



Bulking Up – Building State VOAD Capacity through Humanitarian Logistics



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2021 National VOAD
Virtual Conference
May 18-20, 2021



Panel

Steven Moran

- Feeding America Regional Food Bank of Oklahoma
 - Midwest Region Disaster Coordinator
- Oklahoma VOAD
 - Immediate Past Oklahoma VOAD Chair
 - Chair – Donations Management Committee

Luke Pratt

- Oklahoma Department of Emergency Management Homeland Security
 - Individual Assistance Officer

John Ricketts

- Feed the Children
 - Director of Disaster Services
- Immediate Past National VOAD Chair



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Agenda – Topics

- Supply Chain Management Best Practices for Donations Management and Distribution
- Building mutually beneficial Private/Public Partnerships to increase State VOAD Capacity
- A Case Study of OK-DR4438
- Key Learnings



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Supply Chain Management



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Changing the Expectation

- Supply chain management rather than warehouse management
- Engaging existing infrastructure
- Building Public/Private Partnerships



Photo: Center for International Disaster Information



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Emphasis on Distribution

- Keep product moving
- Identify choke points
- Identify opportunities to redirect product
- Moving undesirable product into non-disaster distribution networks
- Moving desirable product into the disaster distribution network



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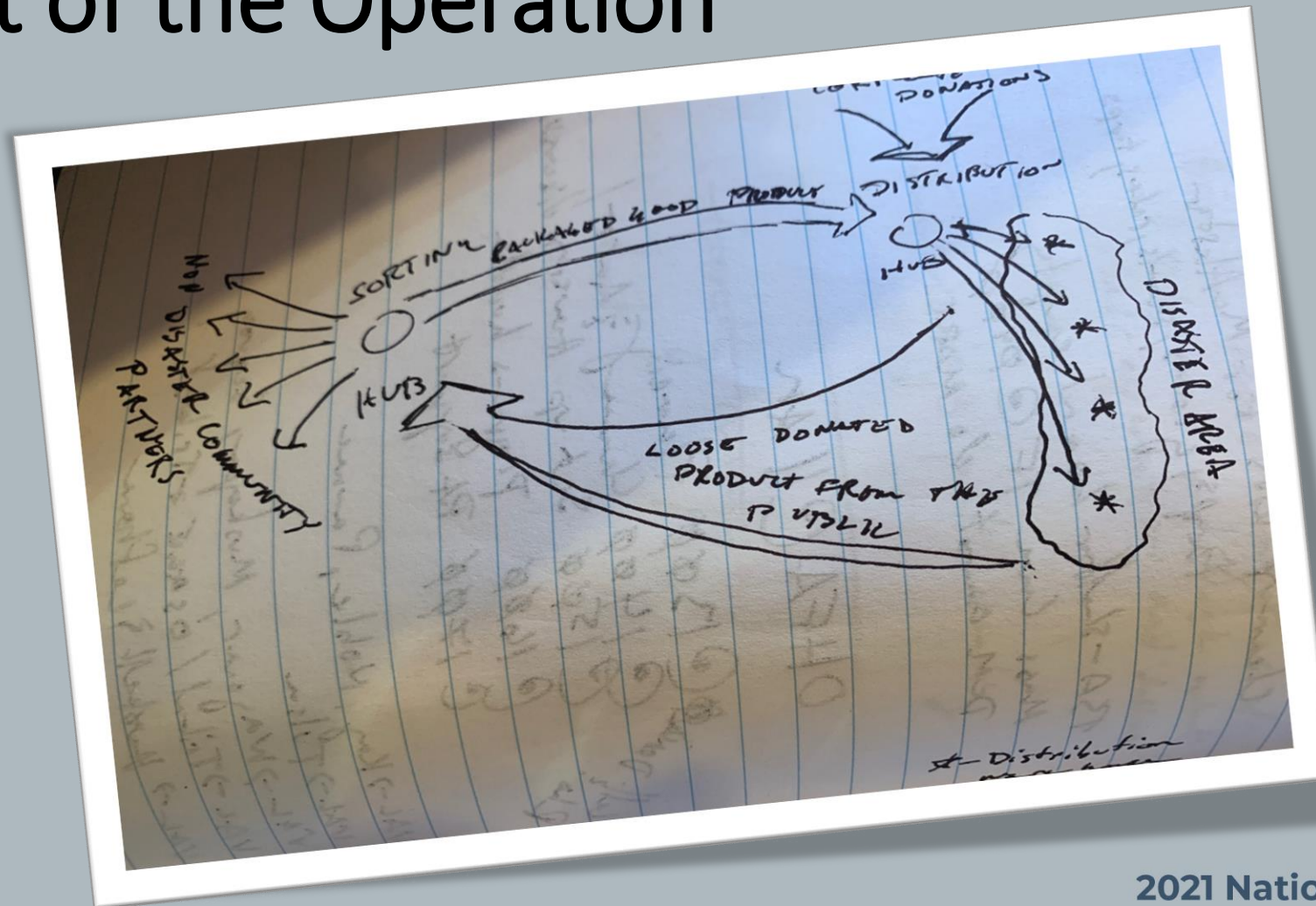


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Concept of the Operation



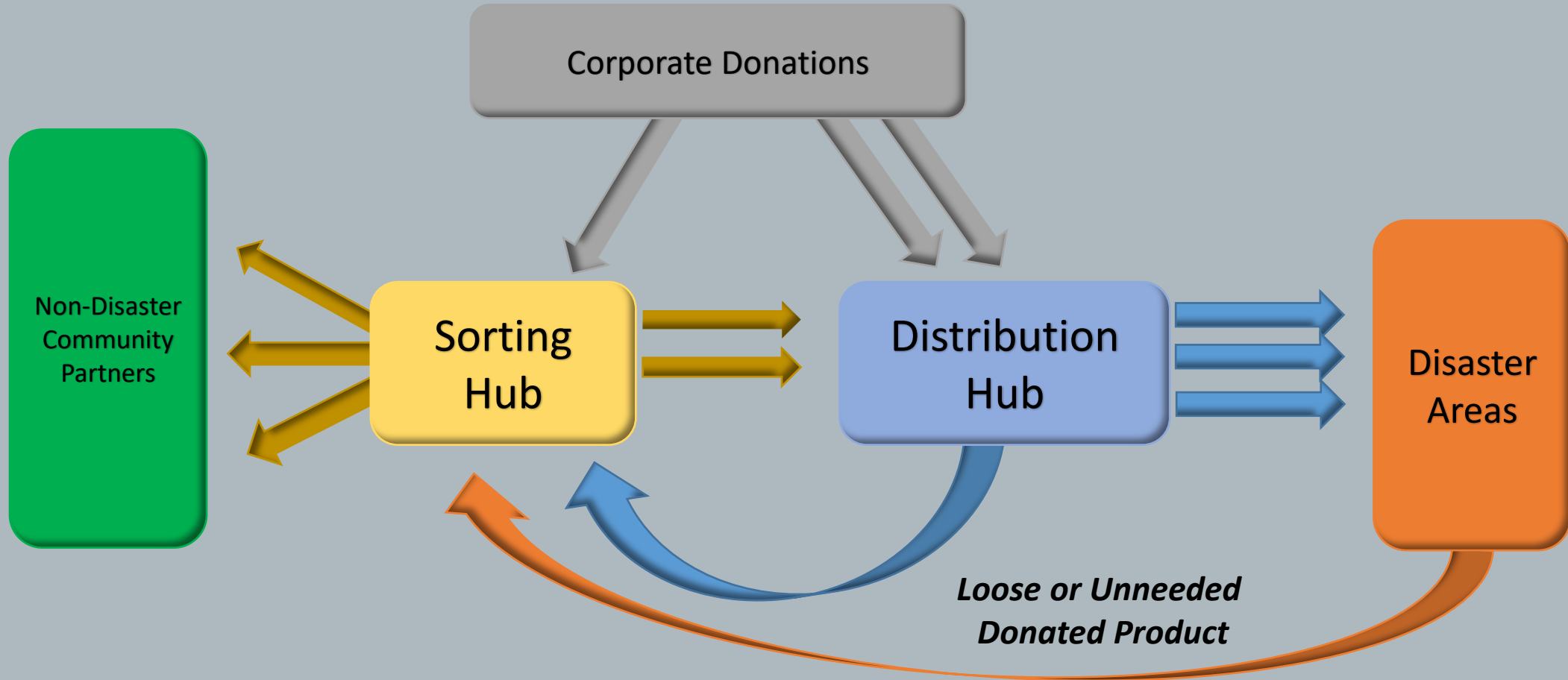
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Concept of the Operation



New Donations Management Annex

- Developed through the Oklahoma VOAD Donations Management and Volunteer Management Committees
- Based on the MOU's The City of Oklahoma City had signed with Goodwill Industries of Central Oklahoma
- Used much of the structure developed ad hoc in the U.S. Virgin Islands during 2017 response
- Approximately a year of planning, discussion, and development



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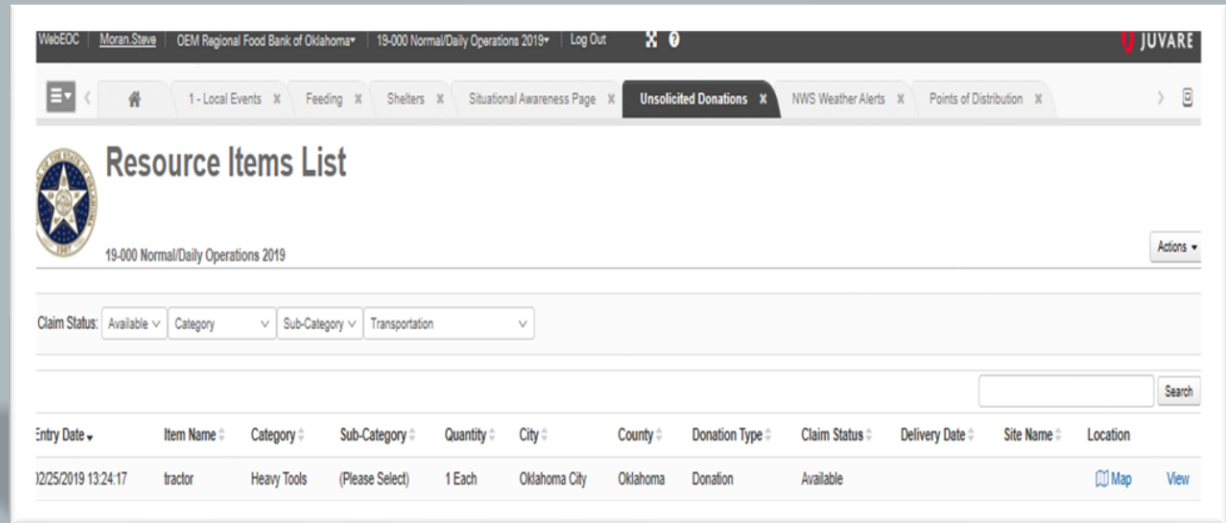


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Emphasis on Digital Communications

- Donations Offer Boards
 - Call Center View
 - Partner Agency Boards
 - Donations Manager
- Points of Distribution Boards
- Digital Inventory
- Community Request Board



Entry Date	Item Name	Category	Sub-Category	Quantity	City	County	Donation Type	Claim Status	Delivery Date	Site Name	Location
12/25/2019 13:24:17	tractor	Heavy Tools	(Please Select)	1 Each	Oklahoma City	Oklahoma	Donation	Available			Map View



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Public Messaging Communications

- Work closely through the Oklahoma VOAD Donations Management and Mass Care Committees
- Quick follow up with reported needs from local communities
- Aggressively publishing Donations Offer Hotline
- Aggressively messaging to not send “stuff”



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Scope of the Operation

- 211 Donations Offers Call Center
- 2 Main Distribution Hubs
- 3 to 4 Distribution Warehouses (Dependent upon scope of event)
- Hot Shot Crews – Addressing local transportation needs
- Transportation Assets
- Staff Support to run warehouses
- Donations Coordinator from the private sector
- Multiple partner agencies committed
- Oklahoma Department of Emergency Management Homeland Security (ODEMHS) to provide WebEOC board communications
- ODEMHS to provide reimbursement to MOU signees as defined under MOU



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Case Study – OK-DR4438



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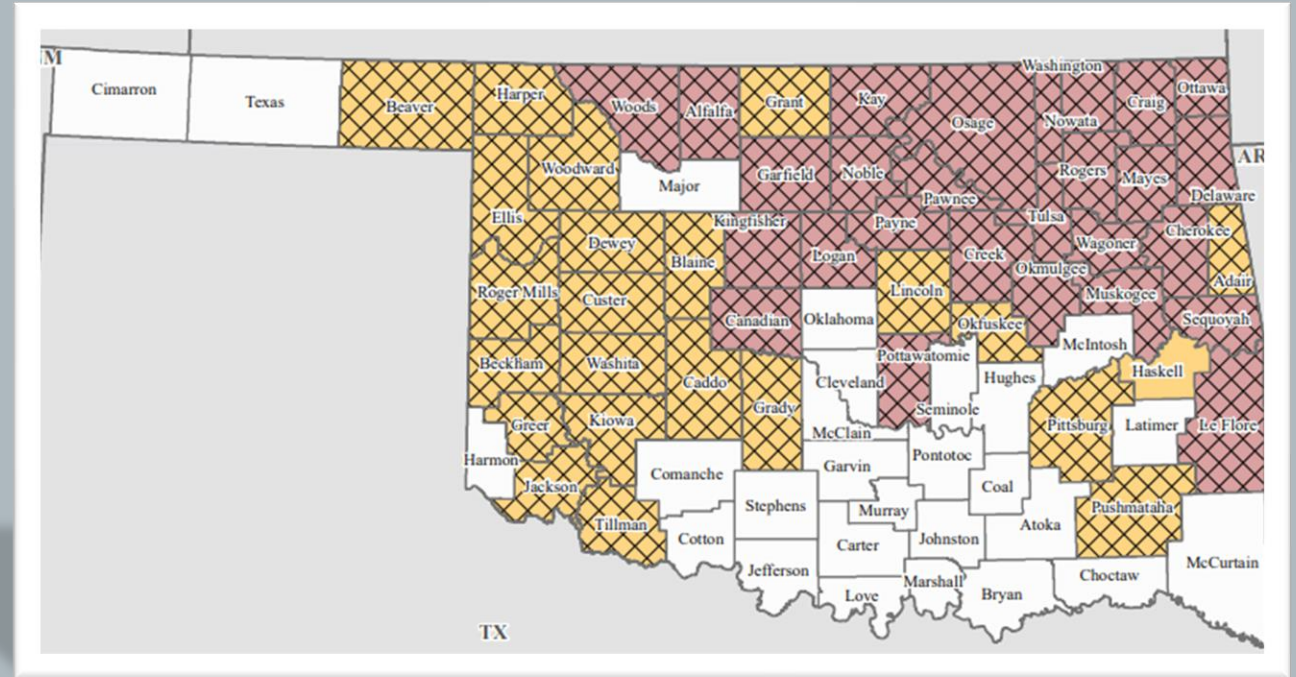
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A Case Study of OK-DR4438

- Oklahoma Severe Storms, Straight-line Winds, Tornadoes, And Flooding
 - May 7 to June 9, 2019
- Total impacted Counties –
 - IA Declared – 27 Counties
 - PA Declared Counties - 50



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Deploying a Donations Annex

- Memorandum of Understanding Signed between Oklahoma Department of Emergency Management Homeland Security and Oklahoma VOAD on May 1st, 2019
- Immediately activated to support the April/May severe weather and flooding
- Transportation assets, technical expertise, facility assets, available product



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Oklahoma VOAD Member Organizations

Distribution Hubs

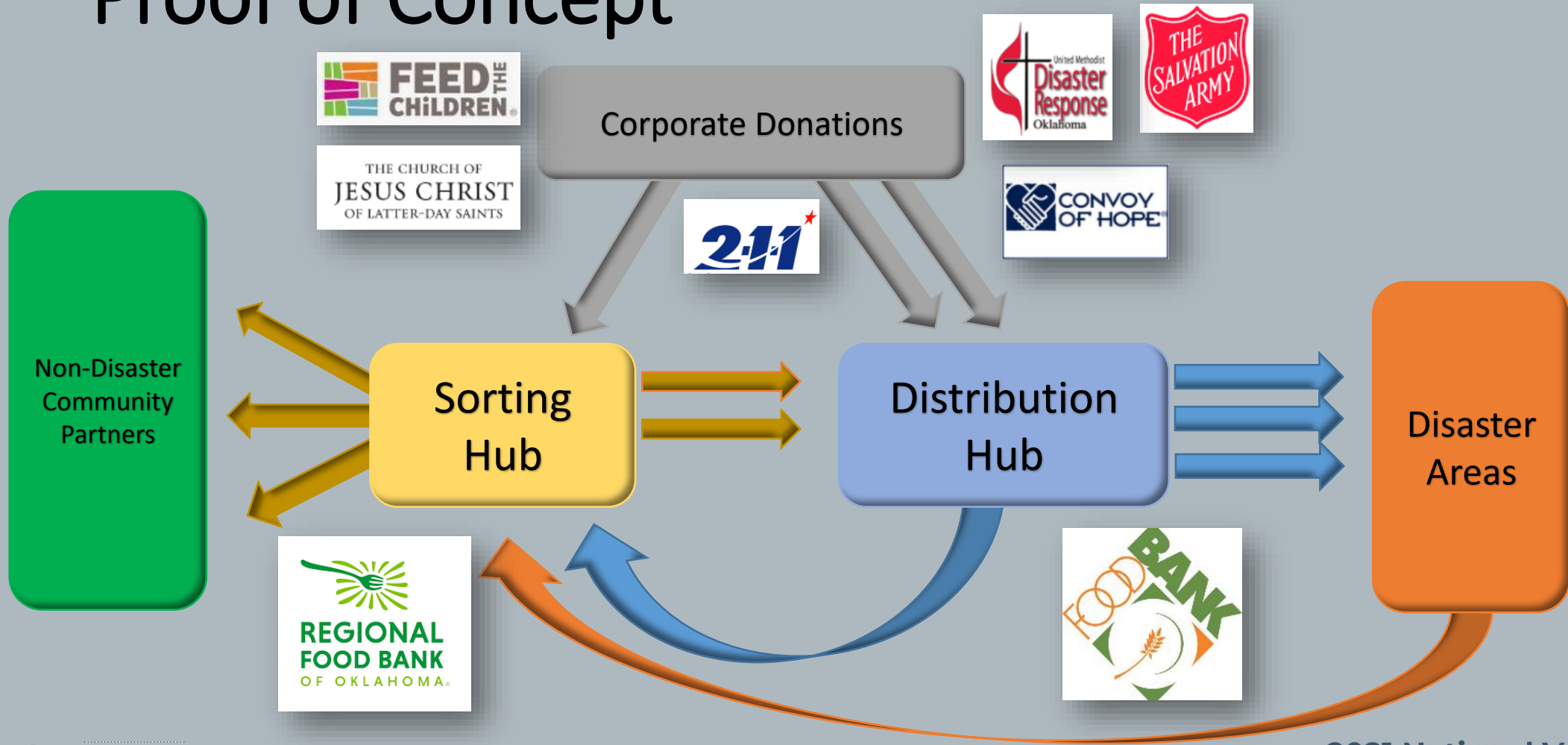
- The Community Food Bank of Eastern Oklahoma
 - Main Distribution Site
- The Regional Food Bank of Oklahoma
 - Sorting Hub Site
 - Backup Storage



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Proof of Concept



Oklahoma VOAD Member Organizations

- Feeding America Food Banks
 - Community Food Bank of Eastern Oklahoma
 - Regional Food Bank of Oklahoma
- Feed the Children
- Convoy of Hope
- United Methodists
- Latter Day Saints
- Salvation Army



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Oklahoma VOAD Member Operations

Distribution Warehouses

- **Tulsa**
- **Muskogee**
- **Muldrow**

- **Oklahoma City**
Sorting Hub



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Key Learnings



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Integrating Counties and Cities

- Identify community Distribution Centers (open to the public) or POD sites
- Local hotshot capacity
 - Supplement with VOAD Member Support
- County or regional Distribution Warehouse facilities
- Know where your gaps are: transportation assets, staffing, volunteers, warehouse facilities, product



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Supporting Local Communities

- So new it was unclear how to have a collaborative approach during the event
- Emphasis on building out infrastructure and capacity and working with organic local developments
- Capable of moving product quickly to locally identified distribution centers and removing undesirable product from community centers



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Reimbursement Process

- Documentation is critical
- Need to develop a streamlined invoicing document
- Outline the invoicing process for the State and Oklahoma VOAD
- Capturing the value of donated product and volunteer activity critical from a State Match perspective
- Oklahoma VOAD Member Benefits



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Integrating Bulk Distribution

- Identify best practices to support moving bulk distribution supplies through the donations network
- Streamlines in-bounding and out-bounding product and transportation asset use
- Provide a just-in-time movement of crucial supplies and avoid stockpiling



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Questions

Let's address those questions in the Chat Now

- Steven Moran— Feeding America/Regional Food Bank of Oklahoma
smoran@rfbo.org
- Luke Pratt—Oklahoma Department of Emergency Management Homeland Security
luke.pratt@oem.ok.gov
- John Ricketts – Feed the Children
John.Ricketts@feedthechildren.org



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