An Overview of Donations Management

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S.T.U.F.F. = Surplus Trash Useless to Frantic Folk
G.O.O.D.S. = Gleanings Out Of Donated Stuff

Donations Operations

- Collection Centers
  - Verify what is needed and not needed
  - Accept only needed donations (underwear, socks, and infant/baby items must be new)
  - Sort, box, and label donations (uniform sized boxes not to exceed 45 lbs.)
  - Packing
    - Pack in cardboard cartons or plastic bins
    - Fill cartons with the same kind of items and mark it clearly
    - Do not send plastic bags or boxes full of miscellaneous items
    - Palletize and stretch wrap donations
  - Packing Clothes
    - Separate and pack by gender and size
    - Larger sizes, wider waists, or longest inseam on the bottom
    - Clothes may require laundering
  - Perishables
    - Do you have equipment to handle and store perishable, refrigerated, or frozen foods?
    - May need to refer perishables to a facility with appropriate capabilities
    - Consider a refrigerated trailer, truck, or container
  - Foods to Discard
    - Outdated foods
    - Dented cans with sharp creases
    - Cans or packages without labels
    - Rusted or bulging cans
    - Re-packaged foods
    - Home-canned or packaged foods
  - Transportation
    - Arrange for trucking/shipping before you collect
    - There is usually no funding available to pay for transportation
    - Consider asking a business or trucker to donate a trip
    - Coordinate with receiving organization before the truck leaves
  - Precautions
    - Discretely discard unusable items
    - Dumpsters are a must and should be emptied regularly
    - Wearing protective gloves and a face mask may be necessary when sorting
    - Social distancing may be necessary
  - There is generally no need for used clothing or bottled water
  - Provide receipt and thank you to donors

- Multi-agency Warehouses (100,000 – 250,000 sq. ft.)
• Handle truckloads of donated goods
• Not intended to directly serve survivors
• Volunteers (up to 100 per day)
  ▪ Receive, sort, and inventory donations
  ▪ Prepare donations for shipment to vetted distribution sites

• Distribution Centers (Not P.O.D.s)
  o Provide relief supplies to survivors
  o Often located in facilities such as a school gym, church/civic hall, empty storefront
  o If no appropriate, safe building available a tent can be considered (security necessary)
  o Other considerations
    ▪ Accessibility/Curfews
    ▪ Multiple sites
    ▪ Needs of survivors
    ▪ Equitable, nondiscriminatory distribution
    ▪ Document recipients and items received
    ▪ Social distancing
    ▪ Drive-thru pick-up
    ▪ Volunteer PPE

• Mobile Distribution
  o Deliver to isolated or cut off areas
  o Where no other services are available
  o Loss of survivor transportation
  o Survivors protecting property
  o Pre-packaged donated items
  o Drive-thru operation and no-touch pick-up

Cash is Best

• Purchase what is needed fresh when it is needed
• Ease and cost of transportation and accounting
• Leverage bulk and wholesale purchasing
• Help local affected economy
• Tax deductible receipts may be provided
• Equitable disbursement
• Used in all phases of disaster including recovery

Cash Considerations

• Give to trusted nonprofit disaster response/recovery organizations
• Always follow donor intent
• Use for response or recovery
• Utilize disaster case work or case management
• Distribute without discrimination
• Support VOAD or other nonprofit volunteer operations
• Consider agreements between government, funders, and VOAD/long term recovery committee

Volunteer & Donations Coordination Task Force (VDCTF) at State/Local EOC, JFO, or AFO

• Volunteer and Donations Manager
• Government Departments (PIO)
• VOAD (Warehouse, Phone Bank)
• VRC/EVC
• BOC/Private Sector

VDCTF Activities

• Implement plan
• Gather intelligence on needs and available resources
• Match donation offers and resources to needs of agencies/VOAD
• Vett organizations
• Develop messaging
• Encourage agreements to receive, warehouse, and distribute donations

Messaging

• Gather Donations Intel (VDCTF)
• Confirm needs (post needs carefully) and coordinate with partners
• Determine what is not needed
• Monitor & utilize social media
• Early (pre-scripted messages)
• Ongoing
• Consistent
• Web page

Software may be used to:

• Facilitate financial contributions
• Document inventory
• Run virtual warehouse or VRC/EVC
• Document donated resources
  o In-kind donations
  o Volunteers hours/services
• Post organization needs

Planning

• Plans & Annexes
• Agreements
• Educate/Train
• Exercise
• Activate
• Review
• Revise
• Repeat
• Don’t forget recovery