

Program Report Card: Emergency Operation Center (EOC) Program
Department of Emergency Management and Homeland Security (DEMHS)

Quality of Life Result: All Connecticut residents, municipal governments, and State agencies are prepared, protected, and safe in a disaster or emergency.

Contribution to the Result: DEMHS will develop plans, procedures, systems, training and facilities to provide an efficient and effective response and recovery to emergencies. DEMHS efforts are coordinated and integrated with Federal, State, local, regional and tribal resources to ensure Connecticut is prepared, protected and safe in a disaster or emergency.

Total Direct EOC Funding FY 11:	<u>\$1,358,824</u>	State Funding:	<u>\$329,779</u>	Federal Funding:	<u>\$935,229</u>
Total Direct EOC Funding FY 12:	<u>\$2,647,622</u>	State Funding:	<u>\$485,508</u>	Federal Funding:	<u>\$2,063,607</u>

Partners: The public, federal and state agencies, municipal governments, private sector (for example, utility companies, millstone nuclear power plant) and various non-governmental organizations (for example, Red Cross, United Way, Salvation Army).

Performance Measure 1: Number of Activations

- A. Activations of the EOC occur at the Governor’s direction to serve as the Coordination Center for State Emergency Operations during emergencies.
- B. Communications Systems are tested daily to be ready for use during any emergency.
- C. WebEOC is used to support situational awareness during emergencies.
- D. Training & Exercise programs are routinely conducted to increase the number of qualified personnel available to staff the EOC as well as to ensure the readiness of responders and resources.
- E. Pre-Activation Activities occur throughout the course of the year, as a number of emergencies or potential emergencies require management without the activation of the EOC.

Story behind the baseline:
 The Emergency Operations Center is one critical facet of the DEMHS mission but the

number of occasions on which the EOC is activated by the Governor is not indicative of the severity, duration, or effort required to respond to emergencies.

An “emergency response” encompasses a number of factors including the frequency, severity, duration, location, encumbrances, and the resources available with which to respond.

The EOC serves as the coordination center for the State’s emergency response activities to facilitate communications, data collection, situational analysis, and information sharing between state agencies, local governments, and the general public.

Proposed actions to turn the curve:
 Over time, EOC equipment requires maintenance and updating to ensure efficiency and functionality when needed. Vital EOC infrastructure must be regularly tested, and results reported, to ensure operability. Maintenance will be conducted as

required and upgrades will be implemented to leverage newer technologies which facilitate faster, more effective and more reliable operations under emergency conditions.

The State EOC is used not only during emergencies, but also as a key site for training and exercise to enhance overall state preparedness.

Performance Measure 2: Regionalization (Regional Emergency Planning Teams)

DEMHS geographically divided the State of Connecticut into five DEMHS Regions. Within each, a Regional Emergency Planning Team coordinates activities and ensures consistency in emergency response throughout the State which results in an efficient use of the state EOC. Through their REPS, the citizens of Connecticut have the ability to have input into emergency planning and preparedness.

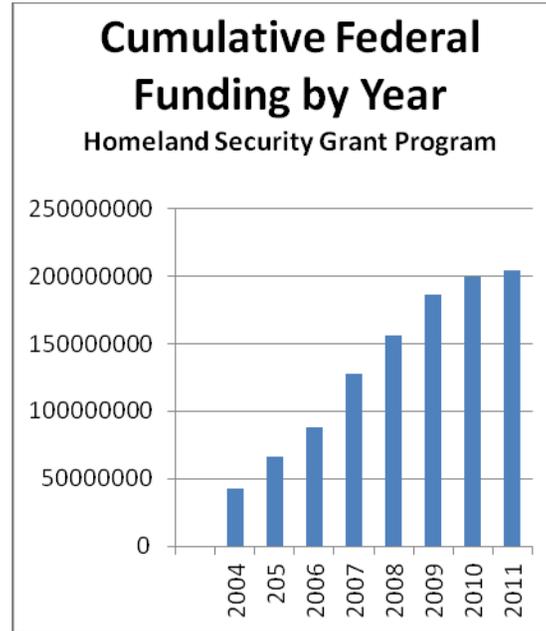
Story Behind the Baseline:

Five DEMHS Regions: In order for Connecticut to compete effectively for federal emergency management and homeland security grants, the state needed to demonstrate a commitment to regionalization. The absence of county government created a challenge. Therefore, DEMHS, working in collaboration with municipal officials and other state agencies, created five DEMHS emergency planning regions. The DEMHS regional configuration is now being followed by other state agencies and non-governmental organizations such as the Red Cross, and has led to an organized and efficient, regionalized approach to the use of grant funds, and mutual aid.

Five Regional Emergency Planning Teams in each DEMHS Region: DEMHS worked with local leaders in each DEMHS region and created regional emergency planning teams (REPT). Each REPT includes representation from each geographical jurisdiction within the DEMHS Region, as well as representation of each emergency management/homeland security discipline (for example, fire, police, public works, emergency medical services). Each REPT is governed by local officials, and follows bylaws adopted with the assistance of DEMHS. The REPTs provide the mechanism by which the municipalities in each DEMHS Region plan together, and determine their emergency management and homeland security needs. The work of the REPTs is supported by DEMHS staff, both in the region and at the DEMHS Headquarters in Hartford.

In addition to determining how federal grant funds could best be spent in each DEMHS Region, the REPTs, with the assistance of

DEMHS, have developed **Regional Emergency Support Plans** and **Regional Evacuation and Shelter Guides**, to describe roles and resources in times of emergency.



Proposed actions to turn the curve:

- Support and oversee regionalization of emergency planning and mutual aid, including convening a Mass Care Workgroup to develop recommendations regarding statewide sheltering and feeding needs during a large scale disaster.
- Assist in the execution of regional spending plans that support the Statewide Homeland Security strategy and address

- identified preparedness and planning needs unique to each DEMHS region.
- Continue communications, including face to face interaction, with local communities to maintain local involvement in state emergency planning.

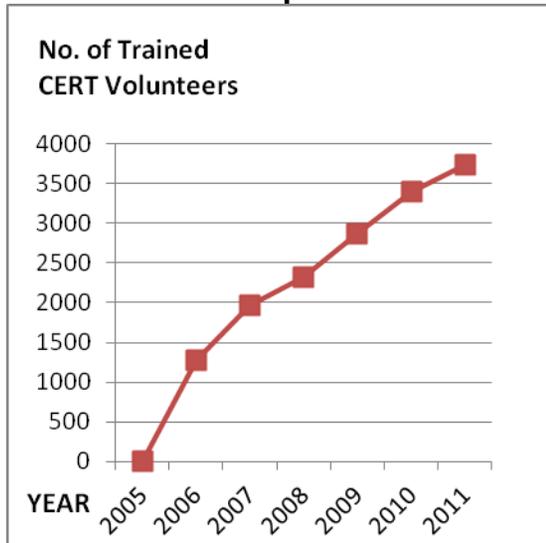
Performance Measure 3: Volunteer Resources (Number of individuals trained for CERT)

Volunteer Resources make EOC coordination more effective and efficient by ensuring that local response is supported. DEMHS will continue to increase the number of individuals trained to serve on Community Emergency Response Teams (CERT) and other emergency volunteer teams. The citizens of Connecticut benefit from DEMHS's work with volunteer teams by receiving direct training and by receiving assistance from these teams when they are activated in their communities.

Story behind the baseline:

The Community Emergency Response Team (CERT) program was started state-wide in an effort to provide emergency preparedness training in basic response techniques to local trainers. In turn, these trainers teach other citizens in these techniques, giving them the knowledge needed to take a more active role in personal and public safety. DEMHS has supported the programs, particularly with the training, establishment, and administration of Standard Operating Procedures for activation of these CERT teams by DEMHS, therefore protecting a large volunteer emergency response resource within DEMHS's umbrella of statutory protections. The success of this effort has resulted in an average of 300+ DEMHS-approved activations annually since 2008.

Citizen Corps Trained



Proposed actions to turn the curve:

Participation in the CERT program has steadily grown every year because of the provisions for continued DEMHS training opportunities and DEMHS activation support. There are currently 3,743 trained citizens from over 58 municipalities. Trained CERT teams now handle missions that cover 50 different functions as outlined in local Emergency Operations Plans

DEMHS, through grant funds, approving activations, legal framework and training also supports:

- Incident Management Teams (IMT)

- Medical Reserve Corps (MRC)
- Disaster Medical Assistance Teams (DMAT)
- Urban Search and Rescue (USAR)

Examples of support include:

- Design and implementation of a statewide Credentialing Program which established training requirements for Public Works staff, Fire, Police, EMS and Hazmat;
- DEMHS staff training in new Citizen Emergency Response Team (CERT) curriculum and delivery of same to current and future CERT team members;
- Conduct core training for regional Incident Management Teams (IMTs)
- Creation and implementation of Standard Operating Procedures and forms for all teams.

