



Operational Guidelines & FAQs

Overview of GiveABQ

GiveABQ is a donations intake and distribution program designed to support multiple nonprofits in New Mexico by providing a single location for donation drop offs where multiple social service nonprofits can select and get items they need for their organization or their constituents.

The program will be managed by Adelante Development Center, a nonprofit organization with over 40 years of experience. Adelante is an organization that supports people with disabilities, seniors, and disadvantaged populations by providing employment, residential and day services, and other community resources. Adelante will also utilize GiveABQ as a way to provide employment opportunities for people with disabilities or others with barriers to employment.

GiveABQ will offer:

- **Staff members to coordinate and help to operate GiveABQ**
- **Warehousing space and software to manage donations**
- **A website that allows participating nonprofits to view available items**
- **A truck and driver to help with donation pickups and deliveries, with primary service in the Albuquerque Metro Area**
- **Volunteer opportunities for individuals and groups**

Many nonprofits no longer accept in-kind donations or do so only on a limited basis because of the costs and other challenges involved with accepting those tangible donations. GiveABQ intends to provide a viable solution for donors and nonprofits alike.

Furthermore, GiveABQ will promote cooperation between nonprofits, encouraging more coordination between organizations and offer community wide, multi-pronged solutions to community struggles.

GiveABQ is a prime example of what Adelante refers to as **Mission Leveraging™**. Collaboration typically involves coordination between organizations with similar missions to achieve better efficiency. **Mission Leveraging™** occurs when the diverse missions of several different nonprofits are positively impacted by one activity or program. This is the mindset behind GiveABQ.

Benefits for Nonprofit Organizations

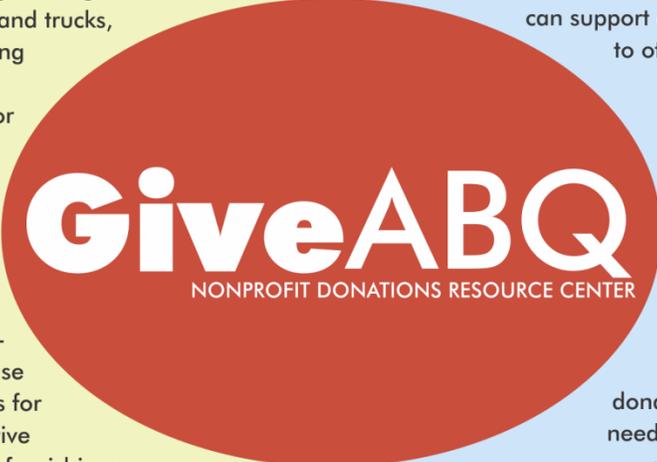
Managing in-kind donations is time consuming and difficult to match to organizational needs. Plus, the storage and handling costs can outweigh the benefits. GiveABQ helps nonprofits by sharing resources such as drivers, volunteers, and trucks, to lessen the work of handling donations. It will be a place where nonprofits can turn for office furniture and other items needed to run programs, helping them direct more dollars to their missions.

GiveABQ will also be a one-stop solution to nonprofit case managers seeking resources for their clients who need assistive devices, household items or furnishings.

Benefits for Donors

Donors want to know that their donations get to the organizations and people who truly need them. And, though they are generous and caring, they'd like the process to be as painless as possible. GiveABQ can support donors by pooling resources to offer quicker pick-ups, and by sorting and displaying the donations at one place where multiple nonprofits and their clients can select items to put them to use.

GiveABQ will be tracking larger donations, such as furnishings, in an effort to better coordinate between donated inventory and nonprofit needs. This will also enable us to provide feedback to funders.



GiveABQ
NONPROFIT DONATIONS RESOURCE CENTER

Goals of GiveABQ & Positive Outcomes

- More efficient donation intake, processing, and distribution to people and organizations in need in New Mexico.
- Greater collaboration between nonprofit organizations.
- Less hassle for donors who want to give furniture or household items, but who are unsure which organization can use their in-kind donations
- Job creation for people with disabilities and disadvantaged populations.
- Reduction in waste as items can be re-purposed and re-used.
- A multiplied effect that ripples throughout the community as non-profits utilize more funds for direct services instead of items needed or handling donations.
- Mission Leveraging™ combining resources and programs in a manner that positively impacts the different missions of several organizations.

How Do Nonprofits Get Involved & Receive Donated Items?

1. Upfront Screening of Nonprofits

Within the universe of organizations with nonprofit status, GiveABQ is designed to work with **human services organizations** that help people in New Mexico. To ensure we are directing donations where they will have the most impact, GiveABQ will collect the following information from nonprofits before they can participate:

- 501c3 form to prove nonprofit status
- GiveABQ application form completed which asks for longevity in the New Mexico community, current numbers of people supported, the organization's mission, and verifying that the organization does not discriminate based on against sex/sexual orientation, race, or religion in the provision of its services.

2. Get GiveCoin™ to Start Spending

Once a nonprofit has completed the screening process and met the requirements listed above, the organization will be given a starting basis of credits, or GiveCoin™, that they can begin spending on items donated to GiveABQ. Each item in the warehouse will be assigned a number of GiveCoin™ based on the value of the item, which nonprofits must redeem to get those items. GiveCoin™ are a virtual, not physical, currency that is tracked through the GiveABQ database and accessible to the nonprofits through the GiveABQ website. Every organization that qualifies will be given an initial amount of GiveCoin™. Nonprofits can choose to spend all their points at once or use them over the course of a year to help their clients and mission.

If GiveABQ has sufficient merchandise, participating nonprofits may get an annual replenishment of GiveCoin™ on the anniversary of their starting date, or more frequently.

Organizations wanting to receive donated merchandise through GiveABQ must use GiveCoin™ to get those items. All items donated to GiveABQ are intended to be donated out, through the GiveCoin™ system, or utilized to keep GiveABQ sustainable.

GiveABQ will accept other forms of payment (cash or credit cards) for deliveries and/or other services rendered through GiveABQ.

3. Shop for & Get Donated Items

Nonprofits can review many of the larger items on the GiveABQ website and/or stop by our warehouse to check out donated items. Each organization will assign dedicated shoppers for their nonprofit, who will be registered in the GiveABQ system for access.

Nonprofit shoppers from each organization will select and request the donated items they'd like to have. Items will be given on a first come, first served basis, meaning the organization to request the item first will have the first chance to get that item. Typically, arrangements must be made to pick up items within 48 hours or to schedule a delivery with the GiveABQ team. If the recipient wants GiveABQ to deliver their item(s) financial charges will apply. If there is a failure to arrange pickup or delivery, or the pickup is missed, the item may be given to the next requestor. Communication is key. GiveABQ can work with you, but we need to know your plans and cannot store items once they have been requested unless rental arrangements have been made with GiveABQ. If your organization does not end up getting the item, your GiveCoin™ will not be assessed.

For an additional charge, member organizations that have Wish Lists in the GiveABQ system will get advanced notice of the item's arrival. However, an actual request for that specific item must be entered into the GiveABQ website or database to be recognized as the first requestor in regard to this first come, first served system. For example, if a member organization has a conference table on their wish list, they can receive notification upon the arrival of a conference table at GiveABQ. However, they will not be considered the first to request it unless they enter a request to get that specific table.

4. Get More GiveCoin™ if You Need It

Every nonprofit is given initial points, but GiveABQ understands that some types of nonprofits may want more of the items donated to GiveABQ due to the nature or scope of their services. For example, nonprofits that connect people experiencing homelessness to apartments or homes may want more household furniture or clothing. Expanding nonprofits may need more office furniture.

However, it is important that the system is fair to all the nonprofits participating, so GiveABQ won't simply give some organizations more items.

There are multiple ways to get more GiveCoin™ that fall in line with the spirit of cooperation and teamwork GiveABQ aims to create with local nonprofits:

A. Become a Member of GiveABQ for an Annual Fee

Annual memberships will help GiveABQ build a sustainable operational model.

As a member, nonprofits will:

- **Be given a larger annual stipend of GiveCoin™**
- **Get email updates about new items that arrive at GiveABQ on a regular basis**
- **Be able to create a Wish List of needed items that would be maintained by GiveABQ so they could be notified when/if those types of items are donated.**
- **Have options like free deliveries and extra client visits**
- **If space allows, be offered storage space for their own items, donations included, for a very reasonable fee onsite.** (Storage is offered for an additional fee, on a space available basis.)

B. Provide Volunteers to GiveABQ

GiveABQ is designed to encourage cooperation and community spirit, so GiveCoin™ can also be earned by organizations that provide volunteers to GiveABQ. GiveABQ will track volunteer hours of people referred or supplied by local nonprofits and those hours will be transferred as GiveCoin™ to the referring organization's GiveABQ account.

To ensure the safety of our staff, employees with disabilities, and GiveABQ volunteers, all volunteers must review the warehouse safety rules and sign a waiver. Volunteers who work more closely with or around our employees with disabilities may have to go through a further screening process. Volunteers must be 15 years of age or older to volunteer independently and must be 9 years of age or older to volunteer alongside a parent, guardian, grandparent, scout leader, or teacher.

To earn GiveCoin™, volunteers or the organization must provide GiveABQ advanced communication to let us know they are volunteering on behalf of a particular organization. Without advanced notice, or if the volunteer does not inform the GiveABQ team upon arrival, volunteer hours may not be credited to the deserving organization. Those volunteers will be deemed simply working for the greater good of the entire nonprofit community.

C. Provide Large Donations to GiveABQ for the Greater Good.

If a nonprofit refers large, usable donations to GiveABQ, they can also receive GiveCoin™ as a credit to their account. These credits are available for office and household furniture items, or other larger items. We cannot offer this credit for clothing or other small household items. For example, if an organization gets a call from an existing donor offering 10 desks, and they opt to use 1 but give the other 9 desks to GiveABQ, they can get a percentage of the value of those items in GiveCoin™. Eighty percent of the GiveCoin™ assigned to the donated items will be credited, if they are picked up and delivered by the nonprofit that got the initial call and handled that donation. This amount of GiveCoin™ will be lessened if GiveABQ has to handle the coordination, pickup or delivery of the

donations. The amount would then vary by the amount of time and staffing required of the GiveABQ team.

D. Buy GiveCoin™.

If an organization needs additional GiveCoin™ and does not want to commit to an annual membership, GiveABQ will allow organizations to buy blocks of GiveCoin™ to ensure they get the items they need and want from GiveABQ. These purchases will help the nonprofit who needs items to get them for a much lower cost than they would on the open market, and will also provide revenue to sustain GiveABQ operations.

FAQs

1. Can individuals access GiveABQ Donations?

A: Individuals can only come to GiveABQ to access donated items by scheduling time and coming with a case manager or staff member from a participating nonprofit. Those nonprofits will be vetting or screening their own clients and accompanying them into GiveABQ. The associated nonprofit will be using their own GiveCoin™ to get items for these individuals.

2. Are there any other fees for nonprofits?

A: Nonprofits do not have to pay fees for participation in GiveABQ. If they meet our basic requirements they are given an initial set of GiveCoin™ to get items. If they choose to become a member of GiveABQ to receive additional perks, an annual membership fee will apply. Membership is not required. It is completely optional.

GiveABQ will charge fees for deliveries, pickups for a specific nonprofit, and/or for requests outside the usual scope of our operations, because those are costs we will incur if we provide those services. These are options and services nonprofits can choose to take advantage of, if needed. GiveABQ can also schedule pickup times and dock access free of charge if you choose to deliver them using your own organization's resources or volunteers.

3. Can organizations sell the items they've received through GiveABQ?

A: No. The items received through GiveABQ are intended to be directly used by the nonprofit that requests them, for either their own operation or for one or more of their clients. The items are not meant to be sold. Donors intend them to be used by a nonprofit and, by and large, that is what we expect to happen. Selling items will result in ending the organization's participation in GiveABQ.

4. What does GiveABQ do with surplus or slow-moving inventory?

A: To avoid unnecessary storage costs and generate operating funds, GiveABQ reserves the right to sell surplus and/or slow-moving items. GiveABQ also reserves the right to transfer the items we cannot distribute effectively and/or legally, like oxygen tanks and foods, to other organizations that can.

5. How does GiveABQ ensure fair distribution of inventory?

A: With the GiveCoin™ system, GiveABQ will track how much each organization receives and will be able to compare it to other organizations. This will also help donors see where their donations were used, how many people benefitted, and allow GiveABQ to provide feedback to funders and donors about the value of their investments.

With the GiveCoin™ system, the intent is for organizations to be able to earn their points through cooperative work with GiveABQ, in lieu of cash outlays, which lends equity to the distribution process.

GiveABQ distribution rules have been established by an independent committee of funders and community leaders. As GiveABQ gains experience and new situations arise, and in an effort to continually improve our systems, these rules are subject to change upon notification by the committee.

6. Can organizations share GiveCoin™?

A: While it seems a nice thing to do and we are trying to encourage cooperation, nonprofits participating in GiveABQ cannot transfer their GiveCoin™ to other organizations. This will help keep the distribution process running on a fair basis for all nonprofits who want to take part.

7. Are there any exceptions to the access provided for items?

A: While GiveABQ intends to follow our policies in regard to GiveCoin™ and distribution on a first come, first served basis, we also understand that there may be natural disasters or a particular community need that arises that might cause us to consider an exception to these rules. GiveABQ reserves the right to gather our community stakeholders to amend or suspend these guidelines when unusual circumstances present themselves.