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DONATIONS MANAGEMENT

Recovery Tools Workshop

Donations Management Course Topics

- Donations Management (DM) in all phases of disaster
- Requesting Donations
  - Solicited or Unsolicited
  - Offers of donations (corporate/Groups)
  - Cash
- Warehousing/Storage
- Tracking and Record Keeping
- Close Out

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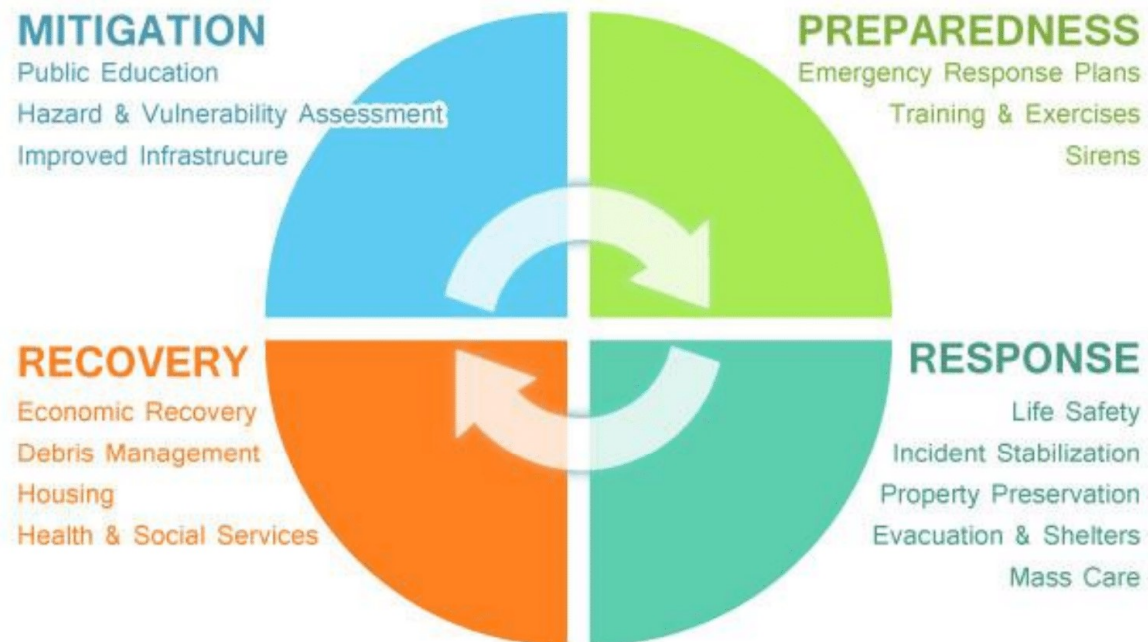
What is Donations Management?

Donations Management is the capability to effectively coordinate the receipt, storage/warehousing, inventory, and distribution of Donated Goods in all phases of disaster.

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Phases of Disaster

MITIGATION
Public Education
Hazard & Vulnerability Assessment
Improved Infrastrucure

PREPAREDNESS
Emergency Response Plans
Training & Exercises
Sirens

RECOVERY
Economic Recovery
Debris Management
Housing
Health & Social Services

RESPONSE
Life Safety
Incident Stabilization
Property Preservation
Evacuation & Shelters
Mass Care

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Donations Management
During the Preparedness Phase

- ☐ Blue Skies Planning - Preplanning
    - Create an annex to the Local Emergency Operations Plan and LTRG plan
    - Form a Donations Management Team or Donations Task Force
    - Conduct trainings
    - Conduct exercises
    - Repeat the process
- ☐ Identify what may already be available from other LTRGs
- ☐ Review/utilize any local After-Action Review (AAR) to update current or create plan for LTRG and local VOAD/COAD

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Donations Management
During the Response Phase

Implement plans early in disaster

- ☐ State/local Voluntary Organizations Active in Disaster (VOAD) coordinating calls – planning for recovery
  - Communication – Coordinated Messaging
  - Identify size, scale and scope of the DM need
  - Collect "pop-up" donation site information helps coordinate and provide support
- ☐ Identify local unmet needs to anticipate needed resources
- ☐ Is there a Donation Task Force at local/state/federal level
  - Is there potentially available inventory, support, funding, etc.

Identify LTRG - work towards implementing DM plan

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To avoid the second disaster of unsolicited used clothing; the Emergency Operations Directors should have the Public Information Officer put out the word to send no donations until a list of needed supplies is published.

Donations Management
During the Recovery Phase

- ☐ Refine and implement resources plan for engaging with the COAD and its Long Term Recovery Group LTRG

- ☐ Work closely with Disaster Case Management and Construction Coordinators during recovery operations to identify needs that can be fulfilled by donations

- ☐ Solicit based on identified needs

- ☐ This section will be expanded as we continue….

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Donations Management
During the Mitigation Phase

☐ Review/utilize any local AAR to update current or create plan for LTRG and local VOAD/COAD

☐ Educate the public about Donations Management

- To help develop awareness/stakeholder support among partner organizations, donors and supporters

☐ Channel potential resources and partners toward Preparedness Phase activities

☐ Continue to build local capability and capacity in LTRGs

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What does Donations Management Mean to LTRGs?

Donations Management needs continue during the transition from response to recovery

☐ Match donated goods with unmet needs

☐ Messaging

☐ Distribution of Cash/Goods

☐ Requesting money and/or material items

☐ Tracking and Record Keeping

- Receipt and delivery of donation
- Thank-you and documentation to donor

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Match Donated Goods
with Unmet Needs

- Needs identified by Disaster Case Management (DCM)

- *Donations Management Team (DMT) or Subcommittee receive needs from DCM for donated goods*

- Identify donated goods available at local/ state/national level

- Match need to goods available

- Work with VOADs/COADs and donations warehouses to help source/deliver items

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Send Appropriate goods to match the season

A Coat at 110 Degrees

Messaging

Good messaging helps provide:

- ☐ Coordinated message with all partners
- ☐ Cash is best, but Goods can be valuable
- ☐ Be careful with what is asked for
  - Decreases unintended consequences
- ☐ Utilize local media coverage
- ☐ Update often
  - Limits unsolicited donations
  - Target true need
  - Message only what is needed/what is not needed

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Unintended Consequences of Lack of Messaging Can Result in A Second Disaster

Why Cash is Best

- Purchase what is needed when needed
- Easier/cheaper to handle than goods
- Supports local affected economy
- Equitable distribution
- Provides employment and generates cash flow
- Provides confidence and a sense of normalcy as the area recovers
- Does not compete with goods from the local market
- Does not entail transportation/shipping costs

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Donors

☐ **Understand the Donor intent**

- Encourage unrestricted use of donation
- Always abide by Donor directed intent

☐ **Communicate with the donor to discuss other uses of donation if needed**

Thank Donors & provide receipt

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Collecting/Accepting Donations

- ☐ Only accept what is needed

- ☐ It is ok to say "no" to a donation

- ☐ Expect to get truck loads of items, if asked for

- ☐ Take advantage of media coverage

- ☐ Not all donations are usable

- ☐ Dispose of unusable items

- ☐ Develop plan for unsolicited or damaged donations

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Distribution of Cash

- Process – who is responsible
  - Utilize Disaster Case Management
- Who is the Fiduciary agent(s)?
  - Access by agencies
  - Agreements of distribution
- How do Warehouses/Distribution Sites deal with cash donations – Develop a process

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Communication About Donations Management

- ☐ Continual Communication with:
  - LTRG members and partners
  - LTRG Subcommittees
  - VOADs/COADs
  - Local EMA/Warehouse
  - State EMA/Warehouse
  - Fiduciary Agent(s)
  - Donors
  - Transportation providers
- ☐ Messaging as noted before

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What is Necessary
for Donations Management

☐ Facilities

☐ Transportation

☐ Coordination

☐ Planning

☐ Partners

☐ Equipment and
   Supplies

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When Requesting Donations

☐ Do you ask the public vs specific companies?

☐ Can this item be utilized quickly?

☐ Does this item have any restrictions, such as used mattresses, hazardous materials, etc.?

☐ Is there a product expiration date?

☐ Are there any charges/expenses for product/delivery?

☐ Are there specific storage and handling requirements?

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Transportation

Questions to be asked about transportation of donated goods:

- ☐ Is shipping donated?
- ☐ How long will it take to get to warehouse?
- ☐ How much is coming? Is it palletized? How many pallets?
- ☐ What is the weight and dimensions?
- ☐ Is material handling equipment required?
- ☐ Is Climate Control Needed?
- ☐ Is it a hazardous material?
- ☐ Is there a VOAD or other partner that can transport?

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Storage of Inventory

- ☐ What items can be distributed quickly?
- ☐ Be prepared for possible longer-term storage needs.
- ☐ Consider cost of storage vs purchasing at time of distribution/need.
- ☐ Specialty storage need?
  - Hazardous material
  - Temperature limitations
  - Expiration of product

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Management of Recovery Warehouse

□ Can be:

- Single Organization warehouse
- Single Organization managing for multiple agencies
- Multiple Organizations sharing warehouse space
- Store organization tools and/or building materials

No matter the name, it is still a warehouse

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Warehouse

- ☐ May be difficult to locate after a disaster
  - Partner with existing location or share with a business
  - Minor repair for use of facility
- ☐ Cost
  - Available funding is often limited
  - Possible offer as in-kind donation or reduce rent
  - Utilities
- ☐ Signed agreements and lease necessary

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Finding a Warehouse

□ Free vs Rented

□ Located in the disaster area

- Commercial vs Churches, community centers or other community space

□ Determine size and possible time needed

- Size scope of recovery needs help determine warehouse requirements
- Large warehouse/smaller space/storage unit

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Finding a Warehouse

- Determine size and possible time needed
  - Size scope of recovery needs help determine warehouse requirements
  - Large warehouse/smaller space/storage unit
- Possible Warehouse needs:
  - Loading dock
  - Climate control (heat/cooling)
  - Office Space
  - Sanitation

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Warehouse Salem, Oregon 2020

Sample Numbering System

Sorting Tables

Loading and Unloading Dock

Hybrid Collections and Distribution Facility

Contains Tables and Packing Supplies

Rows of Goods Sorted by ACS inventory codes

Boxes and pallets of goods

Store Sorted Inventory – Warehouse Area or large Storage Room

Sorting Area

Trucks and Drop-Offs

Receiving and Collecting

Shipping to Distribution Sites or Pick up by Public

Trucks or Public Access

Warehouse Policies and Procedures

- ☐ Human Resources
  - Job description(s)
    - Hired staff or long-term volunteer
  - Equipment usage
    - Age restrictions
    - Training
    - Licenses

- ☐ Safety policy
  - National, state & local laws/regulations
- ☐ Liability
  - Personnel
  - Goods
  - Facility

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Warehouse Policies and Procedures

Access to the inventory

☐Donations distributed following DCM/LTRG approved procedure

- Receipt/distribution of inventory procedure
- ■Identify authorized individual/organization
- ■Hours of operation
- ■Material handling requirements
- ■Transportation

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Warehouse Policies and Procedures

Access to warehouse

☐ Partner agencies

- Storing tools and equipment

- Materials purchased by partner agency

- Access procedure

  - Hours of operation

  - Partner agencies authorized representatives may change, update as needed

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Other Equipment Needs

- ☐ Computer
- ☐ Multifunction Printer
- ☐ Utilities
  - Power
  - Water
  - Telephone
  - Internet
  - Dumpster/trash service

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Material Handling Equipment

- ☐ Hand truck
  - • Dolly
  - • Appliance
  - • Flat
- ☐ Pallets
- ☐ Boxes
- ☐ Stretch Wrap

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Material Handling Equipment

☐ Pallet jack

☐ Forklift

  ▪ Lifting capability/capacity

  ▪ License required

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Record Keeping

- ☐ Computer program or database
  - Track inventory in
    - Who donated item and value
  - Track inventory out
    - Who received the inventory
    - Who authorized access
  - Track warehouse volunteer hours
  - Reports
    - Weekly or monthly to LTRG and LTRG approved partners
    - Timely thank you and receipt to donor(s)

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End of Recovery/Closeout

☐ Unused inventory

- Offer to another LTRG or other non-profit
  - ✓ Make sure donor is agreeable
- May be stored for future events

☐ Final reports

- Necessary for LTRG close out
- Information useful for next disaster planning

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Review and Update

- ☐ After action review

- ☐ Review policies and procedures

- ☐ Revise as needed

- ☐ Share with VOAD and EMA

- ☐ Educate/Train/Exercise

- ☐ Activate for next event

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Questions and Answers

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Thank you for your participation. For more information, contact your state or local leadership or National VOAD at www.nvoad.org.

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