



"The Orion Mobile App and Dashboard worked like clockwork. After only 30 minutes of training, our Maryland VOAD volunteers were able to use the Orion system flawlessly even though it was our first time using the system. The Orion Solution is both intuitive and reliable and served our needs very well allowing us to better understand the scope damage for this response."

- Pastor Phillip Huber
Chair, Maryland VOAD
Chair, MD VOAD, Long Term
Recovery Committee

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Orion Utilization by Maryland VOAD for Extensive Flooding in Baltimore County

BACKGROUND

Record breaking rainfall pummeled west Baltimore City and surrounding counties in 2018, causing flooding and significant loss of property to residents and impact on the community. The Maryland VOAD, (MD VOAD) played a key role in the response to this disaster. The MD VOAD is a highly active volunteer organization made up of faith-based, community-based, and other non-governmental organizations that have disaster response as part of their mission. State, County, and Local government agencies participate in MD VOAD as partners. During the 2018 flooding event, MD VOAD served the impacted Baltimore communities in many ways, including assisting with conducting damage assessments with the Orion Damage Assessment Solution.

APPROACH

Pastor Huber led the MD VOAD recovery effort and employed a very successfully strategy to efficiently gather residential damage assessments to support the impacted communities utilizing Orion technology and VOAD volunteers to streamline the process.

After conducting a 30-minute Orion Mobile App training session for volunteers, Pastor Huber sent teams of two into the community to conduct damage assessments. One volunteer was given the task of entering data into the Orion App, while the other was responsible for interviewing the home owner. This strategy was extremely effective and the information helped emergency managers gain situational awareness in the impacted areas so that they could better understand the scope of work during the recovery phase.

RESULT

The Orion Solution helped showcase the value of partnering with MD VOAD to county emergency management stakeholders because volunteers were able to assist with efficiency through the use of technology and training. Pastor Huber reported that out of 80 volunteers, not a single app user struggled with the intuitive platform.