1. MY NAME IS…

2. MY JOB TITLE IS…

3. I WORK FOR…

4. MY EOC EXPERIENCE IS…

5. MY EOC POSITION IS…

6. I WANT ____________________ FROM THIS COURSE…

7. I AM CONCERNED ABOUT _____ IN MY EOC POSITION …
Day 3—December 19, 2019
- Module 1: Interface Overview + 4 Leading Challenges
- Module 2: Challenge 1: MACs
- Module 3: Challenge 2: COP
- Module 4: Challenge 3: Resource Management
- Module 5: Challenge 4: Public Information
- Module 6: ICS/EOC Interface
- Module 7: ICS/EOC Exercise
- Module 8: Exam, Close Out, Demob
Objectives

1. Identify roles and responsibilities of the Field (ICS) and EOC during emergency operations
2. Identify the 4 leading ICS/EOC interface challenges
3. Describe Multiagency Coordination (MAC)/EOC principles
4. Apply ICS/EOC interface concepts in an exercise situation

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM

MODULE 1
INTERFACE OVERVIEW + 4 LEADING CHALLENGES
8 MISSION ELEMENTS OF EOC’s

1. SUPPORT
2. Via COMMUNICATION
3. And COORDINATION
4. Focusing on POLICY
5. PRIORITIES
6. Comprehensive INFORMATION management
7. Comprehensive RESOURCE management
8. DOCUMENTATION

ICS DIFFERENCE

"Command" in the Field

"Management" in the EOC

Operations  Planning & Intelligence  Logistics  Finance & Administration

Day to Day vs. Large Emergencies

Most emergencies are handled by 1st responders however....

larger emergencies require additional coordination & resources
larger emergencies require additional coordination & resources

<table>
<thead>
<tr>
<th>Who?</th>
<th>What is it? What Do they Do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>EOC</td>
<td>The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place.</td>
</tr>
<tr>
<td>Dispatch/Communication</td>
<td>Focus on department specific incident response. For example, Fire, Law Enforcement, Public Works, etc. can all have DOCs that specifically support their field function. DOCs further report into the EOC when they have reached capacity to support the response.</td>
</tr>
<tr>
<td>Incident Command Post or Unified Command</td>
<td>The Incident Command Post is the field location where the primary emergency functions are performed. Unified Command is used when more than one agency has incident/political jurisdiction. Agencies work through designated members of the UC to establish a common set of objectives &amp; 1 Incident Action Plan.</td>
</tr>
</tbody>
</table>

**Interface: Small Routine Incidents**

- Dispatch/Communication
- Field
- Incident Command Post or Unified Command
- Fire Comm.
- Law Comm.
- Public Works Base Comm.

**Interface: Large/Complex Incidents**

- EOC
- Local Operational Area
- Dispatch/Communication
- Field
- Incident Command Post or Unified Command
- Fire Comm.
- Law Comm.
- Public Works Base Comm.
Interface: Large/Complex(er) Incidents

ACTIVITY 1
- Individual or Team Activity
  - List 3 Top Field/EOC/DOC Interface Challenges
  - Rank them from 1 to 3
  - Select a Spokesperson

ICP/EOC INTERFACE | VIDEO

10 Minutes
ICS/EOC INTERFACE CHALLENGES

1. MACs (how, when to use them)
2. Common Operating Picture (how to create, maintain it)
3. Resource Management (when, how, who)
4. Public Information (what, when, how, who, where)

MODULE 2

CHALLENGE 1: MACS

MULTIAGENCY COORDINATION SYSTEMS (MACS)

Components
- All agencies, facilities, staff & procedures

Elements
- EOCs, DOCs, ICPs, mac groups, resources centers, dispatch centers, JFOs, etc.
MACS
is a SYSTEM
• Including everyone &
everything in the disaster

MAC
is our GOAL
• Effective multi-
agency coordination

MAC GROUPS
is another Tool
• For a major issue,
involving major stakeholders
outside an EOC or normal SEMS EOC protocols

Bottom Line: SEMS EOC levels are the backbone of good multi-agency coordination - If you know the EOC purpose.

ACTIVITY 2
• Based on a Catastrophic Earthquake & assigned issue problem list (Medical, Public Health, Water, and Care and Shelter):
  - Determine if a MAC Group is needed & why?
  - Who should be part of the group?
  - What's its purpose?
  - How do you communicate?

LOCAL EOC Medical
• Hospitals structurally compromised
• Water and electricity is compromised
• Long wait time for medical assistance
• Low medical supplies and personnel
• Lacking sterile facilities to treat victims
• Security issues at the hospitals
LOCAL EOC Public Health

- Water systems compromised
- Sewage system compromised
- Need water monitoring
- Common Health Advisory Needed
- Vector Control
- County Health Facilities Compromised
- Pharmaceuticals Needed

LOCAL EOC Water

- Water Systems Down
- Multiple-Water Districts Involved
- Need for Emergency Drinking Water
- Distribution of Drinking Water
- Long term issues regarding restoration

LOCAL EOC Care and Shelter

- Capacity of Shelters is maxed out
- Limited electricity and water
- Access and Functional Needs Issues
- Pets Issues
- Security Issues
- Spontaneous Shelters Popping Up
MODULE 3

CHALLENGE 2: COMMON OPERATING PICTURE

Info & Resource Management

- Valid Field Situational Awareness (SA)
- Valid EOC Big Picture (BP)
- Valid Common Operating Picture (COP)
- Know True Priority Problems
- Know True Priority Resource Needs
- Have a True common Game Plan
- SA + BP = COP

EOC Situation Assessment

- It's dynamic...not just observing, also influencing...shaping the situation
- You never achieve complete understanding
- A cognitive process
  - Facts coming in
  - Essential Info/Implications coming out

The decision maker (EOC Management) defines what they need and how it should be communicated...
EOC Process Tools

- **EOC Forms**
  - EOC Coordination Plan (ECP)
    - EOC 902 – Management’s Objectives
    - EOC 903 – EOC Organization List
    - EOC 904 – Section/Branch Assignment List
    - EOC 905 – EOC Communications Plan
    - EOC 907 – EOC Organization Chart
    - EOC 909 – EOC Situation Report

- **IAPs from the field**

- **Branch Reports**
  - From DOC s/BOCs to EOC
  - Between Sections/Branches

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Common Operating Picture

**KEY**

- Congregation of People
- Significant Damage | Red Tag
- Power Outage
- Moderate Damage | Road Closure

**Common Operating Picture:** An overview of an incident by all relevant parties that provides incident information enabling the Incident Commander/Unified Command and any supporting agencies and organizations, including DOCs and EOCs to make effective, consistent, and timely decisions.

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**ACTIVITY 3**

- Individual or Team Activity
- List 3 Other Ways to think about or describe a Common Operating Picture
- Select a Spokesperson

---
POSSIBLE ANSWERS

1. SAME SHEET OF MUSIC
2. SAME PAGE
3. SAME UNDERSTANDING

ACTIVITY 4

• Individual or Team Activity
• How would you go about creating a Common Operating Picture during an Emergency
• Select a Spokesperson

CHALLENGE 3: RESOURCE MANAGEMENT

MODULE 4
**Resource Management**

**Command Post:**
- Identify Needs
- Order Resources
- Check in Resources
- Assign Resources
- Track Resources
- Demobilize Resources

**EOC:**
- Receive Requests
- Prioritize Requests
- Locate/Order Resources
- Assign According to Priorities
- Track Resource Use
- Pay for Resources
- Process Cost Recovery Documentation

---

**Resource Ordering & Tracking**

To Know:
- Who can order resources
- What can be ordered
- When you can request resources at the “next level”
- How to order and track resources
- Where resource tracking occurs
- Why documentation is essential
ACTIVITY 5

- Individual or Team Activity
- Identify when and how you would procure resources (hint: When and under what circumstance would you go through higher level EOC’s vs. mutual aid. Who is authorized for each channel.)
- Select a Spokesperson
Public Information

During disasters, people are overwhelmed. Therefore, it is critical that messages are:

- Accurate.
- Timely.
- Consistent.
- Simple and clear.
- Focused on immediate needs.
- Helpful for building confidence in the response.

Barriers for Information

- Disruption of communication systems.
- Inability of public to absorb information.
- Not enough information; information not timely.
- Uncoordinated communication from multiple sources.
Social Media

- Ever-growing presence of social media.
  - Twitter
  - Facebook
  - Instagram
  - LinkedIn
  - Periscope
  - YouTube
  - Nextdoor

ACTIVITY 6

- Individual or Team Activity
- How would you go about managing / coordinating / supporting the public information needs of the community?
- Select a Spokesperson

Stakeholder Trust

To gain and maintain stakeholder trust and confidence:
- Be the first and best source of information.
- Facilitate and manage control of rumors.
- Monitor and measure public perception of the event/incident.
- Inform the EOC and Unified Command of public reaction, attitude, and needs.
Whole Community

- ASL Interpretation in camera view on press briefings
- Utilizing alt-text
- Recording written documents as audio files
- Pictograph and reading level
- Translation services

Joint Information Center

- The Joint Information Center (JIC) is a physical location where:
  - Information is coordinated during and after an incident.
  - Personnel with public information responsibilities perform:
    - Emergency information functions.
    - Crisis communications.
    - Public affairs functions.

MODULE 6
ICS/EOC INTERFACE
ICS/EOC Interface

- Authorities & Responsibilities
- Needs (from each other)
- Assets (provided to each other)
- Common Interests

EXERCISE

- Who’s Who
- Individual activity
- Review instructions
- Take quiz
- Class review

MODULE 7
ICS/EOC EXERCISE
Exercise Goal

Allow players to discuss and problem solve ICS and EOC interface, including:

- Support
- Communication & Coordination
- Policy
- Priority
- Information & resource issues

Purpose & Scope

Purpose

- Discuss, apply, & validate workshop concepts & ideas regarding effective ICS & EOC interface

Scope

- Low key/low stress discussion exercise, based on a scenario, with questions to discuss and higher stress problems to solve
- Duration: 1 ½ to 2 hours
- Exercise Locations: Area Commands, DOCs & EOC

Exercise Locations
### Objectives

1. Discuss & refine roles, responsibilities, and key tasks of the field, DOCs, and Local EOC staff.
2. Discuss & identify effective communication lines and coordination protocols between the field, DOCs, and the EOC.
3. Discuss & identify criteria for the EOC to establish policies and priorities.
4. Discuss & identify methodology for comprehensive information & resource management.
5. Demonstrate effective interface between the field, Area Command, DOCs, & the EOC.
6. Establish communication & coordination, a common operating picture, & list 3 priority problems & 3 priority resource needs.
7. Per the TTX & Hot Wash, list lessons learned to improve ICS/EOC interface.

### Artificialities & Assumptions

**Module 1:**
- Low key/low stress discussion (no time limit)
- All opinions considered & respected
- Constructive discussion is desired

**Module 2:**
- Higher stress problem solving in real time (time limit)
- Facilitator will provide injects

- Report your assigned problems at end of TTX
- Anytime - If questions – ask your facilitator or simulator
- Remember, this is not a test! Have fun and learn!
Initial Scenario

- Read initial scenario
- Begin TTX with Module 1
- Discussion Questions and Problems

Second Scenario

- Read second scenario
- Continue TTX with Module 2
- Injects from Facilitator
1. Review the TTX Objectives
2. Identify Lessons Learned Unit/TTX Summary
3. Your Unit Note, Idea or Suggestion

EOC Operations

**Issues/Problems:**
- EOC mission clarity & mission creep
- EOC activation, access, layout, & coordination
- Politics, policy & priorities
- “Fog of War” & decision making
- EOC action planning

EOC Operations

**Issues/Problems:**
- Public Info/Warning
- Rumors & Social Media
- Information & Resource Management
- Sustained Operations/Staffing
- Going to “Micro” vs. staying “Macro”
ACTIVITY 8

• Demobilization
  - Using the position checklists and information from G775, practice demobilization

Q&A

• Can you explain...
• I didn't understand...
• What happens when...

MODULE 8
REVIEW/JEOPARDY
How Did We Do? How Was the Course? How Can We Improve? 

Tell Your Friends... 

EOC Position Credentialing 

- A statewide program that provides Emergency Managers a way to identify competency. 
- A grant funding requirement in the future. 
- EOC Credentialing Types: TYPE I, TYPE II, TYPE III 
- City employees can track their progress through the Personnel training portal (Cornerstone) 
- As of now, LA EMD is aiming for Type III Credentialing for all responders 

Part I: Core Curriculum Training 

Figure 3: Training Determined by Incident Complexity
Part I: Core Curriculum Training

2019 City-Offered Baseline Courses*

<table>
<thead>
<tr>
<th>Date</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 5 – May 7</td>
<td>G-775/191</td>
</tr>
<tr>
<td>June 12 – June 13</td>
<td>G-611 P&amp;I/6246**</td>
</tr>
<tr>
<td>August 13 – August 15</td>
<td>G-775/191</td>
</tr>
<tr>
<td>September 18 – September 19</td>
<td>G-611 Logistics</td>
</tr>
<tr>
<td>November 12 – November 14</td>
<td>G-775/191</td>
</tr>
<tr>
<td>December 12 – December 14</td>
<td>G-611 Operations</td>
</tr>
</tbody>
</table>

*For a list of County/OA offerings, email: emd.training_exercises@lacity.org

**ICS-300 offered by LAFD:
https://www.eventbrite.com/o/lafd-homeland-security-division-356438727

Part II: Position-Specific Training

Part III: EOC Activation/Exercises

- Must have either:
  1. Filled the requested position during an activation for an emergency/planned event

  AND/OR

  2. Filled the position during two Functional or Full-Scale Exercises
Part III: EOC Activation/Exercises

ESSENTIAL EOC ALL SECTION POSITIONS SPECIFIC TRAINING

ESSENTIAL EOC ACTION PLANNING

ESSENTIAL EMERGENCY MANAGEMENT CONCEPTS

SEMS/NIMS COMBINED COURSE

Recommended Courses
- ESSENTIAL EOC ALL SECTION POSITIONS SPECIFIC TRAINING (0611)
- ESSENTIAL EOC ACTION PLANNING (6626)
- ESSENTIAL EMERGENCY MANAGEMENT CONCEPTS (EEMC)
- SEMS/NIMS COMBINED COURSE (6606)