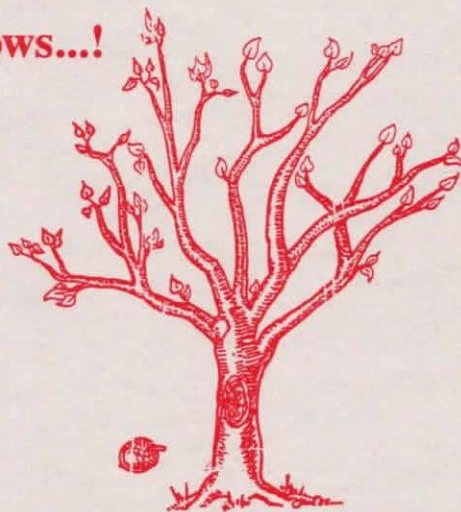


**THE CORPORATE  
RESOURCES SERVICE**

**And so  
It Grows...!**



**Mayor's Voluntary Action Center  
New York, New York**

# **CORPORATE RESOURCES SERVICE AND SO IT GROWS...!**

Our City's Story of Developing  
A Clearinghouse for Resources from  
Business to Agencies

A Service of the

Mayor's Voluntary Action Center  
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New York, New York 10007  
(212) 566-5950  
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# CORPORATE RESOURCES SERVICE AND SO IT GROWS...!

by Margaret Margrave

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## APPENDIX



## A CORPORATE RESOURCES SERVICE FOREWORD

**T**he success of the Mayor's Voluntary Action Center's Corporate Resources Service was the result of the inspiration, creativity, and initiative of a dedicated volunteer, Margaret Margrave, a retired administrator from the National Association for Mental Health.

**T**he need for providing such a broker service had reposed in MVAC's area of "planned neglect" for several years. There was enthusiasm for the concept, but consultants were discouraging as they discussed problems of warehousing, trucking, and ongoing funding.

**M**argaret Margrave, challenged by the concept, was sensitive to the value of a service to agencies, especially those that didn't know how to "work the system" or had never heard of a Department of Corporate Social Responsibility.

**T**herefore, undaunted by the problem which lay ahead and inspired by the possibilities the service offers she said, "Let's just begin." And within two years, CRS was an established component of MVAC's services to the community.

**T**his publication is the account of one agency's experience, documenting what was tried and learned.

**I**t is not a formal manual of procedure. We asked Margaret Margrave, the catalyst for our program, to tell our experience in the hope that others would be encouraged to adapt it in their communities. Today, because of the creativity and persistence of one volunteer, MVAC's CRS is a major program reaching out in new directions and making an impact beyond what was imagined initially.

Winifred L. Brown  
Executive Director

## CHAPTER 1.

### WHO WE ARE AND WHAT WE DO...

**C**orporate Resources Service is a free clearinghouse between corporations and community agencies to provide for more equitable and efficient allocation of donated goods and services.

**C**RS alerts corporations to how they may dispose of no longer needed items and see them put to use by non-profit groups, while benefiting from a tax deduction. What a business may consider useless can be a bonanza for a social agency.

**W**e started with a list of approximately 50 agencies, selected from the zip codes in designated poverty areas within metropolitan New York. They provided a cross-section of the thousands of agencies within the city. The healthy grapevine among agencies has helped the list to grow enormously since we organized. Corporations that are aware of the value of donating their excess goods tell others.

**C**RS notifies community agencies of the service, helps them define their needs and adapt corporations' donations to meet them.

**I**n the 8-year life of the Corporate Resources Service of MVAC we have worked with over 750 agencies, 500 corporations, several foundations, as well as individual donors. The work has been a volunteer effort, handled by the volunteer coordinator, with a minimum of clerical assistance, but considerable staff support.



## CHAPTER 2

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### GETTING STARTED

**G**roups similar to the Voluntary Action Center in any community can establish a Corporate Resources Service. This publication has been prepared to be of help to the novice in the field. The following procedure is workable.

- **SECURE** the endorsement and support of your organization's board and executive director.
- **RECRUIT** a volunteer coordinator who can give a minimum of two days a week at the office.
- **MAKE CONTACT** with the local business community through the community relations representative of large corporations or the firm's public relations office. The first contact is best made in person, armed with information as to what the program offers both the donor and the recipient. This initial contact can be done in small meetings or by appointment with a key corporate officer. Remember to stay within the allotted time; practice your "sales pitch" in advance; be clear and concise.
- **DEVELOP** a brochure explaining the program, what it is, what it can do for businesses and agencies, and how it will benefit the community. If you have no money for such a brochure, get your strongest corporate supporter to finance a publication. Make wide distribution of the brochure among corporations.
- **PUBLICIZE** the new service widely. Once underway, there will be many opportunities for excellent publicity, especially when a donor comes through with 100 yards of carpeting, or 10 desks, or 15 cans of paint, or pre-inventory clothing which has not been sold, or one chair. Always tie the donor and recipient together so that your story shows it can be done.

**T**he Mayor's Voluntary Action Center has found a common meeting ground useful. Breakfasts (coffee, juice, and danish), hosted by a retail store or corporation, were held in which the agenda was coffee and conversation. It is important that such meetings include information about CRS/MVAC and the nature of the service, "WHO, WHY, and HOW."

**A**mpler time was provided for questions and reactions from the companies about the potential value of such a service to them. This plan provided MVAC with much information about current practices in handling excess goods and equipment as well as possible refinements of procedures to meet company needs more effectively.

**E**arly morning get-togethers are advisable, where CRS volunteers and staff meet the corporation leaders and promote confidence and action. Meetings at this time are a popular practice in the business world as they do not provide an interruption of the work day. The CRS brochure and other VAC material are distributed and questions answered. A follow-up telephone visit by a CRS volunteer is desirable.



## CHAPTER 3.

### PUBLICITY

It was essential that a publicity and public relations program be initiated if such a program was beamed to:

Agencies

Offices Manufacturers

Businesses

Professional Firms

Corporations

Retailers

Hotels

Schools and Colleges

The best vehicles for publicity were found to be: newspaper articles, radio and TV flashes, interviews, talks at service organizations, clubs, professional societies and similar organizations, and our own newsletter.

## CHAPTER 4.

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# RECORDS

**F**rom the day you first accept an agency request or receive the offer of a company contribution, you will need some form of record keeping. Accurate and current information is essential to any effective donated goods service.

**T**his procedure should be as simple as possible so that it can be maintained by volunteers. Entry times should be based upon volume of business. At first, it may only be necessary to make entries on a bi-weekly basis. But, if the program is successful, it may not be long before entries will need to be made on a weekly and then on a daily basis.

**I**n this computer age, it is important to think ahead to the time when information will become a part of a computer data bank, even if your agency is not yet at that stage of equipment sophistication, and/or the program is too small to warrant computerizing. With success, the statistical aspect of the service can become a dreaded chore, but if accuracy is not maintained the service will be in deep trouble very quickly. Thank-you letters may be neglected and companies called will be unhappy if you do not know of your past contacts with them.

**T**he most elementary technique is to keep all information in a 3-ring binder, often called a WISH BOOK, divided into three filing sections: Agency Information; Donor Information; Category File of Current Requests. As the program grows, you may want to transfer the Agency Information and Donor Information sections into 3" x 5" card files, kept in alphabetical order.

**We** found that files with this kind of information are most useful and can easily be transferred to computer "spread sheets":

## **WISH BOOK**

### **1. DONOR INFORMATION FILE**

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Name of Company: address

Name of Contact: title; phone number

Date and Type of Follow-up Information Sent

Goods Contributed

Date of Delivery

Method of Shipment

Recipient

### **2. AGENCY INFORMATION FILE**

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Name of Agency: address

Name of Contact: title; phone number

Date of Contact(s): reason and result

Date and Type of Follow-up Information Sent

Pick-up Availability: car; station wagon; van; truck; none

Date Goods Requested

Goods Requested

Date Goods Received



### 3. CATEGORY FILE OF CURRENT REQUESTS

This section of the book can be divided according to the types of goods requested. As the number of requests increases, the types of goods can be more narrowly refined: i.e. you may start with a page on "office furniture" which later has sub-sections such as desks, chairs, bookcases, files, etc.

Under each type, there should be a page with the following headings:

Agency

Date of Request

Items Requested

Amount

Date Filled

Number Received

Donor(s)

We have found the following category divisions to be useful. Each one is listed with its breakdown possibilities:

A.

#### Clothing

Boys/Girls

Infants

Men/Women

Coats/Jackets

Dresses

Hats

Hose/Socks

Shirts/Blouses

Shoes/Boots

Skirts

Slacks

Sleepwear

Underwear

Other

**B. Home Furnishings**

Air Conditioners  
Appliances  
Beds  
Chairs  
Chests of Drawers  
Dressers  
Fans  
Lamps  
Linens  
Sofas  
Tables  
Utensils  
Other

**C. Infants' Items**

Bassinets, cribs  
Blankets  
Furniture

**D. Office Equipment**

Calculators  
Computers  
Copiers  
Typewriters  
Other

**E. Office Furnishings**

Bookcases/Shelves  
Chairs: a = arm chair  
          e = executive  
          s = secretarial  
Desks: e = executive  
          s = secretarial  
          sp = single pedestal  
Files: l = letter           lg = legal  
          2l = 2 drawer letter size  
Pictures/Posters  
Rugs/Draperies  
Tables: c = conference  
          (c6 = 6' conference  
          table)  
          t = typing  
Other

**F. Miscellaneous**

Arts/Crafts Materials  
Cosmetics/Jewelry  
Food  
Musical Instruments  
Sports Equipment  
Toys

## CHAPTER 5.

# CONSULTATION

**F**eedback tells us that directors of agencies, especially small and new ones, appreciate an opportunity to talk with our CRS leadership re: problems, how-to's and resources. For instance, when an agency has an urgent and immediate need, it turns to CRS. This type of unexpected form of consultation is another aspect of the kind of service MVAC provides to the community.

### ROLE OF VOLUNTEERS

Volunteers should constitute the backbone of a CRS operation. The service provides an effective and productive way of utilizing the skills of people with merchandising, selling, fashion, manufacturing, and general business backgrounds as well as people who can assist with telephoning, record-keeping, data entry, correspondence, pick-ups, sorting, inventory, packing, etc.

Frequently, when a company calls CRS, the person from the firm has only a vague idea of what is actually available or the condition it is in. "We are re-decorating and have some office furniture to give away." In addition, the company's interest is usually in getting the items out as quickly as possible and the donor is less than enthusiastic about doing a detailed inspection and inventory.

Volunteers can be assigned to visit the company to get an accurate description and condition report as well as an idea of the kind of transport needed to get it out. By doing this, the potential recipient agency can be told by CRS that "the three available desks are black metal, with chrome trim, in very good condition with only minor scratches along the left side, single pedestal, with front drawer lock (usually key is missing)." This saves a trip for the agency seeking a secretarial desk with a typewriter arm.



## CHAPTER 6.

### PROGRAM OUTGROWTHS

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One of the exciting aspects of the program is the possibility of creative spin-offs. For instance, in our experience, CRS helped the Coalition for the Homeless establish its first summer camp for children of the homeless, whose "homes" were the streets or welfare hotels. Corporations, individuals, and one of the major league ball teams donated for Camp Homeward Bound such items as sports equipment (bats and gloves), caps, T shirts, blankets, cots, fire extinguishers, and other summer camp material. As we said at the time, "There was great joy on Bear Mountain (the camp site) because Casey did not strike out."

Since the inauguration of the Corporate Resources Service, MVAC has been concerned with the problems of the homeless. We have been able to provide publicity and services to a vast network of groups who have programs for these displaced persons in our community.

We also have been able to supply clothing, food, and shelter to the homeless by working with the City's Human Resources Administration, the Food for Survival Food Bank, voluntary organizations and our growing list of corporations, business houses, and private organizations. We became involved in action

through churches, soup kitchens, community houses, the Food Bank, and the Mayor's Office for Homeless and Single Room Occupancy Housing which is concerned about livable housing for homeless persons who are alone.

In early 1985, CRS took on a very special project in cooperation with the Mayor's Office for Homeless and SRO Housing: to obtain furnishings for a demonstration program in 6 permanent residences for the homeless. This project included a total of 550 bedrooms, 175 bathrooms, 45 kitchens, and 6 communal rooms.

Top corporate and retail representatives were invited to a "working breakfast" to familiarize them with the program and to initiate contributions. As a result, 60 rooms of furniture were donated by one leading furniture dealer whose generosity served as an example. Sixty rooms-worth of blankets, and bed and bath linens were contributed by 3 major mills.

But much more was needed. The 2 buildings scheduled to open in the fall of '85 and winter of '86 represented a total of some 200 rooms to be furnished by the end of the year.

## THE METHOD:

(a) contacts determined through trade reference, explorative phone calls, "networking," and extensive use of the yellow pages.

(b) continuous phone calls &/or customized form letters, sent to every possible resource for the myriad of furnishings required.

(c) much continued follow-up...to the moment of delivery.

All merchandising efforts were led, at the beginning, by just one diligent and ingenious volunteer, joined 6 months later by a dedicated counterpart, to make a working team of two. With rejections and disappointments taken in stride, the catalyst for their continued enthusiasm lies in ongoing "success stories" of donor generosity: furniture for 20 to 50 rooms...from various hotels redecorating; 50 complete beds (frames, springs, mattresses, linens and spreads) from one hotel! Carpeting in 300-400, even 600-yard pieces...from concerned mills and fiber companies. A dream load of 600 pillows from one manufacturer alone! Shower curtains at a clip of 300 per donor! And "40 of each" items chosen from the entire line of one famed cookware company, who duplicated the contributions the next year.

These procedures were continued and expanded throughout 1986, and

we have virtually met the challenge of furnishing approximately 350 more rooms in 3 Brooklyn sites and 1 in Manhattan.

For the Brooklyn projects, the kick-off breakfast was held at a major Brooklyn department store; the heartening donations from local manufacturers and an independent Brooklyn retailer were welcome expressions of community spirit.

New York City has many used clothing banks, all of which create problems of cleaning, sorting, appropriateness, timing, etc. The J.M. Kaplan Fund, at the request of the retired CEO of Jonathan Logan, was asked to explore the possibility of interesting clothing manufacturers in making in-kind contributions. MVAC was contacted because of its experience with CRS and we agreed to move in this direction, the only program in New York City which gathers and distributes contributions of new clothing for infants, children, youth and adults, both men and women. Two retired clothing manufacturers were recruited to secure contributions from clothing manufacturers to meet the needs of those living in welfare hotels, city shelters, or being served by voluntary and city agencies with programs for the homeless. Our experience has shown that manufacturers are very willing to contribute. Hundreds of thousands of items have been received, including raincoats, shoes, hats, dresses, gloves, infants outerwear, underwear, sleepwear, daywear, and hosiery



## WHAT COMPANIES USE THE CRS SERVICE?

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A few of those who have made in-kind contributions through this service are:

Abraham & Straus	Jordache Enterprises
ACF Industries, Inc.	K.I.D.S.
adidas, U.S.A	Knoedler Publishing Company
American Express Foundation	Kron Chocolatier
American Telephone and Telegraph Communications, New York City Region	The Leslie Fay Company, Inc.
Aries Group, Ltd.	Lillian Vernon Corporation
Avon Products, Inc.	McKinsey & Company
G.H. Bass & Company	Merrill Lynch, Pierce, Fenner & Smith, Inc.
Blinder Robinson & Company	Metropolitan Life Insurance Co.
Borden Company	MONY Financial Services Foundation
Chemical Bank	Morgan Guaranty Trust Company
Cherub Collection	J.E. Morgan Knitting Mills
Child Magazine	Nationwide Plastics Company
Citibank, N.A.	New York Life Insurance Company
Determined Productions	New York University
Dolly, Inc.	New Zealand Lamb Company
Eden Toys	J.C. Penney Co., Inc.
EFC Management	Phillips - Van Heusen Corporation
The Equitable	Plymouth Stores
Europe Craft Imports	Public Service Mutual, Inc.
EXXON Corporation	Rosbro, Inc.
Grand Union Supermarkets	Russ Berrie & Company, Inc.
Gulf & Western Foundation	Shoes "R" Us
Gullieri Bakery	Smerling Enterprises, Inc.
Harter Office Furniture	United Pioneer
Honeywell, Inc.	V. T. Industries
IBM Corporation	Wear-Me Apparel Corporation
Izod Lacoste	Wm . Carter Company
Jockey International, Inc.	Wrangler/V.F. Corporation



## CHAPTER 7.

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### SOME DO'S AND DON'TS

Though the unique techniques and procedures must be developed by the sponsoring agency, most of them will be the brain work of the volunteers. The following are suggestions, which we have tried and found true:

- Take requests from agencies only in writing. A cordial telephone response to the request in writing. The request should be made on the agency letterhead, should state the agency's tax exempt status, and give the goals of the organization. Upon receipt of the request you begin your broker's job, noting the agency contact person, telephone number, item requested, date requested, and eventually donor and date fulfilled.
- Request the potential recipient to make contact with your prospective donor and arrange to see the item, and to make a mutually agreed on plan for pick-up. It should be the responsibility of the recipient to pick up.
- Try not to become too involved with storage and transportation, as you will soon be overwhelmed with details concerning insurance, staffing, licenses, portorage, storage space, etc. It also creates a temptation to overemphasize accumulation and let distribution slide. Rapid turnover is the key. An agency that wants and needs goods very badly will usually find a means of pick-up. It is wise to ask the staff member of the agency if he/she has asked the agency board for approval and help.
- Explore the possibilities of a bartering arrangement when faced with certain problem like trucking: e.g. Agency A has a truck and wants to pick up 6 desks from Corporation X, and Agency B with no truck wants the typewriters available from the same donor. This takes patience, time, and persistence, but it can be workable. Our experience has been that agencies with transport are generous about dropping off items on their way back from their own pick-up.

- Describe donations as honestly as possible to prospective recipients. If the donations happen to include chipped or cracked china or mechanical equipment in need of repair, let the agency know (never appraise merchandise). Corporate Resources Service has no legal responsibility for the usefulness or condition of the material being offered.
- Always try to find a place for whatever a corporation offers. This is where you need much creativity and persistence.
- Always look a gift horse in the mouth, especially when offered large or initially expensive items, i.e. old computers, automobiles, etc. The former may require a special environment and a concrete floor. The latter may need extensive and expensive repair work.

For Instance:

**What beneficiaries do you think of first when you have an offer of fluorescent lighting?**

*Libraries, museums, hospitals.*

**What do you do with 100 table tops with no legs?**

*Place them in a residential facility which has an imaginative director and a capable maintenance staff.*

**What do you do with a mountain of small pieces of fabric from a milling company?**

*A senior center can use this donation very well for quilting or soft toy stuffing.*

**T**he list and variety of possible goods is endless, and so is the possibility of how they can be used and allocated.



## CHAPTER 8.

### AN EVALUATION

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#### *"THE HEART OF THE MATTER"*

**H**ow does one measure the worth of a project? It is a tenuous thread between people that we try to spin when we set a goal and pursue it. The \$1,000,000 plus yearly which MVAC has handled in goods and products no longer needed by the corporations is not a yard stick; but a homeless mother's expression of joy when her little girl has a new dress for the opening of school may count; or the new running shoes for youthful athletes, who really had no shoes at all, makes us blink a bit and say, "Did it count?" Somehow this is the kind of evaluation we feel matters.

How can one say it?

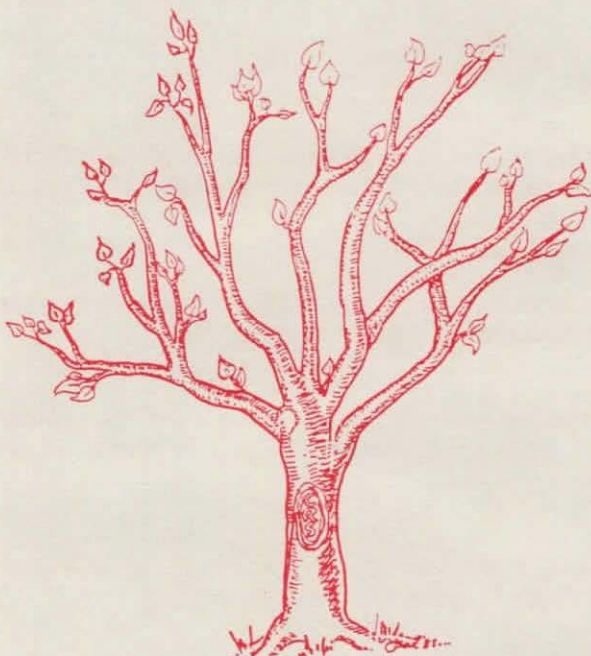
- ..... *"I didn't know what I was going to give my girls for Christmas." -- from a rehab facility for teen-age offenders when offered dressing gowns.*
  
- ..... *"A small miracle came our way today -- the bedroom slippers for the old ladies in our nursing home."*
  
- ..... *"Delight on the face of an autistic child when she saw her new dress." -- from a program worker in a protective service for children.*
  
- ..... *"Hey man, this is a new coat." -- from an old patient in a welfare hotel who hasn't had a new garment in years.*



- ..... *"Can I have some supper tonight?" -- made in the cafeteria where equipment was given by an insurance company to a run-away children's center in the heart of Manhattan.*
- ..... *"Today I had a committee meeting with my own desk and a filing cabinet to work with," said the executive director of a brand new agency.*

**I**t isn't the number of items, nor their dollar value but the strengthening of community services, made more possible by the transfer from those who have to those who have not -- this is what counts.

AND SO IT GROWS...!



# APPENDIX

**CORPORATE RESOURCES SERVICE****PURPOSE**

**A** free broker service between companies and community agencies to provide for more equitable distribution of donated goods and services.

**WHAT CAN CRS DO FOR YOUR COMPANY?**

- Distribute still usable office equipment and furniture and non-resalable merchandise to needy community agencies.
- Validate community agency requests for in-kind donations.
- Handle administrative details.
- Provide for distribution within any existing company guidelines.
- Reach the broadest spectrum of potential recipients through MVAC's contact with over 3,000 community and city agencies.
- Assist company in reaching the small agency with no link to the business sector and little knowledge of its resources.
- Provide regular information about current community agency needs.
- Offer a tax-deductible program.

**WHEN IS IT ADVANTAGEOUS FOR THE COMPANY TO USE CRS?**

- When it is moving or re-decorating and has excess furniture.
- When new office equipment has been purchased and older models are no longer needed.
- When there is surplus inventory of non-resalable merchandise.
- When there is space available for community meetings.
- When it can offer occasional graphics, printing or other in-kind services.



## WHAT DOES THE COMPANY AVOID BY UTILIZING CRS?

- Costly expenditures of company staff time and effort in carrying out a program of corporate social responsibility.
- Being swamped by requests from community groups.
- Limiting donations to a few well-known agencies with established corporate contacts.

## IMPORTANT POINTS

- CRS is a broker service with neither trucking nor storage. Therefore, it is helpful to provide as much lead time as possible so agencies can be contacted and arrangements made for pick-up.
- If possible, especially with large items, offer the donee agency a chance to see what is available. Most will have to pay for trucking so it is important for the contribution to meet their need.
- Contact CRS immediately if the recipient agency does not pick up on schedule. CRS will follow up.
- Be prepared to provide the number and dimension of items, boxes, or cartons. This is important when arranging trucking.
- Be prepared to give specific information about location of and arrangements for pick-up at loading platform - or elsewhere.
- Always provide recipient with a contact name and number as well as information about any required identification.
- It is very helpful if you can notify CRS that pick-up has been completed.

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**CORPORATE RESOURCES SERVICE****PURPOSE**

**A** free broker service between corporations and community agencies to provide for more equitable distribution of donated goods and services.

**WHAT IS AVAILABLE**

1. **C**orporate contributions have included used office furniture and equipment; household furnishings; recreational items; artwork; carpets; china; new clothing; food; crafts materials; and much more.
2. **C**onsultations on securing meeting and/or training space as well as in-kind services like printing, duplicating, and graphics.

**HOW TO BECOME A POTENTIAL RECIPIENT**

1. **W**rite MVAC on your agency letterhead; provide evidence of tax-exempt status. Address letters to: Violette Faure, Coordinator, Corporate Resources Service at the above address.
2. **P**rovide a detailed list of needs. Be specific. (Example: We need up to 5 desks: 2 secretarial; 1 executive; 2 single pedestal.) Give maximum size dimensions for furniture. It may be important in terms of space available. Legal/letter size files? Number of drawers?
3. **F**or new clothing for the homeless and destitute, write for a questionnaire on agency letterhead with evidence of tax-exempt status.

**IMPORTANT POINTS**

1. **A**s a broker, we have neither warehousing nor trucking. Most donors do not deliver. Think in advance how you would pick up donations. It may be months before we hear about something you need - or it could be tomorrow.
2. **M**ost donors will allow you to look at items. This is particularly important with large pieces. Don't hesitate to refuse if the item(s) do not meet your needs.

3. **W**hen notified by CRS about a donation, please call the donor immediately. Pick up when you say you will, or call if prevented from doing so. Items not picked up within 2 weeks of the agreed time, for whatsoever reason, will be subject to donation elsewhere.
4. **P**lease contact Violette Faure upon receipt of the donation, and send her a copy of your letter of thanks.



Join the growing list of companies that are now registered with the Corporate Resources Service a few of which are:

Abraham & Straus  
ACF Industries, Inc.  
Adidas U.S.A., Inc.  
American Express  
AT&T Communications  
Avon Products, Inc.  
Chemical Bank  
Citibank  
Equitable Life Assurance Society  
Exxon Corporation  
Gulf & Western Industries, Inc.  
Honeywell, Inc.  
IBM Corporation  
J.C. Penney Co., Inc.  
Merrill Lynch  
Metropolitan Life Insurance Co.  
Morgan Guaranty Trust Co.  
Nation-Wide Plastics, Inc.  
New York Life Insurance Co.  
Plymouth Stores  
Security Pacific Investment Bank

THE MAYOR'S VOLUNTARY ACTION CENTER, established in 1966 is a central clearinghouse for the referral of volunteers to over 2,000 voluntary and city agencies throughout New York City. It acts as a catalyst for the development of new voluntary action programs in response to community needs, provides consultation, training, and resource services on volunteerism.

Contributions are tax deductible through the New York City Voluntary Action Corporation, the 501C3 special program funding arm of the Center.

Mayor's Voluntary Action Center  
61 Chambers Street  
New York, New York 10007  
(212) 566-5950  
Winifred L. Brown  
Executive Director

Corporate Resources Service  
THE ACTION ALTERNATIVE



### A Free Clearinghouse

between corporations  
and community agencies

to provide for more  
equitable and efficient  
allocation of donated  
goods and services

Mayor's Voluntary  
Action Center

61 Chambers Street  
New York, New York 10007

## The Corporate Resources Service

## Channels Help Where It Is Needed Most

Where does the community-minded company turn for help in making choices?

- when it is moving or re-decorating and has an excess of usable office furniture
- when new office equipment has been purchased and older models are no longer needed
- when there is a surplus inventory of non-resalable merchandise
- when it has some limited space for community meetings available
- when it can offer occasional art work, printing or other in-kind services

### Without

- ... costly expenditure of company staff time and effort
- ... being swamped by requests
- ... limiting services to the few well known agencies with established corporate contacts

Let the Corporate Resources Service do the work for you by:

- disposing of still usable office equipment and furniture
- validating agency requests
- accomplishing the administrative details
- providing for distribution within any existing company guidelines
- reaching the broadest spectrum of potential recipients through MVAC's relationship with over 2,000 voluntary and city agencies in all five boroughs
- helping the small agency that has no link to the corporate sector and little knowledge of its resources
- providing regular information about current community agency needs
- offering a tax deductible program
- handling transportation problems



Helping  
The Community

... Together  
Call (212) 566-5950



Who We Are...What We Do...

The Corporate Resources Service exists to provide a clearing house between corporations and not-for-profit agencies. What the corporation may not need, an agency may welcome. The CRS is your connecting link.

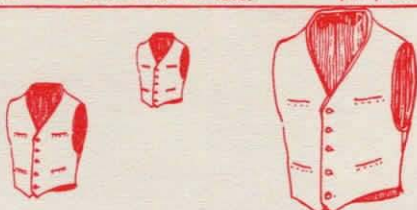
We've gone into the investment business not just because we serve as a broker between corporations and agencies, but because we have in the past six months aided with the distribution of over 8500 vests & shirts, donated by the J. C. Penney Co. They have been used all over town and have been welcomed by many recipients...many thanks to the giver.

A good friend in the Empire State Building has recently made carpeting available from their offices; this has fitted in with the new office space of the Day Care Council of New York. The Council has also been pleased with the 500 plastic pails from another source, pails which the various Day Care Centers find useful for children to put toys in, use as sand buckets, play hide and seek with...What fun a plastic pail can be!

There's a grape-vine growing in the Empire State Building....When Mirque Travel found out about CRS and what we do, that office distributed the CRS brochure to companies in the building. This has resulted in a number of the donations described here. Thank you, Mae Addelson and friends...

OTHER PROGRESS TO DATE

A large and cumbersome item to be disposed of by a mid-town office was an old-fashioned switch-board. It was in the way but too intrinsically valuable



to put on the street. CRS did a bit of investigating and found that one of the trade schools of the New York Board of Education could use such a piece of equipment for teaching purposes. In fact, the instructor said he couldn't be more pleased with the contribution.

A magazine going out of business gave its office furniture, through CRS, to an emerging Puerto Rican theatre. Another new theatre, the Off Center Theatre, has been aided by kitchen equipment, donated by New York Life, which they will use in the coffee shop they are setting up for play and poetry readings. A large and well-known welfare agency in Times Square is making use of out of style kitchen pieces from the cafeteria of New York Life Insurance. Yards and yards of fabric, from J. P. Stevens, are being used by a Senior Center in Jamaica for sewing groups...good use of the material and excellent therapy for the creative people who do the sewing. One agency has recently been given meeting room space by a major bank. Again, a real contribution to community progress.

More carpeting has been secured from Morgan Guaranty Trust, to be used by Developmental Centers and the city's Consumer Affairs offices. Again, large kitchen equipment was contributed by Bristol-Myers, and will be used in a battered person's Center and at Convent House. Your discards can be another's "find". Thoughtfulness from you and ingenuity by the agency are making life more comfortable for some of New York's own.

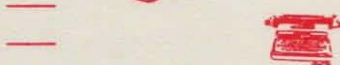


CURRENT NEEDS

Toys for the little folks whose  
Christmas prospects are rather dim



Christmas wrappings and cards...many  
institutions can use them



Always.....typewriters

TV Sets



Sewing Machines



Educational materials...School time  
is here!



Towels



Conference tables...in real demand



Filing cabinets



Cosmetics for nursing homes and for  
centers helping young people with  
grooming



Bookcases



ANOTHER ATTRACTION!

Now, what would you do with 10,000 disposable diapers? Made available by the manufacturer to a large welfare agency, they reached the hands of CRS; and could we use them!! Our Brooklyn office handled 30 cartons of the baby necessities which went to that many local agencies. Happy mommies and comfortable babies...And, that's the Bottom Line!

-----

Our office can help; we will provide the item(s) checked above or others.

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Contact Name and Title \_\_\_\_\_

Telephone Number \_\_\_\_\_

Thank you. Thank you. Thank you

WE GET LETTERS...

and TELEPHONE CALLS

Some are more REQUESTS

and some are THANK YOUS

"We are grateful for the carpeting donated by Kurt Salmon Associates..  
our offices are now much more comfortable"

"Thank you for the toys...and your support of our work in strength-  
ening children and their families"

"Thanks to MVAC and New York Life for the kitchen equipment to be  
used in our work with run-away children at Covenant House"

"The fluorescent lighting is being put to good use in our new  
building...thanks so much"

"How wonderful to have the yard goods remnants; they will aid  
our sewing groups greatly"

"The vests and jackets you have made available to our patients  
have made their days a bit more comfortable; thank you"

AND...thank you for your part in the whole thing.....

Thank you. Thank you. Thank you

AGENCY	DATE OF REQUEST	AMT.	ITEMS REQUESTED	DATE FILLED/ NO.	SOURCE

CATEGORY FILE OF CURRENT REQUESTS



**NOTE:** The following pages of the Appendix deal with forms which are used by the Mayor's Voluntary Action Center in connection with the CLOTHING BANK: New Clothes for the Homeless.

All items, except for clothing, are brokered so they do not pass through our operation.

However, all of the forms can be adapted to other items being handled directly by a donated goods service.



THE CITY OF NEW YORK  
OFFICE OF THE MAYOR  
MAYOR'S VOLUNTARY ACTION CENTER

EDWARD I. KOCH  
Mayor

WINIFRED L. BROWN  
Executive Director

61 Chambers Street  
New York, New York 10007  
(212) 568-5950

**REQUEST FOR CLOTHING**

I direct a community service for homeless persons and hereby request new clothing for our residents. I understand we are responsible for pick-up from your storage location. A copy of our tax exemption form is enclosed.

ORGANIZATION:

ADDRESS:

TEL:

DIRECTOR:

CONTACT PERSON:

TEL:

TOTAL # HOMELESS SERVED: Men \_\_\_\_ Women \_\_\_\_ Boys \_\_\_\_ Girls \_\_\_\_ Babies \_\_\_\_

CLOTHING REQUESTED:

Items	Men Number	Women Number	Boys Number	Girls Number	Babies Number
Coats/Jackets					
Skirts					
Slacks					
Dresses					
Underwear					
Shirts/Blouses					
Sleepwear					
Shoes/Boots					
Hats					
Hose/Socks					
Other:					

NOTE: Subject to availability, clothing will be made available to responsible providers for distribution to homeless persons.

Pick-up will be from the Clothing Bank at the above address Monday to Friday, 10 A.M. to 4 P.M. If a freight elevator is required for a large load, pick-up must be between 9 and 11 A.M.

At least 3 day's notice is required before pick-up can be made.

I certify that distribution of any donated items will be made to homeless N.Y.C. persons, and I agree to submit a COMPLETION REPORT afterwards.

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_



**CLOTHING  
BANK**

Contributions are tax-deductible through the New York City Voluntary Action Corporation, the 501(c) (3) special program funding arm of the Center.

(212) 566-0800



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## INVENTORY

### CONTRIBUTIONS

COMPANY \_\_\_\_\_ Date Rec'd \_\_\_\_\_

ADDRESS \_\_\_\_\_

# of Boxes \_\_\_\_\_

ITEMS						
Belts						
Blouses						
Boots						
Coats						
Dresses						
Gloves						
Hats						
Hose						
Jackets						
Jumpers						
Raincoats						
Shirts						
Shorts						
Shoes						
Skirts						
Slacks						
Sleepwear						
Suits						
Sweaters						
Sweatpants						
Sweatshirts						
Swimwear						
Tee shirts						
Underwear						
Other						

Date \_\_\_\_\_ Packer \_\_\_\_\_



(212) 566-0800

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## **FORM "A"**

DISTRIBUTION CALLS

CLOTHING BANK: New Clothes for the Homeless

REFER TO QUESTIONNAIRE BOOK FOR CALLS:

### **Way to handle a call for the CLOTHING BANK**

#### **Calling for MVAC Clothing Bank - Give your name**

1. Agency Name
2. Name of person you're talking to:

#### **What type of clothing do you want of the following: .....**

Quantity needed? (We do not give sizes/colors)

When will you pick up? Date \_\_\_\_\_ Time \_\_\_\_\_

**PICK-UP** - 31 Reade Street (off Broadway) - LOADING PLATFORM

(walk to the back, turn right for elevator to 7th floor, Rm. 736 with your letter of authorization)

HOURS: Between 9:30 a.m. and 11 a.m., 1 p.m. and 3 p.m.

#### **Person picking up MUST have --**

- » Letter of Authorization on Agency Letterhead with name of person doing PICK-UP saying they are picking up for specific agency ---
- » Must have letter every time they pick up clothing at CLOTHING BANK

**NO LETTER --- NO CLOTHING will be given!**

(Will NOT accept sending letter by mail)

#### **Please use the following forms:**

**Form "B"** - On this indicate all calls made - date, name of agency, and whether or not they want clothing.

**Form "C"** - When agency wants clothing fill in this form.

**FORM "B"**

DISTRIBUTION CALLS

CLOTHING BANK: New Clothes for the Homeless

Person Calling  
(initial)

DATE  
            
            
          

AGENCY  
            
            
          

CONTACT  
            
            
          

<u>DATE</u>	<u>AGENCY</u>	<u>CONTACT</u>	<u>          </u>	<u>          </u>
<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

**FORM "C"**

PICK-UP SCHEDULE

CLOTHING BANK: New Clothes for the Homeless

<u>DATE</u> <u>CALLED:</u>	<u>NAME</u> <u>AGENCY</u>	<u>CONTACT</u> <u>PERSON</u>	<u>TEL OF</u> <u>CONTACT PERSON</u>	<u>QUANTITY</u>
-------------------------------	------------------------------	---------------------------------	--	-----------------

PICK-  
UP  
DATE:

INITIALS OF CALLER:





THE CITY OF NEW YORK  
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MAYOR'S VOLUNTARY ACTION CENTER

EDWARD I. KOCH  
Mayor

WINIFRED L. BROWN  
Executive Director

61 Chambers Street  
New York, New York 10007  
(212) 566-5950

## INVENTORY

DISTRIBUTIONS

AGENCY \_\_\_\_\_ Date Pick-Up \_\_\_\_\_

ADDRESS \_\_\_\_\_

# of Boxes \_\_\_\_\_

ITEMS						
Belts						
Blouses						
Boots						
Coats						
Dresses						
Gloves						
Hats						
Hose						
Jackets						
Jumpers						
Raincoats						
Shirts						
Shorts						
Shoes						
Skirts						
Slacks						
Sleepwear						
Suits						
Sweaters						
Sweatpants						
Sweatshirts						
Swimwear						
Tee shirts						
Underwear						
Other						

Date \_\_\_\_\_ Packer \_\_\_\_\_



CLOTHING  
BANK

Contributions are tax-deductible through the New York City Voluntary Action Corporation, the 501(c) (3) special program funding arm of the Center.

(212) 566-0800

**AGENCY PICK-UP ACKNOWLEDGEMENT FORM**

I HAVE BROUGHT A LETTER OF AUTHORIZATION FROM THE AGENCY.

This is to acknowledge receipt of \_\_\_\_\_ cartons of merchandise  
from the New York City Voluntary Action Corporation on \_\_\_\_\_  
DATE

\_\_\_\_\_  
NAME OF AGENCY

\_\_\_\_\_  
Authorized Signature  
of  
Person Accepting Receipt of Clothing

Mayor's Voluntary Action Center

Naomi Hart  
Production Assistant

Ivica Culjah  
Computer Assistant



#6-

"...Utopia cannot be conjured up with a magic formula of more services, more agencies, more plans and more programs. A better City requires...people who are willing to give of themselves."

EDWARD I. KOCH  
Mayor  
City of New York

