

## An Overview of Donations Management

Charlene Sargent

Director, Pacific Union Conference

Adventist Community Services

[Charlene.Sargent@AdventistFaith.com](mailto:Charlene.Sargent@AdventistFaith.com)

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    - Outdated foods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)
  - Provide relief supplies to survivors
  - Often located in facilities such as a school gym, church/civic hall, empty storefront
  - If no appropriate, safe building available a tent can be considered (security necessary)
  - 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
  - Deliver to isolated or cut off areas
  - Where no other services are available
  - Loss of survivor transportation
  - Survivors protecting property
  - Pre-packaged donated items
  - 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
  - In-kind donations
  - Volunteers hours/services
- Post organization needs

#### Planning

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