



LCIF Emergency Grant Planning Guide

We Serve

This information is not designed nor intended to be helpful in preparing you for dealing with a disaster that might directly affect you – where you are the victim. This guide was created by a few Lions in a district of Indiana, USA so that others might benefit from their experience.

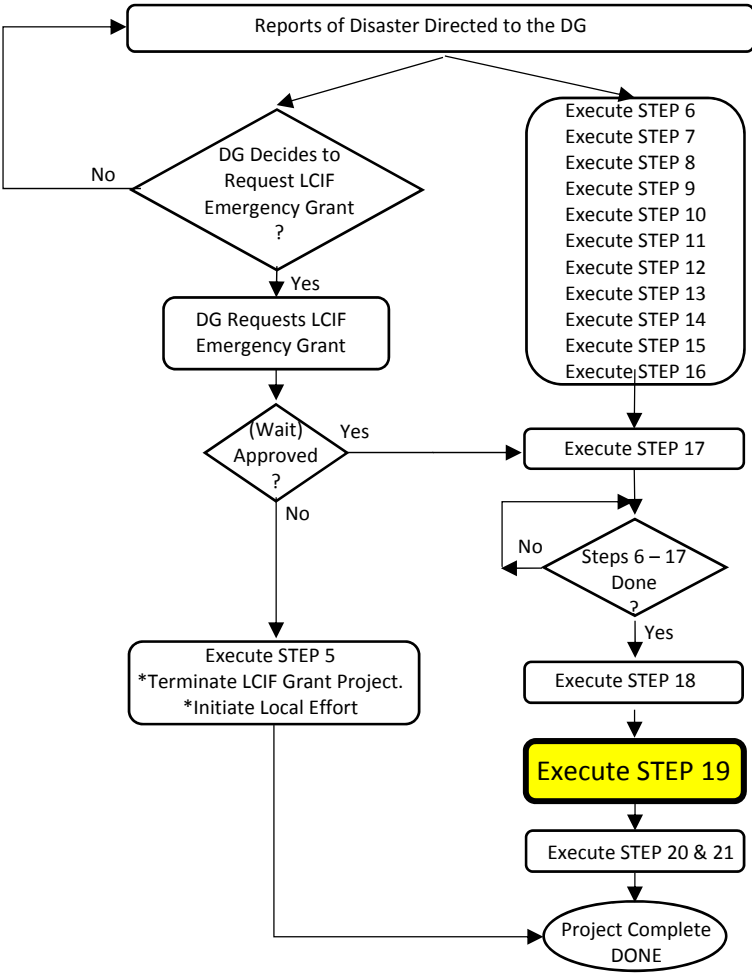
This document is focused on the distribution by Lions of a Lions Clubs International Foundation (LCIF) Emergency Grant, but may be adaptable to the providing of other types of assistance by Lions to victims of any disaster. It is not a LCIF product or approved by LCIF.

The information in this document is a roadmap for Lions wanting to put together a plan to help others who are victims of a natural or other disaster, with somewhat of a focus on Indiana, USA. Like all roadmaps, sometimes there are some modifications or circumstances along the way that require the traveler to make some adjustments. Sometimes not recognizing the need for adjustments, or not making the correct adjustment can in itself be problematic.

No roadmap can cover all possibilities that can occur in the real world, but having a map created by earlier travelers is usually much better than traveling blind on the road for the first time. Watch the road signs. Hopefully you won't encounter any detours. Construction ahead.

Lions Planning Guide and Procedures for Providing LCIF Emergency Grant Relief

Overview: Planning LCIF Emergency Grant Project



Note: A listing of all steps is located as a last page to this document.

There are two likely types of users of this guide. – Someone planning for a possible future disaster, and the “gotta do-it-now” user. If you are just planning ahead, jump to Section 2. Otherwise, start right here.

Section 1: DO IT NOW

Assuming you have made no previous plans for dealing with the situation you are facing, form a working committee (Distribution Planning Team – DPT) from available people who: are available, can identify and provide access to local resources, have some leadership experience, and are likely capable of working together to develop and execute a plan. Use this Guide to help develop a successful plan.

Forming the perfect DPT is much less important than just getting a core team of leaders started, assuming that the devastation has already occurred. The stress of the situation will play a major role shaping the DPT. To maintain the DPT, you will need only to be focused only on good and timely communication to the DPT members (CRITICAL), and continually inviting all the people interested in helping or whom you want on the DPT. DPT members will stay if they feel they can contribute, and/or you care, otherwise they will drop off the team.

TERMS:

Distribution Team (DT)	Lion volunteers doing actual service distribution. Distributes Lions Services to victims
Distribution Planning Team (DPT)	Lions planning the project, which includes planning the distribution. Project PLANNING
Victim, Customer, Victim-Customer	The community member suffering from the disaster who the Lions are seeking to help.
Zone, Region Chairman/Chairperson	The DG appointed Lion Region or Zone Chair
District Governor (DG)	The official, top Lion responsible in this project. The DG may delegate some of his responsibilities, but ultimately he is accountable and responsible.
LCI	Lions Clubs International, Chicago, IL 501(c)3
LCIF	Lions Clubs International Foundation, IL 501(c)3
Project Leader or Project Co-Leaders	The person(s) leading this relief project effort – typically designated as such by the DG. Reports to the DG, and is a Lion volunteer

There are essentially three separate “phases” described in this Do It Now procedure:

- A) Planning for Distribution and Reporting Completion (All Steps prior to Step 19)
- B) The Activities of the Actual Distribution (Step 19)
- C) Reporting, Thanking, and Recognition (Steps after Step 19)

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Step 1: Coordinate with the DG. Report Damages and Issues to the DG.

The DG needs to be able to accurately understand the situation, from trusted, responsible sources.

It is REQUIRED that the DG be included in any communications and requests for damage relief as only one LCIF Emergency Grant can be requested by a district by the DG. It would be quite disappointing if some area needing assistance was overlooked because of their lack of understanding of the simple need to communicate to the DG on a timely basis. Have people report significant damage directly to the DG or DG's SINGLE designated contact to eliminate common translation/restatement errors, and to assure accurate source identification by the DG.

Begin the execution of Steps 6 - 16 in parallel with Steps 1 - 4.

After Step 4 (successful acquisition of funds),

then finalize Steps 6 – 16, before starting Steps 17 & 18.

For additional information posted on the Indiana Department of Homeland Security (IN DHLS) web site: <http://www.in.gov/ai/appfiles/dhs-countyMap/dhsCountyMap.html>

Check: Emergency Management Agencies & IDHS Districts Map, and
County Travel Status Map

Step 2: As Determined by the DG, the DG Completes a Request for an LCIF Emergency Grant.

Details of the damages and need must be compiled by the DG to determine the justification for creating a LCIF Emergency Grant. Once the threshold of justification is met, the DG must compile a statement of the extent of the need for the grant, and must describe a loosely established plan for processing the distribution in LCIF Emergency Grant Request, before the request can be forwarded to LCIF for consideration. Information needed by the DG includes: BEST GUESS ESTIMATES of geographical area size, estimated number of victims, seriousness by numbers of victims, number of homes (structures) damaged, and number of victims displaced from living quarters. Note that some people/families may live in multi-family dwellings, like apartment buildings.

Since only one grant can exist at any given time, be alerted to the possibility of more incoming NEW causes for new, additional damage. Typically a single grant is a 30 day affair so that anything new and additional during that time will be blocked from being considered and addressed until the prior grant is closed by LCIF.

The details of requesting a LCIF Emergency Grant can be found on the LCI/LCIF web site. Since they are subject to change and are readily available, consult the LCIF web site for the forms and specific requirements. NOTE: LCIF documents state that a District "...may apply for an Emergency Grant or Community Recovery Grant, but not both." If one thinks that both types of grants might be reasonable over an extended period of time, consult with LCIF concerning their policy.

Step 3: The DG Forwards the Emergency Grant Request to LCIF.

The DG typically works with peers to review the proposed request to remove errors and increase the completeness of the request, then faxes and/or emails it to LCIF as per LCIF requirements.

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Step 4: LCIF Reviews the Request. DG and Others Wait for the LCIF Response/Approval

The DG awaits LCIF grant request evaluation, and any additional requests for information. LCIF advises the DG of their determination. Some tweaking of the grant request may take place if suggested to satisfy LCIF requirements.

PROCEDURE BRANCH

- A. If the LCIF Emergency Grant is under consideration (Steps 1 – 4) then Steps 6 -16 are performed. Step 5 is temporarily ignored.**
- B. When the LCIF Emergency Grant is denied, then Step 5 is executed and all Steps beyond Step 5 are cancelled, and backed out/undone.**
- C. When the LCIF Emergency Grant is approved, then (Skipping Step 5) complete all steps prior to Step 17, then proceed to Step 17.**

Step 5: LCIF Emergency Grant Denied. Project Closed Down

With the grant request denied in finality, the DG advises the Distribution Planning Team and Lion leaders of the damaged areas. The DG takes any action he/she may deem appropriate with non-LCIF assets that may be at his disposal.

The DG may have funds or resources available for assistance to Lions in the District. The DG advises all those reporting damages that LCIF funds are not anticipated. Lions may seek resources from local providers, and from other foundations, such as the Indiana Lions Foundation, in Indiana.

Step 6: DPT Is Formed and Begins the Process of Planning and Forming DT Detailed Plans.

Parallel to Steps 1-4, plans for the actual distribution of Lions services should begin if there is reasonable belief that the grant will be approved. Such things as establishing team member roles, and the selection of a temporary leader/coordinator to facilitate planning and establishing specific procedures for the distribution. The DTs are not usually staffed until after the Grant is approved.

As the LCIF grant request is being created and processed, the DG should facilitate local Lions forming a DPT to establish communication with local club leaders to facilitate the coordination of area clubs to later form DTs, as well as support the communication and coordination efforts of the DG as he gathers information that may be requested by LCIF.

The DG's efforts to form a DPT can be as minor as the designation of one or two people to lead the planning process. However, it is appropriate for the leader(s) to create a committee (DPT) and start a plan development.

An approved grant with no distribution plan is just as bad as a distribution plan with no grant. These activities (Steps 6 – 16) must be coordinated at the same time as may seem appropriate.

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As the DPT matures the plan, the team communicates with the DG to assure that the plan meets the requirements of LCIF, as understood by all.

The later formulation of the actual DT(s) to distribute Lions services involves the gradual develop of the following by the DPT:

[Expanded details are provided in subsequent steps. This is just a summary overview.]

- Understanding and communicating the LCIF guidelines and expectations related to handling approved grant funds and distribution procedures to every Lion volunteer. These expectations are stated in the LCIF grant request materials, and additional may be provided at LCIF grant approval time.
- Developing accountability guidelines and procedures that well meet the DG's reporting needs to LCIF. These expectations are stated in the LCIF grant reporting procedures – used at distribution process closure to report the completed grant distribution effectiveness.
- Establishing an accurate and responsible means of identifying valid recipients, and coordination with other ongoing community victim supporting efforts. Duplication of services, untimeliness, and missed opportunities are problems for the victims as well as service providers.
- Establishing possible distribution site locations so that the needs of the recipients can be addressed by the available volunteers. Consider that distribution sites force victims to travel, as there may be some victims in need who are unable to meet both travel and time expectations/requirements by the service providers (Lions). Accommodations for and identification of those unable to travel should to be considered, as they may be the ones most in need.
- Lions who are victims need to focus first on their own personal needs and families, as appropriated, rather than serving the needs of others. For this reason, the best volunteers will likely come from immediately outside the area(s) of damage.
- Determining entitlement guidelines concerning how much aid each recipient is entitled to receive and how the distribution can be structured to provide only and, hopefully, all the critically needed items. Each victim's needs will likely vary, and change over time.
- Verify that the Lions distribution plan will meet the needs of the recipients, the merchants, and the Lions organization, as each has an entirely different set of needs.
- Develop a communication plan for communicating the what, where, when, and how of the availability of the resources to be provided to the public. Include needed advertisement and promotion of the Lions support efforts. Consider the possibility that, victims may be without power, normal communication channels, and may not have transportation. Some victim may temporarily escape (evacuate) the area of damage periodically, they likely still have unmet needs that may be consistent with services being provided by Lions or others.

Step 7: Develop an Understanding of the LCIF Requirements Associated with Granted Funds

Read LCIF provided information on the subject of Emergency Grants from the LCIF web site. Specifically read the Grant Request form and the (closing reporting) Grant Report form. Question the DG on any information that LCIF may have provided him on the matter. Compile this information then pass any remaining questions to MD or District LCIF Committee members, DGs, or IDs.

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A clear understanding of this subject is needed **before**: before creating distribution procedures, before communication with DT, and before communicating with others in the community concerning what services Lions may provide.

Documents and forms found in the Appendix at the end of this document have been previously used may prove helpful, but they are subject to LCIF requirements, location, and specifics changes.

Step 8: In All Communications, Cover the Restrictions of LCIF Funds Usages and Procedures

Be clear and complete in all communications. Verify that listeners do not develop inaccurate understandings. Anyone developing inaccurate understandings may pass those to others and create a situation that is difficult to correct. Be certain that all Lions, especially those working on the project, clearly understand as they are the ones that will be enforcing the restrictions. Any Lion hearing about the activity and expressing pride, may communicate to others making miss statements.

LCIF recommends converting all funds to shopper store cards (a.k.a. gift cards) and for Lions to use them to pay for approved items at check-out. Before converting all funds to cards, be sure that the store will permit the conversion back to funds should that be necessary later for some reason.

Step 9: As with all Funds, Develop Procedures that Assure 100% Accountability of Funds

When funds exchange hands, both parties must agree on exactly what and how much is being transferred, the details documented, and the paperwork retained. Both parties should retain their copy of the details of the transfer. For significant amounts, a signed transfer description is recommended. Anyone receiving funds for distribution must be informed of the proper way to utilize those funds, how to properly handle accountability, and how to handle any residual funds.

Any changes to the amount (distribution) of funds should be documented with receipts or suitable documents including a recipient from the receiver, the dollar amount, and the justification for the transfer. If money is converted to goods, a description and value of each item is required. The transfer of goods is handled in a detailed, documented manner just as cash and receipts retained.

There is a contradictive suggestion of not giving the served victim-customer a copy of the sales receipt to reduce the likelihood of him returning the goods for cash or conversion to non-permissible goods. In the first case: The DT will be required to retain a copy of the sales receipt for reporting purposes to LCIF by the DG when the Lions are purchasing good for victim-customers. On the other hand: At some point the victim-customer may be required to report his receipt of service to the IRS as income. Resolution: Keep the original receipt for LCIF and make a copy if requested by the victim-customer. Typically the victims are under such stress that they don't consider such matters..

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Step 10: Plan to Record Some of the Distribution Events for Publicity of Services Provided

Take pictures and collect information for newspapers, Lions newsletters and other Lions publications. If the face or personal identification information is included in any information distributed, then a signed release form is needed. Seek appropriate assistance in creating a valid release form. Best idea is to take no pictures of victims' faces.

Document information that the DG will need for completion of the LCIF Grant Reporting form. Review and understand the need by examining the form. Examine the Emergency Grant Request Form and associated requirements on the LCIF web site for the latest version. Contact the DG for questions, concerns, and expectations. This can save the DG a considerable amount of stress in the distribution of requirements and expectations. The DG will need photos that can be sent to LCIF.

Step 11: Plan How to Manage Decisions on Dollar Amount of Entitlement for Each Victim

Distribution Team Members must have a sincere understanding that they are dealing with victims that may have incurred great losses, thus care and respect must be a part of all communications.

If a victim-customer seems to be pushing or exceeding the boundaries of services the Lions are intending or capable of providing, the FIRST step is to try to understand by asking the victim-customer, "Why?" in a very non-threatening manner. There may be a very logical explanation. If an unusual item or situation exists that seems quite justifiable, then document the justification so that others, later, can share the same understanding. The needs of some may justify helping them get additional assistance from another, more appropriate source. Remember, if the LCIF does not concur on the decisions concerning the use of LCIF funds, the DG will be required to make restitution to LCIF. The District Cabinet is required to approve the DG's report LCIF Grant Reporting before sending it to LCIF.

If the rare situation seems to occur that someone is "working the system", then ask for more information on how their individual situation of need is greater than or different from that of others. Non-confrontational communication is a key tool in dealing with confusion. In the end, there is likely no justification of creating a confrontation that needs arbitration by otherwise non-interested parties. If robbery is occurring, then identify and treat it accordingly, otherwise, avoid confrontation. Again, note that if the LCIF does not concur with a decision of benefits or services provided to a recipient, then someone or ultimately the DG will be required to make restitution to LCIF, so attempt to minimize the cost. Document the situation for later analysis and discussion. Lions seek to provide service to those in need, and the need may not be overtly visible. Ask questions for justification. The LCIF does not restrict how Lions may provide benefits, rather they just maintain standards and guidelines on how their grant funds may be used.

Step 12: Identification and Verification of Victims with Needs That Can Be Helped By Lions

Likely the most difficult part of everything that must be done is validation of the victim identification and determination that their needs correspond to the services being provided by the Lions. There may be many varying service providers to victims, some services are appropriate only at specific times during the victim's recovery/survival timeline. For the victims no amount of support will ever erase the horror, the memory, nor get them restored to their original state.

The DPT members must communicate with the key community service providers and validate that the services to be offered by the Lions have justification. It must be recognized that the services the Lions may be proposing to provide may be poorly timed, unnecessary or just a duplication. Timing, too early or too late, is also an important factor to be discussed. Lions should not push unneeded assistance to victims as there may be many yet unidentified victims in dire need that have not yet been able to get to the designated distribution sites at the designated times. Power outages are generally restored at different times to certain areas. Those without electricity at one point will have little desire for items needing refrigeration, but at a later time will be most anxious to get them. If the weather is hot, those without housing or cloths have different needs from those in the cold or only inappropriate cloths.

Naturally, some of the community organizations may suggest, "Just give us your funds and we'll handle it." Be prepared to explain how that does not meet your Lion desired way of providing hands on service. Be sure to not say that, "The LCIF or they..." do not allow this approach, rather indicate that we Lions are looking for a more personal way to be directly involved in helping. We want to provide our services through a direct interface with the victims.

Because some organizations provide year around daily services to community members in need, they likely have procedures in place to identify justifiable cases. In a disaster situation, they likely just expand their justification procedures to the situation. Identification and working with such an organization will allow the Lions to benefit from that organization's victim identification procedure, thus eliminate the very complex development of a possibly duplicate verification procedure by Lions. In any case, try to share as much of already created procedures as possible while meeting Lions requirements of need matching benefits provided.

What has been found to work well is that when an existing organizations like the Red Cross and United Way (and others) work together to identify victims and provide them assistance appropriate to their situation, that organization has the ability to identify those who have unmet needs of the nature which the Lions are providing. That venting organization can easily forward that victim with some sort of verification document or indicator to the Lions to acquire the Lions service.

Attached is a Verification Document that has been used as an example of something that has worked. See Appendix: Voucher of Justification. The key elements of this document are:

- 1) Lions are clearly identified as the provider of the services to be provided.
- 2) It is serially numbered for individual tracking and record keeping.
- 3) The bearer has been vetted as a victim and needing the specific services that are being provided by the Lions. Making this happen just takes come clear communications with the vetting organization and establishing an agreement. We have found that having only one person authorized to issue the documents, that person signing the document, that person recording the documents issued so they can be tracked back to the vetting.
- 4) It is printed on dark blue paper with black printing so that they difficult to copy/make a forgery.
- 5) With a little coordination, the relative need level of the victim can be communicated or specific needs can be indicated. We just used a suffix on the forms integer sequence number. It is a real advantage to the Lions for the vetting organization indicate their understanding of the level of need, and the Lions discussed the victim's needs additionally with the victim. This helps to Lions help the victim to make appropriate selections.

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- 6) It communicates the number of people (adults v. children) being helped (Needed for LCIF reporting).
- 7) It clearly states when and where the victim can acquire the Lions services.
- 8) It identifies a source of additional information, and a contact.
- 9) It provides some background information on the Lions organization.

Any procedure that is in place to forward victims in need to Lions must have controls so that Lions get no more than the number of victims that the Lions can help. First, the Lions want to get victims that have a true need, but not so many to be swamped with victims. If the potential for a swamped situation seems on the horizon, report this to the DG and work on plans to try to adjust Lions plans for services accordingly.

Make sure that the DT has a communication plan in place with the vetting/validation-forwarding organization(s) process so that the flow, and changes in flow, can be managed and controlled. Arrangements for a "Stop Flow" command will be necessary as Lions resources become exhausted.

Step 13: Distribution Locations Are Identified; Store Manager's Approval Is Obtained for Each

Potential sites for distribution are selected which provide the victim-shopper to opportunity to acquire the appropriate and necessary items. These include perishable and necessary food items as well as other supplies. (LCIF restrictions covered elsewhere in this document.) As a result, distribution site(s) would need to be large centers like Walmart, Meijer, or other such centers, or be coordinated among multiple sites each of which supplies a subset of the variety needed by the victim shopper.

The approval of the appropriate level manager are each of the proposed distribution sites (stores) must be obtained early to assist in developing other parts of the distribution plan and communication plan. Preliminary contact should be made with the store manager so that he understands the Lions intentions, his questions and concerns can be addressed and agreements formulated, and appropriate facilities and staff can be available. Also discuss and plan for the conversion of a Lions check to shopper cards, as using cash is very undesirable, and the size of the Lion's check may be too large for easy processing.

If multiple site shopping is needed by each victim-customer, then the total expenditure per victim needs to be managed, tracked, and controlled. Plan for the possible situation that a victim-customer will need a special item not available from pre-selected site(s). It is the Lions mission to assist the victim-customer to meet their urgent humanitarian needs, and only one provider may not be able to do this in a reasonable manner. Special needs can be denied, but if they are reasonable, the Lions should try to have positioned themselves to be able to accommodate. In part this can be done by having the store manager to have agreed in advance to be willing to convert some shopper card value into cash for the Lions if a special need arises. The Lions can then use those funds to acquire the needed assistance to the victim, such as purchase an emergency supply of medication.

Ideally, volunteers will work from an area both near the entrance that will be identified to and used by recipients, and near the specifically designated check-out lane(s) that the victim-customers may be using so the Lions can pay. Verify that the store manager will permit the use of tables and chairs.

It has been found that as long as the Lions are not selling something or actively distributing advertisement seeking members, the store will allow the Lions to set up operation within the store.

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Since the DT will be paying for each sale at the victim-customers time of check-out, it is important that the location of the Lions' set-up location be sufficiently near an appropriate check-out station. With proper planning a table and chairs for use by the Lions will be provided by the store during the scheduled distribution times.

Step 14: Establish a List of Lions Volunteers to Be Contacted to Staff the Distribution Team

Once the LCIF funds are approved, a large part of the remaining planning should be the signing up of the members of the DT for training and distribution activities according to time schedules. Having contacts into each of the area clubs can be very helpful in developing a list of potential volunteers and knowing how to contact them. Plan to try to have DT volunteers from each of any representative areas or groups so it doesn't seem like one group have more involved than another, unless a group expresses specific disinterest. Keep in mind that serving on a project is a sure way to get a new Lion committed to Lions.

It is best to have all scheduling coordinated by one person. The potential Lion DT volunteers may be asked to contact the person designated as the work sessions scheduler, or the scheduler can work from a prepared list of potential DT volunteers to contact and schedule volunteers. Advise the DT volunteers of the date, time and location of training as they are being scheduled, and inform the DT volunteer Lion of whom to contact should schedule changes be required.

Plan to not have multiple schedulers contact any single potential DT volunteer, especially after he may have already volunteered. Not only is this wasted effort, it may very well be annoying.

Allowing Lion victims volunteer could create the appearance of, or a real, conflict of interest. Lion victims should be accorded the exact same rights and privileges as any other victim. Lion victims should not be encouraged to volunteer as one would expect them to have more pressing matters.

Step 15: Develop a Communication Plan for Public Service Announcements

Create (short) public service announcements to be distributed to TV and radio stations. Maybe newspapers, but publications may be too delayed. See the Appendix, Radio Announcement.

Specifically identify the stations, contacts, and hours during which they are open to receive copy. Coordinate announcements with service offerings, dates and times and locations.

To locate radio stations that might effectively distribute information, a good source of information is the web site: <http://radio-locator.com> and do a search with appropriate parameters, such as:

1. Enter your location: (United States only) City or ZIP Code, optionally State
2. Choose which types of radio stations to find: AM and FM, Licensed and Under Construction, Low Power FM Stations, FM Translators, FM Booster Stations, Any Format,
3. Reception Range: Local Stations Only.

Locating TV stations involves contacting local carriers, as on-air broadcasting is becoming uncommon.

LCIF Communications has a great deal of information that can be used in promotion. This information can be acquired either online or via mail. In emergency situations, extra effort is needed to acquire this information if it is not already on hand. Consider contacting the District or MD Chairperson as they may be the quickest way to get physical copies of materials. **Whenever Lions make contact with**

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members of the community, appropriate LCIF information materials should be distributed at every opportunity, as this is a means of enforcing the memory of Lions and LCIF providing services.

Presently, there are tri-fold materials ([LCIF at a Glance](#)), partial page fliers ([By the Numbers](#)), two sided single page fliers ([Best NGO](#)), public relations guides ([Promoting Lions and LCIF](#)), as well as posters. While a bit of effort will need to be applied to get these materials as quickly as they might be needed, the members of the District should be called upon to acquire them because they can be of great benefit in the promotion of Lions and LCIF. They provide detailed information that can be quickly and easily used to communicate the Lions message to both video (TV) and audio audiences when time and energy are at a premium. Always get the latest from LCIF, but attached in the Appendix are copies of these documents to serve as an example of the high quality that is available.

Step 16: Accepting Donations from Anyone Wanting an IRS Tax Deduction

Only donations to charitable foundations are IRS tax deductible. Lions' dues are not tax deductible. Most Lions Clubs, non-profit organizations, and non-profit foundations are 501(c)3 businesses (non-profit charities) as defined by, and in the eyes of the IRS, thus donations thereto are IRS tax deductible. The Indiana Lions Foundation is a non-profit charitable foundation 501(c)3 so a donation to the Foundation is IRS tax deductible - web site: <https://indianalionsfoundationmd25.org/>. The amount (value of the part) of purchase of a product or benefit to the donor is not tax deductible.

Roughly, the steps for making a tax deductible donation to the Indiana Lions Foundation are:

- 1) Have a clear understanding and agreement on the expectations and requirements associated with accepting the funds from the donor. Documentation is PREFERRED! Advise the donor that a very small amount of the donation will be retained by the Indiana Lions Foundation.
- 2) Have the donor create a check or transfer of funds to "Indiana Lions Foundation"
- 3) Go to the Indiana Lions Foundation web site and look under the heading "Who We Are"
- 4) Identify the Treasurer, Assistant Treasurer, and communicate to the Treasurer or Asst. Treasurer nearest you and explain your situation. If you have difficulty in reaching them, contact one of the other officers to get things started.
- 5) Go to the Indiana Lions Foundation web site and look under the heading "What We Do", then select "Dedicated Grant" and complete the required information. If this information seems out of date, contact any 25-D Indiana Lions Foundation contact for assistance.
- 6) Communicate with the person contacted in 4) or with whom they recommended and as directed deliver your check to the Foundation and receive in exchange the check to be used on the dedicated grant. Note that this procedure applies only to DEDICATED grants and that the Indiana Lions Foundation may deduct a fee for processing.
You should be able to deliver your check to the Indiana Lions Foundation and receive your check from the Foundation in one trip/exchange. Make the arrangements beforehand.

Note <state> Sales Tax requirements, see Step 17 for details.

Guidelines for donations to other foundations likely vary. Contact the specific foundation for details.

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Step 17: The DG provides the funds to the distribution locations.

Because cash is not to be provided directly to victims, LCIF funds must be converted to some non-cash form, such as merchant shopper cards. Once the LCIF Grant is approved, the DG may release District funds to be used and replaced later to speed up the initiating of the Lions services.

The distribution of LCIF promotion literature should also be distributed by the District to the distribution locations from the LCIF Chairs and others that may have some on hand.

Since cash flow is: LCIF gives a \$10,000 Emergency Grant to "District" If "District" is not <state> Sales Tax Exempt and makes purchases/expenditures, then "District" must pay <state> sales tax on the use of the funds, even though the "District" is a registered non-profit in <state>. **If "District" is <state> tax exempt, the status (exemption ID) should be provided to the vendors** where/when any purchases are made. It is doubtful that LCIF will accept, or be happy about, paying <state> Sales Tax.

- (a) **Case A:** There are cases in which restricted use cards are provided to recipients of an appropriate amount.

I have heard of this being done, but being able to monitor and/or restrict purchases to appropriate items is difficult in most cases. This seems more appropriate if victims are not receiving the funds/cards directly so that there is some oversight or control is a part of the plan. This case will not be further detailed herein.

- (b) **Case B:** There are cases in which LCIF funds are converted to merchant shopper cards which are used by Lions to pay for individual/family selected (purchased) items. Multiple purchases/families per card. This is the Case that has been found very functional.

PREVIOUS STEPS MUST BE COMPLETED BEFORE PROCEEDING TO STEPS 18 & 19

See Step 20 before accepting any funds from the District or LCIF

The DG representatives make needed copies of the tracking documents and provide the originals with original receipts to the DG. If the District used their funds for distribution and replaced them with the LCIF funds, then copies of the District check(s) will need to be provided to the DG for reporting. If the funds were converted to shopper/gift cards, the receipts for the shopper cards will need to be supplied to the DG. **Bottom Line: Copies of any activity involving funds or conversions of funds must be made and provided to the DG for reporting to LCIF. Retain copies of copies just in case something gets lost or misplaced.**

Step 18: Volunteers Are Trained To Understand and Follow Guidelines and Procedures.

See Step 19 for a flow chart of the Step 18 and Sept 18 relationships.

Rather than wait until Lions show up to work at the distribution sites and are milling around the shopping areas to help not knowing what to do, a training meeting should be scheduled in an educationally appropriate environment that is quiet and also that allows them to focus and ask questions. It is suggested that a local educational institution be contacted for facility usage. On-the-job training is a very poor idea which leads to both errors and confusion. The training should include a presentation of LCIF requirements and expectations (see Grant Request Form), and details of how

funds and distributions are going to be managed so that the DG ends up with the information he will be REQUIRED to provide to LCIF to account for the grant. **IMPORTANT:** See Step 20 for specifics.

Specifics:

- 1) How will the validity of victims be established?
- 2) How to identify the victims most in need?
- 3) How will victims in need of the “services” being provided by the Lions be determined?
A lot can be said about what emergency services and emergency supplies and items can and or should be provided to the victims. Ultimately it is the combination of reasonable judgement by all concerned, noting that victims may be suffering from stress and possibly shock, and that many supplies are available from many places besides what Lions are supplying, and that needs vary over time. Needs are also affected by the nature of the cause of the emergency - a major weather event, terrorism, or nuclear, biological, chemical, or radiological attack. It can also be affected by the intended usage. Fuel for a car may not be an emergency for one, but for another it could be for lifesaving medical travel, or fuel for a generator necessary to sustain life. CONSULT INTERNET DISASTER PREPARATION for ideas. The Lions need to work with the victims to identify items needed for subsistence, clothing, medical, and lifesaving shelter that may be needed. Items for convenience are not emergency needs. Consider items needed to make necessary items serviceable, such as adequate batteries for flashlights. Time spent helping victims make individual, reasonable selections is time well spent.
- 4) How will necessary information be communicated to the Lions doing/managing the distribution?
- 5) How will the Lions avoid being sent recipients after the Lions funds/services are exhausted, or at a specific times of “not in operation”?
- 6) What will be the locations, times and dates of Lions distribution?
- 7) How will Lions be scheduled to work at the distributions? Who is the volunteer scheduling coordinator for volunteers and who has the contact information?
- 8) How many Lions are needed to be scheduled at each site at a given time to cover the assistance distribution requirements? What duties (roles) are required?
Generally, (1) AUDITOR: someone needs to be RESPONSIBLE for monitoring and managing the record keeping!! Very Important. (2) BANKER: someone needs to be responsible for manning the checkout (paying) process. (3) GREETER: someone needs to be available to greet incoming recipients to explain to process to them. (4) STAND-BY: someone to cover for the unexpected (restroom and communication to other locations) THREE PEOPLE seems to be the minimum, but FOUR volunteers is BEST. One of the 4 can sometimes be the site coordinator.
- 9) First day start-up procedure.
- 10) Daily close-up? Where should be records and cards be saved during “off hours.”
- 11) How to execute open-up on subsequent days? Where do the forms, records and cards come from?
- 12) Merchant requirements and expectations. Each store site’s management style and expectations need to be respected to retain our “welcome” status.
- 13) Identify the points of communication are for various situations that may arise. Communicate how the overall process flows to help make volunteers feel like they understand what is happening so that they can deal with surprises, should one occur. Better volunteer satisfaction occurs if the volunteer feels like a contributor and involved participant.
- 14) Unanswered volunteer questions and concerns at any time quickly frustrated volunteers.
Don’t make answers confusing or hard to get. During the execution of the distribution, quickly

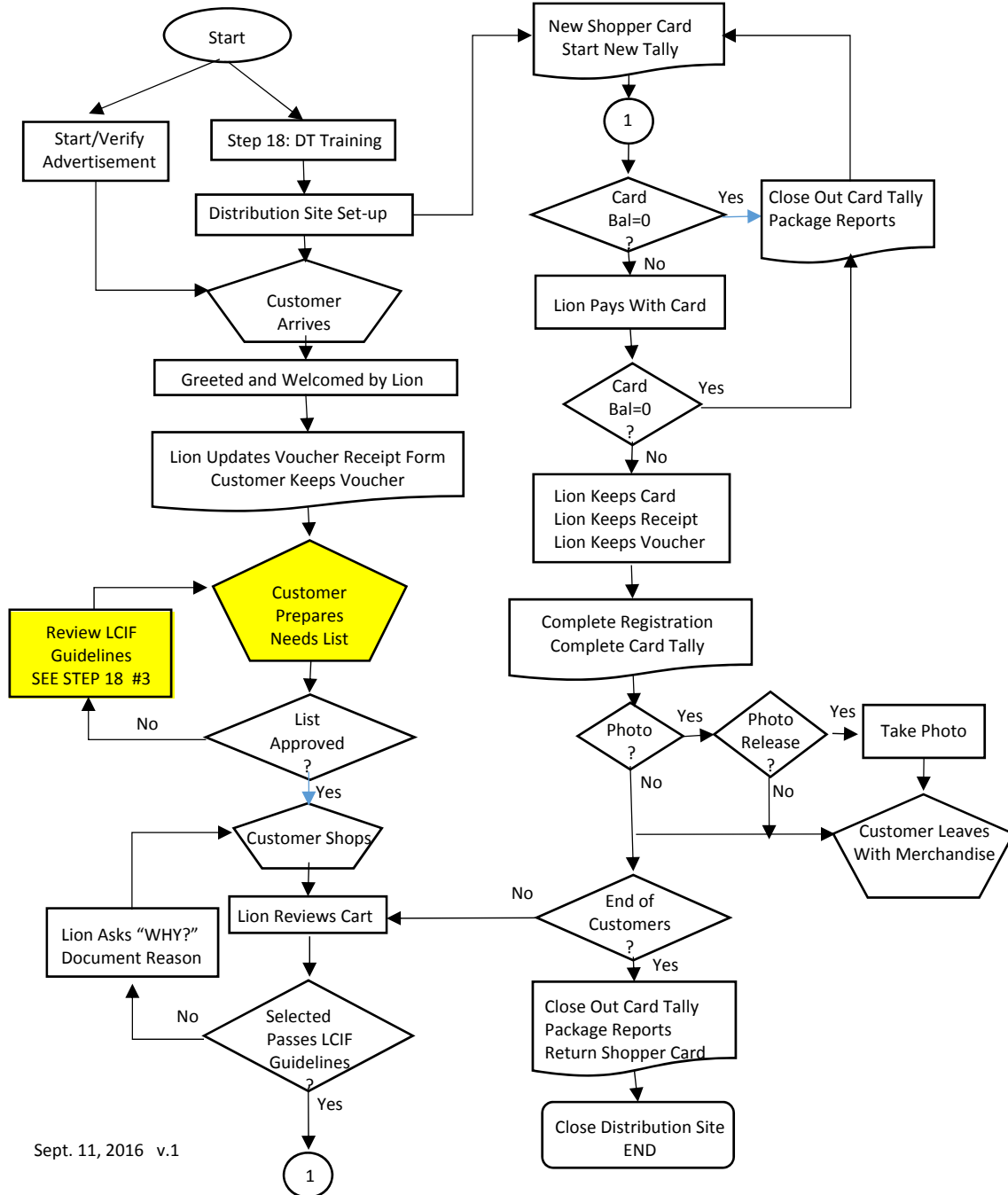
and thoroughly communicate any changes to all impacted. Communication should not be an, or by, accident.

While the above are the issues to be covered in DT member training, in the Appendix is a sample script that has been used to conduct DT member training.

“Where There is a Need, There is a Lion”

Distribution Day Task Flow

Steps 18 & 19



Sept. 11, 2016 v.1

Lions Planning Guide and Procedures for Providing LCIF Emergency Grant Relief

DT members who have been trained explain the ropes to any untrained volunteers.

DT members execute the distributions according to plan and schedule, with the DG representatives' casual oversight. Any change of hands of resources or documents is validated and audited by both the providing and receiving parties.

Radio stations make public announcements to victims (see Step 8 and Step 153) that Lions are providing emergency services to victims and announce requirements for victims to acquire the services.

Verify that the Lions distribution plan is meeting the needs of the recipients, the merchants, and the Lions organization, as each has an entirely different set of needs.

Step 20: The DG Is Provided the Distribution Tracking Documents and Residual Resources.

The DG representatives make needed copies of the tracking documents and provide the originals with original receipts to the DG. If the District used their funds for distribution and replaced them with the LCIF funds, then copies of the District check(s) will need to be provided to the DG for reporting. If the funds were converted to shopper/gift cards, the receipts for the shopper cards will need to be supplied to the DG. **Bottom Line: Copies of any activity involving funds or conversions of funds must be made and provided to the DG for reporting to LCIF. Retain copies of copies just in case something gets lost or misplaced.**

The DG will need to report, in addition to other things, the number of adults, and the number of children helped by the LCIF

Note the Itemization Summary requested by LCIF in the LCIF Grant Reporting form.

Step 21: Thanks and Recognition is Extended to Lions Volunteers

As traditional, the Lions organizing and assisting in making the project successful should be recognized for their service to their Lions community.

Any businesses or non-Lions contributing should be recognized and thanked.

The leaders in the organizations that assisted the Lions should be recognized and thanked.

Step 22: Review the LCIF Requirements for LCIF' Community Recovery Grant

The leaders should review the requirements, criteria, and reasonableness of applying for a LCIF Community Recovery Grant.

Community leaders working long term with the survivors can advise of ongoing needs.

Section 2: Planning Only

Most communities have an organization and communications structure established for emergency and disaster response. Lions need to seek out this organization and become involved in their planning and communications. Some community organizations are established in the regular day-to-day business of offering services to community members. They clearly have an advantage in serving the community during disasters. For this reason, it is suggested that the Lions work with these groups in advance to plan an effective Lions response to disasters.

Experience indicates that disaster responders want and need advanced awareness and expectations as to what the Lions can and want to provide as services. Coordination of service is possible ONLY if PRIOR planning is done. Disaster responders need to offer a timely spectrum of services needed by the victims, and avoid wasteful duplication. For this reason, Lions need to decide what services they will supply, how much they will supply, when they will offer their assistance, where they will provide/locate their services, and how they intend to coordinate with other community organizations prior to contacting the community relief coordinators. Then, based on needs, be flexible to best address the victims' needs. This is true in both advance planning, as well as assisting during a disaster.

Additionally, it may be necessary that Lions have official identification so that they can be recognized. During a disaster, one of the main requirements is to keep people and property safe, and that includes managing the flow of traffic and people. This can be done only if those responsible for doing so have a way of identification of legitimate traffic and people.

Summary:

If any group of Lions has expectations of providing valuable services to victims of disasters and emergencies, there needs to be advanced communication and planning with other community organizations so that the Lions contribution can be integrated into the planning. Lions should establish a Lion representative who maintains active communication with other the community organizations who are planning to participate in providing disaster assistance.

At the very least, the Lions need to maintain an up to date contact list of contacts into the community organizations to enable timely communications during a disaster situation. Establishing initial communications during an emergency can be difficult, not well received, cause delays, and be distracting from urgent matters. The typical community disaster relief organizations with whom the Lions need to communicate and coordinate with are the Red Cross, the Salvation Army, and the United Way. They are the minimum contacts with which to begin planning the Lions disaster response plan. At the actual time of disaster, often the "who is in charge" is decided at that time, based upon immediate circumstances.

APPENDIX – Sample Documents and Forms

Attached Forms

Page	Form Name(s)	Usage Notes
Page 21	Radio Announcement	Update and Distribute to radio stations as urgent public announcement
Page 22	Lions Voucher Issued Report	Used by the vetting organization to track vouchers issued. "Validation/Notes" is used to track back to family/individual by vetting org.
Page 23	<ul style="list-style-type: none"> • Voucher of Justification • Voucher 	Issued, recorded, and signed by vetting organization, indicating need and family size.
Page 24	<ul style="list-style-type: none"> • Registration • Lions Voucher Process log • Lions Voucher Receipt Form 	DT uses to track (log) in-store shoppers. Creates Log Entry at Greeting and closes Log Entry at Check-out. Very useful when closing up for day.
Page 25	Card Talley	Used to track funds of LCIF Emergency Grant, along with associated receipts. AUDITOR and BANKER may both maintain individual copies.
Page 26	Indiana DOR NP-20A:	Nonprofit Application for Sales Tax Exemption Use: Apply for exemption
Page 27	Indiana DOR ST-105	General Sales Tax Exemption Certificate Use: Use to prove exemption to vendors.
Page 28	LCIF at a Glance	LCIF tri-fold promotional literature
Page 29	By the Numbers	LCIF partial sheet informational sheet
Page 30	Promoting Lions and LCIF	Guide for Lions on Public Relations
Page 31, Page 32	LCIF Posters	Posters that can be displayed to promote and publicize Lions and LCIF involvement and support
Page 33, Page 34, Page 35	DT Training Script	Sample of script that has been used to train DT Lions prior to service as distribution volunteers. A copy may be made available at the distribution site for volunteer review and reference.

This is an URGENT ANNOUNCEMENT for < Howard County > residents affected by the <recent tornado!>

The Lions Club International Foundation and <-Lions Clubs of Howard County-> will supply EMERGENCY RELIEF ITEMS <-day-of-week-> and <-day-of-week-> <this week!>

STEP 1) Please visit <location name and address-> to obtain a "Proof Of Need" voucher.

STEP 2) Bring the voucher to the <-Walmart OR Meijer IN KOKOMO->, and come to the Lions Club table at the front of the store. Shopping will take place from <- 3 to 7 P.M. Monday and Tuesday-> this week.

STEP 3) Shop for your family's emergency needs. Ask for details at the Lions Club table.

Finally, the Lions will pay for your items.

Examples of approved items are essential clothing, cleaning supplies, and PERISHABLE food items such as milk, meat, baby formula, and toiletry items.

Again, bring your "Proof of Need" voucher to the <-Kokomo Walmart OR Meijer, Monday and Tuesday, from 3 to 7 P.M.->. The event will end when the project funds have been exhausted.

Brought to you by Lions Club International Foundation and <-Lions Clubs of Howard County.->

Do NOT read this on the air or include in the commercial:

If you have questions about this script, please contact <-Name & Phone->

[Form usage Note: The yellow underlined text should be replaced by normal text appropriate to the situation. Do not add excessive text as the announcement must be short. Remove this note.]

Lions Planning Guide and Procedures for Providing LCIF Emergency Grant Relief

NP-20A
State Form 51064
(R2 / 10-10)

Indiana Department of Revenue
**Nonprofit Application for
Sales Tax Exemption**
NO FEE REQUIRED.

Part I			
Full Name of Organization		This Area for Department Use Only	
-----		Type	
Street Address			
City, State, Zip Code		County	
		Indiana Taxpayer Identification Number	
Date Incorporated or Formed:		Federal Identification Number	
Enter the Month Your Accounting Period Ends:			
What is the predominant purpose of your organization?			
Part II			
1. Indicate type of qualifying organization named in I.C. 6-2.5-5-21 (Check only one box in A, B, or C).			
A. Organized specifically as a:			
<input type="checkbox"/> (1) Church	<input type="checkbox"/> (3) Monastery/Convent	<input checked="" type="checkbox"/> (5) Departmental Use Only	<input type="checkbox"/> (7) Pension Trust
<input type="checkbox"/> (2) Hospital	<input type="checkbox"/> (4) Parochial School	<input type="checkbox"/> (6) Labor Union	<input type="checkbox"/> (8) Veteran's Group
B. Organized and operated for one of the following reasons:			
<input type="checkbox"/> (1) Religious	<input type="checkbox"/> (3) Scientific	<input type="checkbox"/> (5) Educational	<input type="checkbox"/> (7) VEBA
<input type="checkbox"/> (2) Charitable	<input type="checkbox"/> (4) Literary	<input type="checkbox"/> (6) Civic	<input type="checkbox"/> (8) Student Co-operative Housing
C. Organized and operated as one of the following entities:			
<input type="checkbox"/> (1) Fraternal (including fraternal beneficiary societies)	<input checked="" type="checkbox"/> (2) Departmental Use Only	<input type="checkbox"/> (4) Business Association	
		<input type="checkbox"/> (3) Business League	
2. Does your organization sell or rent personal property for more than 30 days in a calendar year? <input type="checkbox"/> No <input type="checkbox"/> Yes			
3. Is this organization a local affiliate of a national or parent organization? <input type="checkbox"/> No <input type="checkbox"/> Yes--If so enter name and address of national or parent organization.			
4. Has this organization previously applied for Indiana exempt status? <input type="checkbox"/> No <input type="checkbox"/> Yes--If so, please indicate previous registration number.			
IMPORTANT --Attach the following documents.			
Copy of federal determination letter (ruling from the Internal Revenue Service) showing the section of the Internal Revenue Code exemption from federal tax has been granted. To obtain a copy of federal determination letter or to apply for federal exemption, contact the IRS at: 1-877-829-5500			
Mail To: Indiana Department of Revenue Tax Administration P.O. Box 7206 Indianapolis, IN 46207-7206 (317) 232-0129			
<i>I declare under the penalties of perjury that I am authorized to sign this application on behalf of the above organization and I have examined this application, including the accompanying statements, and to the best of my knowledge it is true, correct and complete.</i>			
Name of Person(s) to Contact		Daytime Telephone Number(s)	Email Address
Signature		Title	Date Signed

Lions Planning Guide and Procedures for Providing LCIF Emergency Grant Relief

Form ST-105
State Form 49065 R4/ 8-05

Indiana Department of Revenue General Sales Tax Exemption Certificate

Indiana registered retail merchants and businesses located outside Indiana may use this certificate. The claimed exemption must be allowed by Indiana code. Exemption statutes of other states are not valid for purchases from Indiana vendors. **This exemption certificate can not be issued for the purchase of Utilities, Vehicles, Watercraft, or Aircraft.** Purchaser must be registered with the Department of Revenue or the appropriate taxing authority of the purchaser's state of residence.

Sales tax must be charged unless all information in each section is fully completed by the purchaser. Purchasers not able to provide all required information must pay the tax and may file a claim for refund (Form GA-110L) directly with the Department of Revenue.

Section 1 (print only)	Name of Purchaser _____		
	Business Address _____ City _____ State _____ Zip _____		
	Purchaser must provide minimum of one ID number below.*		
	Provide your Indiana Registered Retail Merchant's Certificate TID and LOC Number as shown on your Certificate.....		
	TID# (10 digits)	---	LOC# (3 digits)
Section 2	If not registered with the Indiana DOR, provide your State Tax ID Number from another State.....		
	State ID#	---	State of Issue
	*See instructions on the reverse side if you do not have either number.		

Section 3	Is this a <input type="checkbox"/> blanket purchase exemption request or a <input type="checkbox"/> single purchase exemption request? (check one)		
	Description of items to be purchased. _____		

Section 3	Purchaser must indicate the type of exemption being claimed for this purchase. (check one or explain)		
	<input type="checkbox"/>	Sales to a retailer, wholesaler, or manufacturer for resale only.	
	<input type="checkbox"/>	Sale of manufacturing machinery, tools, and equipment to be used directly in direct production .	
	<input type="checkbox"/>	Sales to nonprofit organizations claiming exemption pursuant to Sales Tax Information Bulletin #10. (May not be used for personal hotel rooms and meals.)	
	<input type="checkbox"/>	Sales of tangible personal property predominately used (greater than 50 percent) in providing public transportation - provide USDOT#. A person or corporation who is hauling under someone else's motor carrier authority, or has a contract as a school bus operator , must provide their SS# or FID# in lieu of a State ID# in Section #1. USDOT# _____	
	<input type="checkbox"/>	Sales to persons, occupationally engaged as farmers, to be used directly in production of agricultural products for sale. Note: A farmer not possessing a State Business License# may enter a FID# or a SS# in lieu of a State ID# in Section #1.	
	<input type="checkbox"/>	Sales to a contractor for exempt projects (such as public schools, government, or nonprofits).	
	<input type="checkbox"/>	Sales to Indiana Governmental Units (agencies, cities, towns, municipalities, public schools, and state universities).	
	<input type="checkbox"/>	Sales to the United States Federal Government - show agency name. _____ Note: A U.S. Government agency should enter its Federal Identification Number (FID#) in Section #1 in lieu of a State ID#.	
	<input type="checkbox"/>	Other - explain. _____	

Section 4	I hereby certify under the penalties of perjury that the property purchased by the use of this exemption certificate is to be used for an exempt purpose pursuant to the State Gross Retail Sales Tax Act, Indiana Code 6-2.5, and the item purchased is not a utility, vehicle, watercraft, or aircraft.		
	I confirm my understanding that misuse, (<i>either negligent or intentional</i>), and/or fraudulent use of this certificate may subject both me personally and/or the business entity I represent to the imposition of tax, interest, and civil and/or criminal penalties.		
	Signature of Purchaser _____	Date _____	
	Printed Name _____	Title _____	

The Indiana Department of Revenue may request verification of registration in another state if you are an out-of-state purchaser.
Seller must keep this certificate on file to support exempt sales.

Diabetes Treatment and Prevention

Diabetes prevention and control programs are funded through LCIF, which can include funding for equipment, education and awareness programs for underserved populations.

Opening Eyes

Opening Eyes is a partnership program with Special Olympics to provide vision screenings at select Special Olympics games. Since 2001, more than 350,000 athletes have been screened, and more than 110,000 provided with prescription eyeglasses. More than 20,000 Lions have volunteered their time at the screenings.



"To support the efforts of Lions clubs worldwide in serving their local communities and the world community as they carry out essential humanitarian service projects."

LCIF Mission Statement



**We Care.
We Serve.
We Accomplish.**



LIONS CLUBS INTERNATIONAL FOUNDATION
300 W. 22nd Street
Oak Brook, Illinois 60523-8842 USA
phone: 630.468.6901
fax: 630.571.5735
lcif@lionsclubs.org
www.lcif.org

LCIF800EN 5/15

LIONS CLUBS INTERNATIONAL FOUNDATION

AT A GLANCE

- We Give Sight.
- We Support Youth.
- We Provide Disaster Relief.
- We Combat Disability.
- We Serve.

By the Numbers

Through the efforts of Lions Clubs International Foundation (LCIF), millions of people around the world receive hope for a better tomorrow.

Help us give hope to millions more.



12,072

Grants awarded since being founded in 1968 – totaling more than US\$900 million in funding.

7,840,000

Cataract surgeries performed through SightFirst – a program saving and restoring sight to people around the world.



\$1

The cost of a life-saving measles vaccination

96,000,000+

Dollar amount given in the last 10 years for immediate and long-term relief in communities impacted by natural disasters.



Lions Clubs International Foundation



LCIF PUBLIC RELATIONS

Public relations is a great way for your Lions club to garner media coverage for the service that is being done in your own community and worldwide. LCIF offers numerous resources to assist in contacting all types of media outlets that could potentially cover a story about what your club is doing in the community.

All forms of communication – written, verbal and non-verbal– are incorporated in public relations. It includes writing news releases and distributing promotional flyers. Equally important are actions often taken for granted, such as wearing a Lions lapel pin or marching in a parade. Good public relations—informing the community that your club built the park, conducted the vision screening or provided disaster relief—will help foster community support and increase awareness of your club and LCIF.

Having good public relations can even advance your club's membership efforts. People want to belong to a successful and reliable organization. By actively promoting your club and its worthwhile activities, you'll be projecting a positive image in the community and showing that your club is worth joining. It is important to tell people about the good work your club is doing in the community.

Steps for Successful Public Relations for Lions

- 1 Visit the Materials section on the Foundation's Web site at www.lcif.org for resources and assistance.
- 2 Make a list of your programs and how they serve others.
- 3 Draw up a PR plan for the year outlining how you are going to promote these programs.
- 4 Develop a fact sheet and distribute it widely throughout the community. Samples are available online.
- 5 Plan a calendar of events and distribute to the media and community groups.
- 6 Set up a Web site and link to other community groups. Lions Clubs International provides free Web site hosting and designs. Visit the Member Center at www.lionsclubs.org.
- 7 Sponsor a sight-related program that corresponds with a special event, day or month (Example: World Sight Day in October or Diabetes Awareness Month in November).
- 8 Send a public service announcement at least two times a year. (There are some general vision PSAs available from LCI.)
- 9 Tell one person each day about the work of Lions' programs and how you serve your community. Word of mouth can be very valuable.

What is news?

News is information about recent or upcoming events or happenings that are relevant to the public.

What is newsworthy?

A story should be timely, relevant, original and have an impact on the community.

- E-mail news releases and letters to local newspaper editors
- Provide basic information to local media calendar editors
- Relay story ideas and send photographs to general or feature reporters at local newspapers

Always include: who, what, when and where, along with a local contact name and phone number.

turn over



COMPASSION

WE ARE COMPASSIONATE AND CARING, COMMITTED TO ENRICHING LIVES IN COMMUNITIES AROUND THE WORLD. WE MOVE QUICKLY TO DELIVER RESOURCES AND SERVICES WHERE THEY ARE NEEDED MOST.

Lions Clubs International Foundation mobilizes resources and raises funds to deliver humanitarian programs around the world. 100% of our donations reach their intended goal, and each donation is important to fulfilling our mission.



DONATE NOW at
www.lcif.org/donate



Lions Clubs International
FOUNDATION



GLOBAL

AS THE CHARITABLE FOUNDATION OF LIONS CLUBS INTERNATIONAL, OUR WORLDWIDE VOLUNTEER FORCE IS UNMATCHED. MORE THAN 1.35 MILLION LIONS VOLUNTEERS IN 46,000 COMMUNITIES IN 206 COUNTRIES AND REGIONS ARE COMMITTED TO IMPROVING LIVES NEARBY AND AROUND THE WORLD.

Lions Clubs International Foundation mobilizes resources and raises funds to deliver humanitarian programs around the world. 100% of our donations reach their intended goal, and each donation is important to fulfilling our mission.

MAKE A DIFFERENCE NOW
at www.lcif.org/donate



Lions Clubs International
FOUNDATION

LCIF Disaster Relief Distribution Team Member Training – Talking Points

Listen and Document Unaddressed Needs

We should understand that **we are distributing disaster relief**, not funds or money. When recipients interface with us, **listen to their concerns, their feelings and their thoughts**. Emotional relief is relief.

If you become informed of a need we Lions are not momentarily addressing, consider how we might help address that need. If the need is something we MIGHT be able to provide, document the contact information and the details and justification of the need, even if you refer them to some other agency or must deny their request. Don't agree to do anything except to **record their need for documentation purposes** so you might later check to see if we can help. Don't provide any assurance or expectation of a favorable outcome. Be encouraged to communicate to others for review of the justification for addressing the need. Be careful about taking "ownership" of a need.

Emergency Verses Restoration and Rebuild

Aid the recipients in understanding that our present effort is to provide Lions LCIF EMERGENCY needs at this time. If they have other needs, listen and record details for later review and consideration. Proper documentation could/might enable us to provide needed assistance at a later time.

For purchases that might at first glance seem inappropriate, ask questions and try to find the justification for completing the purchase. If you think any items might be questioned later, document the justification for later reference on the victims Needs Verification form.

At first, most people do not understand, or want to understand, that when going through a disaster, there is no means of restoring to the original state of affairs. There are losses and tragic memories, and there are destroyed memories, nothing can be undone. It is very real. It may produce feelings of guilt, anger and/or denial.

What Items Are Acceptable Use of LCIF Funds??

Acceptable items (if not available for other sources) are:

- food (essential)
- bottled water
- clothing (in season)
- blankets
- medicine and medical supplies
- cleaning supplies
- toiletries

Items that may not be purchased are out of season items, and items that would not be considered essential to overcoming the emergency of this natural disaster. Items such as tobacco, alcohol, fire arms, and ammunition may not be included in their purchase. Anticipate that items will not be returnable, based on the store's policy for without a receipt returns.

Absolutely No Pictures of Victims' Faces Without a Completed Consent Form (Store Consent Form with receipts.)!

JOB POSITION: Auditor

- Collects receipts and Needs Verification forms for the “Banker.”
- Secures “used up” and not yet needed Shopper Cards, making them available as needed to the “Banker.”
- Completes and verifies the Distribution Tally Report for every shopper’s card. Banker may initially complete the form. At end of shift, give all documents to <On-site project manager>
- Projects past and future expenditures to guard against promised assistance running over available funds.

JOB POSITION: Greeter

- Play a passive role unless approached by a person with a Needs Verification form.
- Verify the Needs Verification form: Signature, Appearance, Store designation. Return it to the customer so it can be presented to the Lion at check-out. Work with the victim to identify needs.
- Based on the family size and projected need on the form, clearly tell them of the limit of the total of funds they will be entitled to at check-out. Write it on the Needs Verification form for check-out.
- Be certain that the customer-victim understand the following! (reading, if necessary):

“At this time, with the assistance of the Lions International Foundation, the local Lions Clubs are prepared to provide you the opportunity to purchase emergency needs for your family. The upper dollar limit on your purchase that will be paid for by the Lions, will be \$ ____, **including** sales tax.

During shopping, if you have a question about the acceptance of any specific items, please should consult with any the Lion prior to getting in the check-out line. Consultations should be done before waiting in the check-out line. When you’re finished shopping, consult with the Lion at the check-out so he can verify your cart for suitable items. You will then check-out and Lions will pay for your emergency supplies.

If you go over the designated amount, you may purchase the items, or bypass purchasing any overage items. If you wish to purchase items not paid for by the Lions, you may do so, but please keep them separate so that a separate check-out transaction can easily be completed.

Be sure to have your Needs Verification form for the check-out Lion. He will be collecting it and must have it to pay your bill. He will keep the receipt for the items purchased by Lions.

Plan to complete your shopping all in one session? Does that create a problem?

Do you understand Lions acceptable emergency items restrictions? [---wait---],

Do you understand since your purchased items are for emergency needs, you are not expected to be making returns? Do you have any questions? [---wait---]

If not, then “Please proceed to shop for your emergency relief items as payment will be provided by the Lions Clubs International Foundation and your local Lions Clubs. When you’re finished, advise the Lion at the check-out and he will assist you with your check-out.”

JOB POSITION: “Banker” Check-out Lion

- Review the merchandise for only acceptable items, discussing and eliminating any invalid items from LCIF purchase. Customer may purchase anything with their own funds in a separate transaction.
- Ask the customer if they have questions about check-out?
- Verify the purchase limit for agreement and understanding as documented on the Needs Verification.
- Direct the customer to an acceptable check-out line.
- Advise the cashier of the purchase value limit, so an overage can be avoided. Determine if customer plans to pay for any overage, or if the items will be returned to store stock.
- Attempt to maintain the receipt value within the limit, starting a new transaction if customer paying.
- Pay for the Lions portion of the purchase, KEEPING the receipt. Attach the receipt to the Needs Verification document retaining it. Complete the Distribution Tally Report for every shopper’s card.

Possible Lions’ Distribution site Needs: Pens, Notebook, Stapler, Cell Phone, and
Photo Release Form - Don’t take pictures without it!!

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