

In-Kind Assist - Individual Donor Basics

Quick Start Guide

This is intended for Individual Donors

PURPOSE

In-Kind donations (sometimes called gifts in-kind donations) provide needed resources to agencies working in an impacted community, but at the same time create logistical challenges to those very same agencies. At the heart of this quandary is that businesses and individuals give what they either have on hand or what they think would be useful. This is always done with the best of intentions and results in very uneven effectiveness.

The In-Kind Assist attempts to resolve this fundamental issue by supporting the ability for an agency to:

- Express the specific items and services required for relief operations and to update those needs as relief operations evolve from response to recovery.
- Support business and individual ability to offer products, services, and transportation to disaster relief organizations based on location and needs.
- Claim donations and to communicate directly with donors to strengthen relations and ensure accuracy of information.

TABLE of CONTENTS

1. The Basics of In-Kind Assist
2. Agency Need Requests & How to Claim
3. How to Make a Donation/Offer

1 - The Basics of In-Kind Donations

In the disaster relief phase of a disaster, voluntary agencies coordinate assistance to impacted communities. These agencies rely on gifts in-kind from individuals and businesses to support this effort.

- Businesses want to help by offering goods and services for free to impacted communities
- Relief and voluntary agencies can make better use of donated goods through networks of volunteers working in those communities
- Voluntary organizations need ways to express needs and coordinate transfer of goods and services

Below are definitions to provide the basics of Donations Management:

- **In-kind Donations:** offers of goods, services or time. This does not include financial donations. Also referred to as gifts in-kind.
- **Business Donors:** legally established entities offering goods and services for no cost. Some may need a receipt of offer for legal purposes or for tax deductions.
- **Individual donors:** any person who is not affiliated or acting on behalf of a business to offer specific goods.

TIP: individuals should use the Volunteer Management Module to offer services to a community or another agency.

- **Offers:** used to describe goods or services made available at no charge.
- **Claims:** How an agency accepts an Offer from a Donor is by Claiming it. This begins the conversation between all parties to arrange delivery of Offer.
- **Need Requests:** How Agencies describe goods and services which are needed in impacted communities.
- **Fulfilling Requests:** The process of responding to an Agency Need Request with an Offer to help.

2 - Agency Need Requests and How to Claim

By reviewing Agency Need Requests, users are able to quickly see the goods and services which are most in demand by location. This may help inform what offers are created.

- Agencies describe items, desired quantities, and location to reach potential Donors.
- Individual Donors may view and agree to Fulfill any Agency Need Request.

To view, search, or agree to fulfill an Agency Need Request, start by going to your landing page where “Open Agency Needs” are listed.

Open Agency Needs

Filter <input type="text"/>		
Inventory Name	Inventory Donation Category	Inventory Location (County)
Blankets	Linen - Blankets & Comforters	Mercer

Your search returned 1 result.

Review the inventory of needs, and select the item to learn more about the need.

To narrow your search, use the Filter field to restrict your search results to a specific item or category.

When an Agency Needs Request is selected, the following page will display all of the information provided by the agency that posted the need.

If you are interested in helping an Agency with a specific need that has been listed in Step 1: Are You Able To Help?, indicate “Yes” by using the dropdown list. This will start the process for you to “Fulfill” this need. You will need to go to Step 2: Enter Your Info and Update Status to “Claimed”

Step 1: Review Need Request

Step 1: Are You Able To Help?

If you are able to meet this agency need, please select "Yes" below to start the process.

Can You Help this Agency? ⚙️

Yes



Select the Disaster Event

Select all that apply.

Hurricane ✕



3 - How to Make an Individual Donation/Offer

Individual Donors may create an Offer at any time from the landing page. Offers should be items which you can make available quickly.

Make New Donated Goods Offer

You may add new offers of donated goods at anytime. Please note that there are only certain items which may be accepted at certain times during a response.

Add New Offer

TIP: Donations of cash should be made directly to the organizations in those communities.

TIP: Only Business Donors may post Offers for services. Individuals offering services may want to check out the volunteer management module.

Any Agency user may Claim an Open Offer which are listed on the Agency User landing page.

Filter <input type="text"/>		
Inventory Name	Inventory Donation Category	Inventory Location (County)
Boots	Personal Safety - Boots & Galoshes	PHILADELPHIA
Sandbags	Building Supplies - Asphalt, Concrete & Masonry	Mercer
Work Gloves	Cleaning Supplies - Gloves	Mercer
Diapers	Baby/Child Products - Diapers	Mercer
Drywall	Building Supplies - Drywall	Mercer

Your search returned 5 results.

The Agency user will connect with donors by phone or email provided in the Offer. Once an Offer is Claimed by an agency, it is no longer available to other agencies.

TIP: The In-Kind Donations module tracks Offers and Claims but the users (both Agency and Donor) should contact each other to complete the transaction.