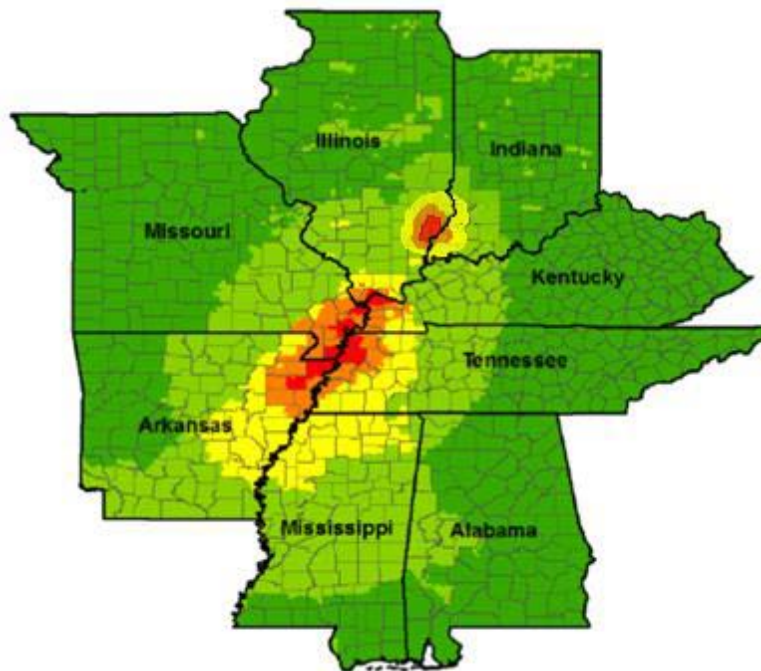


# CAPSTONE 14 Volunteers and Donations Workgroup Webinar

---



The Capstone 14 exercise scenario will be based off a 7.7 magnitude earthquake occurring on all 3 segments of the New Madrid fault line. Also, occurring shortly after the earthquake along the New Madrid, the Wabash Valley fault line will experience a 7.1 magnitude earthquake. This 5 day exercise will be held June 16-20, 2014 with 26 states participating to some degree.

For Official Use Only (FOUO)

# Table of Contents

- Preface ..... i**
- Handling Instructions ..... ii**
- Introduction ..... 1**
  - Purpose and Webinar Overview ..... 1
  - Capability Testing ..... 1
  - Webinar Objectives ..... 2
  - Participants ..... 2
  - Webinar Structure ..... 2
  - Webinar Guidelines ..... 3
  - Webinar Question Guidelines ..... 3
- Preparedness ..... Error! Bookmark not defined.**
- Notification, Activation, and Response ..... 6**
- Recovery ..... 7**
- The Road Ahead to the Exercise ..... 9**
  
- Appendix A: Acronyms and Abbreviations ..... A1**

## **PREFACE**

The CAPSTONE 14 Volunteers and Donations Workgroup Webinar is organized in conjunction with the National Association of State Emergency Donations and Volunteer Coordinators (NASEDOVOC), Illinois Emergency Management Agency (IEMA), and National Voluntary Organizations Active in Disaster (VOAD). The manner in which the webinar questions and associated materials have been developed adheres to the guidance set forth by the Federal Emergency Management Agency (FEMA)'s Homeland Security Exercise and Evaluation Program (HSEEP). The CAPSTONE 14 Volunteers and Donations Workgroup Webinar provides participants with the necessary information to engage fully in the exercise.

## HANDLING INSTRUCTIONS

1. The title of this document is the CAPSTONE 14 Volunteers and Donations Workgroup Webinar.
2. The information gathered in this SitMan is For Official Use Only (FOUO) and should be handled as sensitive information not to be disclosed.
3. For more information, please consult the following Webinar Points of Contact:

**Name:** Michelle Hanneken  
**Title:** State Voluntary Agency Liaison (VAL)  
**Agency:** Illinois Emergency Management Agency  
**Street Address:** 2200 S. Dirksen Parkway  
**City, State ZIP:** Springfield, IL 62703  
**Office:** 217-557-4758  
**Cell:** 217-720-1215  
**E-mail:** [michelle.hanneken@illinois.gov](mailto:michelle.hanneken@illinois.gov)

**Name:** Dante Gliniecki  
**Title:** Statewide Volunteer Coordinator  
**Agency:** State of Missouri, State Emergency Management Agency  
Chair, National Association of State Emergency Donations and  
Volunteer Coordinators (NASEDOVOC)  
**Street Address:** PO Box 116  
**City, State ZIP:** Jefferson City MO 65102  
**Office:** 573-526-9132  
**Cell:** 573-690-1037  
**E-mail:** [dante.gliniecki@sema.dps.mo.gov](mailto:dante.gliniecki@sema.dps.mo.gov)

**Name:** Kevin Peach  
**Title:** Program Manager  
**Agency:** National VOAD  
**Street Address:** 1501 Lee Highway  
**City, State ZIP:** Arlington, VA, 22209  
**Office:** (703) 910-3466  
**Cell:** (202) 733-8366  
**E-mail:** [kevin.peach@nvoad.org](mailto:kevin.peach@nvoad.org)

## INTRODUCTION

### Purpose and Webinar Overview

The Presidential Policy Directive 8 has pushed us to think about capability rather than the scenario and it offers up to 31 core capabilities that are applicable in any event. Today, we are offering you planning, mass care services, situational assessment, operational coordination and communication, public and private services and resources, health and social services, and housing for this event.<sup>1</sup> We have provided you with the National Preparedness Goal one page document.<sup>2</sup> For different events in an all-hazards approach, different elements will be leveraged.

The purpose of CAPSTONE 14 Volunteers and Donations Workgroup Webinar is to determine the current state of preparedness, planning, response mechanisms, and recovery mechanisms for a large scale catastrophic earthquake along the affected states that comprise the Central United States Earthquake Consortium (CUSEC). Foundationally, the webinar is focused on an event that could affect multiple states for an extended period. The Capstone 14 exercise scenario will be based off a 7.7 magnitude earthquake occurring on all 3 segments of the New Madrid fault line. Also, occurring shortly after the earthquake along the New Madrid, the Wabash Valley fault line will experience a 7.1 magnitude earthquake. For exercise play aftershocks will not be designed into the scenario.

### Capability Testing

This webinar is intended to evaluate current preparedness and recovery capabilities against the scenario listed above. The goal is to work through a scenario that requires mass care. The webinar will require that participants to consider such issues as personal safety, activation protocols, communication, reporting, and other systems. This conversation will lead the workgroup in determining what kinds of injects, or artificialities can be put into the exercise, to test these capabilities. Then, each state will decide what to use through their Exercise Training Officers (ETOs). The goal is to learn from what went right and what went wrong in order to improve our systems for the future.

Throughout the webinar, the participants will be engage in an active dialogue focused on key issues relative to their organization's planning efforts. Elements of planning such as human health and safety, planning structure, preparedness measures, emergency response procedures, and mass care operations are among the key items to be evaluated during the webinar.

---

<sup>1</sup> See PPD-8

<sup>2</sup> See National Preparedness Goal Handout

## **Webinar Objectives**

The exercise will focus on the following objectives:

1. Coordination and Implementation of Emergency Procedures
  - A. Identify state-wide and region-wide preparedness strategies and response protocols to enhance coordination among your organization and partners.
  - B. Determine chain of command (succession list) among your organization's leadership.
  - C. Identify gaps in your organization's dependency linkages.
  - D. Establish coordination of efforts between your organization and emergency services personnel.
2. Notification, Information Dissemination and Assignments
  - A. Develop a notification process (phone tree, e-mail templates, SOP).
  - B. Establish a communication strategy amongst your organization and Local/State government.
  - C. Identify roles and responsibilities of key partners as well as establish liaisons.
3. Continuity Measures
  - A. Develop contingency strategies for variable availability of leadership.
  - B. Identify actions needed to effectively transition authority and operations.
4. Government Coordination
  - A. Identify key leadership throughout government agencies.
  - B. Familiarize your organization with Hazard Mitigation Plans (HMPs), Emergency Operations Center (EOC) structure, and Local Government Capabilities.
5. Reporting
  - A. Understanding impact of damage.
  - B. Develop standardized reporting mechanisms and collection/dissemination process.

## **Participants**

The following are the roles that will be involved in the CAPSTONE 14 Volunteers and Donations Workgroup Webinar:

- *Participants* respond to the questions presented based on knowledge of response plans and procedures, and insights.
- *Facilitators* will introduce the questions; moderate group discussion, and provide additional information or resolve questions as needed; and summarize key points. For the purposes of today, the 3 webinar points of contact listed previously will be the facilitators.

### Webinar Structure

This will be a facilitated webinar. Participants will first respond to the below questions involving the earthquake scenario given by the facilitator.

In each case, the Facilitator will present to all participants at one time the key points of the hypothetical scenario and, where practical, actual emergency situations. A synopsis of the group's decisions, challenges, and/or solutions in response to the questions will be documented and distributed following the webinar.

### Webinar Guidelines

- This webinar will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, are expected.
- Respond on the basis of your knowledge of your organization's current plans and capabilities (i.e., you may use only existing assets) and insights.
- Take a chance! Decisions are not precedent setting and may not reflect your organization's final position on a given issue. This webinar is an opportunity to discuss and present multiple options and possible solutions.
- Focus on problem-solving efforts. Issue identification is not as valuable as suggestions and recommended actions that could improve response and preparedness efforts.
- Some issues may be tabled for further discussion outside of today's presentation.
- The gathering of these resources represents a significant commitment of time and talent. Full participation will maximize the value of the session and better prepare the participants to respond to an actual event.

### Webinar Question Guidelines

- Your facilitators will use the questions below to guide discussion among the group. To the extent reasonable, discussion should take place in the context of the overall scenario presented for CAPSTONE 14.



- Throughout the discussion, the group should seek to identify decisions, challenges, and solutions brought about by the questions.
- It's important to note: If, as challenges are identified during the group's discussion, only one is resolved or a possible solution identified, that is success. In discussions such as this, quality of conversation – and solutions – is paramount, not quantity.
- Following the small group discussion, a large group discussion will take place to identify similarities and differences in the decisions, challenges, and solutions identified by each group. An individual should be selected from your group to share the key points discussed in the small group session.

### Key Issues

- **State voluntary agency Coordination and Implementation of Emergency Procedures.** Participants should have an awareness of the provisions in their plan as well as the state- wide command and control structure and provisions for coordination with other agencies and partnering organizations.
- **Communication.** Plans should include instructions for effective dissemination of critical information as well as status updates and situation reports.
- **Situational Awareness.** The level of damage from the event should be monitored and the impact to operations assessed to make reasoned decisions. Continuous weather monitoring and situational awareness updates made.
- **Ongoing Operations.** The viability to continue to operate under various challenges.

## PREPAREDNESS

### Questions

#### Level 1 (Primary Issues)

1. **Coordination and Implementation of Emergency Procedures.** Where will you be? What precautionary measures has your organization/agency taken to prepare for a loss of power or communications? Where would you expect your leadership to be in this event?
2. **Communication.** Where do you have cell phone numbers, email addresses or other contact information to provide emergency notifications for key leadership if land lines are out of service? How would you make first contact to verify the information and let authorities know they are available for use? How do you know what it is to start work? How are you activated? Would you're groups autonomously start working? What is the Emergency Managers expectation of your organization?
3. **Situational Awareness.** How would you monitor the progress of the event and communicate emergency information to your organization's leadership, personnel, members and partnering agencies?
4. **Situational Awareness.** How are you and your organization's leadership prepared at home for an emergency that involves an extended power outage or flood? What type of emergency supplies do you have available at home?
5. **Ongoing Operations.** Where will your organization's leadership work out of? Local EOC? State EOC? Working from home? What does your organization look like operationally on Day 1, Day 5, Day 15, and Day 30?

#### Level 2 (Secondary Issues)

1. **State VOAD Coordination and Implementation of Emergency Procedures.** How familiar is your organization's leadership, personnel and members with Mass Care coordination?
2. **Communication.** What steps should be taken at this time to prepare for a potential power and communication interruption?
3. **Situational Awareness.** How would your partner's emergency response to the unfolding event be communicated to your organization's leadership? How would your organization's leadership report out to local/state government?
4. **Situational Awareness.** Who has responsibility for reporting and evaluating your organization's capacity and communicating that capacity to your organization's leadership, local/state government and partners?
5. **Ongoing Operations.** What safety measures and precautions are being taken to ensure the safety and health of your organization's members and volunteers?

## NOTIFICATION, ACTIVATION, AND RESPONSE

### Key Issues

- **Coordination and Implementation of Emergency Procedures.** Participants should have an awareness of the provisions in their plan as well as the state- wide command and control structure and provisions for coordination with other agencies and partnering organizations.
- **Communication.** Plans should include instructions for effective dissemination of critical information as well as conference calls, status updates and situation reports.
- **Situational Awareness.** The level of damage from the event should be monitored and the impact to operations assessed to make reasoned decisions. Continuous weather monitoring and situational awareness updates made.
- **Ongoing Operations.** The viability to continue to operate under various challenges.

### Questions

#### Level 1 (Primary Issues)

1. **Coordination and Implementation of Emergency Procedures.** Would you expect that an Emergency Operations Center (EOC) would support your efforts? Why or why not? Who will represent your organization?
2. **Communication.** How would you communicate with emergency responders? Disaster intelligence from the ground up is important to government so how can your organization help? How would we communicate needs and wants to the public?
3. **Situational Awareness.** How does your organization track its capacity for volunteers and resources?
4. **Ongoing Operations.** Which services provided by your organization is most essential to continue? Could we use the Joint Reception, Staging, Onward Movement, and Integration (JRSOI) concept for voluntary organizations?

#### Level 2 (Secondary Issues)

1. **Coordination and Implementation of Emergency Procedures.** Is their representation in the Emergency Operations Center (EOC)? How would you receive updates?

2. **Communications.** What types of communications devices should be used to maintain communications with emergency responders?
3. **Situational Awareness.** Where can you obtain portable generators or other power sources to meet our power requirements?
4. **Ongoing Operations.** How quickly would you expect that essential services will resume at the backup site?

## Recovery

### Key Issues

- **Coordination and Implementation of Emergency Procedures.** Coordination of response efforts with other agencies and partnering organizations is essential to avoid service delivery and resource contention issues. Preliminary formation of Long Term Recovery Groups.
- **Communications.** Organizations need to develop a communications strategy with external members and partners as well as with the media.
- **Situational Awareness.** The status and capacity of the Local/Regional VOAD(s)/Long Term Recovery Groups and understanding how to best support.
- **Ongoing Operations.** The ability to commence essential operations is critical and any resource deficiency should be addressed.

### Questions

#### Level 1 (Primary Issues)

1. **Coordination and Implementation of Emergency Procedures.** How would you coordinate recovery efforts with other agencies, Members and partnering organizations?
2. **Communications.** How do we effectively communicate amongst other agencies, Members, and partnering organizations?
3. **Situational Awareness.** How would you determine if more resources and support are needed?
4. **Situational Awareness.** How will you confirm and communicate the need and the availability of resources that support your and your partners operations?

5. **Ongoing Operations.** What responsibilities do you have for liaising with other agencies, Members and partnering organizations?
6. **Ongoing Operations.** How will you determine if you have reached an acceptable level of operations?

Level 2 (Secondary Issues)

1. **Coordination and Implementation of Emergency Procedures.** What is the proper forum to use for coordination issues? How would you be able to effectively use this forum?
2. **Communications.** What proactive steps would you suggest be followed to identify communications strategies to provide additional support in the future?
3. **Situational Awareness.** Would you recommend functional testing of EOP/COOP prior to the next event? Please explain.
4. **Situational Awareness.** What is the forum and process for communicating the status of response and ever-changing capacity for partners?
5. **Situational Awareness.** What conditions must be met in order to declare the event closed and who would be able to make such a declaration?
6. **Ongoing Operations.** What is the process for validation of response and coordination procedures?
7. **Ongoing Operations.** What is the process for obtaining necessary resources to start a Volunteer Reception Center (VRC), Long Term Recovery Group (LTRG), a Multi-agency Resource Center (MARC) or a Point of Distribution (POD) site?

## The Road Ahead to the Exercise

- Can these issues translate to commonalities between states to have meaningful impact in both planning and the exercise itself on a regional basis?
- How do states create injects into the exercise they want to see?
- How can we or do we get involved in the JRSOI concept?
- How does the Virtual Business Emergency Operations Center (vBEOC) concept work for voluntary organizations? Can it?

### Types of Injects

- Spontaneous volunteer plans without making assumptions-has to be based on what we know to be true.
- Asking for subject matter experts from the support states to assist state and local VOADs in the vetting process or whatever else they may need. Volunteer Coordination Teams and Donations Coordination Teams at both the state and local level to assist.
- Adjudication process if there are a lot of locals needing the same resources for volunteers and donations. The state and then to federal government.
- Don't forget donations. Especially the stuff we don't want or need (clothing). Figure out how to share donations between places that do need it if someone doesn't.
- Involvement with the private sector. A mutually beneficial relationship for voluntary organizations such as private sector getting lodging for volunteers or offering donations opportunities for private sector.
- Credentialing/access control of voluntary organizations. Local authorities keeping control over the site and the use of those that maybe need licensures for tasks.
- Does EMAC get involved here? Is EMAC fundamentally governmental resources only, this question needs to be answered?
- Inject example: EM just received a call from bordering state that there is a convoy of 15 tractor trailers loaded with unsolicited donations (stuff) heading your way. What do you do at the state? At the VOAD level?
- Inject example: Twenty different NVOAD agencies (affiliates) arrive in disaster areas without informing any of the following: the State VOAD, County EMA, State VAL or FEMA VAL, they do good work over the weekend and go home.

- Does anyone else have difficulty securing a location for a warehouse or checkin center? Could that be a good inject? Where do you find a building?
- Extent of play is April 16<sup>th</sup> deadline. April 22 is final planning conference in a webinar. March 24<sup>th</sup> is the webinar for CUSEC private sector partners. Week of May 5<sup>th</sup> there will be a webinar with just private sector partners to answer all questions.

# SITUATION MANUAL

## APPENDICES



## APPENDIX A: ACRONYMS AND ABBREVIATIONS

ARF	Action Request Form
COOP	Continuity of Operations
COP	Common Operating Picture
CUSEC	Central United States Earthquake Consortium
EMAC	Emergency Management Assistance Compact
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FEMA	Federal Emergency Management Agency
FOUO	For Official Use Only
HR	Human Resources
HSEEP	Homeland Security Exercise and Evaluation Program
JIC	Joint Information Center
JRSOI	Joint Reception, Staging, Onward Movement, and Integration
LRTG	Long Term Recovery Groups (or Committees)
MARC	Multi-Agency Resource Center
MCC	Master Control Cell
MASS	Mutual Aid Support System
PII	Personally Identifiable Information
POD	Point of Distribution
SIMCELL	Simulation Cell
SOP	Standard Operating Procedures
vBEOC	Virtual Business Emergency Operations Center
VOAD	Voluntary Organizations Active in Disaster
VRC	Volunteer Reception Center