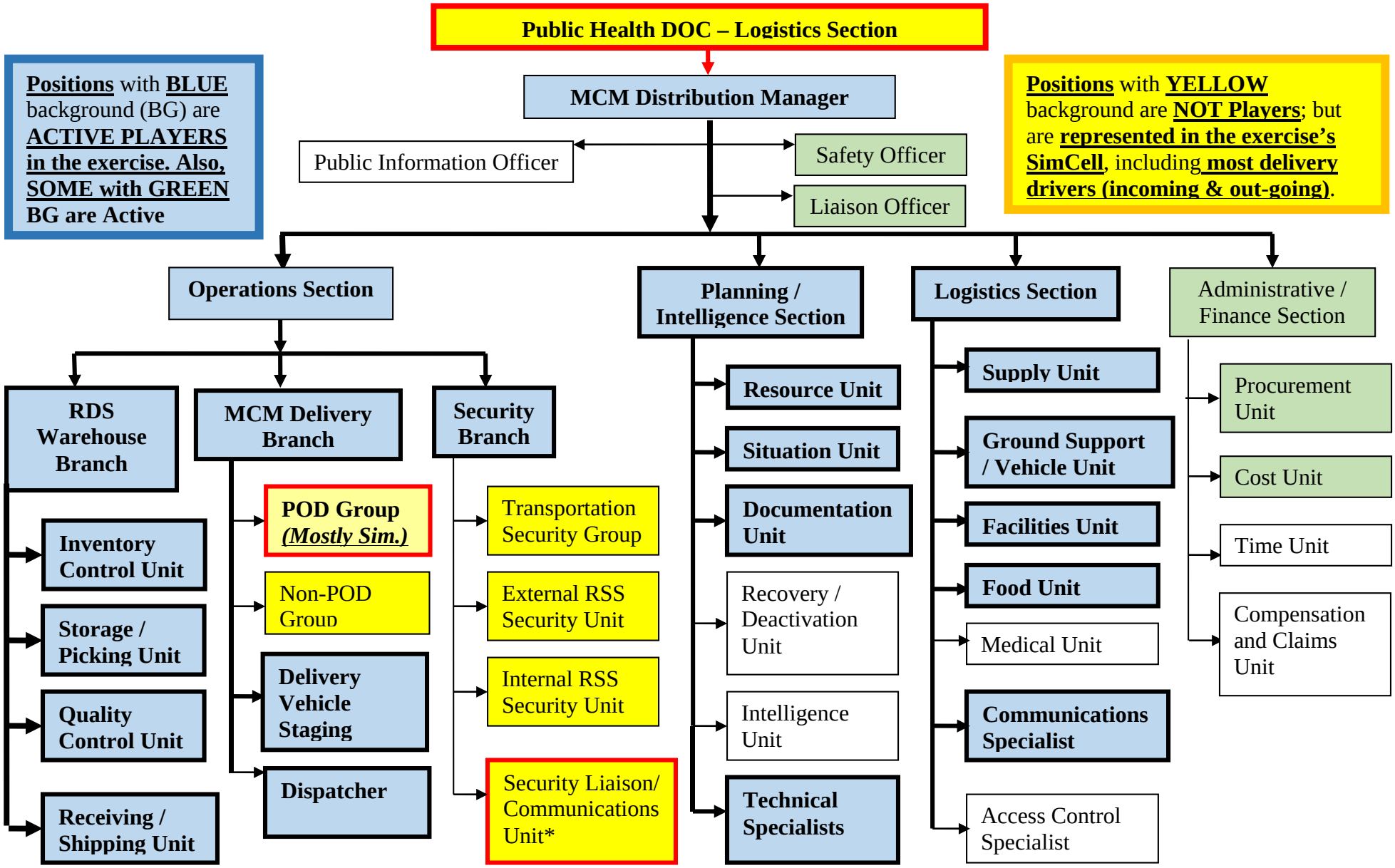
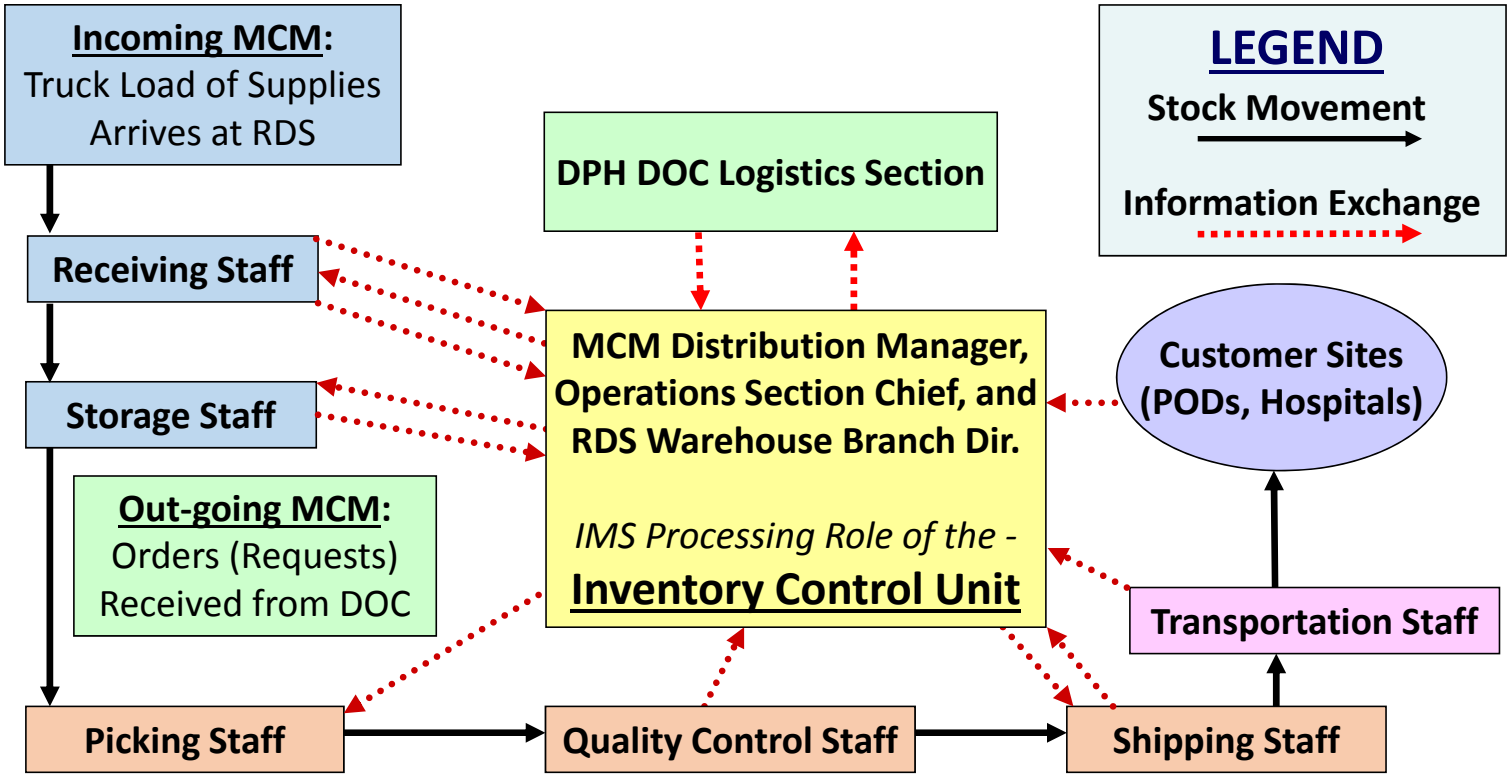
MCM Distribution Mission – Incident Command System (ICS) Organization Chart For Exercise of 10-13-15 (*Subject to adjustment by IMT*)



* Coordinate with security forces at POD's to ensure safety of RDS delivery personnel. Maintain information regarding traffic and/or crowd congestion impacting delivery routes

MCM Distribution Process Flow Diagram



Los Angeles County's RDS Warehouse Process Flow Diagram - for October 13, 2015

Incoming MCM is received from State RSS or from CDC: New shipment arrives.

PH DOC's Logistic Section Sends Incoming Shipment Information (for Purchase Orders) and All "Customer" Orders to the RDS Warehouse

As needed, DHS DOC's Logistic Section sends hospitals' Orders for MCM assets (Rx and appropriate medical supplies), to the DPH DOC (with "CC" copy to RDS Warehouse)

Receiving Staff

- Use Data Collection Sheet from Inventory Control (IC) to verify load counts, by Lot #

Receiving Staff

- Unloads/inspects shipment & records lot information on all Managed Inventory (MI) shipments
- Sends detailed records on this MCM materiel to the IC

Storage Staff

- Obtains storage locations from IC
- Stores inventory according to the Putaway Report (or 12-Hour Push Package diagram)
- Notifies IC when inventory is stored

MCM Distribution Manager

MCM Distribution Operations Section Chief

RDS Warehouse Branch Director

Inventory Control Unit (IMATS for Inventory Management)

- Creates and manages Purchase Orders (PO) for Incoming MCM
- Inputs and reconciles MCM as received (updates PO to match verified MCM deliveries: by Item name; then uses Receiving to record Lot data)
- Provides storage locations for incoming MCM items (process to put MCM that arrived on pallets in "xyz bins" or zones; 12-Hour Push Package by #)
- Updates inventory on-hand once MCM has been stored per Putaway Rpt.
- Creates and manages out-going orders for customers of RDS Warehouse
- Groups orders into shipments (except if one-to-one delivery strategy is being used) and provides Pick Lists and Pallet Labels for picking
- Obtains truck, driver and escort from Dispatch to create Shipping Document, routing and Order Receipts for each delivery
- Updates IMATS to reflect orders that have shipped, which deducts the inventory from RDS Warehouse stock
- Upon return of Order Receipts by drivers, IC or Logistics updates IMATS to reflect completed deliveries

Customers

- **PODs** - Delivery confirmed to DPH DOC Ops.
- Fixed Facilities: Prisons, Nursing Homes, etc.
- Treatment Centers: Hospitals/Clinics

MCM Delivery Branch Staff

- Truck driver delivers the Order(s) to the customer(s), while informing Dispatch of progress throughout the trip
- Driver returns to warehouse and gives the signed Order Receipt for each delivered Order to the Dispatcher or IC

Medical resource needs (Requests) of "customers" (i.e., POD, Treatment Center, or other dispensing site) go to IC, from MCM Distribution Manager, after receipt from DOC's Logistics Section, and corresponding Orders are processed for shipment by priority

Within the County's RDS Warehouse the MCM Materiel is allocated to various "customer sites" and distributed (either delivery of pick up)

Picking Staff

- Receives Pick List (and Pallet Labels, if any)
- Pulls / palletizes items in the Order
- Moves Order to Quality Assurance Area

Quality Assurance (QA)

- Uses Pick List to verify Order's contents are correct and complete (i.e., Lot #), while resolving exceptions
- Shrink wraps and applies Pallet Label(s) to pallet(s)
- Reports to IC when the Order is ready for shipment

Shipping Staff

- Uses Shipping Documents (with truck, driver, any escort, any sequence of deliveries, route map, and Order Receipt) from IC to load the truck, obtain the driver's signature, give the driver documents, and report back to IC when truck leaves

If approved, then First Responder Units and/or others may pick up items. Driver signs, then receives, Shipping Documents.

Information / Document Exchange Flow

Medical Supplies Flow

MCM – Medical Countermeasure
RDS – Regional Distribution Site
IMATS - CDC's IMS, used by DPH

Process Flow Diagram for Mobilization of the RDS Warehouse for the MCM Distribution Exercise of 10-13-15

PRE-EVENT

Prepare the Inventory Management System (IMS), which Is IMATS

- Create role specific user groups based on available information
- Preload available Facility (e.g., warehouse, customer) information
- Preload available Location (e.g., storage type, storage bin numbers) information
- Preload available Product information (e.g., specifically, any user defined Products)

Prepare Facility

- Select, inspect, and document preplans for the primary and alternate warehouse sites
- Determine lay-outs for storing MCM assets of different types & shipment configurations
- Determine necessary equipment and supplies

Prepare Staffing

- Identify command and unit level warehouse staff
- Train identified staff
- Create call-down plan for warehouse staff
- Create security plan
- Create transportation plan
- Create just-in-time (JIT) training plan

EVENT OCCURS

DPH DOC is activated.

Public Health Officer directs LAC OA RDS Warehouse to mobilize.

MCM assets have been requested and will be arriving at the County's RDS Warehouse.

Call Down of Warehouse Staff

- Contact Staff and advise to report to the warehouse
- Contact CEOC and request law enforcement for warehouse and MCM delivery security duties

Warehouse Staff arrive at the LAC OA RDS Warehouse.

Staff the Warehouse:

- **Assign positions**
- **Provide JIT training**
- **Deploy staff**
- **Fill open positions**

Prepare the RDS Warehouse Facility:

- **Remove vehicles, if necessary**
- **Lay-out interior: grids for storage and work stations**
- **Identify exterior work areas, e.g. vehicle staging area(s)**
- **Check/procure equipment**
- **Check/procure supplies**
- **Transfer local medical cache to the RDS Warehouse**

Check Communications:

- **Radios and/or Walkie-talkies**
- **Phones and/or Fax – both cell phones and land lines**
- **Internet and any designated E-mail addresses**
- **The inventory management system (IMATS)**

Verify Availability/Request Transportation & Security

- **Contact DPH DOC Logistics Section for unfulfilled needs for transportation assets (drivers and trucks), as well as for law enforcement (for escort duties, site security, and traffic control).**
- **Request that new transportation resources report to the Delivery Vehicle Staging Area (DVSA)**

Prepare Inventory Control (Computers & IMATS):

- **Check and deploy hardware / software**
- **Create/update event specific Product data**
- **Create/update event specific inventory data**
- **Create/update site specific user groups based on event specific data**
- **Transfer local medical cache to RDS Warehouse**

MCM Distribution Manager Receives Direction/Information from DPH DOC Logistics Sect.

- **Obtain information on the expected incoming shipments of MCM (Items, amounts, & ETA)**
- **Obtain list of customers that will receive MCM deliveries (impacted sites / activated PODs)**
- **Obtain list of items and quantities for initial stand-up orders to PODs, as well as re-supply**
- **Obtain list of all personnel and support resources that are committed to MCM and ETA**
- **Create/update event specific Facility (customer) data in IMATS, as needed**
- **Prepare to receive incoming MCM; (In IMATS, entry of orders for PODs will require stock)**

Process Flow Diagram for Incoming MCM to RDS Warehouse (10-13-15)

A truck arrives at RDS Warehouse with MCM assets

Offload, Inspect, Verify, Document & Accept Delivery

Receiving Staff

- Record the truck's arrival (and time) on Unit Activities Log
- Obtain the Shipping Manifest from the incoming driver
- Copy the Manifest for MCM Distribution (Logistics) and the Inventory Control (IC) Unit; then distribute copies
- From IC, obtain Purchase Order (PO), if any, and a new Shipment Data Collection Form (SDCF); listing only Items
- Install docking ramp(s) and clear area for the entire load
- Offload truck's entire load to the selected receiving area
- Inspect all pallets to confirm exactly what was received; compare Manifest to the PO for expected shipment, if any
- Complete SDCF (Items, by Lot #, with Expiry Date & NDC#)
- Notify IC of verified Items, their exact quantities, and their respective Lot #, Expiry Date, and NDC#
- If any damaged or expired items were identified, then notify both MCM Distribution (Logistics), as well as IC

MCM Distribution Manager and Logistics Section

- Sign for the receipt of the shipment & assign, then mark, an individual Resource ID# on each pallet (i.e., C-01; D-05)

Electronic inventory data file received?

No →

Update IMATS

Inventory Control (IC) Staff

- On P.O., finalize Items & count
- Receive Items by entering the Item's quantity, per Lot # and Expiry Date, for all of shipment
- Define new item categories (i.e., Products), if necessary

Yes →

Update IMATS

Inventory Control Staff

- Utilize the portable memory data file to load inventory data into IMATS
- Manually enter additional inventory data not available on the portable data file
- Define new Products, if necessary

Type of Deliver?

MCM for 10 million people (Anthrax) →

Managed Inventory / Large Event / Antibiotics for Points of Dispensing (PODs)

Inventory Control Staff

- Utilize IMATS to record storage locations (e.g., Cipro & Doxy zones)
- Process final receipt & put-away; then print Putaway Report for Storage Unit

Storage Staff

- Obtain Putaway Report from IC and store MCM as indicated; then advise IC once completed, and give the completed Putaway Report to Logistics

MCM Distribution (Logistics)

- Once stored, pallets of MCM are available for allocation to the POD orders

Managed Inventory - Small to Medium Event / Population Impact and/or warehouse replenishment →

Store SNS Assets

Inventory Control Staff

- Utilize IMATS to document storage locations
- Print (case level) stock-on-hand reports
- Process receipt and put-away, including reports

Storage Staff

- Obtain assigned (recommended) inventory storage location from Inventory Control Staff
- Store the inventory in the pre-identified grid location within the warehouse
- Advise Inventory Control Staff that storage is complete as assigned and/or obtain alternate storage locations, if necessary

Inventory Control Staff

- Updates inventory on hand to reflect put-away

12-Hour Push Package →

12-Hour Push Package

- Place each of the 130 containers of the 12-Hour Push Package in the large, rectangular storage area by the container's sequential number

Notes:

1. When controlled substances are received at the warehouse, the name and title of the SNS Coordinator and the name, title and DEA number of the DEA registrant signing for controlled substances must also be captured.

2. When damaged or unusable cases/equipment items are received at the warehouse, the cases/equipment will be moved into a holding area, the Warehouse Manager notified, and the problem noted. If the item has already been accepted into IMATS, then damaged or unusable cases/equipment must be transferred from the inventory count to an unavailable status.

3. The grid layout for storing MCM assets (other than the 12-hour Push Package) will be determined by both the scale of the event and the characteristics of the RDS Warehouse.

Process Flow Diagram for the Initial, Out-going Orders of MCM to Points of Dispensing (PODs) for Anthrax Attack (10-13-15 FSE)

Direction / Orders from DPH DOC

MCM Distribution Manager

- The DPH DOC's Logistics Section (or Logistics Control Center [LCC]) will provide Mission Tasking and resource information
- Obtain customer list (e.g., PODs activated; 1st responder agencies; and impacted sites; such as prisons, military bases, and hospitals)
- Obtain a list of items and quantities for delivery to each POD
- Obtain pre-developed routes (RDS-POD-RDS)
- Provide above 3 lists to Inventory Control
- Obtain a list of support resources & personnel assigned, including their respective ETA's and reporting instructions (e.g., trucks, drivers, security, and RDS warehouse staff)

Coordination of Resources (by IMT)

MCM Distribution (Logistics)

- Coordinate allocation of specific pallets of MCM to specific orders, and inform IC of pallet ID#'s for each POD's order

Requests and Picking

Inventory Control (IC)

- Obtain lists from MCM Distribution (Logistics), e.g., Customer List; Route; Item List for Orders; and Resources ID# List (trucks, drivers & security escorts)
- Use customer list to add new customers to IMATS, as needed
- Use items/quantities list, as well as stock reports from IMATS, to compare stock-on-hand counts against the pending customer orders
- Inform RDS Warehouse Branch Director if stock availability will be an issue
- Process order(s) in IMATS and print Pick List for each POD, which is then given to the Picking Unit

Picking Staff

- Obtain Pick Lists from IC
- Pick product as per list
- For PODs, full pallets of Cipro and Doxy should be picked
- Move full pallets to Quality Assurance (QA) area
- Check again that all contents from the Pick List have been picked (by Lot #)
- Verify that the shrink wrap is secure and adequate; apply new shrink wrap, as required
- Notify Quality Assurance that order is complete
- Remain until released by QA staff

Quality Assurance (QA) And Shipping Preparation

Quality Assurance Staff

- Utilize Pick List to verify that the complete content of the order is included on the pallets, by Lot #, and resolve all identified issues
- Verify that the shrink wrap is secure and adequate; apply new shrink wrap, as required
- Release the Picker(s)
- Report to IC and MCM Distribution (Logistics) that order is ready to ship

Coordination of Resources (by IMT)

MCM Distribution (Logistics)

- Dispatch allocates the specific delivery resources (i.e., Truck, Driver, Escort) to specific orders, and informs IC of the respective Resource ID#'s of these assignments, specifically for each POD's order

Inventory Control (IC)

- Use IMATS to produce the Shipping Documents for the specific POD's order
- Enter the delivery resource information (e.g., at least a Resource ID# for the Truck, Driver, and Escort, if any) into Shipping "Comments"
- Print Shipping Documents and route for Shipping Unit

Shipping

Shipping Staff

- From IC, receive the Shipping Documents and routing for orders that are ready to ship
- Account for all pallets of each order and/or the full shipment
- Place pallets onto truck
- Obtain a signature from the assigned delivery driver on the Shipping Documents and retain the original for IC
- Give copies of the Shipping Documents and the original routing to the assigned delivery driver
- Give copies of the Shipping Documents and the routing to the assigned escort, if any
- Notify IC that the order has been shipped and give IC the signed Shipping Documents
- Notify RDS Warehouse Logistics that the order has been shipped

Inventory Control (IC) Staff

- Update IMATS to reflect order(s) have shipped, and the status will be "In Transit"

Coordination of Resources (by IMT)

MCM Distribution (Logistics)

- Coordinate status change of specific delivery resources (i.e., Truck, Driver, Escort) for specific order(s) by shifting delivery status to "In Transit"

Delivery

Transportation Staff

- Update Dispatch during delivery (e.g., Each Departure or Arrival)
- *Deliver the order to the POD*
- *Obtain a signature from the POD Receiving Staff on the Shipping Documents and retain the original for IC, while giving Receiving Staff a copy*
- *If pallet's shrink-wrap shows no evidence of tampering, then leave and return to the Delivery Vehicle Staging Area (DVSA)*
- *If pallet is NOT shrink-wrapped and/or shows ANY evidence of tampering, then driver must stay while the POD Receiving Staff moves the shipment to a secure area to confirm stock received was as per Shipping Documents*
- Return to the DVSA after all deliveries are made and check-in for a new assignment or potential release by either DVSA Manager or Dispatch
- Give the signed paperwork to Dispatcher or IC, as directed

Inventory Control or DPH LCC

- Update IMATS to reflect order(s) were delivered, and new status will be "Complete"

Coordination of Resources (by IMT)

MCM Distribution (Logistics)

- Coordinate status change of specific delivery resources (i.e., Truck, Driver, Escort) for specific orders by shifting delivery status to "Complete"