



WCLTRG DONATIONS PROCESS

All requests for distribution of donated goods and services will be routed through the Donations Manager. The Donations Manager will work with support agencies to maintain a complete database to ensure prompt response to donors, prompt allocation of donations, and donation tracking.

Step 1 – DETERMINE WHETHER DONATION PROCESS IS NEEDED

- The Disaster Case Manager (DCM) will determine whether physical unmet needs exist and must be presented to the donations committee.
- The DCM will have assisted with any insurance denials and disputes, as well as any necessary survivor FEMA appeals.
- The DCM will determine what items are needed to make the home safe, sanitary and secure. DCM will choose unmet needs from Kitchen, Living Room, Bedroom(s), Appliances, Outdoor Power Equipment, and other items packages as determined by DCM.

Step 2 – REFER TO DONATIONS

- If the DCM has sufficient information to believe a survivor has unmet in household goods, the DCM will coordinate with the Program Coordinator and Donations Manager to fulfill these needs.
- The DCM will send the survivor's referral form to the Donations Manager and/or Program Coordinator via the Donations Referral google form.
- The Donations Manager will use the referral form to evaluate the current inventory of donated materials to determine which needs can be met through existing physical resources. If the current donation inventory is not sufficient, the Donation Manager will then contact vendor partners to determine which purchase packages would best serve unmet needs.

Step 3 – ESTIMATE, ORDER AND DELIVERY OF DONATIONS

- The Donations Manager and/or WCLTRG Program Coordinator will arrange for the estimate of donation packages based on unmet needs of survivors.
- Based on the estimate, the Donations Manager and/or WCLTRG Program Coordinator will work with the Allocations Chair and funding partners to secure funding for items that need to be purchased. Refer to Step 4 below.
- Donation packages (shown below) will ensure new items from the following vendors Sharon Furniture and Appliance, BB's Furniture and Mattress, Lowes Home Improvement, and Wal-Mart. If bulk items are available from TNVOAD, those will be given out as a priority.
- The Donations Manager and/or WCLTRG Program Coordinator will arrange for delivery of donations from vendors to survivors' residences.



Step 4 – SECURE RESOURCES FOR PURCHASES

- The Donations Manager will provide the original invoice to the DCM for purchases exceeding \$5,000.
- The Donations Manager will provide the original invoice to the Allocations Committee Chair for purchases of \$5,000 or less.
 - The Allocations Committee Chair request invoice payment from the allocations committee (or other funders).
 - Once funding is secured, the Allocations Committee Chair will provide the funder information to the DCM for the funding agreement to be signed and the payment to be made to the vendor.

New items under donation management services will be as follows:

- Kitchen-Up to 20 cubic ft. Refrigerator, Range, Microwave, Dishwasher, Toaster/Toaster Oven, Table and 4 Chairs
- Utility Room-Washer and Dryer (top loader)
- Bedroom(s)-shall include up to Queen Bed frame and mattress/box springs, dresser or chest of drawers, mirror, night stand
- Living Room/Den-TV Console, Television if needed, Sofa-Couch, Recliner, Loveseat, Coffee Table

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DETERMINE WHETHER DONATION PROCESS IS NEEDED

- The Disaster Case Manager (DCM) will determine whether physical unmet needs exist after all case information received.
- The DCM will determine what items are needed to make the home safe, sanitary and secure.

REFER TO DONATIONS

- The DCM will coordinate with the Program Coordinator and Donations Manager to fulfill unmet household needs.
- The DCM will send the survivor's referral form to the Donations Manager and/or Program Coordinator via the Donations Referral google form.
- The Donations Manager will use the referral form to evaluate the current inventory and then contact vendor partners to determine which purchase packages would best serve unmet needs.

ESTIMATE, ORDER AND DELIVERY OF DONATIONS

- The Donations Manager and/or Program Coordinator will arrange for the estimate of donation packages based on unmet needs of survivors.
- Donation packages will ensure new items from approved vendors. Bulk items available from TNVOAD will be given out as a priority.
- The Donations Manager and/or Program Coordinator will arrange for delivery from vendors to survivors' residences.

SECURE RESOURCES FOR PURCHASES

- The Donations Manager will provide invoice to DCM for purchases exceeding \$5,000.
- The Donations Manager will provide the original invoice with case management ID number to the Allocations Committee Chair for purchases under \$5,000.
- The Allocations Committee Chair will provide the invoice to the allocations table (or other funders).
- Once funding is secured, the Allocations Committee Chair will provide the funder information to the DCM for the funding agreement to be signed and the payment to be made to the vendor.



NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER POINTS OF CONSENSUS

DONATIONS MANAGEMENT

1-The mission of donations management is to provide a comprehensive process that organizes the giving, receiving and distribution of both solicited and unsolicited (or undesignated) donated cash and goods so that the maximum benefit is derived for the disaster survivors or people in crisis

2-The donations management process will treat disaster survivors with respect, courtesy and non-discrimination.

3-The principles of the four “Cs”: Cooperation, Communication Coordination, and Collaboration should be exercised at all times.

4- Donations management activities span the four phases of emergency management: preparedness, response, recovery and mitigation.

5- Donations (cash, donated goods and services) with cash being best should primarily go to Voluntary Organizations Active in Disaster (VOAD).

6- The donations management function should work to assist communities and donors to donate responsibly through education, relationship building and sharing of donations management best practices.

7- Messaging to the public (donors, communities, partner organizations, etc.) is critical to success and must be well structured, timely, planned and well coordinated to address the combined informational needs of explaining how to donate cash, goods and volunteer services.

8- Plans should fully utilize voluntary organizations and partner organizations to manage donated goods through their strategic and unique skill sets.

9- Donations management uses a team approach engaging government, voluntary, community based organizations, businesses, and faith-based organizations.

10- Donations management uses a flexible approach that adapts to changing size, scope, cultural and local conditions before during and after an event.

11- Donations management will use information management systems that include but are not limited to the National Donations Management Network (NDMN) Tool.

12- Voluntary organizations agree to partner with state and local governments, which have key leadership roles in policy making and in the management of donated cash goods and volunteer services.

13- Fiduciary accountability, responsibility and transparency are key components of a comprehensive donations management plan.

14- Strategic and proper use of facilities is essential to good donations management. Facility types include but are not limited to: PODs, staging areas, warehouses, collection centers, distribution centers, and transportation/ technology hubs.

15- The National VOAD Donations Management Committee supports the donations management function through information dissemination, policy/plan development and training. 2