MCM DISTRIBUTION EXERCISE EVALUATION GUIDE (EEG)

Exercise Name: DPH & IMT MCM FSE of RDS ***Exercise Date:*** October 13, 2015	***Organization/Jurisdiction:*** LAC DPH	***Venue:*** Regional Distribution Site (RDS) in Santa Fe Springs

Response

Exercise Objective: Evaluate the Los Angeles County Operational Area's ability to distribute medical countermeasures (MCM) in accordance with the MCM Distribution Plan for the Los Angeles County Operational Area MCM ConOps, and in response to a simulated OA-wide Anthrax attack.

Core Capability: **Public Health and Medical Services**

Provide lifesaving medical treatment via emergency medical services and related operations and avoid additional disease and injury by providing targeted public health and medical support and products to all people in need within the affected area.

PH Preparedness Capability: **Medical Materiel Management and Distribution**

Medical materiel management and distribution is the ability to acquire, maintain (e.g., cold chain storage or other storage protocol), transport, distribute, and track medical materiel (e.g., pharmaceuticals, gloves, masks, and ventilators) during an incident and to recover and account for unused medical materiel, as necessary, after an incident.

Organizational Capability Target 1: Determine the total number of MCM distribution and security staff required to operationalize the Local MCM distribution operation. (*MCMDst #3).*

Notes:

- The above reference to "MCMDst #3" indicates that this Organizational Capability Target (OCT) is directly associated with Performance Measure #3 of the PHEP grant's eleven MCM Distribution Performance Measures for BP4. This reference schema will be repeated for other OCT's in this EEG, whenever there is a direct association with one or more of the PHEP performance measures.
- The capability of RDS Warehouse operations, which is also managed by the Incident Management Team (IMT) from the RDS facility simultaneously with MCM distribution, has been addressed in a separate EEG, as a separate Objective.
- The time line for activation of the MCM distribution operation, in response to an Anthrax attack, calls for the capability to be activated by Hour-5, following the Health Officer's decision to activate the OA MCM ConOps. Consequently, the initial determination of staffing and other resources required to support MCM delivery operations will have been made by the DPH DOC before the IMT is deployed to manage these operations. However, the processes of analysis and decision making associated with this OCT on staffing are dynamic and on-going throughout the response.

Critical Task: Identify staffing needs related to redistribution of MCM from the RDS Warehouse to the various dispensing sites (e.g., Points of Dispensing [POD], Treatment sites, such as hospitals; Fixed Facilities, such as military bases; Etc.) for all receiving sites (e.g., numbers and skills of delivery personnel).

Critical Task:	Identify the full range of staffing requirements for the various transportation positions of the local MCM delivery operation.
Critical Task:	Complete the processes of analysis and decision making associated with the staffing requirements for the various positions of the MCM delivery operation throughout the operational period.
Critical Task:	Identify the full range of staffing requirements for the various security positions for the local MCM transportation operations, e.g., security and traffic control at the Delivery Vehicle Staging Area, as well as security escorts for delivery vehicles.
Critical Task:	Complete the processes of analysis and decision making associated with the staffing requirements for the various security positions for the local MCM transportation operations throughout the operational period.
Critical Task:	Document the total number of MCM Delivery operations staff and security staff required to operationalize the MCM Delivery based upon actual operations during the operational period.
Critical Task:	Evaluate the adequacy of the existing MCM distribution capabilities based upon the workload and prepare for the next shift.
Critical Task:	Written plans include processes for activating personnel, taking the following into consideration: • Process for personnel badging and check-in at the Delivery Vehicle Staging Area • Process for training personnel, including the provision of job-action sheets for just-in-time training • Process for providing MCM to the MCM Distribution personnel for themselves and their families • Process for certification of a delivery vehicle and driver as "Ready" status for assignment, including the inspection of the vehicle and the provision of any required equipment • Process for requesting additional personnel from outside the jurisdiction, if needed
Source(s): *L.A. County's MCM Distribution Plan; CDC Public Health Preparedness Capabilities: National Standards for State and Local Planning*	

Organizational Capability Target 2:	**Test the processes and staffing to support the shipping and delivery of sufficient pallets per hour to supply Local PODs within 12 hours from MCM arrival at the State RSS or at the Local RDS, whenever CDC delivers directly to that facility. (***MCMDst #7 and #8***)**
Critical Task:	Staff participating in medical materiel transportation and delivery efforts should understand protocols for check-in at the Delivery Vehicle Staging Area, obtaining "Ready" status for assignment, dispatch, receiving loads, and delivering the medical materiel.
Critical Task:	Logistics personnel understand, and apply supply chain tools, if applicable, to the incident
Critical Task:	Establish and operate the Delivery Vehicle Staging Area (DVSA), including the conduct of resource check-in and preparation for delivery assignments, operation of the dispatch function for transportation resources, and demobilization of these resources.
Critical Task:	Upon receipt of an assignment for delivery of a shipment of MCM, personnel assigned will promptly respond to the Shipping Unit of the RDS Warehouse and contact the shipping representative for transfer of the load into their custody.
Critical Task:	Complete the process of loading MCM for the assigned delivery site(s), as well as the transfer of documentation.
Critical Task:	Complete the process of travel to the assigned delivery site(s). *(For this exercise, trucks will depart the RDS, but will NOT leave the area. They will return to the Delivery Vehicle Staging Area [DVSA] and check-in within 10 minutes of having departed.)*

Critical Task:	Complete the process of offloading MCM at the delivery site. *(For this exercise, trucks will NOT offload at the delivery site. After check-in at the DVSA, the truck will proceed back to the RDS Warehouse for unloading. Once empty, trucks will return to DVSA.)*
Critical Task:	Maintain valid status of shipments, between their departure from the RDS Warehouse (In Transit) and the completed delivery. *(For this exercise, trucks will depart the RDS, but will NOT leave the area. They will return to the DVSA and submit documents, which may as an exercise artificiality indicate that the delivery had been completed.)*
Critical Task:	Sufficient materiel-handling equipment (e.g., *pallet jacks, handcarts/dollies, etc.*) for medical materiel deliveries are available on the delivery vehicles and/or at the Delivery Vehicle Staging Area of the RDS Warehouse.
Critical Task:	Provide MCM delivery status reports to jurisdictional, state, regional, and federal authorities.
Source(s): *L.A. County's MCM Distribution Plan; CDC Public Health Preparedness Capabilities: National Standards for State and Local Planning*	

Organizational Capability Target 3: Determine the number and load capacity of transportation assets required to meet the response requirements of the Local RDS Warehouse for MCM Distribution. (*MCMDst #10***)**	
Critical Task:	The MCM Distribution operation will employ and track distribution resources in order to meet the requirements of local MCM transportation (delivery), including trucks, drivers, and other delivery means
Critical Task:	Match all local MCM delivery staff needs to available resources in order to fully meet the staffing requirements for the various MCM delivery, dispatch and staging area positions of the local MCM transportation operation
Critical Task:	Complete the agency and respective individual staff notifications for the MCM Distribution operation, including communication of reporting instructions
Critical Task:	Document specific information regarding transportation assets required to meet the response requirements of the MCM Distribution operations, including the total number of each category of delivery vehicle required and the category's respective load capacity
Critical Task:	Determine allocation and distribution strategy, including delivery locations, routes, and delivery schedule/frequency, based on incident needs
Critical Task:	Written plans include an allocation and distribution strategy including delivery locations, routes, and delivery schedule/frequency, and should take into consideration the transport of materials through restricted areas.
Source(s): *L.A. County's MCM Distribution Plan; CDC Public Health Preparedness Capabilities: National Standards for State and Local Planning*	

Organizational Capability Target 4: MCM arrive at local RDS, PODs (open and closed) within 12 hours from arrival at the State RSS or at the Local RDS, whenever CDC delivers directly to that facility. (*MCMDst #11***)**	
Critical Task:	Determine allocation and distribution strategy, including delivery locations, routes, and delivery schedule/frequency, based on incident needs.

Critical Task:	Periodically during each shift, utilize confirmed delivery times for incoming and out-going deliveries to confirm that MCM resources were successfully delivered to dispensing sites according to the time requirements of the response objectives, which is within 12 hours of their transfer (to state or local) by CDC. *(For this exercise, trucks will depart the RDS, but will NOT leave the area. They will return to the DVSA and submit documents, which may as an exercise artificiality indicate that the delivery was completed.* ***The time required to complete each round trip will be based upon the calculation provided by TourSolver.****)*
Critical Task:	Document specific information regarding individual deliveries of out-going MCM shipments that are delivered to the local dispensing sites, including their respective date and time.
Critical Task:	Obtain from the Inventory Control Unit of the Local RDS Warehouse, specific information regarding individual deliveries of incoming MCM that arrived at the Local RDS Warehouse, either directly from CDC or from redistribution by the State RSS Warehouse, including their respective incoming delivery date, time and source; then, the MCM Delivery Branch Director will use this information to determine how many of the deliveries to dispensing sites were completed within the benchmark of 12 hours and how many required a longer time span to complete the delivery.
Critical Task:	For those MCM assets that are subsequently redistributed by the state to the Local RDS Warehouse, obtain from CDPH the date and time of the MCM deliveries to the State's RSS Warehouse; and the MCM Delivery Branch Director will use this information to determine how many of the deliveries to dispensing sites were completed within the benchmark of 12 hours and how many required a longer time span to complete the delivery.
Critical Task:	Utilize site-specific Shipping Manifests, which will be provided by the Local RDS Warehouse, for chain-of-custody tracking and to record the date and time of deliveries to individual dispensing sites.
Critical Task:	The delivery driver returns completed documentation of the deliveries to the designated records manager of the DVSA, who then makes a copy and provides the signed original to the designated records manager of the Local RDS Warehouse.
Critical Task:	Maintain communications with delivery drivers to track dates and times, using a tracking logs of MCM Distribution activities.
Critical Task:	Submit completed tracking logs of MCM Distribution activities to the designated records manager of the Local RDS Warehouse.
Source(s): *County jurisdictions' MCM operations plans, ICS 201, and MCM Distribution Performance Measures for FSE*	

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating

Determine the total number of MCM distribution and security staff required to operationalize the Local MCM distribution operation. (*MCMDst #3).*	• Identify staffing needs related to redistribution of MCM from the RDS Warehouse to the various dispensing sites (e.g., Points of Dispensing [POD], Treatment sites, such as hospitals; Fixed Facilities, such as military bases; Etc.) for all receiving sites (e.g., *numbers and skills of delivery personnel*).
	• Identify the full range of staffing requirements for the various transportation positions of the local MCM delivery operation.
	• Complete the processes of analysis and decision making associated with the staffing requirements for the various positions of the MCM delivery operation throughout the operational period.
	• Identify the full range of staffing requirements for the various security positions for the local MCM transportation operations, e.g., security and traffic control at the Delivery Vehicle Staging Area, as well as security escorts for delivery vehicles.
	• Complete the processes of analysis and decision making associated with the staffing requirements for the various security positions for the local MCM transportation operations throughout the operational period.
	• Document the total number of MCM Delivery operations staff and security staff required to operationalize the MCM Delivery based upon actual operations during the operational period.
	• Evaluate the adequacy of the existing MCM distribution capabilities based upon the workload and prepare for the next shift.
	• Written plans include processes for activating personnel, taking the following into consideration:
	  o Process for personnel badging and check-in at the Delivery Vehicle Staging Area
	  o Process for training personnel, including the provision of job-action sheets for just-in-time training
	  o Process for providing MCM to the MCM Distribution personnel for themselves and their families
	  o Process for certification of a delivery vehicle and driver as “Ready” status for assignment, including the inspection of the vehicle and the provision of any required equipment
	  o Process for requesting additional personnel from outside the jurisdiction, if needed
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Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
Test the processes and staffing to support the shipping and delivery of sufficient pallets per hour to supply Local PODs within 12 hours from MCM arrival at the State RSS or at the Local RDS, whenever CDC delivers directly to that facility. (*MCMDst #7 and #8***)**	• Staff participating in medical materiel transportation and delivery efforts should understand protocols for check-in at the Delivery Vehicle Staging Area, obtaining "Ready" status for assignment, dispatch, receiving loads, and delivering the medical materiel. • Logistics personnel understand, and apply supply chain tools, if applicable, to the incident • Establish and operate the Delivery Vehicle Staging Area (DVSA), including the conduct of resource check-in and preparation for delivery assignments, operation of the dispatch function for transportation resources, and demobilization of these resources. • Establish and operate the Security Staging Area (SSA), including the conduct of resource check-in and preparation for escort assignments; operation of the dispatch function for all mobile security resources (e.g., security escorts; traffic control; roving patrol around the DVSA, SSA and RDS Warehouse; and demobilization of these resources. • Upon receipt of an assignment for delivery or escort of a shipment of MCM, personnel assigned will promptly respond to the Shipping Unit of the RDS Warehouse and contact the shipping representative for transfer of the load into their custody. • Complete the process of loading MCM for the assigned delivery site(s), as well as the transfer of documentation. • Complete the process of travel to the assigned delivery site(s), while maintaining coordination between the delivery vehicle driver and the security escort, if one is assigned. • Within 10 minutes of the arrival of a shipment of MCM at the delivery site, contact site representative and position truck to deliver. • Complete the process of offloading MCM at the delivery site. • Upon completion of all deliveries of a shipment, return to the Delivery Vehicle Staging Area (delivery drivers and security escorts), where drivers will check-in and prepare for reassignment, while the security escort will proceed to the Security Escort Staging Area and check-in. • Maintain valid status of shipments, between their departure from the RDS Warehouse (In Transit) and the completed delivery. • Sufficient materiel-handling equipment (e.g., *pallet jacks, handcarts/dollies, etc.*) for medical materiel deliveries are available on the delivery vehicles and/or at the Delivery Vehicle Staging Area of the RDS Warehouse.		

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
	• Provide MCM delivery status reports to jurisdictional, state, regional, and federal authorities.		
Determine the number and load capacity of transportation assets required to meet the response requirements of the Local RDS Warehouse. (*MCMDst #10***)**	• The MCM Distribution operation will employ and track distribution resources in order to meet the requirements of local MCM transportation (delivery), including trucks, drivers, and other delivery means • Match all local MCM delivery staff needs to available resources in order to fully meet the staffing requirements for the various MCM delivery, dispatch and staging area positions of the local MCM transportation operation • Complete the agency and respective individual staff notifications for the MCM Distribution operation, including communication of reporting instructions • Document specific information regarding transportation assets required to meet the response requirements of the MCM Distribution operations, including the total number of each category of delivery vehicle required and the category's respective load capacity • Determine allocation and distribution strategy, including delivery locations, routes, and delivery schedule/frequency, based on incident needs • Written plans include an allocation and distribution strategy including delivery locations, routes, and delivery schedule/frequency, and should take into consideration the transport of materials through restricted areas.		
MCM arrive at local RDS, PODs (open and closed) within 12 hours from arrival at the State RSS or at the Local RDS, whenever CDC delivers directly to that facility. (*MCMDst #11***)**	• Determine allocation and distribution strategy, including delivery locations, routes, and delivery schedule/frequency, based on incident needs. • Periodically during each shift, utilize confirmed delivery times for incoming and our-going deliveries to confirm that MCM resources were successfully delivered to dispensing sites according to the time requirements of the response objectives, which is within 12 hours of their transfer (to state or local) by CDC. o Document specific information regarding individual deliveries of out-going MCM shipments that are delivered to the local dispensing sites, including their respective date and time.		

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
	o Obtain from the Inventory Control Unit of the Local RDS Warehouse, specific information regarding individual deliveries of incoming MCM that arrived at the Local RDS Warehouse, either directly from CDC or from redistribution by the state RSS Warehouse, including their respective incoming delivery date, time and source; then, the MCM Delivery Branch Director will use this information to determine how many of the deliveries to dispensing sites were completed within the benchmark of 12 hours and how many required a longer time span to complete the delivery. o For those MCM assets that are subsequently redistributed by the state to the Local RDS Warehouse, obtain from CDPH the date and time of the MCM deliveries to the State's RSS Warehouse; and the MCM Delivery Branch Director will use this information to determine how many of the deliveries to dispensing sites were completed within the benchmark of 12 hours and how many required a longer time span to complete the delivery. • Utilize site-specific Shipping Manifests, which will be provided by the Local RDS Warehouse, for chain-of-custody documentation and to record the date and time of deliveries to individual dispensing sites. • The delivery driver returns completed documentation of the deliveries to the designated records manager of the DVSA, who then makes a copy and provides the signed original to the designated records manager of the Local RDS Warehouse. • Maintain communications with delivery drivers to track dates and times, using a tracking logs of MCM Distribution activities. • Submit completed tracking logs of MCM Distribution activities to the designated records manager of the Local RDS Warehouse.		
		Final Core Capability Rating	

Evaluator Name _____

Evaluator E-mail _____

Phone _____

Ratings Key
P – *Performed without Challenges*
S – *Performed with Some Challenges*
M – *Performed with Major Challenges*
U – *Unable to be Performed*

Ratings Definitions

Performed without Challenges (P)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
Performed with Some Challenges (S)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.
Performed with Major Challenges (M)	The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.
Unable to be Performed (U)	The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).