



*Serving firefighters, their families
and their communities*

California Fire Foundation (Party A or CFF), and
being the lead partner

California Fire Department (Party B), and
Fire Chief must sign MOU

**Corresponding Recognized Bargaining Unit (s) or Association (s) for “firefighters,” as
that term is defined in Section 19886 of the Government Code (Party C),**
President or Lead Representative must sign MOU for each corresponding recognized
bargaining unit or association. for the project, entitled **SAVE.**

Preamble:

The purpose of this Memorandum of Understanding (MOU) is to clearly identify the roles and responsibilities of all parties as they relate to the CFF's *Supplying Aid to Victims of Emergency* (SAVE) program. The CFF is a non-profit 501 (c)(3) organization providing emotional and financial assistance to families of fallen firefighters, firefighters and the communities they protect. Formed in 1987 by California Professional Firefighters, the CFF's mandate includes an array of survivor and victim assistance projects and community initiatives.

Objective:

As part of its mission to provide victim assistance, the CFF (www.CAFireFoundation.org) has launched the SAVE program, to offer emergency financial assistance to fire and natural disaster victims. Through the SAVE program, the CFF aims to provide immediate short-term support in the aftermath of a fire or other natural disaster to displaced victims. Working together with the CFF, firefighters throughout the state of California, will distribute gift cards, in an amount designated by CFF at a minimum of \$250, to eligible victims of fire or other natural disaster so they may purchase basic necessities such as food, clothing or medicine. Firefighters working with the CFF on the SAVE program provide assurance that those impacted by disaster will receive instant, direct relief before, during and after the alarm. All parties will work together in partnership to ensure the program is executed and overseen efficiently and effectively. All parties will work cohesively with CFF to ensure each party is carrying out their roles and responsibilities accordingly.



Lead partner and partners of the agreement:

The Partnership is led by:

[Chair of the California Fire Foundation, 1780 Creekside Oaks, Sacramento, CA 95833]

and consists of the following partners:

[Fire Department, Fire Chief; Corresponding Recognized Bargaining Unit (s) or Association (s) for “firefighters”, President or Lead Representative for each corresponding recognized bargaining unit or association].

Management arrangements:

1. Parties included in operation of SAVE:
 - a) CFF - California Fire Foundation (Chair of the CFF and/or the designee)
 - b) Party B - Local Fire Department
 - c) Party C - Corresponding Recognized Bargaining Unit (s) or Association(s) for “firefighters”
2. CFF Roles/Responsibilities:
 - a) SAVE program executer and facilitator
 - b) Provider and initial distributor of SAVE gift cards
 - c) Overseer of usage, will monitor SAVE gift card activity
 - d) Maintains ultimate financial accountability for SAVE program
3. Party B / Party C Roles and Responsibilities:
 - a) If the Fire Chief does not remain the main point of contact to manage the program for Party B, then Party B will appoint a point of contact (Operations Chief or Division Chief or equivalent) to oversee program for respective department.
 - b) Party C to appoint lead representative (s) to oversee program for respective recognized Bargaining Unit (s) or Association (s) for “firefighters”.
 - c) Party B oversees secure handling and internal distribution of SAVE gift cards.
 - d) Party B maintains oversight and accountability of SAVE gift card inventory.
 - e) Party B maintains oversight of educating and regular communication to participating firefighters on guidelines/protocol of program.
 - f) Party B appoints distributors (such as the incident commander) of SAVE gift cards to fire or natural disaster victim.
 - g) Party B provides post incident reporting to CFF upon usage of card.
 - h) Parties B and C agree to read and review the enclosed sample SAVE Standard Operating Guidelines (SOG) in Appendix III. Parties B and C may adopt the procedures/protocol set forth in the sample SOG, or develop an alternative SOG document to be reviewed and approved by CFF. Should Parties B and C agree to adopt the sample SOG in Appendix III, they need to sign in the designated area in the SOG and send the signed SOG back to CFF with the MOU.
 - i) Parties B and C agree to review and comply with the policies and procedures contained in Appendices I -V.
 - j) Parties B and C understand that if, at any time, either has reason to believe that a SAVE card has been used fraudulently or activated inappropriately, either Party is required to immediately report the misuse to the CFF by email at save@cpf.org or by phone at (916) 641-1707 or (800) 890-3213.

General Conditions:

1. **Partnership:** The members of the partnership have **jointly** agreed to this MOU in which the intentions and agreements have been described for the SAVE program. The partners also agree on the following:

1.1 Responsibilities:

Party B agrees to be accountable for keeping inventory of SAVE cards, disbursement of SAVE cards and alerting CFF to any indiscretions.

1.2 Collaborative Partnership:

Both Parties B and C agree to work together in a collaborative arrangement regarding the SAVE program and hold periodic meetings together in order to ensure that participating firefighters are following protocol, utilizing the SAVE cards efficiently and effectively and addressing/resolving any potential issues that may arise.

1.3 Press:

Both Parties B and C agree to provide CFF with communication about the success of the SAVE program in order to help CFF promote SAVE's positive impact in the community, which will ultimately aid CFF's efforts in program funding and expansion. When legally and operationally appropriate, Parties B and C agree to grant CFF access to SAVE-related experiences. This includes but is not limited to: Firsthand accounts from Parties B and C demonstrating how the program is succeeding, opportunities for CFF to secure ride-alongs, photo/interview opportunities with participating firefighters (and victims, when is reasonably feasible) and other opportunities as needed and appropriate.

1.4 Training and Awareness:

Parties B and C may adopt the procedures/protocol set forth in the sample SOG, or develop an alternative SOG document to be reviewed and approved by CFF. Should Parties B and C agree to adopt the sample SOG in Appendix III, they need to sign in the designated area in the SOG and send the signed SOG back to CFF with the MOU.

Party B agrees to train its participating firefighters on SAVE by sharing and reviewing the procedures set forth in the selected SOG with participants.

Both Parties B and C agree to promote awareness of the program among their participating firefighters, **regularly** reminding participants about the program and procedures via meetings and e-communication. It will be important for Parties B and C to regularly remind participating firefighters about the SAVE program so that activating a SAVE card becomes part of their everyday routine rather than an afterthought. Opportunities to order SAVE stickers, decals or magnets will be available to Party B in order to utilize visual daily reminders of the program.

Both Parties B and C agree to review the public relations tips and talking points listed in Appendix IV.

2. **Time frame:** The term of this MOU Agreement is the period within which the project responsibilities of this agreement shall be performed. The term commences upon signature of all parties, contingent upon Party B sending the information to CFF as required in Appendix I. The term only expires upon written notification of intention to terminate from the program by either Party B or Party C. Alternatively, the term expires if CFF decides to terminate the SAVE program. Open enrollment for the program will be determined at the discretion of CFF.
3. **Eligibility:** Parties B and C declare that they:
 - Have discussed and met with each other and mutually agree to joint participation in the SAVE program.CFF declares that:
 - it is in good financial standing to ensure continuity during project implementation and execution,
 - it is equipped to oversee management of the SAVE program and to mitigate problems or issues that may arise during the implementation or execution of the program.
 - it has conducted a beta test of the SAVE program in the local Sacramento area and is prepared to conduct the program on a statewide scale.
4. **Expenditures:** Parties B and C incur NO financial cost to participate in this program.
5. **Project management:** Party B agrees to:
 - Communicate to CFF who the on-scene distributors of the SAVE cards are and relay those names and their contact information to CFF.
 - If the Fire Chief will not act as the main liaison for Party B, then the Party B Fire Chief must assign a main point of contact for the department (For example: the Operations Chief, Division Chief or equivalent) to handle all communication regarding SAVE with CFF and Party C. The main point of contact for Party B will also communicate with Party B's participating designees in the department.
6. **SAVE Card Marketing Restrictions:** Parties B and C understand that they are not to alter the physical SAVE gift card in any way. Parties B and C also understand that they are not to alter the card carrier that the SAVE card is affixed to, which describes the SAVE program, provides information about CFF, and guidelines for using the card. If either party B or C wishes to include ADDITIONAL information together with the SAVE card and the card carrier that it is affixed to, then the information must first be sent to CFF for approval before being disseminated. Additionally, that supplemental information must be drafted as a collaborative effort between Parties B and C. If either Party B or C does not comply with the above, they will be in violation of this MOU and may be terminated from the partnership.
7. **Withdrawal:** if either Party B or Party C no longer desires to be part of the partnership, a notice of thirty days is required to CFF. If either aforementioned partner notifies CFF of voluntary termination from the partnership, then the partnership is no longer valid and Party B is required to send back to CFF all remaining SAVE cards.

If due to reasons of misconduct, CFF decides that one of the partners should no longer be part of the partnership, the aforementioned party will be terminated from the partnership.

If due to unforeseen reasons, CFF decides to terminate the SAVE program, both Parties B and C will be notified immediately and instructed in how to terminate their involvement. In this case, Party B is required to send back to CFF all remaining SAVE cards.

8. **Breach of Conduct, theft and misappropriation of funds:** general rules of good conduct are to be maintained by all staff active in the project at any time. Any occurrence, related with misuse of money or assets, shall not be tolerated and shall be immediately reported to CFF. If Party B or Party C are determined to be guilty of such aforementioned activity, the respective party will be held financially liable.
9. The following appendix are part and parcel of this MOU:
 - Partnership Proposal submitted to all Parties,
 - Appendices I - VThis MOU has been established in 3 originals, one original for each member of the partnership.
10. This MOU will enter into force at the moment that all partners have signed the MOU, contingent upon Party B sending over ALL REQUIRED information to CFF as STATED in Appendix I.
11. If any section of the MOU is modified by CFF in the future, CFF will send an updated MOU to Parties B and C.
12. In case of dispute, the parties involved will endeavor in good faith to come to an arrangement acceptable to all parties, before seeking judicial action and/or seek arbitration.

APPENDIX II
PROCEDURES FOR ACTIVATING SAVE CARDS:

1. **To activate a SAVE gift card, follow the below procedures:**

- a. **Call 800-955-7398. NOTE: Do not use the 800# printed on the card. The 800# on the card is for the victim's use.**
- b. When prompted, enter your unique **6 digit activation code** followed by the # key.

NOTE: Each IC/BC's 6 digit activation code is listed on his/her personally addressed letter from the California Fire Foundation.

- c. When prompted, enter the card's admin number followed by the # key. The admin number is visible through the envelope window.
- d. Please allow 1 to 2 minutes for the system to validate the card's admin number.
- e. After the admin number is validated, you will hear: "Admin 1234567 was activated. The admin 1234567 balance is \$250."

NOTE: If at any time you are unable to activate your card, press 0 to speak to customer service. Once speaking to the customer service representative, please state that you are a Fire Chief or Incident Commander participating in the SAVE Program – this will ensure that the customer service rep is able to properly diagnose your problem and provide the best possible help.

- f. To activate an additional card, press 1.

2. Once activated, the Designee will mark down the card admin number that was activated and follow the below steps:

- a. The Designee will mark down the card admin number that was activated and then provide the card to the victim, which will come attached to a piece of paper that includes SAVE program information for them.
- b. Then, later, the Designee will enter a SAVE-post-report.
- c. Upon entry of the incident report, the Designee shall visit the following SAVE link as soon as feasibly possible to complete a quick 30 second post-SAVE-incident-form: <https://caproff.wufoo.com/forms/save-ic-reporting-form/> and submit the following information for the CFF: Designee name, Designee email, Designee phone#, Unique Designee passcode, Unique activated gift card admin number, NFIRS#, Date, and any other information requested. This data will be posted and submitted by the Designees and sent to the CFF immediately following incident.

- d. **PLEASE NOTE:** Should a user error or any other type of error occur during the SAVE-post-report, it is ok. Simply email save@cpf.org with your error information and someone will respond with next steps within the next 24 hours.
- e. CFF will compile reports based on above data to assess status according to the following schedule: 10 days after launch, then every month thereafter.
- f. CFF requires the above information in order to facilitate financial settlement and to track card activity.

APPENDIX III

SAMPLE - SAVE OPERATING GUIDELINES

OBJECTIVE

As part of their mission to provide victim assistance, the California Fire Foundation (www.CAFireFoundation.org) has launched the Supplying Aid to Victims of Emergency (SAVE) program, to offer emergency financial assistance to fire and natural disaster victims. Through the SAVE program, the California Fire Foundation (CFF) aims to provide immediate short-term support in the aftermath of a fire or other natural disaster to displaced victims. Working together with the CFF, firefighters throughout the state of California, will distribute gift cards, in the amount of \$250, to eligible victims of fire or other natural disaster so they may purchase basic necessities such as food, clothing or medicine. Firefighters working with the CFF on the SAVE program provide assurance that those impacted by disaster will receive instant, direct relief before, during and after the alarm.

BACKGROUND

The California Fire Foundation is a non-profit 501 (c)(3) organization providing emotional and financial assistance to families of fallen firefighters, firefighters and the communities they protect. Formed in 1987 by California Professional Firefighters, the California Fire Foundation's mandate includes an array of survivor and victim assistance projects and community initiatives. The CFF is funding the SAVE program, in part, by specialty license plates available only to firefighters. For more information about the license plates or to order yours, visit: cafirefoundation.org.

IMPLEMENTATION

1. Program Strategy
 4. Start date: By Fall, 2014
 5. SAVE Cards will be distributed to Party B at the discretion of the CFF
 6. Number of SAVE cards will be distributed based on program data

2. Gift Card Information
 1. Each gift card will be worth \$250 until otherwise noted.
 2. Proration of cards per agency will be based upon statistical analysis of working fires on an ongoing basis
 3. Gift cards are regional assets – reallocation will occur as a normal course of business to maximize opportunity for distribution
 4. Distribution of cards to victims will be determined by Incident Commanders

DEFINITIONS

1. Disaster is defined by this program as the following:
 - a. Fire
 - b. Earthquake
 - c. Flooding
 - d. Landslides/Mudslides

2. Items defined as basic allowable necessities for this program:
 - a. Food/Water
 - b. Over-the-counter or prescription medication as medically needed
 - c. Gas
 - d. Shelter as provided by a hotel/motel
 - e. Clothing to replace any destroyed articles of clothing
 - f. Basic household necessities

POLICY

1. Recipients:
 - a. Eligible Gift Card Recipients:
 - i. Residents impacted by fire or other natural disaster with a minimum of 25% damage to the property where they reside
 - b. Ineligible Gift Card Recipients:
 - i. Businesses
 - ii. Victims of crisis or emergencies not impacted by damage caused by fire or natural disaster such as car crashes, evacuees forced to flee due to pending wildfires, or those victims who do not incur 25% damage to their residential property

2. Allocation
 - a. Gift card allocation:
 - i. Only 1 gift card will be provided per occupancy involved in the incident regardless of whether the victim is an individual or a family. A gift card shall be provided to the individual residing full-time at the damaged occupancy, regardless of whether that individual is a renter or a homeowner.
 - b. Gift card expiration date:
 - i. Each card contains an expiration date of 8 years past the date of card printing. If there are SAVE cards remaining with Party B at time of expiration that are inactive, they will be cancelled.

CARD DELIVERY TO DEPARTMENTS:

1. Prior to the start of the program, the CFF will send a portion of gift cards to Party B addressed to the named point of contact as mentioned in Appendix I.

2. In addition to the cards, Party B main point of contact will receive a spreadsheet listing all the cards by admin number (each SAVE card's admin number is printed on the carrier). Upon receipt of the cards, the Party B main point of contact will distribute an allotment of cards to their respective participating Incident Commanders and record/file which Incident Commander is receiving which admin number on the spreadsheet provided. This process is to facilitate keeping track of all SAVE cards provided to each department. The number of cards each department and each Incident Commander receives shall be based on incident response data tied to the department and the Incident Commander.

3. Additionally, along with the gift cards, the participating Party B main point of contact will separately receive **SEALED** personalized letters addressed to each participating, respective Incident Commander that will contain the Incident Commander's **unique passcode**. Each Party B main point of contact will give the **SEALED** letters to their respective Incident Commander
4. Each passcode is 6 digits long and each participating Incident Commander will be assigned a unique one. **Incident Commanders should memorize or keep the passcode with them when running calls (Tip: Incident Commanders can keep their passcode in their mobile phone for easy access).**

SAVE ACTIVATION PROCEDURE:

1. On scene Incident Commander (IC) will be sole authorized fire personnel in charge of gift card issuance.
2. In order to receive gift card relief assistance, there must be at least **25% damage minimum** to a victim's property caused by fire or other natural disaster responded to by a firefighter.
3. On scene IC will be charged as the decision maker to assess whether property damage meets the 25% minimum.
4. On scene IC will be designated personnel to carry through with reported information post incident.
5. All designated ICs, as assigned by the department, will be designated a unique passcode.
6. If IC assesses the property damage meets the minimum 25% required in order to distribute SAVE gift card, the IC shall issue one gift card per occupancy involved in the incident. **To activate a SAVE gift card, follow the below procedures:**
 - a. **Call 800-955-7398. NOTE: Do not use the 800# printed on the card. The 800# on the card is for the victim's use.**
 - b. When prompted, enter your unique **6 digit activation code** followed by the # key.
NOTE: Each IC/BC's 6 digit activation code is listed on his/her personally addressed letter from the California Fire Foundation.
 - c. When prompted, enter the card's admin number followed by the # key.
The admin number is visible through the envelope window.
 - d. Please allow 1 to 2 minutes for the system to validate the card's admin number.
 - e. After the admin number is validated, you will hear "Admin 1234567 was activated. The admin 1234567 balance is \$250."
NOTE: If at any time you are unable to activate your card, press 0 to speak to customer service.
 - f. To activate an additional card, press 1.

7. Once activated, the IC will mark down the card admin number that was activated and follow the below steps:
 - a. The Designee will mark down the card admin number that was activated and then provide the card to the victim, which will come attached to a piece of paper that includes SAVE program information for them.
 - b. Then, later, the Designee will enter a SAVE-post-report.
 - c. Upon entry of the incident report, the Designee shall visit the following SAVE link as soon as feasibly possible to complete a quick 30 second post-SAVE-incident-form: cafirefoundation.org/savereport and submit the following information for the CFF: Designee name, Designee email, Designee phone#, Unique Designee passcode, Unique activated gift card admin number, NFIRS#, Date, and any other information requested. This data will be posted and submitted by the Designees and sent to the CFF immediately following incident.

AUDITS & EVALUATIONS

1. SAVE Audit:
 - a. Quarterly, the CFF will call participating departments to make necessary adjustments and assess the function of the program.
 - b. The CFF will require data from ICs via post-incident-forms as described earlier.
2. SAVE Evaluation:
 - a. Each gift card will be tracked by unique IC code and activation code and will link to a report provided by card issuer company detailing:
 - i. Items purchased and/or establishment where card was used
 - ii. Total amount used on the card
 - iii. Date/time the card was used
 - b. Each report from the IC sent to the CFF upon issuance of gift card will provide: Unique IC passcode, Unique gift card number, NFIRS#, Date, Time
 - c. NFIRS# will tell us property protected versus loss by giving us the amount of property content value and the amount of property content loss
 - d. The CFF will match the card sales report to the report received by the IC to verify authorized use of funds and card activity
 - e. From these reports, we will be able to determine:
 - i. Average number of cards used
 - ii. Type of use
 - iii. Frequency of use
 - iv. We will also be able to examine whether the 25% threshold was adhered to and whether this system is a model for rolling out a statewide program

Please sign below and return to CFF with signed MOU if you agree to comply with the above SOG:

Signatures and dates:

[Authorized signature from Party B – Fire Chief, Fire Department]

[Authorized signature(s) from Party C – President (s) or Lead Representative (s) for Corresponding Recognized Bargaining Unit (s) or Association (s)]

[Print name of - Fire Chief, Fire Department (Party B)]

[Print name (s) of – President (s) or Lead Representative (s) for Corresponding Recognized Bargaining Unit (s) or Association (s) (Party C)]

Date

Date

[Authorized signature from CFF – Executive Director, California Fire Foundation]

Date

Rick Martinez

[Print name of - Executive Director, California Fire Foundation (CFF)]

Please send hard copy along with MOU to:
California Fire Foundation
1780 Creekside Oaks
Sacramento, CA 95833

OR - email a signed/scanned copy to: save@cpf.org

Please sign below and return to CFF with signed MOU and SOG if you agree to comply with the following:

I acknowledge that the Party B main point of contact will be responsible for tracking the inventory of any and all SAVE cards received from CFF. I understand that CFF will audit Party B, semi-annually, in order to ensure that all SAVE cards that have not been activated are accounted for.

Signatures and dates:

<i>[Authorized signature from Party B – Fire Chief, Fire Department]</i>	<i>[Authorized signature(s) from Party C – President (s) or Lead Representative (s) for Corresponding Recognized Bargaining Unit (t) or Association (s)]</i>
[Print name of - <i>Fire Chief, Fire Department (Party B)</i>]	[Print name (s) of – <i>President (s) or Lead Representative (s) for Corresponding Recognized Bargaining Unit (s) or Association (s) (Party C)</i>]
Date	Date
<i>[Authorized signature from CFF – Executive Director, California Fire Foundation]</i>	Date
Rick Martinez	
[Print name of - Executive Director, California Fire Foundation (CFF)]	

Please send hard copy along with MOU to:
California Fire Foundation
1780 Creekside Oaks
Sacramento, CA 95833

OR - email a signed/scanned copy to: save@cpf.org

APPENDIX IV
PUBLIC RELATIONS GUIDELINES

Should any participating firefighter, who has provided a SAVE card to a victim, be captured on scene on film by the news, the participating firefighter should always remember to discuss SAVE and how the program works.

Points to remember when talking to the press/news about a recent incident that may have required a SAVE card activation:

- SAVE is a program of the California Fire Foundation, a non-profit organization aiding fallen firefighter families, firefighters and the communities they serve.
- SAVE is a program funded by the California Fire Foundation that provides immediate short, term relief to victims of fire or other natural disaster.
- The SAVE program is designed to bring immediate relief to disaster victims via a \$250 gift card that they can use to purchase food, clothing or other basic necessities such as medicine.
- Victims of fire or other natural disaster do not need to fill out any questionnaires or answer any questions in order to receive their \$250 gift card; they simply must have incurred at least 25% damage to their household in order to receive a card.
- Activation of the card is instant and immediately upon activation, the card can be used anywhere that MasterCard is accepted.

APPENDIX V **DEFINITIONS**

Section 19886: As used in this article the term “firefighter of the state” or “firefighter” shall be deemed to include a member of a fire department or fire service of the state, including the University of California, whether these members are volunteer, partly paid, or fully paid, excepting those whose principal duties are clerical, such as stenographers, telephone operators and other workers not engaged in fire-suppression or rescue operations or the protection or preservation of life or property. These firefighters shall be regularly employed, or in the case of a volunteer, shall be regularly enrolled as such.

APPENDIX VI
LARGE-SCALE DISASTERS AND EMERGENCIES

The suggested SOG contained within this MOU may not outline the best course of action for card distribution/activation in cases of large-scale wildfires, earthquakes, floods, or mudslides that cause mass evacuations in your community. If your department is a responding agency under these circumstances, please refer to the suggested protocol below:

-In the event that a large-scale emergency situation occurs, the department's SAVE designees as appointed per the SOG, may not be able to assist during this time, as they may be on the frontlines. Therefore, the department shall plan ahead accordingly to appoint 'emergency designee (s)' to distribute SAVE cards.

-The department should be prepared to dispatch such 'emergency designees' to activate and distribute SAVE cards to eligible victims, whether the distribution occurs at a Cal-OES coordinated Local Assistance Center or evacuation center, or directly on-scene. An 'emergency designee' does not need to be an IC.

-Should a large-scale disaster occur, the department shall immediately contact CFF in order to:

- Obtain allocated 'disaster assistance' SAVE cards
- Obtain a ***special passcode*** to activate such 'disaster assistance' SAVE cards
- Relay the distribution plan of the 'disaster assistance' SAVE cards

-You may call the office at (916) 641-1707 or email save@cpf.org.