



## Colorado's In-Kind Donations Management Resource Guide

### **Purpose**

This document provides an overview of in-kind donation management services available to local communities, emergency managers, elected offices and administrative leaders.

### **What is In-Kind Donations Management?**

The coordination of in-kind material goods offered by members of the general public and/or private sector in response to a disaster that have not been designated to a specific agency. In-kind donations management does NOT include coordination of financial contributions.

### **Why Worry About In-Kind Donations Management?**

When a disaster happens, the public comes forward with undesignated in-kind donations in an effort to help. In-kind donations can assist efforts, but if not properly managed, unneeded donations can pile-up and get in the way of response efforts. With little or no experience in donations management, it is easy for local jurisdictions to quickly become overwhelmed with managing in-kind donations.

### **The Importance of Effective In-Kind Donations Management**

Effective donations management will help your community leverage available resources, recover faster from a disaster, foster positive public relations and avoid unneeded offers from impeding response and recovery efforts. Colorado's Division of Homeland Security and Emergency Management (DHSEM) and Adventist Community Services Disaster Response (ACSDR) are available upon request to assist your community with the effective management of in-kind donations.

### **Available Services for In-Kind Donations Management**

Colorado's DHSEM is available to assist your community with the management of in-kind donations in conjunction with ACSDR, its lead partner for in-kind donations management. ACSDR provides many levels of support depending on your specific community's needs, circumstances and resources.

### **Adventist Community Services Disaster Response: A Resource for Your Community**

ACSDR is the State of Colorado's lead agency for the management of undesignated in-kind donations in response to disasters – as outlined in the State's Emergency Operations Plan (EOP). ACSDR is available upon request to assist in establishing a donations management system that will coordinate the collection, sorting, warehousing and distribution of undesignated in-kind donations in response to a disaster.

ACSDR can also assist in soliciting needed in-kind donations to help response and recovery efforts. Other important considerations about ACSDR:

- ACSDR is a non-profit organization with national subject matter expertise in donations management
- ACSDR accepts tax-deductible in-kind donations and can issue a tax receipt letter to donors
- ACSDR provides evidence of liability coverage up to one million dollars
- ACSDR provides assistance at minimal or no cost to your community

## ‘Menu of Options’

**Level of Support:** Minimal

**Type of Support:** Technical Consultation - Guidance on best practices, sharing of tools and basic resources

Most Appropriate When	What Support May Look Like	Other Considerations
<ul style="list-style-type: none"> <li>• Local jurisdictions have significant capacity to manage in-kind donations</li> <li>• Undesignated in-kind donations are anticipated or ‘showing-up’</li> <li>• Local jurisdictions want full control of coordinating in-kind donations</li> <li>• Local jurisdictions seek technical guidance in donations management</li> <li>• Events are small to medium in size</li> <li>• Duration of disaster maybe extended</li> <li>• Limited to moderate amount of media attention</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation regarding options for donations management, best practices, and general guidance</li> <li>• Share tools and basic resources for setting-up: collection/ distribution centers and warehouse</li> </ul>	<ul style="list-style-type: none"> <li>• No cost</li> <li>• Donation centers needed to support response and recovery</li> <li>• Total local control</li> <li>• Existing local capacity</li> <li>• Scalable</li> </ul>

## ‘Menu of Options’

**Level of Support:** Limited

**Type of Support:** Remote Web Database Support - Assist in the ‘virtual’ coordination of in-kind donations via use of web-based tool (no physical centers)

Most Appropriate When	What Support May Look Like	Other Considerations
<ul style="list-style-type: none"> <li>• Local jurisdictions have limited capacity to manage in-kind donations</li> <li>• Undesignated in-kind donations are anticipated or ‘showing-up’</li> <li>• Local jurisdictions seek support in use and oversight of web database</li> <li>• Physical donation and collection centers difficult to set-up due to limited capacity and resources</li> <li>• The need for in-kind donations to assist in response and recovery efforts is likely to be small</li> <li>• Events are small to medium in size</li> <li>• Duration of disaster is limited</li> <li>• Limited to moderate amount of media attention</li> </ul>	<ul style="list-style-type: none"> <li>• Assist in activating web database system for managing in-kind donation offers</li> <li>• Oversee and provide administrative support for web database tool</li> <li>• Process donation offers entered into web tool and, when possible, match offers with credible voluntary organization and/or government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• No Costs</li> <li>• No need for physical donations facility</li> <li>• Level of local involvement and oversight can vary</li> <li>• Limited local capacity</li> <li>• Roles and responsibilities of support agencies need to be defined</li> <li>• Agencies accepting offers need to pass basic vetting process (determined in coordination with local jurisdiction)</li> </ul>

## ‘Menu of Options’

**Level of Support:** Moderate

**Type of Support:** **On-Site Support** – Assistance in setting-up, staffing and management of physical donation centers

Most Appropriate When	What Support May Look Like	Other Considerations
<ul style="list-style-type: none"> <li>• Local jurisdictions have capacity to manage a donations center but lack experience managing in-kind donations in disasters</li> <li>• Undesignated in-kind donations are anticipated or ‘showing-up’</li> <li>• Local jurisdictions want primary control of coordinating donations</li> <li>• Local jurisdictions seek on-site technical guidance and support</li> <li>• Physical donation centers are needed</li> <li>• In-kind donation will be needed to assist in response and recovery</li> <li>• Events are medium to larger in size</li> <li>• Duration of disaster maybe extended</li> <li>• Moderate to significant amount of media attention</li> </ul>	<ul style="list-style-type: none"> <li>• On-site assistance in the set-up, oversight and management of a physical Collection Center, Distribution Center and/or Warehouse</li> <li>• Guidance on best practices for how to: receive, sort, distribute, track and manage inventory of in-kind donations</li> <li>• Provision of basic resources (donations management systems, clothing racks, tables, etc... )</li> <li>• Assist in identifying suitable facility space</li> <li>• May be used in conjunction with web database tool to capture in-kind offers</li> </ul>	<ul style="list-style-type: none"> <li>• Operational costs associated with rental of facility, utilities, equipment and staffing need to be considered</li> <li>• Donation centers are needed to support response and recovery</li> <li>• Local jurisdictions remain in charge of management and daily operations</li> <li>• Level of ACSDR involvement can vary</li> <li>• Written Delegation of Responsibility and/or MOU must be in place upon activation</li> <li>• Contingent on capacity and other commitments of ACSDR at given time</li> <li>• Scalable</li> </ul>

## ‘Menu of Options’

**Level of Support:** Maximum

**Type of Support:** Set-up and Manage Centers - Set-up, staff, and manage physical Donation Centers

Most Appropriate When	What Support May Look Like	Other Considerations
<ul style="list-style-type: none"> <li>• Local jurisdictions are overwhelmed or do not have the resources to manage in-kind donations</li> <li>• Undesignated in-kind donations are anticipated or ‘showing-up’</li> <li>• Physical donation centers are needed</li> <li>• In-kind donation will be needed to assist in response and recovery</li> <li>• Events are medium to larger in size</li> <li>• Duration of disaster maybe extended</li> <li>• Moderate to significant amount of media attention</li> </ul>	<ul style="list-style-type: none"> <li>• Set-up, oversight and management of a physical Collection Center, Distribution Center and/or Warehouse</li> <li>• Receive, sort, distribute, track and manage inventory of material donations</li> <li>• Provision of basic resources (donations management systems, clothing racks, tables, etc...)</li> <li>• Assist in identifying suitable facility space</li> <li>• Identify needed material items and post needs to potential donors</li> <li>• Assist voluntary organizations and other responding agencies in securing needed items</li> <li>• May be used in conjunction with web database tool to capture in-kind offers</li> </ul>	<ul style="list-style-type: none"> <li>• Operational costs associated with rental of facility, utilities, equipment and staffing need to be considered</li> <li>• Donation centers needed to support response and recovery</li> <li>• ACSDR responsible for direct management and daily oversight of facility</li> <li>• Written Delegation of Responsibility and/or MOU must be in place upon activation</li> <li>• Contingent on capacity and other commitments of ACSDR at given time</li> <li>• Scalable</li> <li>• For large disasters, ASCDR can access regional and national resources and personnel</li> </ul>

## Colorado's In-Kind Donations Management Resource Guide 'Menu of Options'

**For More Information, or to Activate Donations Management Resources and Support, Contact:**

Agency	Primary Contact	Other Contact
<b>Colorado's Division of Homeland Security and Emergency Management (DHSEM)</b>	Iain Hyde 720.852.6600 (O) 303.482.7295 (C) Iain.Hyde@state.co.us 9195 E. Mineral Avenue, Suite 200 Centennial, CO 80112	You may also connect with services available from DHSEM and ACSDR through one of the State's Regional Field Coordinators
<b>Adventist Community Services Disaster Response (ACSDR)</b>	Cathy Kissner 970-201-3799 cathyk@rmcsda.org	Michael Bright 303-913-1585 cymichael22@hotmail.com 5045 West 1st Avenue Denver, CO 80219