoya@redcross.org	e-mail	Michelle.Belles@usn.salvationarmy.org

*The Relationship Manager is the person that works with the partner organization in developing and executing the MOU. The Operational Liaison is the person each organization will call to consult on disaster response activities as defined in the MOU.

National Offices

American National Red Cross		The Salvation Army	
Department	Community Engagement and Partnerships	Department	Emergency Disaster Services
Address	8550 Arlington Blvd Fairfax, VA 22031	Address	615 Slaters Lane Alexandria, VA 22313
e-mail	NGOPartners@redcross.org	email	USN_EDS@usn.salvationarmy.org
website	http://www.redcross.org/	website	http://www.disaster.salvationarmyusa.org



**ATTACHMENT B – State by State Organization Information
Territory and Division Contacts**

State	Name	e-mail	Office Phone	Cell Phone
AL	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
AK	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
AZ	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
AR	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
CA	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
CO	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
CT	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
DE	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	Scott Graham	Scott.Graham@redcross.org	703-299-2501	646-210-9327
FL	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
GA	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
HI	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
ID	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
IL	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
IN	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
IA	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
KS	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
KY	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Scott Graham	Scott.Graham@redcross.org	703-299-2501	646-210-9327
LA	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
ME	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
MD	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Scott Graham	Scott.Graham@redcross.org	703-299-2501	646-210-9327
MA	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
MI	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903



State	Name	e-mail	Office Phone	Cell Phone
MN	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
MS	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
MO	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
MT	John Berglund	John.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
NE	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
NV	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
NH	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
NJ	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
NM	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
NY	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
NC	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
ND	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
OH	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	Scott Graham	Scott.Graham@redcross.org	703-299-2501	646-210-9327
OK	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
OR	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
PA	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
PR/VI	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
RI	Robert Myers	Bob.Myers@use.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
SC	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
SD	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
TN	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Loren Schanding	Loren.Schanding@redcross.org		502-797-5167
TX	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678
UT	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678

State	Name	e-mail	Office Phone	Cell Phone
VT	Robert Myers	Bob.Myers@usc.salvationarmy.org	845-620-7315	267-784-6885
	David Gutierrez	David.Gutierrez@redcross.org		989-701-9053
VA	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Scott Graham	Scott.Graham@redcross.org	703-299-2501	646-210-9327
WA	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Denise Everhart	Denise.Everhart@redcross.org		503-939-5952
WV	Jeffrey Jellets	jeff.jellets@uss.salvationarmy.org	404-728-6711	404-569-0219
	Scott Graham	Scott.Graham@redcross.org	703-299-2501	646-210-9327
WI	Kevin Ellers	kevin.ellers@usc.salvationarmy.org	847-795-3293	224-558-7451
	Keith Alvey	Keith.Alvey@redcross.org	502-561-3767	502-744-7903
WY	John Berglund	john.berglund@usw.salvationarmy.org	303-866-9278	303-507-0337
	Charles Blake	Charles.Blake@redcross.org	713-313-5316	202-367-4678