

Materials and Resource Management

Materials, Resources, and Donations Management/Coordination:

This section gives an overview of materials and resource management. The physical items that get donated to disasters can unfortunately add more chaos to the local disaster scene, but if a thoughtful management plan is put in place, it can add great value to recovery and rebuilding.

Details on materials and resource management best practices, local solutions for the 2019 Memorial Day tornadoes, lessons learned, and organizational files/forms are contained in this section.

Best Practice Recommendations:

- 1) Voluntary organizations can work collaboratively with government agencies to address unsolicited donations of:** food, clothing, water, cleaning supplies, medical supplies, building materials, hygiene products, baby supplies, household goods, and other items that may or may not be applicable.
- 2) Voluntary organizations can bring a variety of assets and resources to the impacted communities.**
 - They can help organize and manage large-scale donations.
 - They can also provide valuable technical assistance or be subject matter experts related to donations management to ensure best practices are adopted immediately such as inventorying, sorting, disposal, and expedited allocation.
- 3) Put separate systems in place to address both cash and supply donations from the public and private sector.** Tracking these donations for accountability and recognition later is important.
- 4) Establish one central gathering point for funds and therefore make dispersal/allocation of necessary funds easiest to oversee and track.**
 - Monetary donations were taken through The Dayton Foundation Disaster Relief Fund.
 - Communication should be sent out stressing the greatest need for donations is for monetary support. This relieves the continual need to organize physical stuff that gets dropped-off, mostly unsolicited.
- 5) Before, during, and after an emergency/disaster, voluntary organizations exercise the 4 C's in the acquisition and use of personal and materials resources: coordination, cooperation, collaboration, and communication.** This helps provide for the effective and efficient allocation of resources and helps reduce duplication or waste.
- 6) Materials storage needs to be centrally located to the impacted region and provide enough space for large quantities of physical stuff (blankets, canned goods, building materials, etc.).**
 - Warehousing will be needed to address receiving, transporting, storing, organizing, and distributing donations during disaster and recovery work. This will happen every day and will require full-time operations and management early on.
 - Locally the St. Vincent de Paul warehouse, connected to the Montgomery County Job Center had accessibility to loading docks, forklifts, hand trucks, and climate control. It was a secure location that was staffed during regular business hours.
 - Many donated building materials were allocated from the warehouse directly to repair/rebuild VOADS to utilize in an effective way for individual, owner-occupied, single-family home repairs.
- 7) Household appliance deliveries should be facilitated by the same entity that provides storage.**
 - Many donated home appliances and consumable building supplies were most helpful and easily distributed to specific locations with unmet needs.

- Locally, St. Vincent de Paul had the infrastructure that was vital in streamlining coordination of these materials to survivor households.
- Ensure all appliances operate and have necessary cables for installation prior to allocating to survivors.

Lessons Learned:

- 1) **A certain percentage of donated supplies were simply not useful to recovery work due to quantity, quality or burden of use/installation needs.**
 - Carefully assess prospective donations. Try to secure detail on the specific products offered to determine whether they will be useful. Understand the condition of prospective donations – new, open box, all parts present, consumer returned items. As examples: We received 2 truckloads of donated siding, however, 90% of it was small quantities of various specialty siding types (fish scale, shake, brick look in multiple colors) that made leveraging it for anything other than decorative trim difficult. Another example was a shipment of household appliances that ended up being items like very high end 60” dual fuel Thermador ranges, wine coolers, etc. These appliances were ill suited for use in the homes we were repairing and we were contractually unable to sell or auction them. We ended up having the donor retrieve them. We also received a fair number of open box, consumer returned products that were missing critical components.
 - Where possible find alternative needs that match donations unsuitable for use in the recovery work to minimize the burden of disposal (this can result in an extra, unforeseen expense).
 - Send out communication that donations are no longer needed or specifically what is in high demand/need.
- 2) **Coordination on pick-up and movement of the materials was challenging at times due to a lack of trailers, trucks, lift gates, or muscle.**
 - Most repair teams have a materials runner to help with this assignment. Ensure this need is communicated and logistics details are upfront when the need is identified.
 - Identify trusted parties or individuals to access warehoused materials to ensure security, accountability, and bolster inventory practices.
- 3) **A small percentage of the building materials were too specialized to use.**
 - It was more timely and cost effective to simply order matching siding, for example, from a local company to deliver to the worksite.
 - Do not accept these donations if it can be foreseen; get an itemized list upon receiving.
- 4) **Disaster case managers were integral to understanding the full scope of unmet needs. The ripple effect of for many families impacted by the storm suffered appliance losses or simply didn't have working units before the storm.**
 - Providing appliances at the end of rebuilding work made the survivors “safe, sanitary, secure, and functional” to return home.
- 5) **Create a transparent wrap-up plan for any materials or resources leftover.**
 - Nobody wants to see donations go to waste, so establish consensus on demobilization and communicate that plan to all parties involved.
 - Locally, Habitat for Humanity of Greater Dayton, offered to put unusable materials to better use in their ReStore and eventually those items made it out to the impacted region.

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