



## Module 1: Establish Donations Management Operations

**Scenario:** A tropical storm brought historic flooding that caused mass evacuations and damage to houses, businesses, hospitals, nursing homes, and apartment complexes. Days later, the flooding has receded, and people are returning to their homes. Hundreds are impacted in the community.

1. Who has the authority to mobilize stakeholders in donations management?

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2. What are some responsibilities of the donations coordination team?

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3. How do you assess the population to identify the donations they need?

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4. How do the types of donations needed inform the type of facilities to open for managing those donations?

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5. How do you obtain facilities to house and process donations?

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6. What resources are needed to mobilize a facility to accept and process donations?

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7. What is the process for accepting and distributing donations?

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8. Will donations be provided directly to the public or to designated organizations to hand out to the public?

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# Module 2: Managing Donations

**Scenario:** Kind-hearted people, both locally and from around the nation, are sending donations. Both solicited and unsolicited donations are arriving at the donations management facility. Some donations are unusable.

1. How will you manage cash donations versus donated goods?

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2. Is an official fund set up for financial donations regarding the specific disaster?

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3. How will you manage unsolicited donations?

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4. How will you solicit needed donations from businesses and organizations (i.e., not just the public)?

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**Scenario update:** It has been several weeks. The warehouse is full, and donations are still being delivered. Multiple churches are requesting and receiving donations, but you aren't sure what has been donated or where these churches are located.



5. Since warehouses are full, how do you obtain additional space for donations?

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6. How do you track and inventory all types of donations?

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7. How do you monitor the different donation sources?

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8. How do you maintain situational awareness and communication with your donations coordination team?

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**Scenario update:** The media has been sending mixed messages to the public. Some newscasts have been generally listing “churches” as donation locations and have been suggesting that used goods are viable donations; while others are listing specific donation locations and are suggesting that “new” items should be donated.

9. How will you communicate with businesses and organizations about donations?

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10. How will messaging inform both the public and the private sectors of short- and long-term donation needs?

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## Module 3: Long-Term Donations Management

**Scenario:** Two months have passed. Emergency supplies have sustained survivors, but people are transitioning to long-term recovery; the types of donations that are needed have changed.

1. Given this scenario, what message would you share with the public regarding donation needs?

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2. What will you do with leftover and/or unusable donations?

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**Scenario Update:** Many people are starting the repair process and are moving back into their homes. Meanwhile, over 100 homes are still waiting for sanitizing and muck-outs.

3. How do you continue to assess the population for their short and long-term donation needs?

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4. How does your donations management process for accepting and distributing donated items change for long-term donations?

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5. As you transition from short-term needs to long-term donations, how does the type of facility needed also change to support long-term donations management operations?

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6. How does your donations coordination team transition to a long-term recovery committee for long-term donations?

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7. Are long-term donations being considered and requested from the beginning of the incident?

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8. How do you integrate the transition from short- to long-term donations management in your plans, and what other plans might be considered?

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