

Kids Central, Inc. System of Care Policy & Procedure

Series:	Community Development		
Policy Name:	Resource Center		
Policy Number:	801		
Origination Date:	12/8/2010	Revision Date:	
Attachments:	Resource Center Request Form Resource Center Household Needs Request Form		

Policy

It is the policy of Kids Central, Inc. to maintain an organized and functional Resource Center for clients who are currently being served by Kids Central and its partner agencies. This designated area in the corporate office is managed by the Supervisor of Volunteer Services. The Resource Center strives to meet client needs and requests, but there are occasions when items are not available. Because the inventory is limited, the Resource Center should be considered as an additional tool to meet the needs of clients and not the only tool. All of the inventory is donated by individuals, community organizations, businesses, and staff members and is not for sale. These donations include new and gently used items such as clothing, house wares, furniture, toys and food. Many precautions are taken to ensure the safety of the items distributed to clients.

Procedure

Donations

1. Donated items can be received Monday – Friday from 9:00 – 4:00 p.m. in the Resource Center and larger items can be taken to the offsite storage facility.
2. All donations are inventoried when received and recorded on the Kids Central In-Kind Donation form. This form is then submitted to the Finance Department for further processing.
3. Donations are organized and placed in a proper location in order to facilitate the timely processing of requests.
4. To ensure the safety of donated items, the Volunteer Supervisor receives daily emails from the Consumer Protection Council, consults with other non-profit agencies on food and toy safety, and monitors news alerts for recalled products.

Requesting Items

1. All requests must be submitted on the Kids Central Resource Center Request Form and must be submitted to the Supervisor of Volunteer Services electronically. The subject line of the electronic request must contain the requestor's name and the client name.

Kids Central, Inc. System of Care Policy & Procedure

2. The Resource Center Request Form is to be filled out by a Kids Central staff member or partnering agency case manager and is not to be given to family members to fill out. All information on the form must be filled out completely in order for the request to be considered. Incomplete request forms will be returned.
3. Kids Central staff and/or client families are not allowed in the Resource Center without the Volunteer Supervisor's prior approval. Requests will be filled:
 - A. Within two business days if there is no emergent need.
 - B. Immediately if the needed items are available and are an emergent need.
4. Requests will be filled by the Volunteer Supervisor or another assigned staff member.
5. Requestor will be notified when items are ready for pick-up and will be notified which items on the request are unavailable.
6. Items will be restocked into the Resource Center inventory if they are not picked up within one business day of notification and other arrangements have not been made with the Volunteer Supervisor.

Absence of Volunteer Supervisor

1. When the Volunteer Supervisor is not available, requests for items or other communication should be directed to Danielle Damato, Director of Community Development, or Linda Perillo, Human Resource Manager.

Approved By:

Cynthia A. Schuler, Chief Executive Officer

Date