

NEMA MID-YEAR FORUM

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BEST IN SHOW

State Emergency Management Best Practices

State Emergency Management Best Practice Region I

Name of State: Rhode Island

Name of Best Practice: Rhode Island Geographic Information System Enterprise Project

Best Practice Description: Given the recent and ongoing catastrophes such as Hurricanes Harvey, Irma, and Maria, the response and recovery efforts in these three major incidents have relied heavily on the collection of critical geographic information system (GIS) data to quickly understand the impacts to infrastructure, resources, populations, and other public safety indicators. The State lacks a centralized GIS strategy and concept of operations to integrate and coordinate data and data usage among various GIS stakeholders during routine and emergency situations. The Rhode Island Geographic Information System (GIS) Enterprise Project builds a foundation for a collaborative effort among the statewide geospatial community that delivers robust, map-based, geospatial information and services to support policy and decision-making at all levels of government, to provide access to public information and to enhance the safety, economy, environment, and quality of life in Rhode Island. The GIS Enterprise Project highlights the importance of GIS in emergency preparedness and response continues to rapidly grow in Rhode Island and around the nation. The GIS Enterprise Project seeks to unify GIS data, technology, and the concept of operations. These geospatial improvements will provide benefits to a wide variety of non-emergency programs, such as transportation, environment, economic and energy development.

Statement of Why It's a Best Practice: This new partnership has created products and tools used by public safety such as live data feeds for the state's power companies in a real-time power outage displayed directly in WebEOC; tools that integrate data from shelters, special needs populations, weather radar, road closures and flood zones to create maps and data displays with the State EOC; and products that link the GIS enterprise so it can be shared with federal partners, locals and other States. The next steps will be to create additional dashboards for public and private use as well as integrate the RI Police Chief's Association project to include statewide records and DOT Road Safety data. This project has accomplished a new focus that ensures state departments remain focused on GIS software that contains geographic information system applications, which will create, manage, analyze, and display geospatial data or digital maps.

For More Information:

Contact Tom Guthlein, Rhode Island Emergency Management Agency Operations Chief,
Thomas.Guthlein@ema.ri.gov

State Emergency Management Best Practice Region III

Name of States: Maryland and Pennsylvania

Name of Best Practice: Applying an Emergency Management Framework to the Opioid Crisis

Best Practice Description: Opioid drug dependency has surged over the last decade, resulting in an urgent and growing public health threat. In response to the ongoing opioid crisis, both Maryland and Pennsylvania have issued statewide emergency/disaster declarations and established dedicated opioid command centers, embedded within their state emergency management agencies. Utilizing an emergency management structure, the command centers have been designated to act as neutral coordinating bodies to support, coordinate, and integrate state and local response efforts.

Statement of Why It's a Best Practice: The emergency declarations have been a critical tool in the initial mobilization of a statewide opioid response, delegating emergency powers to state and local officials to cut through red tape, speed up processes, and enable fast-track coordination. This has allowed for the implementation of initiatives to expand access to treatment and recovery services, development of data collection tools and reporting methods, and collaborative establishment of statewide goals, objectives, and performance measures.

Meanwhile, the command centers provide a consistent structure and catalyst for communication, coordination, and tracking of statewide efforts, presenting a comprehensive picture of the status quo and a roadmap for moving forward. Through this flexible, sustainable framework, the state has the capability to effectively organize and support opioid response efforts, from emergency mobilization through to a long-term recovery phase.

For More Information:

Maryland: Website: <http://beforeitstoolate.maryland.gov/>

Contact: Katie Kuehn, Communications Director, Opioid Operational Command Center,
katie.kuehn@maryland.gov , phone: 443-240-2877

Pennsylvania: Website: www.pema.pa.gov

Contact: Rick Flinn, Director PEMA, phone: 717-651-2007

State Emergency Management Best Practice Region IV

Name of State: Kentucky

Name of Best Practice: Emergency Management Assistance (EMA) Program

Best Practice Description: The Kentucky EMA program is managed within WebEOC. Each EMA program year is treated as a separate incident in WebEOC. The system allows for instant access to a wide range of activities for effective management of the program. The system tracks over 7,000 work plan activities that are directly linked to THIRA, mission areas and core capabilities. The EMA program provides the current status of planned activities, and incorporates the completion of planned activities into quarterly performance reports. The system tracks the status of six pre-requisite that are required to provide program funding to a county. Each reimbursement claim is tracked by description, date submitted, date processed, and date reimbursement was completed. The system allows for tracking comments between KYEM EMA Specialist and the County EMA program concerning issues related to reimbursement claims. The EMA program is used to track equipment purchased through EMPG grant funding.

The EMA program tracks allocation, expenditures, and available funds for 120 individual counties and produces a financial report. Financial reporting is available for each individual country and the state as a whole. This system tracks required training requirements for EMPG and the state Kentucky Revised Statutes. The is a live system that is updated as data is entered at the local and state level.

Statement of Why It's a Best Practice: Utilization of the Emergency Management Assistance program has expedited the reimbursement process and enhanced service to County EMA programs. The average reimbursement period has been reduced significantly to ten days. The program, within WebEOC, provides the County EMA the ability to track the status of their claims. The EMA program has robust financial reporting tools which allow Executive Staff the ability to manage and monitor claims.

For More Information:

Contact Mark Klaas, Local Programs & Training Branch Manager, mark.a.klass.nfg@mail.mil ,
phone: 502-607-5719

**State Emergency Management Best Practice
Region V**

Name of State: Ohio

Name of Best Practice: EMAC/Mutual Support

Best Practice Description: Under the leadership of Executive Director, Sima Merick, Ohio has become a national leader in EMAC. In 2016, Ohio EMA successfully brought-in over 1000 Troopers from 18 different states for a NSSE pre-planned event. Ohio also assisted in North Dakota which brought challenges regarding social media, public relations and protection of identity of the EMAC resources. Ohio also participated in our first virtual EMAC, assisting Wisconsin with Project Worksheet reviews. In 2017, Ohio provided the most National Guard resources to states and territories effected by the hurricanes. It also deployed A-Team members (in-person and virtually) to assist in Texas and the U.S. Virgin Islands and Public Assistance staff to assist in Florida.

In order to garner better understanding of EMAC, the need and process, Ohio EMA has developed a one-hour training for executives at the state and local level. In order to be in the best position to request and provide assistance via EMAC, this training will provide state and local executive staff with information on the how requests are disseminated, the deployment process, developing mission ready packages, cost documentation and the reimbursement process.

Statement of Why It's a Best Practice: Given the growth and issues over the past two years, Ohio has grown its EMAC practice. It has developed training for state and local partners, refined mission ready packages and best practices. The virtual deployments have been a large success and something that helps save money.

For More Information:

Holly Welch, Legal, Ohio Department of Public Safety, hewelch@dps.ohio.gov , phone: 614-387-1605

State Emergency Management Best Practice Region VI

Name of State: Louisiana

Name of Best Practice: Volunteer and Donated Resources Toolbox

Best Practice Description: There is no universal best practice for volunteer management and cost share tracking to offset the local/state disaster cost share. Understanding this need, GOHSEP instituted a Volunteer Initiative and developed a Volunteer and Donated Resources Toolbox that offers a process, plan, and tools for volunteer management to capture and quantify eligible volunteer work and donations to offset the non-Federal cost share of FEMA PA grants. Included are universal tracking forms, a detailed 6 step process, a newly created Volunteer & Donated Resources Coordinator (VDRC) position, a comprehensive Local Volunteer and Donated Resources Management Plan, a sample training calendar, Volunteer Reception Center Materials, planning and communication tips, roles and responsibilities, key activities throughout the disaster cycle, and other resources. This Toolbox offers adaptable resources for instituting an interactive, multi-dimensional, and technologically advanced volunteer management/coordination program that will improve disaster response and recovery, save money, and mitigate future issues. This Toolbox provides tools to strengthen public-private sector relationships and improve collaboration among the State, local government, volunteer organizations, and the community through integrated trainings, a Volunteer Management Plan and supplemental toolkit, the utilization of technology, assigning a LNO to the most impacted Parishes, instituting a virtual Volunteer Reception Center, and the innovative expansion of our Volunteer Management EOC operations. This Toolbox also achieves the goals of establishing collaboration and credentialing agreements between the State and volunteer organizations, deploying those volunteer organizations as a State asset, and making state resources, such as fuel, available to those volunteer organizations.

Statement of Why It's a Best Practice: This Toolbox is a best practice because it is scalable to any emergency or disaster, adaptable to any state or local government, available in print and online for quick reference, offers universal tracking forms, provides step-by-step guidance, and supports the much-needed shift in focus from disaster-driven, reactive systems to proactive strategies and sustainable solutions. It outlines the activities and tasks that must be completed by each entity involved throughout the disaster cycle, from pre-event planning to the AAR.

For More Information:

Website Link:

https://www.dropbox.com/s/k3lwxh60cbrl0zi/FinalProof_Volunteer%2BDonatedToolBox.pdf?dl=0

Contact: Kimberly Poorbaugh, Sr. Project Coordinator, Kimberly.Poorbaugh@LA.GOV,
phone: 225-358-5600

State Emergency Management Best Practice Region VII

Name of State: Nebraska

Name of Best Practice: State Watch Center

Best Practice Description: The Nebraska Emergency Management Agency established a Watch Center to support the collection and dissemination of information from a broad range of key stakeholders. The Watch Center serves as the initial point of contact for the agency and monitors conditions, emerging threats, or events to assess situational awareness and develop a common operating picture. The Watch Center supports the Operations Section which has responsibility for the State Emergency Operations Center.

Statement of Why It's a Best Practice: The Nebraska Emergency Management Agency established a Watch Center concept to improve the following processes:

- Refinement of information sharing processes involving key stakeholder agencies, to include local emergency management officials, state agencies, the state fusion center, the Military Department Joint Operations Center, the FEMA Region VII Watch Center, and the National Response Center. The Watch Center facilitates inter-agency networking, defined information sharing pathways, identifies critical information requirements for partners, and improves operational outputs.
- Watch Center products and services provide improved situational awareness and the capacity to develop a common operating picture for the agency and stakeholder organizations. The Operations Section utilizes this information to determine the activation level of the State Emergency Operations Center; assists the Governor and the Adjutant General with decisions related to the allocation of state resources, provides local elected officials with perspective on conditions on a regional and statewide basis, aids in the efficient identification of critical needs based on known conditions in the field.
- Development of daily briefing materials and other products or services with the input of key stakeholder organizations to support information sharing strategies across a wide range of disciplines. The Watch Center provides a Daily Brief which is distributed to over 400 contacts each morning. An Executive Dashboard provides users with a snapshot of key information. The Watch Center hosts webinars and serves as a focal point to exchange important weather information from the six National Weather Service offices who support Nebraska.
- Enhance the Watch Officer concept utilized by the agency to ensure external stakeholders are provided access to services especially during non-business or after-hours.
- Operating procedures, incident protocols, and key contact information is documented in the Watch Officer Book. This information provides Watch Center staff with readily accessible information required for agency personnel to properly respond to requests for services.
- Improved monitoring of social media and other non-traditional media sources to evaluate current conditions or emerging threats.

For More Information:

Watch Center Daily Brief: <https://nema.nebraska.gov/files/doc/sitreps/2018feb7sitrep.pdf>
Contact: Brent Curtis; Watch Center Supervisor; brent.curtis@nebraska.gov; 402-471-7426.

**State Emergency Management Best Practice
Region VIII**

Name of State: South Dakota

Name of Best Practice: Tommy the Turtle Outreach Program

Best Practice Description: Tommy the Turtle is South Dakota's mascot to encourage disaster preparedness. Three disaster preparedness books were developed for second grade students to better prepare them for the three natural disasters affecting South Dakota; tornadoes, floods, and winter weather. Tommy is the main character in the books and was brought to life to attend disaster preparedness presentations at elementary schools, preparedness fairs, county fairs, the SD State Fair, and various outreach opportunities. The First Lady of South Dakota and Tommy visited various elementary schools during severe weather week. The First Lady read a book and Tommy joined her to highlight the importance of being prepared. Tommy hands out flashlights so the children and the public can begin the development of their emergency supply kits. The books have been placed in all second-grade classrooms in the state, in public and school libraries, and in doctor and dentist offices. South Dakota allows counties and other states to purchase the books with their own state's contact information so they may distribute these books throughout their state.

Statement of Why It's a Best Practice: Tommy the Turtle has provided disaster preparedness information to a population sector that often gets overlooked; children. By ensuring our children receive information before a disaster, our hope is they will be able to better respond and have a quicker recovery period.

For More Information:

Tommy the Turtle books and other outreach information: www.bready.sd.gov

Contact: Cari Leidholt, Preparedness Team Leader, SD Office of Emergency Management,
phone: 605-773-3231

State Emergency Management Best Practice Region IX

Name of State: Arizona

Name of Best Practice: Tribal Engagement and Partnership

Best Practice Description: The State of Arizona is home to twenty-two federally recognized Tribal Nations whose lands make up approximately 28% of the State's total land mass. This includes five of the most populated Native American reservations based on the 2010 US Census. Over the last ten years the Department of Emergency and Military Affairs (DEMA) has worked to establish a strong collaborative working relationship with its Tribal Nation partners. A number of things have been done over the last few years to build this collaborative environment including:

- Agency Liaison Support for Events and Incidents on Tribal Lands
- Annual Tribal Preparedness Summits
- Emergency Operations, Emergency Response, and Hazard Mitigation Plan development support and review
- EMPG Funding to Tribes
- Face-to-Face engagement with Tribal Emergency Managers and Tribal leadership on their lands
- Inclusion in all Statewide Exercises
- Inclusion in the Statewide Mutual Aide Compact (AZMAC)
- Support with Tribe specific HSEEP-compliant exercise development and execution
- Technical Support for response and recovery operations on Tribal lands
- Training on the Incident Command System and other critical needs identified by the Tribes

Statement of Why It's a Best Practice: With over one-quarter of the total land mass of the State and a number of popular tourist attractions, the Tribal Nations that call the State of Arizona home are critical partners that we need to engage and plan with to ensure the safety of the citizens of the State as well as the tourists who come to visit. Because of the growing popularity of many of the Tribal enterprises, DEMA is working to ensure that we foster both direct and regional working relationships between the counties, the Tribes, State agencies, and key Federal partners that will allow all of us to effectively assist and support Tribal response efforts in a collaborative manner. The ongoing relationship building that DEMA has engaged in, using the various strategies and practices outlined above, has allowed the State to be invited and openly included in Tribal preparedness efforts, Tribal response planning, and incident response on Tribal lands.

For More Information:

Contact: Joseph M. Urrea, Tribal Liaison, Department of Emergency and Military Affairs,
phone: 602-464-6516, joseph.urrea@azdema.gov

State Emergency Management Best Practice Region X

Name of States: Oregon and Washington

Name of Best Practice: Two Weeks Ready Preparedness Message

Best Practice Description: Since 2016, Oregon and Washington have adopted a preparedness message that differs from what is used in most of the rest of the US: that our citizens need to be prepared to be self-sufficient for at least two weeks following a disaster. This is based on extensive research and reports estimating the impacts and restoration timelines of critical services like water, communications, transportation, health and public safety infrastructure following a catastrophic Cascadia Subduction Zone (CSZ) earthquake and tsunami. This estimate was further validated during the 2016 Cascadia Rising exercise involving Washington, Oregon, and Idaho.

Statement of Why It's a Best Practice: "2 Weeks Ready" is a best practice not solely because of the message, but because it is based on the reality that will be facing most residents of our states following a CSZ quake/tsunami, and does not rely on the national "one size fits all" message of 72 hours/three days. Three days may be right for a particular community, but we encourage our colleagues to assess what their worst day looks like and how long it will take to meet the basic needs of their people. If it's three days, then go with three days. If not, we would encourage emergency managers to make as accurate a determination as they can and message that, not a generic timeframe that may or may not be realistic.

For More Information:

Oregon: <http://www.oregon.gov/oem/hazardsprep/Pages/2-Weeks-Ready.aspx>

Washington: <https://mil.wa.gov/preparedness>