



Stanislaus County **Emergency Operations Center** **Management Team Plan**

June 2015

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TABLE OF CONTENTS

ACKNOWLEDGMENTS.....4

SECTION ONE: BASE PLAN.....5

 1.0 INTRODUCTION5

 1.1 PURPOSE.....5

 1.2 OBJECTIVES.....5

 2.0 BACKGROUND6

 3.0 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)6

 4.0 ASSUMPTIONS6

 5.0 ORGANIZATION8

 6.0 POLICIES AND PROCEDURES8

 6.1 GENERAL.....8

 6.2 PERSONNEL.....11

 6.3 LIABILITY12

 7.0 RESPONSIBILITIES13

 7.1 LOCAL GOVERNMENT AND CITIES.....13

 7.2 STANISLAUS OPERATIONAL AREA COORDINATOR (OES/FW)14

 8.0 CONCEPT OF OPERATIONS OVERVIEW.....14

 8.1 ACTIVATION14

 8.2 DEMOBILIZATION15

 9.0 PLAN MAINTENANCE.....16

 9.1 BASE PLAN, APPENDICES AND ANNEX MAINTENANCE16

 9.2 MAINTENANCE THRESHOLDS16

 9.3 APPROVAL.....17

SECTION TWO: APPENDICES19

 APPENDIX 1: AUTHORITIES AND REFERENCES19

 APPENDIX 2: ACRONYMS21

 APPENDIX 3: GLOSSARY23

 APPENDIX 4: EOCMT FORMS25

 EOCMT FORM 1 – RECRUITMENT SURVEY27

 EOCMT FORM 2 – INVITATION LETTER.....29

 EOCMT FORM 3 – MEMBER APPLICATION.....31

 EOCMT FORM 4 - RESOURCE REQUEST & ASSIGNMENT33

 EOCMT FORM 5 - DEPLOYMENT CHECKLIST37

 EOCMT FORM 6 - VOLUNTARY PERFORMANCE RATING41

 EOCMT FORM 7 - EXIT SURVEY.....43

 EOCMT FORM 8 - INDIVIDUAL DEMOBILIZATION CHECKOUT45

 EOCMT SAMPLE PRE/POST-EVENT AGREEMENT47

SECTION THREE: FUNCTIONAL ANNEXES.....49

 ANNEX A: Recruitment Process50

 ANNEX B: Training and Credentialing50

 ANNEX C: Resource Activation & Deployment50

 ANNEX D: Support Teams50

 ANNEX E: Coordination/Concept of Operations50

 ANNEX F: Demobilization50

 ANNEX G: Reimbursement50

ACKNOWLEDGMENTS

Development of the original Stanislaus Operational Area Emergency Operations Center Management Team (EOCMT) was the result of the vision, initial team formation, partial implementation and the beginning of team training by members of the Stanislaus County Office of Emergency Services/Fire Warden from 2008 to 2010. Due to other priorities, further development of the EOCMT Plan and team training was put on hold.

In early 2015, Stanislaus County Office of Emergency Services/Fire Warden leaders and staff began rebuilding the EOCMT concept to fully develop the team and implement the plan. The EOCMT Plan, Appendices and Annexes incorporated the original Stanislaus Operational Area team concept and vision into an expanded formal plan following the Standardized Emergency Management System (SEMS) Emergency Management Mutual Aid (EOC MANAGEMENT TEAM) Plan format developed by Cal OES and Operational Area representatives from throughout California and finalized in November, 2012. The following original members of the Stanislaus County Office of Emergency Services/Fire Warden (2008-2010) deserve recognition for their vision and contributions to the EOCMT concept and initial plan development:

- Gary Hinshaw, Asst. Director of Emergency Services/Fire Warden (Retired)
- Deborah Thrasher, OES Manager (Former)
- Russ Richards, Personal Service Contractor (Former OES/FW Chief)
- Michael Wilkinson, OES/FW Deputy Fire Warden (Retired)
- Melba Hibbard, OES/FW Confidential Assistant
- Darrell Freitas, Stanislaus County Sheriff's Department Lieutenant (Retired)

The following current members of the Stanislaus County Office of Emergency Services/Fire Warden (2015) deserve recognition for their vision and contributions in rebuilding and full development/implementation of the EOCMT Plan. These members also served as the steering committee members for rebuilding and expanding the plan to its current configuration and deserve recognition for their contributions to this effort:

- Dale Skiles, Assistant Director of Emergency Services-OES/Fire Warden
- Eric Holly, OES/FW Deputy Fire Warden
- Paul Gibson, OES/Fire Warden Administrative Manager
- Melba Hibbard, OES Manager
- Dennis Cordova, Lieutenant, Stanislaus County Sheriff's Department
- Dave Funk, Personal Service Contractor/Emergency Management Consultant

Sincere appreciation is expressed to all of the past and present Stanislaus County Office of Emergency Services/Fire Warden representatives who worked on this project. They provided valuable vision, input and feedback in development of this important plan.

SECTION ONE: BASE PLAN

1.0 INTRODUCTION

1.1 PURPOSE

The purpose of EMERGENCY OPERATIONS CENTER MANAGEMENT TEAM (EOCMT) is to provide position-specific trained emergency management personnel and technical specialists to support the disaster or critical operations of affected jurisdictions in the Stanislaus Operational Area during an emergency or major event.

1.2 OBJECTIVES

The objectives of the EOC MANAGEMENT TEAM Plan include:

1. Providing emergency management personnel and technical specialists (collectively, "EOC MANAGEMENT TEAM resources") from unaffected areas to support local cities, jurisdictions or special districts within Stanislaus County (Operational Area), and neighboring counties or regional emergency operations during emergencies (if requested).
2. Providing a system, including an organization, information, and forms necessary to coordinate the formal request, reception, assignment, training and demobilization of assigned personnel.
3. Establishing a structure to maintain this document (the Emergency Operations Center Emergency Management Team Plan), its appendices and its procedures (Annexes).
4. Providing for the coordination of training for EOC MANAGEMENT TEAM resources, including Standardized Emergency Management System (SEMS) training, emergency management course work, exercises, and disaster response procedures.
5. Promoting professionalism in emergency management and EOC MANAGEMENT TEAM response.

2.0 BACKGROUND

In accordance with the California Master Mutual Aid Agreement, local and state emergency managers have responded in support of each other under a variety of plans and procedures. Immediately following the 1994 Northridge Earthquake, city and county emergency managers along with the Coastal, Inland and Southern Regions of the California Office of Emergency Services (Cal OES) developed a coordinated emergency management concept called the Emergency Management Mutual Aid (EOC MANAGEMENT TEAM) system. EOC MANAGEMENT TEAM provided a valuable service during the emergency response and recovery efforts at the Southern Region Emergency Operations Center (REOC), local Emergency Operations Centers (EOCs), the Disaster Recovery Center (DRC), Local Assistance centers and in the field.

Since that time, the EOC MANAGEMENT TEAM system has often been used to deploy emergency managers and other technical specialists not covered by Law Enforcement or Fire Mutual Aid plans in support of emergency operations and response throughout California.

This document is derived from the same concept as the EOC MANAGEMENT TEAM plan, but applied locally for jurisdictions to support each other within the county, nine incorporated cities, and special districts all working together with non-government agencies, partner agencies, faith-based organizations and the private sector within the Stanislaus Operational Area (OA) as a whole community response to disasters and major emergencies. This plan incorporates advancements in Emergency Management Mutual Aid applied to the EOC environment throughout the Stanislaus Operational Area.

3.0 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

The Standardized Emergency Management System (SEMS) incorporates its five functions; management, planning/intelligence, operations, logistics, and finance/administration consistently, from the field level to the state level. All phases of the EOC MANAGEMENT TEAM system are to operate consistently with SEMS regulations.

4.0 ASSUMPTIONS

The Emergency Operations Center Emergency Management Team Plan is based on the following assumptions:

1. The main tenet of mutual aid operations is that the requesting jurisdiction has fully committed its resources or has a unique need prior to the initiation of a mutual aid request. This does not require actual exhaustion of all resources, but it does anticipate full mobilization and commitment to the emergency.
2. Mutual aid is requested and provided because it is needed to support the response to a credible threat or actual emergency, not because it is anticipated that local government will be reimbursed by state or federal disaster funds.
3. All personnel deployed as EOC MANAGEMENT TEAM resources are qualified in the job for which they are being deployed.
4. When emergency management mutual aid is requested, the Stanislaus Operational Area Coordinator (OES/FW/Assistant Director of Emergency Services), or designee, will assign an EOC MANAGEMENT TEAM Coordinator at the OA level. Each local level of government participating in the EOC MANAGEMENT TEAM will also designate an EOC MANAGEMENT TEAM Coordinator. The EOC MANAGEMENT TEAM Coordinator at each local level or jurisdiction will facilitate the assignment, reception and demobilization of EOC MANAGEMENT TEAM resources.
5. Requests for mutual aid will follow normal mutual aid channels, consistent with the Master Mutual Aid Agreement, SEMS, and local procedures and protocols within the county/Stanislaus Operational Area.
6. Local government must use SEMS in order to be eligible for possible state funding of response-related personnel costs pursuant to activities identified in the California Code of Regulations.
7. The mutual aid extended under this agreement shall be without reimbursement unless otherwise expressly provided for by the parties to this agreement. This Agreement shall not supplant existing agreements between the parties hereto providing for the furnishing of certain types of facilities and services on a reimbursable, exchange or other basis.

8. The County may use the EOC MANAGEMENT TEAM Plan to deploy EOC MANAGEMENT TEAM resources from any level of government (County and Local) as an Operational Area coordinated resource.
9. All resources deployed under this Plan are primarily public employees, but non-government or private individuals may also be members as determined by the EOCMT Steering Committee.
10. The EOC MANAGEMENT TEAM Plan and Annexes do not apply to fire and law enforcement agencies which maintain their own mutual aid systems. The EOC MANAGEMENT TEAM does not supersede any government agency's internal deployment policies or procedures, but should be used when deploying personnel outside of their organization.

5.0 ORGANIZATION

The EOC MANAGEMENT TEAM system is primarily composed of emergency management personnel and other disciplines from city and county government. The process for the allocation of resources is as follows:

1. Cities and special districts will forward their requests for mutual aid through the Operational Area.
2. The Operational Area Coordinator will act as the coordination point between the cities, special districts and the county.
3. The Stanislaus County Office of Emergency Services/Fire Warden or Operational Area EOC (OAEOC), if activated, will act as the coordination point and facilitate mutual aid among cities and special districts within their jurisdiction.
4. The Stanislaus Operational Area Coordinator, or EOC if activated, will facilitate the provision of mutual aid among county departments within Stanislaus County.

6.0 POLICIES AND PROCEDURES

6.1 GENERAL

The general policies and procedures guiding the EOC MANAGEMENT TEAM include:

1. Stanislaus County OES/FW will develop training on the procedures and information contained in this plan. At the time of an incident or event, Stanislaus County OES/FW may request a knowledgeable local emergency management official to assist with EOC MANAGEMENT TEAM requests as part of the Logistics Section during Operational Area, city, or special district EOC activations.
2. Stanislaus County OES/FW coordinates EOCMT mutual aid from requesting to providing jurisdiction, primarily drawing from local government sources. As necessary, the Stanislaus Operational Area Coordinator may request state agency employees in response to mutual aid requests.
3. EOC MANAGEMENT TEAM resources will typically be assigned to a local jurisdiction EOC/DOC, special district EOC/DOC, Operational Area EOC/DOC, or in some instances the state REOC or SOC. EOC MANAGEMENT TEAM resources could be deployed to field response (e.g. Incident Command Posts, Shelters, Local Assistance Centers or other appropriate emergency coordination locations, as needed). EOC MANAGEMENT TEAM resources may also be deployed to other states using the Emergency Management Mutual Aid system Compact (EMAC), or as part of a federal response to a disaster, with the concurrence of the EOC MANAGEMENT TEAM resource, the Operational Area, State and providing jurisdiction.
4. The Stanislaus Operational Area EOCMT and Cal EOC (formerly RIMS) forms will be utilized to the fullest extent possible.
5. Under certain circumstances (per Federal Disaster Assistance Policy 9523.6), mutual aid costs may be reimbursable. Individuals responding as mutual aid under the EOC MANAGEMENT TEAM Plan are responsible for maintaining their own logs, time sheets, travel claims, and supporting documentation necessary for reimbursement. This documentation should be submitted to their home agency (the providing jurisdiction). The providing jurisdiction will submit this documentation to the requesting jurisdiction's EOC Finance/Administration Section.
6. Mutual aid between local jurisdictions is normally used as short-term assignments and should be no longer than 14 calendar days.

In the event that a mutual aid assignment exceeds one operational period (normally considered to be a 12-hour shift worked at the requesting jurisdiction) per EOC MANAGEMENT TEAM resource, post-event agreements for reimbursement of the services provided may be entered into. Nothing in this plan limits the right of a jurisdiction to make mutual aid requests pursuant to the Master Mutual Aid Agreement, State Emergency Plan, or Stanislaus County Emergency Operations Plan without entering into an assistance for hire post agreement.

7. Post-event agreements must be entered into immediately (within 30 days of the deployment) upon determining the need for extended commitment of the resource by both requesting and providing jurisdictions. The agreement should stipulate the conditions of reimbursement to be provided to memorialize the verbal agreement. Labor costs for the first operational period (normally considered to be 12 hours) of the original deployment are not reimbursed. Subsequent labor costs incurred will be reimbursable provided the labor rates are reasonable (to be determined case by case). The post-event agreement must be executed by the authorized official of each entity with the authority to request and provide assistance.
8. Reimbursement claims will be rejected/denied eligibility if there is not a formal agreement between the parties (in some instances, this agreement is post-event). Having a post-event agreement does not guarantee reimbursement. Any claim based on services provided that are in any way dependent on reimbursement (e.g., contingencies) will also be rejected.
9. EOC MANAGEMENT TEAM resource documentation shall reflect operational periods as defined by the requesting jurisdiction's EOC Action Plan, Incident Action Plan, or Event Action Plan.
10. In an effort to assist with the EOC MANAGEMENT TEAM Plan maintenance and improvement, *EOC MANAGEMENT TEAM Form 4 - Exit Survey* should be completed by EOC MANAGEMENT TEAM resources. This form should be forwarded to the affected jurisdictions EOCMT Coordinator and then routed to Stanislaus County OES/FW for review by the Stanislaus County OES/FW EOCMT Steering Committee.

6.2 PERSONNEL

The following principles guide the selection and use of EOC MANAGEMENT TEAM resources:

1. The primary source of EOC MANAGEMENT TEAM resources will be from Stanislaus County emergency management personnel, defined as: “A state or local government employee responsible for management, planning/intelligence, operations, logistics or finance/administrative support to emergency activities or programs.”
2. All those who expect to be deployed as an EOC MANAGEMENT TEAM resource must ensure they have the appropriate training necessary to perform the EOC position or other duty they are being asked to fill. They must also meet basic SEMS/NIMS/ICS training requirements. For training requirements, please refer to Annex B: EOC MANAGEMENT TEAM Training and Credentialing.
3. The requesting jurisdiction is to make special arrangements with the providing jurisdiction, in coordination with the Operational Area Coordinator (or OAEOC, if activated), to continue the duty assignments of an EOC MANAGEMENT TEAM resource for more than 14 calendar days.
4. All EOC MANAGEMENT TEAM resources should receive written assignment details and information from their EOC MANAGEMENT TEAM Coordinator prior to being deployed.
5. The requesting jurisdiction will brief assigned personnel and provide procedures, all paperwork, tools, and equipment necessary to perform the EOC MANAGEMENT TEAM assignment.
6. The requesting jurisdiction may provide identification badges, if needed locally, to EOC MANAGEMENT TEAM resources upon their arrival. All resources deployed under the EOC MANAGEMENT TEAM Plan are required to have a current government or agency issued identification card. All EOC MANAGEMENT TEAM resources driving a vehicle during an EOC MANAGEMENT TEAM deployment are required to have a valid driver’s license appropriate for the vehicle they are driving.

7. The EOC position of EOC MANAGEMENT TEAM Coordinator should be part of the Logistics Section (Support Branch) for Operational Area Level Coordinators. City and Special District Level Coordinators will be established within the EOC structure as per their local emergency management organization chart and structure.
8. In order to increase the number of experienced emergency management personnel available for mutual aid service, a “trainee” position to assist the requesting jurisdiction during the emergency may be established with the consent of all parties.
 - a. The definition of a trainee is a person with limited actual disaster response experience who accompanies and works under the general direction of an experienced EOC MANAGEMENT TEAM responder on a given assignment.
 - b. The conditions of the trainee’s assignment will include a statement of the general duties to be performed and the length of assignment.
 - c. If a providing and requesting jurisdiction agree to the deployment of an EOC MANAGEMENT TEAM trainee/resource in a developmental or “shadow” role, the cost for that resource is not reimbursable, unless otherwise agreed to by the two parties.
9. Upon completion of an EOC MANAGEMENT TEAM resource’s assignment, the requesting local jurisdiction will send a release notification through the appropriate SEMS levels to the providing jurisdiction. The OAEOC will be kept informed for tracking purposes and the REOC or SOC will be kept informed via Cal EOC, if activated.

6.3 LIABILITY

Emergency management personnel provided under the EOC MANAGEMENT TEAM Plan are public employees who, during disaster situations, are declared under California Government Code Section 3100 to be Disaster Service Workers. Work-related injuries to EOC MANAGEMENT TEAM resources will be handled by the providing jurisdiction under Workers Compensation.

EOC MANAGEMENT TEAM resources must immediately report any injury suffered while deployed to their assigned supervisor and home agency.

EOC MANAGEMENT TEAM resources are Disaster Service Workers of the providing jurisdiction, and as such are provided the immunities, protections, and benefits of Disaster Service Workers, as provided in the California Emergency Services Act and the Master Mutual Aid Agreement. As between the jurisdictions requesting and providing assistance, the liability for the acts or omissions of EOC MANAGEMENT TEAM resources, if any, shall be determined by the particular nature of those acts or omissions accomplished while providing or receiving mutual aid.

Responsibility for the repair or replacement of non-expendable equipment (e.g., vehicles, cell phones, laptop computers) that is extraordinarily damaged while being used in the performance of a specific assignment will be agreed upon between the requesting and providing jurisdictions, based on the particular situation. Generally, the requesting jurisdiction is not responsible for repair/replacement costs, unless the deployment of the equipment was specifically requested and documented on the original EOC MANAGEMENT TEAM request. The requesting jurisdiction is not responsible for normal wear and tear.

7.0 RESPONSIBILITIES

7.1 LOCAL GOVERNMENT AND CITIES

Local government, Cities and Special Districts are responsible for:

1. Reviewing and understanding the policies and procedures of the EOC MANAGEMENT TEAM Plan.
2. Identifying staff and procedures to integrate the position of EOC MANAGEMENT TEAM Coordinator into their emergency organization.
3. Participating in exercises of the system.
4. Coordinating information between local governments, cities and special districts and the Operational Area. The Operational Area is responsible to coordinate information between the OA and Inland Cal OES Region, as provided in SEMS, to ensure timely resource information.

7.2 STANISLAUS OPERATIONAL AREA COORDINATOR (OES/FW)

The Stanislaus County Office of Emergency Services/Fire Warden, as the Operational Area Coordinator, is responsible for:

1. Training local government, city and special district Emergency Operations Center/Department Operations Center personnel on use of the EOC MANAGEMENT TEAM system and the functions of an EOC MANAGEMENT TEAM Coordinator.
2. Facilitating mutual aid among the cities and special districts.
3. Appointing an EOC MANAGEMENT TEAM Coordinator to the OA EOC Logistics Section, when needed, for the purpose of coordinating EOC MANAGEMENT TEAM requests.
4. Providing the EOC MANAGEMENT TEAM system to coordinate information between local government, cities, special districts and the Operational Area; and to coordinate and process information from the Operational Area to the REOC/SOC.

8.0 CONCEPT OF OPERATIONS OVERVIEW

8.1 ACTIVATION

Activation involves the following:

1. The system can be activated to support the response to a credible threat or actual emergency of any scale, from small, single-jurisdictional emergencies to large-scale disasters, involving multiple jurisdictions. Requests for activations may also be for major pre-planned events.
2. EOC MANAGEMENT TEAM Plan activation must be approved by an authorized official of the requesting jurisdiction.
3. City, special district and other local government requests for EOCMT mutual aid are made to the Operational Area. The Operational Area is responsible for coordinating EOCMT mutual aid within its jurisdiction.

4. Mutual aid requests that an Operational Area is unable to fill are forwarded to the Cal OES Inland Region, using Cal EOC whenever possible.
5. When EOC MANAGEMENT TEAM resources are needed from another county (Operational Area), the request is made by the affected county through their Cal OES Region.
6. During all levels of activation, local jurisdictions coordinate information on resource utilization through the Operational Area.
7. All SEMS levels will use EOCMT forms whenever possible to initiate and process EOC MANAGEMENT TEAM resource requests.

8.2 DEMOBILIZATION

Demobilization involves the following:

1. Prior to demobilization, each individual responding under the EOC MANAGEMENT TEAM will complete and submit demobilization paper work to the requesting jurisdiction.
2. Each person assigned as an EOC MANAGEMENT TEAM resource will submit all time-tracking and expense documentation to the appropriate person at their agency.
3. The EOC MANAGEMENT TEAM Coordinator or the Support Branch Coordinator in the EOC Logistics Section at each affected SEMS level shall submit copies of *EOC MANAGEMENT TEAM Form 7 - Exit Survey* (completed by EOC MANAGEMENT TEAM resources) and all other feedback regarding the EOC MANAGEMENT TEAM process to the Stanislaus OES/FW EOC MANAGEMENT TEAM Coordinator, with recommendations for improvements.
4. The requesting jurisdictions Logistics Section Coordinator should provide all EOC MANAGEMENT TEAM resource performance verification and evaluation forms to the Stanislaus OES/FW EOC MANAGEMENT TEAM Coordinator.

9.0 PLAN MAINTENANCE

9.1 BASE PLAN, APPENDICES AND ANNEX MAINTENANCE

1. Lead responsibility for forming an EOC MANAGEMENT TEAM Steering Committee to review and update the EOC MANAGEMENT TEAM Plan, Appendices and Annexes resides with the Stanislaus County OES/FW.
2. The EOC MANAGEMENT TEAM Plan, Appendices and Annexes are dynamic documents maintained and updated by Stanislaus County OES/FW with input from all city, special district and local government stakeholders. Plan maintenance falls within a continuous cycle of planning, organizing and training, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during incident response.
3. The EOC MANAGEMENT TEAM Plan, Appendices and Annexes can be updated together or singularly as needed, but are reviewed during the first quarter annually. This review includes maintaining current EOCMT member position lists.

9.2 MAINTENANCE THRESHOLDS

1. Thresholds for reviewing and updating the EOC MANAGEMENT TEAM Plan, Appendices and Annexes outside the annual maintenance cycle include, but are not limited to:
 - a. Changes to State or Federal Law;
 - b. State or Federal emergency management procedural change;
 - c. Critical corrective actions to address lessons learned from activations and/or exercises;
 - d. Development of or advancement in emergency response capabilities;
 - e. Periodic Review as requested through the SEMS;
 - f. Loss of, or inadequate numbers of, EOCMT position members.

9.3 APPROVAL

1. All changes to the EOC MANAGEMENT TEAM Plan, Appendices and Annexes will be made in consultation or suggestion from EOCMT members throughout the Operational Area. Member acceptance or denial will be determined by the Stanislaus County OES/FW EOCMT Steering Committee.

2. All changes to the EOC MANAGEMENT TEAM Plan, Appendices and Annexes will be decided and revised by the Stanislaus County OES/FW EOC Management Team Steering Committee.

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SECTION TWO: APPENDICES

APPENDIX 1: AUTHORITIES AND REFERENCES

- The State of California Emergency Plan (July 2009)
- California Disaster and Civil Defense Master Mutual Aid Agreement
- California Code of Regulations, Title 19, Division 2, Sections 2400-2450 (Standardized Emergency Management System - SEMS)
- California Emergency Services Act (Gov. Code Section 8550 et seq.)
- California Disaster Assistance Act (Gov. Code Section 8680 et seq.)
- California Government Code Section 3100-3109 and California Labor Code, Section 3211.92 (Disaster Services Workers)
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288 as amended
- Homeland Security Presidential Directive-5
- National Incident Management System (December 2008)
- Mutual Aid Agreements for Public Assistance and Fire Management Assistance (Disaster Assistance Policy 9523.6)
- Stanislaus County Ordinance on Civil Defense and Disaster Council (Chapter 2.52)
- Designation of Stanislaus County as an “Operational Area” under the Standardized Emergency Management System (SEMS) Regulations Resolution #95-1167
- Stanislaus County Resolution adopting the California Master Mutual Aid Agreement, dated November 15, 1950
- Stanislaus County Resolution adopting the National Incident Management System (NIMS), dated September 19, 2006

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APPENDIX 2: ACRONYMS

AAR	After Action Report
ACI	Approved Course of Instruction
AHJ	Authority Having Jurisdiction
Cal EOC	California Emergency Operations Center (Web EOC software)
Cal OES	California Office of Emergency Services
CCR	California Code of Regulations
CGC	California Government Code
CSTI	California Specialized Training Institute
CSWC	California State Warning Center
DRC	Disaster Recovery Center
DSW	Disaster Service Worker
EMAC	Emergency Management Assistance Compact
EOCMT	Emergency Operations Center Management Team
EOC MANAGEMENT	Emergency Management Mutual Aid
EMST	Emergency Management Support Team
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESA	Emergency Services Act
FEMA	Federal Emergency Management Agency
GETS	Government Emergency Telephone System
GSA	U.S. General Services Administration
ICS	Incident Command System
IDE	Initial Damage Estimate
IMT	Incident Management Team

JIC	Joint Information Center
LAC	Local Assistance Centers
MARAC	Mutual Aid Regional Advisory Committee
MMAA	California Disaster and Civil Defense Master Mutual Aid Agreement
MRT	Mission Resource Tasking
NIMS	National Incident Management System
OA	Operational Area
PPE	Personal Protective Equipment
REOC	Regional Emergency Operations Center
RIMS	Response Incident Management System
SEMS	Standardized Emergency Management System
SOC	State Operations Center

APPENDIX 3: GLOSSARY

Administrative Region: A Mutual Aid Region or several Mutual Aid Regions assigned to a CAL OES Administrator to facilitate effective emergency response and span of control during emergency operations.

Authorized Official: A person with expressed authority by a legal governing body to request resources, authorize purchases, and/or enter into contracts on behalf of a Requesting or Providing Jurisdiction during an emergency.

Disaster Service Worker (DSW): Any public employee (person employed by the state or any county, city, city and county, state agency or public district, excluding aliens legally employed) or any person registered with an accredited Disaster Council involved in any activities authorized by and carried out pursuant to the California Emergency Services Act. These activities include, but are not limited to, assisting any unit of an organization or performing any act contributing to the protection of life or property or mitigating the effects of an emergency. *(The EOC MANAGEMENT TEAM Plan pertains only to public employee Disaster Service Workers.)*

Emergency Management Assistance Agreement: A contract-for-hire agreement that describes the liability and reimbursement details that govern the deployment of emergency management personnel for longer-term (normally 2-14 days) support.

Emergency Management Assistance Compact (EMAC): The Nation's state-to-state mutual aid system ratified by Congress and all 50 States, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands.

EOC MANAGEMENT TEAM Coordinator: Local, Operational Area or California Emergency Management Agency (CAL OES) (Region or State) staff member designated to support and coordinate Emergency Management Mutual Aid preparedness and response activities.

EOC MANAGEMENT TEAM Resource: A person with a combination of training, experience and credentials that would serve in an ICS position, either in the field or an EOC, or as a technical specialist during an emergency response.

Home Agency: Agency or department for which an EOC MANAGEMENT TEAM resource regularly works.

Mutual Aid: The interchange of services and facilities, including, but not limited to, emergency management, fire, police, medical and health, communication, and transportation services and facilities, to cope with response and recovery issues which would arise in the event of a disaster. This interchange will be conducted without the expectation of reimbursement unless otherwise expressly provided for by the parties involved.

Mutual Aid Agreements and/or Assistance Agreements: Written or oral agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials and other associated services. The primary objective is to facilitate rapid short-term deployment of emergency support prior to, during and/or after an incident.

Mutual Aid Region: A geographical subdivision of California, made up of multiple Operational Areas, established to assist in the application, administration and coordination of mutual aid and other emergency-related activities. California's 58 Operational Areas are divided into six Mutual Aid Regions.

Operational Area (OA): An intermediate level of the state emergency services organization consisting of a county and all political subdivisions within the county area.

Providing Jurisdiction: The government entity providing EOC MANAGEMENT TEAM resources. The different levels of providing jurisdictions include providing local jurisdiction, providing OA and providing region.

Requesting Jurisdiction: The government entity requesting EOC MANAGEMENT TEAM resources. The different levels of requesting jurisdictions include requesting local jurisdiction, requesting OA and requesting region.

APPENDIX 4: EOCMT FORMS

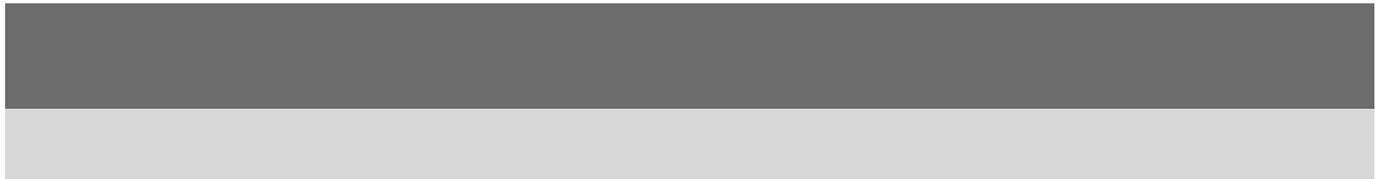
The following forms will facilitate the request and provision of EOC MANAGEMENT TEAM resources throughout Stanislaus County:

- **EOC MANAGEMENT TEAM Form 1 - Recruitment Survey**
- **EOC MANAGEMENT TEAM Form 2 - OES/FW Invitation Letter**
- **EOC MANAGEMENT TEAM Form 3 - Member Application**
- **EOC MANAGEMENT TEAM Form 4 - Resource Request & Assignment, Part A & B**
- **EOC MANAGEMENT TEAM Form 5 - Deployment Checklist**
- **EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating**
- **EOC MANAGEMENT TEAM Form 7 - Exit Survey**
- **EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout**
- **Sample Pre/Post-Event Agreement**

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EOCMT FORM 1 – RECRUITMENT SURVEY

Please provide some contact information about you



* 1. Last Name

* 2. First Name

* 3. Address

Department/Organization

/Company

City/Town

Email Address

Phone Number

Please help us understand your interest in participating in our EOC Management Team and any qualifying experience you have.

* 4. Please rate your level of interest (0=least, 5=most) in serving in the following sections or positions in the EOC:

(note: a response is required for each item)

	0 (Not at all interested)	1 (Slightly Interested)	2	3	4	5 (Most Interested)
EOC Management/Command	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liaison	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Logistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finance/Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please describe any specific experience you have in applying for an ICS position, especially for any sections you listed as "4" or "5" above.

EOC

Management/Command

Public Information (PIO)

Safety

Liaison

Operations

Plans

Logistics

Finance/Administration

Please check any of the following boxes corresponding to Incident Command System (ICS) or EOC Position-specific training courses that you have completed. Check as many boxes as appropriate.

6. I have completed the following ICS/EOC Position-specific Training Courses:

- | | |
|---|---|
| <input type="checkbox"/> EOC Director | <input type="checkbox"/> Advanced Planning Unit Leader |
| <input type="checkbox"/> Incident Commander | <input type="checkbox"/> Logistics Section Chief/Coordinator |
| <input type="checkbox"/> EOC Coordinator | <input type="checkbox"/> Service Branch Director |
| <input type="checkbox"/> Public Information Officer | <input type="checkbox"/> Food Unit Leader |
| <input type="checkbox"/> Safety Officer | <input type="checkbox"/> Communications Unit Leader |
| <input type="checkbox"/> Liaison Officer | <input type="checkbox"/> Medical Unit Leader |
| <input type="checkbox"/> Operations Section Chief/Coordinator | <input type="checkbox"/> Support Branch Director |
| <input type="checkbox"/> Fire Branch Director/Unit Leader | <input type="checkbox"/> Facilities Unit Leader |
| <input type="checkbox"/> Law Enforcement Branch Director/Unit Director | <input type="checkbox"/> Transportation Unit Leader |
| <input type="checkbox"/> Care and Shelter Branch Director/Unit Director | <input type="checkbox"/> Donations Management Unit Leader |
| <input type="checkbox"/> Planning Section Chief/Coordinator | <input type="checkbox"/> Finance/Admin. Section Chief/Coordinator |
| <input type="checkbox"/> Situation Unit Leader | <input type="checkbox"/> Time Unit Leader |
| <input type="checkbox"/> Documentation Unit Leader | <input type="checkbox"/> Procurement Unit Leader |
| <input type="checkbox"/> Demobilization Unit Leader | <input type="checkbox"/> Cost Unit Leader |
| <input type="checkbox"/> Resource Unit Leader | <input type="checkbox"/> Compensation/Claims Unit Leader |
| <input type="checkbox"/> Technical Specialist/Other (please specify) | |

EOCMT FORM 2 – INVITATION LETTER

{DATE}

To:

From: Dale Skiles
Office of Emergency Services/Fire Warden

SUBJECT: EMERGENCY OPERATIONS CENTER (EOC) MANAGEMENT TEAM

Stanislaus County is committed to improving our emergency response preparedness in order to ensure that we are ready to support the mission of the Office of Emergency Services/Fire Warden.

To be successful in managing the all-risk, all-hazards environment that we face today, individuals staffing our EOC must have both a breadth of knowledge and expertise. We must also have a depth of available staffing.

The Vision of the Stanislaus County Office of Emergency Services/Fire Warden is “Provide for a safe and resilient community through public awareness, fostering valuable partnerships, and ensuring effective emergency management.” We acknowledge that working closely with our partners is a key component of our emergency management responsibilities. We are all in this together.

We are now looking to expand our response capability by rebuilding the EOC Management Team. The team will be established and trained to respond to events and incidents that would require EOC activation. The team could be made available to other EOCs in our Operational Area (county) for deployment, if requested. The EOC Management Team should not be confused with an Incident Management Team, which responds to field incidents. The EOC Management Team will respond primarily to EOC activations.

You have been identified as a candidate to join our EOC Management Team due to your background, training and experience. If you are interested in becoming a member of the EOC Management Team, please complete the attached application and email it as an attachment to Melba Hibbard at mhibbard@stanoes.com. Your application must have signed approval from your department or agency director to be considered to become a member of the EOC Management Team.

If you have any questions, please contact me at 209-552-3600.

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EOCMT FORM 3 – MEMBER APPLICATION
 Stanislaus County/Stanislaus Operational Area
 Emergency Operations Center Management Team
 Application

Name:	Phone (Work): Phone (Cell):
Agency: (circle one) County (Stanislaus) City _____ (City Name) Other _____ (Agency Name) Department:	<input type="checkbox"/> Public/Government <input type="checkbox"/> Private <input type="checkbox"/> Non-Government (NGO) <input type="checkbox"/> Faith-Based <input type="checkbox"/> Other _____
E-mail:	
Applicable EOC Experience (activations, exercises, EOC training/planning, etc.):	
Applicable Education: (Check all that apply) PLEASE ATTACH COPIES OF CERTIFICATES <input type="checkbox"/> SEMS Introduction <input type="checkbox"/> ICS 100 <input type="checkbox"/> ICS 700 <input type="checkbox"/> ICS/EOC Position-Specific Training: <input type="checkbox"/> ICS 200 <input type="checkbox"/> ICS 300 <input type="checkbox"/> ICS 800 _____ <input type="checkbox"/> ICS 400 <input type="checkbox"/> ICS 402 _____ <input type="checkbox"/> Advanced EOC (G611, G775, etc.) _____ <input type="checkbox"/> Emergency Management Degree: _____ <input type="checkbox"/> Other: _____	
References/Other Info: (Ok to attach resume and/or references)	
Applicant Signature:	Date:

I approve _____'s participation in the EOC Management Team.
 (Applicant's Name)

 Department Head Signature

 Date

OFFICE USE ONLY:

Date Application Received: _____ Date Approved: _____ Incomplete: _____

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EOCMT FORM 4 - RESOURCE REQUEST & ASSIGNMENT

(Rev. 2/25/13)

If submitted to Cal OES, Part A of this form must be attached to a Cal EOC Mission Request when the request is submitted. Part B must be attached to the RIMS Mission Request when an EOC MANAGEMENT TEAM resource has been selected for assignment. The Cal EOC Mission Request may only be approved and a Mission # made available after Parts A and B are completed and attached.

Request #: (Generated by Requesting Jurisdiction to match Parts A and B.)

Incident Name:

Request Date / Time: /

Approved Cal EOC Mission #:
(May only be generated after EOC MANAGEMENT TEAM resource has been selected for assignment.)

PART A (To be completed by Requesting Jurisdiction)

Requesting Jurisdiction Name:

24 Hour Phone Number: () - ,

EOC MANAGEMENT TEAM Coordinator / PRIMARY Point of Contact Name:

Position / Title: **Phone:** () - , **Alt Phone:** () - ,

Fax: () - **E-Mail:**

Alternate Point of Contact:

Position / Title: **Phone:** () - , **Alt Phone:** () - ,

Fax: () - **E-Mail:**

Request Authorized By: (The following signature of an authorized official of the Requesting Jurisdiction indicates the Requesting Jurisdiction understands that this form does not constitute a contract with potential Providing Jurisdictions. Mutual aid extended under the EOC MANAGEMENT TEAM Plan shall be without reimbursement unless otherwise expressly provided for in a separate pre/post-event agreement between the Requesting and Providing Jurisdictions. Such an agreement does not guarantee state or federal reimbursement.)

Print Name and Title

Signature

Resource Requested:

(One position / team per request form. More than one of the indicated position / team may be requested if they have the same check-in location and expected working conditions.)

	Position		Quantity	Start Date and Time / End Date and Time	Shift	Security Clearance?	
	Day	Night				Yes	No
						<input type="checkbox"/>	<input type="checkbox"/>

Tasks to be performed:

Any special skills / certifications / licenses required? Yes No **If yes, please explain:**

EOC MANAGEMENT TEAM resource needs to bring the following equipment (Laptop, vehicle, personal protective equipment, etc.):

Check-in Location Information:

Check-in Location Address: **24 Hour Phone Number:**
() - ,

Point of Contact Name / Title: **Cell Phone:** () - **Alt Phone:** () - , **Email:**

Expected Working Conditions

Special health or environmental concerns in the assignment area?

Hardship living conditions (Lack of power or potable water, etc.)?

Special housing / transportation instructions:

**EOC MANAGEMENT TEAM FORM 4-
RESOURCE REQUEST & ASSIGNMENT**

(Rev. 2/25/13)

If requested by Cal OES, Part A of this form must be attached to a Cal EOC Mission Request when the request is submitted. Part B must be attached to the RIMS Mission Request when an EOC MANAGEMENT TEAM resource has been selected for assignment. The Cal EOC Mission Request may only be approved and a Mission # made available after Parts A and B are completed and attached.

Request #: (Generated by Requesting Jurisdiction to match Parts A and B.)

Incident Name:

Request Date / Time: /

Approved Cal EOC Mission #:
(May only be generated after EOC MANAGEMENT TEAM resource has been selected for assignment.)

PART B (To be completed by Providing Jurisdiction)

Providing Jurisdiction Name:

24 Hour Phone Number: () - ,

EOC MANAGEMENT TEAM Coordinator / PRIMARY Point of Contact Name:

Position / Title: **Phone:** () - , **Alt Phone:** () - ,

Fax: () - **E-Mail:**

Alternate Point of Contact (Optional):

Position / Title: **Phone:** () - , **Alt Phone:** () - ,

Fax: () - **E-Mail:**

Providing Jurisdiction Authorization: (The following signature of an authorized official of the Providing Jurisdiction indicates the Providing Jurisdiction has made a good-faith effort to ensure the potential EOC MANAGEMENT TEAM resource(s) listed on this form is qualified to fulfill the corresponding request and is available for deployment. It is understood that this form does not constitute a contract with the Requesting Jurisdiction. Mutual aid extended under the EOC MANAGEMENT TEAM Plan shall be without reimbursement unless otherwise expressly provided for in a separate pre/post-event agreement between the Requesting and Providing Jurisdictions. Such an agreement does not guarantee state or federal reimbursement.)

Print Name and Title

Signature

Potential EOC MANAGEMENT TEAM Resource Information:

(For Requesting Jurisdiction only: Check this box to select EOC MANAGEMENT TEAM resource for assignment.)

Name: **Cell Phone:** () - **Alt Phone:** () - ,

Email: **Available for the period specified above?** Yes No

Able to perform the tasks described above? Yes No **Security Clearance (If applicable)?** Yes No

Equipment needed for deployment as specified above is available? Yes No **Has been made aware of the expected working conditions?** Yes No

Experience / EOC Position Credentials:

Special Skills / Certifications / Licenses:

Emergency Contact Name: **Relationship:** **Cell Phone:** **Alt Phone:**
() - () - ,

Additional Comments:

EOC MANAGEMENT TEAM FORM 4 – PART B (Continued)

(For Requesting Jurisdiction only: Check this box to select EOC MANAGEMENT TEAM resource for assignment.)

Name: _____ **Cell Phone:** () - _____ **Alt Phone:** () - _____ ,

Email: _____ **Available for the period specified above?** Yes No

Able to perform the tasks described above? Yes No **Security Clearance (If applicable)?** Yes No

Equipment needed for deployment as specified above is available? Yes No **Has been made aware of the expected working conditions?** Yes No

Experience / EOC Position Credentials:

Special Skills / Certifications / Licenses:

Emergency Contact Name: _____ **Relationship:** _____ **Cell Phone:** _____ **Alt Phone:** _____ ,
() - () - _____ ,

(For Requesting Jurisdiction only: Check this box to select EOC MANAGEMENT TEAM resource for assignment.)

Name: _____ **Cell Phone:** () - _____ **Alt Phone:** () - _____ ,

Email: _____ **Available for the period specified above?** Yes No

Able to perform the tasks described above? Yes No **Security Clearance (If applicable)?** Yes No

Equipment needed for deployment as specified above is available? Yes No **Has been made aware of the expected working conditions?** Yes No

Experience / EOC Position Credentials:

Special Skills / Certifications / Licenses:

Emergency Contact Name: _____ **Relationship:** _____ **Cell Phone:** _____ **Alt Phone:** _____ ,
() - () - _____ ,

(For Requesting Jurisdiction only: Check this box to select EOC MANAGEMENT TEAM resource for assignment.)

Name: _____ **Cell Phone:** () - _____ **Alt Phone:** () - _____ ,

Email: _____ **Available for the period specified above?** Yes No

Able to perform the tasks described above? Yes No **Security Clearance (If applicable)?** Yes No

Equipment needed for deployment as specified above is available? Yes No **Has been made aware of the expected working conditions?** Yes No

Experience / EOC Position Credentials:

Special Skills / Certifications / Licenses:

Emergency Contact Name: _____ **Relationship:** _____ **Cell Phone:** _____ **Alt Phone:** _____ ,
() - () - _____ ,

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EOCMT FORM 5 - DEPLOYMENT CHECKLIST (1 OF 3)

When placed on standby for potential deployment:

- **Inform the notifying Emergency Management Mutual Aid (EOC MANAGEMENT TEAM) Coordinator of any special accommodations you may need**
- **Check work and personal schedules for potential conflicts; develop plans or strategies to clear conflicts**
- **Follow proper protocol within your agency to gain approval for the potential deployment**
 - **Check deployment personal 'Go Kit' to ensure readiness**
 - **Ensure that you have a two-week supply of prescription medications**
 - **Ensure you have adequate travel cash**
 - **Ensure personal identification is included**
- **Charge and pack cell phone, pack charger**
 - **If you plan on bringing your personal electronics consider rules regarding replacement of items not requested as part of your deployment**
- **Monitor media and other information sources to develop situational awareness**

Once requested to deploy:

- **Contact the appropriate SEMS level EOC MANAGEMENT TEAM Coordinator to do the following:**
 - **Request a copy of the most recent Situation Summary to establish operational awareness**
 - **Identify assigned position/role, deployment location, special route or other travel instructions (e.g., preferred mode of travel)**
 - **Identify assigned supervisor and phone/e-mail contact information**
 - **Identify travel arrangement process (e.g., has the Requesting jurisdiction blocked hotel rooms? (If applicable)**
 - **Request a copy of the completed EOC MANAGEMENT TEAM Form 1 - Resource Request and Assignment**
 - **Request briefing on any special work site security or access procedures and any special environmental or health concerns for the area where you are being deployed**
 - **Exchange cell phone and other contact information**
- **Notify your employer of your deployment schedule, change voicemail and e-mail messages to reflect your absence**
- **Inform key business contacts of your deployment**

EOC MANAGEMENT TEAM FORM 5 –DEPLOYMENT CHECKLIST (2 OF 3)

(May not apply if only responding within Stanislaus County)

- **Non-state personnel: Log on to the Federal General Services Administration website, www.gsa.gov (see Policy & Regulations – Travel, Transportation & Relocation) to access the travel allowance schedules for the assigned city**
 - **Make travel, rental car and lodging reservations, provide travel and lodging information to local and Regional EOC MANAGEMENT TEAM Support Coordinators**
 - **Complete packing and travel**
-

Upon arrival at assigned location:

- **Notify Providing Jurisdiction EOC MANAGEMENT TEAM Coordinator and family of safe arrival**
- **Sign in through the appropriate location and obtain any security passes/identification that may be required**
- **Whenever possible obtain a copy of your ‘sign in sheet’, this may be an ICS-211 Incident Check-in List or other similar form**
- **Notify the Requesting EOC MANAGEMENT TEAM Coordinator of your arrival and verify assigned location (requesting EOC MANAGEMENT TEAM Coordinator should inform Regional EOC MANAGEMENT TEAM Coordinator)**
- **Check in with your assigned supervisor for an assignment briefing, including:**
 - **Your position, operational period and shift assignment**
 - **Delegation of authority, resource request and financial commitment approval procedures**
 - **Personnel list for assigned staff**
 - **Information security protocols**
 - **Potential political issues or sensitivities**
 - **Workstation location**
 - **Point of contact to set up computer network and voicemail system access, acquire phone number directory, e-mail address lists and Emergency Operations Center (EOC) software tip sheets or operational software training**
 - **Copy of the current Incident Action Plan/EOC Action Plan, including:**
 - **Daily meeting and conference call schedules**
 - **Reporting deadlines**
 - **Situation status**
 - **Current priority activities**

EOC MANAGEMENT TEAM FORM 5 –DEPLOYMENT CHECKLIST (3 OF 3)

- **Request a copy of available EOC orientation/operations information, including incident-specific safety briefing materials**
- **Set up workstation, including files to track assignment information:**
 - **Copy of the *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment***
 - **Timesheets to track hours worked (unless otherwise specified, deployed EOC MANAGEMENT TEAM personnel should track time and hours as done at home agency)**
- **Maintain Duty Log (May use ICS 214-1 & 214-2) for reference after deployment, maintain copy.**
- **Note lessons learned and suggestions for improvement of the EOC Management Team plan**
- **Obtain *EOC MANAGEMENT TEAM Form 7 - Exit Survey* to build a useful summary of after action items specifically aimed to build a better EOC MANAGEMENT TEAM Plan.**

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EOCMT FORM 7 - EXIT SURVEY
EOC MANAGEMENT
TEAM System
Evaluation

The information collected in this survey will be used during the after action review process to identify opportunities to strengthen the overall EOC MANAGEMENT TEAM Plan. Please complete this form and return it to your requesting EOC MANAGEMENT TEAM Coordinator and leave a copy with your assignment supervisor prior to departure.

Assignment Information:

Incident Name:

Assignment Location (EOC, DOC, Command Post, Field, etc.):

Position/Task:

Shift (Day / Night):

Assignment Dates:

Number of Shifts (In days, do not include travel):

A. Mobilization Process:

- Alert Notification **Excellent** **Good** **Poor**
- Recruitment **Excellent** **Good** **Poor**
- Assignment Briefing **Excellent** **Good** **Poor**
- Comments (Attach an additional page if necessary):

B. Assignment Support:

- Travel Arrangements **Excellent** **Good** **Poor**
- DOC/EOC In-processing **Excellent** **Good** **Poor**
- Deployment Support Kit **Excellent** **Good** **Poor** **N/A**
- SOPs/Forms **Excellent** **Good** **Poor**
- Comments (Attach an additional page if necessary):

C. Demobilization Process:

- EOC Out-processing **Excellent** **Good** **Poor**
- Personal Expense Reimbursement **Excellent** **Good** **Poor**
- Post-Assignment Debriefing **Excellent** **Good** **Poor**
- Overall Experience **Excellent** **Good** **Poor**
- Comments (Attach an additional page if necessary):

D. General Comments/Suggestions

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EOCMT FORM 8 - INDIVIDUAL DEMOBILIZATION CHECKOUT		
1. Incident Name/Number	2. Date/Time (Of Release Notification)	3. Arrival Date/Time
4. Name of Released	5. Position of Released	
<i>(Returning via Airline Name & Flight Number, POV...)</i>		
6. Transportation Type		
7. Actual Release Date/Time	8. MRT # (Cal EOC Mission Tasking Number)	
9. Destination (Location Agreed Upon)	10. Notified: Agency { } Region { } Area { } Dispatch { } (check one, list information below) Name:	
11. Cell Phone or Emergency Contact #	Time:	
	Date:	
12. EOC MANAGEMENT TEAM Coordinator Name (Providing Jurisdiction)		
13. Unit/Personnel		
You have been released subject to sign off from the following: <i>(Demobilization Unit Leader check the appropriate box)</i>		
Logistics Section Comment and Sign Off		
{ } EOC MANAGEMENT TEAM	EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating Copy Provided? Y N EOC MANAGEMENT TEAM Form 7 - Exit Survey Provided? Y N	
{ } Supply Unit		
{ } Communications Unit		
{ } Facilities Unit		
{ } Ground Support Unit		
Plans/Intel Section Comment and Sign Off		
{ } Documentation Unit		
Finance/Admin Section Comment and Sign Off		
{ } Time Unit		
Other Comment and Sign Off		
{ }		
{ }		
14. Remarks		
15. Prepared by (include Date and Time)		

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EOCMT SAMPLE PRE/POST-EVENT AGREEMENT (1 of 2)

MEMORANDUM OF AGREEMENT (MOA) BETWEEN _____(PROVIDING AGENCY/JURISDICTION) AND THE COUNTY OF _____(REQUESTING JURISDICTION) PERTAINING TO ASSISTANCE PROVIDED UNDER THE EMERGENCY MANAGEMENT MUTUAL AID (EOC MANAGEMENT TEAM) PLAN

NOTE: Use of such an agreement does not guarantee state or federal reimbursement.

WHEREAS, this event and associated conditions will collectively be referred to as (Name of incident); and

WHEREAS, on (DATE), this declared emergency event consists of (List type of incident, i.e. fire, flood, earthquake, etc.); and

WHEREAS, the following extreme conditions exist: (Briefly describe the incident, i.e. lives threatened, extent of property/infrastructure damaged and/or threatened. List the type of conditions contributing to the disaster such as strong winds and low humidity aiding fires that swept through the region); and

(If applicable) WHEREAS, on (DATE) a Presidential Declaration of Emergency (FEMA-XXXX-DR) was issued; and

WHEREAS, the Emergency Operations Center Emergency Management Team Plan delineates the current county policy concerning Emergency Management Mutual Aid; and

WHEREAS, the Emergency Operations Center Emergency Management Team Plan describes the standard procedures used to acquire emergency management mutual aid resources and the method to ensure coordination of Emergency Operations Center Emergency Management Team Planning and readiness; and

WHEREAS, the Stanislaus County Office of Emergency Services/Fire Warden is the Operational Area Emergency Management Mutual Aid Coordinator; and

WHEREAS, Emergency Operations Center Emergency Management Team Plan provides, in pertinent part, "When an emergency develops or appears to be developing which cannot be resolved by emergency management resources within an a city or special district, it is the responsibility of the Operational Area Coordinator to provide assistance and coordination to control the problem;" and

WHEREAS, the Emergency Operations Center Emergency Management Team Plan provides, in pertinent part, "A request for emergency management mutual aid requires the approval of an authorized official of the requesting jurisdiction;" and

WHEREAS, the (Authorized Official Title) of the County/City/Special District of _____(Requesting Jurisdiction) requested the mutual aid assistance of _____(Providing Agency/Jurisdiction), pursuant to the Emergency Operations Center Emergency Management Team Plan to provide emergency management support in connection with the (Name of incident); and

SAMPLE PRE/POST-EVENT AGREEMENT (2 of 2)

WHEREAS, __(*Providing Agency/Jurisdiction*) provided emergency management mutual aid consisting of emergency management personnel, equipment, and/or materials from (date through date) to assist with emergency management services in connection with the (Name of incident); and

WHEREAS, _____(*Providing Agency/Jurisdiction*) agrees to document all of its mutual aid assistance costs related to the (Name of incident) as attachments to this MOA and submit to the County/City/Special District of _____(*Requesting Jurisdiction*) as soon as practicable;

NOW, THEREFORE, IT IS HEREBY AGREED by and between the County/City/Special District of _(*Requesting Jurisdiction*) and _____ (*Providing Agency/Jurisdiction*) that the County/City/Special District of (*Requesting Jurisdiction*) shall reimburse all reasonable costs associated with _____ (*Providing Agency/Jurisdiction*) emergency management mutual aid assistance during the (Name of incident).

Providing Jurisdiction

By _____
(Signature)

Name:
Title:
Agency:
Date:

Providing Agency (if different from Providing Jurisdiction)

By _____
(Signature)

Name:
Title:
Agency:
Date:

Requesting Jurisdiction/Agency

By _____
(Signature)

Name:
Title:
Agency:
Date:

DEFINITIONS

Authorized Official: A person with expressed authority by a legal governing body to request resources, authorize purchases, and/or enter into contracts on behalf of a Requesting or Providing Jurisdiction during an emergency.

EOC MANAGEMENT TEAM Resource: A person with a combination of training, experience and credentials that would serve in an ICS position, either in the field, DOC, or an EOC, or as a technical specialist during an emergency response.

Operational Area (OA): An intermediate level of the state emergency services organization consisting of a county and all political subdivisions within the county area.

Providing Agency/Jurisdiction: The government entity providing EOC MANAGEMENT TEAM resources. The different levels of providing jurisdictions include providing local jurisdiction, city, or special district.

Requesting Jurisdiction: The government entity requesting EOC MANAGEMENT TEAM resources. The different levels of requesting jurisdictions include requesting local jurisdiction, city, or special district.

SECTION THREE: FUNCTIONAL ANNEXES

The following documents are attached:

ANNEX A: EOC MANAGEMENT TEAM RECRUITMENT AND APPLICATION PROCESS

ANNEX B: EOC MANAGEMENT TEAM TRAINING AND CREDENTIALING

ANNEX C: EOC MANAGEMENT TEAM RESOURCE ACTIVATION AND DEPLOYMENT

ANNEX D: EOC MANAGEMENT SUPPORT TEAMS

ANNEX E: EOC MANAGEMENT TEAM COORDINATOR / CONCEPT OF OPERATIONS

ANNEX F: EOC MANAGEMENT TEAM DEMOBILIZATION

ANNEX G: EOC MANAGEMENT TEAM REIMBURSEMENT

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Stanislaus County Emergency Operations Center Management Team Plan

ANNEX A: Recruitment Process

June 2015

Dale Skiles, Fire Warden
Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0	PURPOSE	A-5
2.0	EMERGENCY MANAGEMENT MUTUAL AID RESOURCES.....	A-5
3.0	EOC MANAGEMENT TEAM SELECTION CONSIDERATIONS.....	A-5
4.0	EOC MANAGEMENT TEAM RESOURCE TRAINING AND CREDENTIALING REQUIREMENTS.....	A-5

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1.0 PURPOSE

The primary goal of the EOC Management Team (EOCMT) Plan is to provide emergency management personnel and technical specialists (collectively, “EOC MANAGEMENT TEAM resources”) to support the major critical incident, disaster operations, or major pre-planned event of affected jurisdictions during an emergency or time of critical need. The purpose of this Annex is to describe the recruitment, application and selection process to establish the Stanislaus County Emergency Operations Center Management Team.

2.0 EOC MANAGEMENT TEAM RECRUITMENT

Recruitment to initially rebuild the EOCMT will begin with a survey instrument distributed to interested personnel throughout the Stanislaus Operational Area (Stanislaus County). Surveys will be evaluated by the Stanislaus County OES/FW EOCMT Steering Committee and an invitation letter will be sent to selected candidates. The letter will explain the scope and purpose of the team, as well as the recruitment process. The initial recruitment process will focus on establishing a core team based upon a minimum of three to five (3 to 5) persons for each of the Management Staff and General Staff leadership positions of the Stanislaus County Operational Area Emergency Operations Center. This initial core team will primarily be made up of thirty (30) to fifty (50) local government employees from County Departments, Cities and Special Districts throughout the Stanislaus Operational Area. Additional team members will be assigned as “Other Section/Position Personnel” based upon their interest, training and experience. Technical Specialists or non-government/private sector team members will be selected on a case by case basis.

3.0 EOC MANAGEMENT TEAM APPLICATION

Those interested in applying to be a member of the EOCMT will be asked to complete the Survey Monkey via <https://www.surveymonkey.com/r/Stan-oes-eocmt>. They will then be asked to complete the EOCMT application and return it to the Stanislaus County OES/FW with the signed approval from their Department Head or appropriate Director of their agency. Survey and application deadlines will be announced by Stanislaus County OES/FW on an as needed basis for each recruitment process. Surveys and applications will be reviewed by the Stanislaus County OES/FW Steering Committee to select team members. Candidates will be selected based upon their training, experience, interest level for specific EOC positions, and the best fit for the team. Waiting lists may be established for each position and additional EOCMT members will be selected as needed due to vacancies or through normal attrition. EOCMT eligibility lists for each position will be valid for a minimum of one (1) year.

4.0 EOC MANAGEMENT TEAM SELECTION CONSIDERATIONS

Jurisdictions and agencies will make a good-faith effort to provide personnel qualified to be EOC MANAGEMENT TEAM members. EOC MANAGEMENT TEAM members may be required to show proof of training and/or experience before being selected and activated under the EOC MANAGEMENT TEAM Plan.

Selection of prospective EOC MANAGEMENT TEAM members will be based on the following considerations:

1. Experience during an EOC activation and exercise participation in accordance with the Cal OES Emergency Response/Management Credentialing Program. (For more information about credentialing, including position task books with details about training and other requirements, visit the CAL OES website at www.caloes.ca.gov, search keyword “credentialing”.)
2. Knowledge of the Stanislaus Operational Area and experience with collaboration and partnerships with local government and other members of the local emergency management community.
3. Training (see Training Requirements in Annex B, Section 4.1).
4. Willingness/ability to work any shift, including weekends, and holidays as needed and/or under adverse conditions associated with the emergency, including extreme weather, heat, dust, smoke, etc.
5. Willingness/ability to work long Operational Periods of varying length as needed by requesting jurisdiction.
6. Willingness/ability to travel to various locations within Stanislaus County. (EOCMT members may also be asked to assist other counties or locations in California and/or other parts of the United States.)
7. Willingness/ability to work in a team environment.
8. Availability for assignment on short notice.
9. Willingness/ability to contribute to EOC MANAGEMENT TEAM program development by:
 - a. Participating in After Action Review process meetings (sharing best practices and lessons learned).
 - b. Completing the *EOC MANAGEMENT TEAM Form - 7 Exit Survey* and other EOC MANAGEMENT TEAM process evaluation documents.
 - c. Providing input on future training/exercise needs and updates.
 - d. Acting as an EOC MANAGEMENT TEAM resource mentor, when appropriate.



Stanislaus County Emergency Operations Center Management Team Plan

ANNEX B: Training and Credentialing

June 2015

Dale Skiles, Fire Warden
Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0 PURPOSE	B-5
2.0 EMERGENCY MANAGEMENT MUTUAL AID RESOURCES	B-5
3.0 EOC MANAGEMENT TEAM RESOURCE TRAINING AND CREDENTIALING REQUIREMENTS	B-5
3.1 TRAINING.....	B-5
3.1.1 EOC MANAGEMENT TEAM Resource Training Requirements.....	B-6
3.2 CREDENTIALING.....	B-6

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1.0 PURPOSE

The primary goal of the EOC Management Team (EOCMT) Plan is to provide emergency management personnel and technical specialists (collectively, “EOC MANAGEMENT TEAM resources”) to support the disaster operations or major events of affected jurisdictions during an emergency or time of critical need. The purpose of this Annex is to provide a baseline standard of training for all EOCMT members that is consistent with the Cal OES Emergency Response/Management Credentialing Program.

2.0 EMERGENCY MANAGEMENT MUTUAL AID RESOURCES

Depending on response requirements and resource needs, EOC MANAGEMENT TEAM resources can be deployed in accordance with SEMS as an individual, multiple individuals, or as an organized team. The requesting local jurisdiction, in coordination with the Operational Area (OA) and/or Regional EOC MANAGEMENT TEAM Coordinators, will fill the request with available, qualified local emergency management or technical specialist resources.

3.0 EOC MANAGEMENT TEAM RESOURCE TRAINING AND CREDENTIALING REQUIREMENTS

3.1 TRAINING

EOC MANAGEMENT TEAM resources have the responsibility to maintain their emergency management education. Basic Incident Command System (ICS) and NIMS training is available in a self-study format on the FEMA website, search keyword “Emergency Management Institute”. Basic SEMS study material can be found on the Cal OES website, search keyword “SEMS training”. Local classroom versions of basic, intermediate and advanced NIMS SEMS ICS training is offered annually through the Stanislaus County Office of Emergency Services/Fire Warden. Refer to the Stanislaus County OES/FW training registration link at www.stanoes.com for a schedule of classes and further information.

Continuing education can be met through participation in one or more of the following, at least every three years:

1. Participation in an exercise that includes functions of an EOC.
2. Participation in an EOC activation, minimum of 8 hours.
3. Attendance at EOC position-specific training.

The Position Credentialing Incident Response & Exercise Performance Rating forms found in the credentialing task books may be used to document participation in an activation or exercise. Links to each task book are found on the Cal OES website at www.caloes.ca.gov, search keyword “credentialing”.

3.1.1 EOC MANAGEMENT TEAM Resource Training Requirements

Training requirements outlined by the Cal OES Emergency Response/Management Credentialing Program are:

1. SEMS Introduction
2. IS 700.a NIMS Introduction
3. IS 800 b. National Response Framework
4. ICS – 100.b Introduction to the Incident Command System (ICS)
5. ICS – 200.b ICS for Single Resources and Initial Action Incidents
6. ICS – 300 Intermediate Incident Command System
7. ICS – 400 Advanced Incident Command System
8. ICS Position-Specific Training (for all selected positions)
9. SEMS G611 EOC or G-775 (Federal EOC course and Stanislaus County Adv. EOC course)
10. Web EOC Basic Training (recommended, but not required)
11. RIMS (Cal EOC has replaced RIMS. Cal EOC training is recommended, but not required)
 - a. Situation Reports
 - b. Mission Request Form
 - c. Initial Damage Estimate Form (IDE)

Note: Stanislaus County EOCMT members must have completed the Stanislaus OES/FW ICS 300 and ICS 400 courses to apply. They must also have completed, or complete within one year of acceptance to the team, the Stanislaus County Advanced EOC course. (Exceptions may be made on a case by case basis by the Stanislaus OES/FW EOCMT Steering Committee.)

3.2 CREDENTIALING

Credentialing of emergency management personnel will be coordinated through local jurisdictions and agencies, along with Cal OES. Standards and processes are consistent with the Cal OES Emergency Response/Management Credentialing Program. To promote ongoing EOC MANAGEMENT TEAM Plan improvement, professional development of EOC MANAGEMENT TEAM resources, and documentation of EOC MANAGEMENT TEAM resource experiences as recognized by the Cal OES Emergency Response/Management Credentialing Program, the *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating* and *EOC MANAGEMENT TEAM Form 7 - Exit Survey* will be forwarded through the Operational Area EOC MANAGEMENT TEAM Coordinator to Cal OES's State Agency Direct Support Section, Mather Office. For detailed information on the Emergency Response/Management Credentialing Program, visit the Cal OES website at www.caloes.ca.gov, search keyword "credentialing".



Stanislaus County **Emergency Operations Center** **Management Team Plan**

ANNEX C: Resource Activation & Deployment

June 2015

Dale Skiles, Fire Warden
Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0 PURPOSE..... C-5

2.0 EOC MANAGEMENT TEAM RESOURCE..... C-5

3.0 EOC MANAGEMENT TEAM RESOURCE PREPAREDNESS..... C-6
3.1 EOC MANAGEMENT TEAM C-7

4.0 PUBLIC EMPLOYEE DISASTER SERVICE WORKER STATUS..... C-7

5.0 EOC MANAGEMENT TEAM RESOURCE ACTIVATION..... C-8
5.1 ASSIGNMENT LOCATION..... C-8
5.2 ASSIGNED ROLES..... C-8
5.3 LENGTH OF ASSIGNMENT..... C-9
5.4 DEPLOYMENT SUPPORT..... C-9
5.5 DEMOBILIZATION PROCESS C-10

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1.0 PURPOSE

Activation of the EOC Management Team (EOCMT) Plan must be approved by an authorized official, as defined in the Base Plan, Appendix 3 –Glossary, of the requesting jurisdiction. The EOC MANAGEMENT TEAM system is based on the Standardized Emergency Management System's (SEMS) organizational structure, which begins at the local level of government. Requests for EOC MANAGEMENT TEAM resources are submitted to the next SEMS level, through the local government jurisdiction to the Operational Area (OA), State Administrative Regions (CAL OES Regions) and the State Operations Center, as necessary.

The purpose of this Annex is to outline the deployment procedures of EOC MANAGEMENT TEAM resources under SEMS and the EOC MANAGEMENT TEAM Plan, utilizing EOC MANAGEMENT TEAM Coordinators and other qualified staff. EOC MANAGEMENT TEAM Coordinators operate at each SEMS level and are responsible for coordinating EOC MANAGEMENT TEAM resources between jurisdictions, as well as their logistical needs prior to and during an EOC MANAGEMENT TEAM deployment. (See Annex E: EOC MANAGEMENT TEAM Coordinator/Concept of Operations)

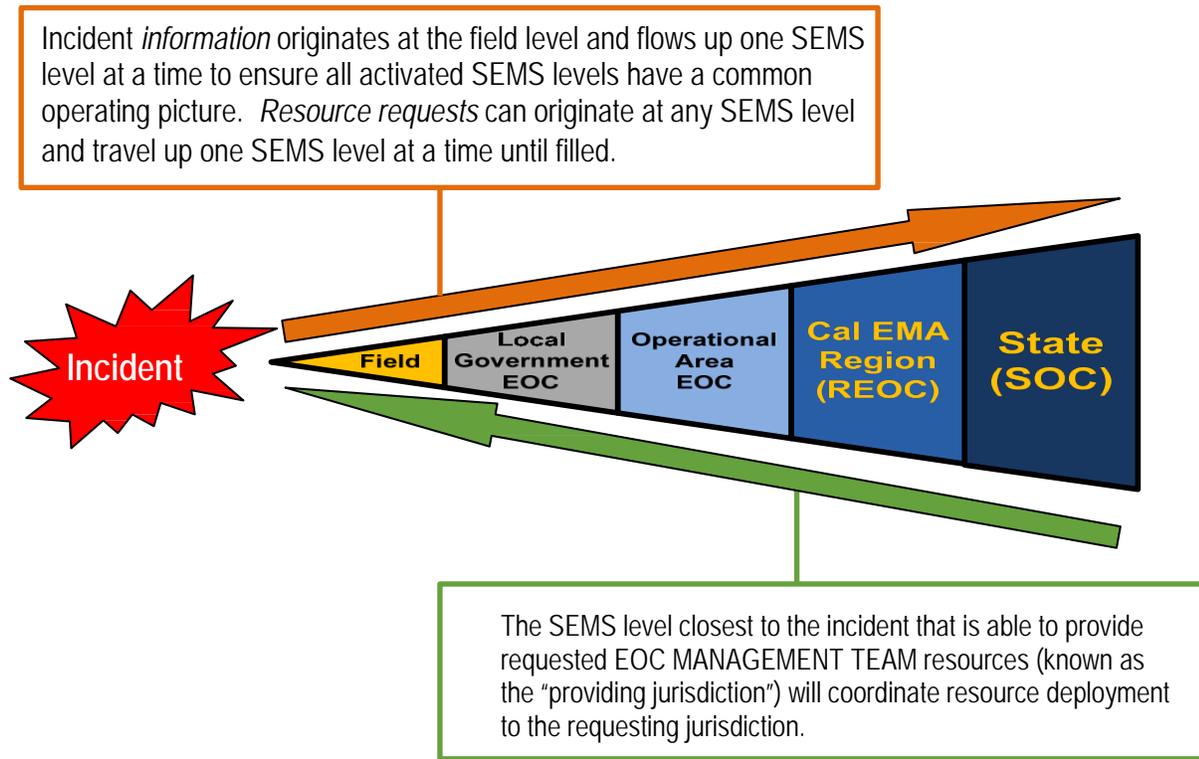
EOC MANAGEMENT TEAM resources can be deployed as an individual, multiple individuals, or as an organized team that would assist jurisdictions in emergency management and other emergency response activities.

2.0 EOC MANAGEMENT TEAM RESOURCE REQUESTS

EOC MANAGEMENT TEAM Coordinators will be designated to act as the primary point of contact for the coordination of EOC MANAGEMENT TEAM resource requests at each SEMS level. These specially trained personnel are responsible for providing coordination of EOC MANAGEMENT TEAM resources between jurisdictions and logistical support prior to and during deployments under the EOC MANAGEMENT TEAM Plan.

- A. Jurisdictions requesting assistance under the EOC MANAGEMENT TEAM Plan may request an individual, multiple individuals or an EOC MANAGEMENT TEAM to operate an entity's EOC or other appropriate location. Requests for EOC MANAGEMENT TEAM resources will follow the SEMS process and must be entered into Cal EOC (formerly RIMS) to obtain a mission request tasking (MRT) number (if requested by Cal OES). In addition, the requesting jurisdiction must complete and submit the appropriate EOC MANAGEMENT TEAM forms. The *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* should be attached to the MRT in Cal EOC (formerly RIMS). It may also be emailed, scanned and or provided by FAX to the appropriate EOC MANAGEMENT TEAM Coordinator for attachment. (See Base Plan, Appendix 4: EOC MANAGEMENT TEAM Forms)

Under the SEMS process, resource requests move upward to the next SEMS level from the requesting jurisdiction, as illustrated in the following diagram:



- B. Entities requesting EOC MANAGEMENT TEAM resources should have or expect to have significant commitment of their own resources prior to submitting requests for mutual aid assistance. This does not require total exhaustion of all resources, but resources are expected to be at risk or imminent risk of exhaustion.

3.0 EOC MANAGEMENT TEAM RESOURCE PREPAREDNESS

To be an EOC MANAGEMENT TEAM resource, becoming a credentialed emergency management professional is highly recommended but not currently required. However, a requesting jurisdiction may reject an EOC MANAGEMENT TEAM resource that is not credentialed or qualified.

For detailed information on the Emergency Response/Management Credentialing Program, visit the Cal OES website at www.caloes.ca.gov, search keyword "credentialing".

EOC MANAGEMENT TEAM resources may be deployed to various parts of Stanislaus County and the State of California, as well as to other states under the Emergency Management Assistance Compact.

3.1 EOC MANAGEMENT TEAM PREPAREDNESS

All personnel deployed under the EOC MANAGEMENT TEAM Plan are required to have a current government or agency issued identification card. All EOC MANAGEMENT TEAM resources driving a vehicle during an EOC MANAGEMENT TEAM deployment are required to have a valid driver's license appropriate for the vehicle they are driving. As a potential EOC MANAGEMENT TEAM resource, individuals should be prepared to deploy on short notice and consider preparing a "Go Kit". The following are just a few items a Go Kit should contain:

- Current government issued I.D. or agency identification
- USB memory stick
- Cell Phone with charger
- Laptop Computer
- ICS or NIMS Field Operations Guide
- California Map Book (Thomas Guide or equivalent)
- Spiral 6" x 9½" notepad
- Ink Pens (Blue), highlighters, etc.
- Government Emergency Telecommunications System (GETS) card
- Personal medical information card
- Flashlight with batteries
- Change of clothing and other essentials

Jurisdictions requesting assistance under EOC MANAGEMENT TEAM will be seeking experienced EOC MANAGEMENT TEAM resources to provide assistance. Therefore, guidelines regarding training and experience have been developed to assist in setting parameters for those qualified to deploy under the EOC MANAGEMENT TEAM Plan. (See Annex B: EOC MANAGEMENT TEAM Training and Credentialing)

4.0 PUBLIC EMPLOYEE DISASTER SERVICE WORKER STATUS

California law (G.C. §§ 3100–3109) declares each public employee is a Disaster Service Worker (DSW).

Normally, resources deployed under this Plan are public employees, although non-government or private sector employees may be selected as EOCMT members. All EOCMT members will be sworn in as Disaster Service Workers.

Regular time and overtime pay rates and eligible benefits apply.

5.0 EOC MANAGEMENT TEAM RESOURCE ACTIVATION

When requests are made by an affected jurisdiction for an EOC MANAGEMENT TEAM resource, the request is processed by the EOC MANAGEMENT TEAM Coordinator or other personnel as designated. Once the resource is identified and approved, the EOC MANAGEMENT TEAM resource is considered activated. As soon as details are coordinated through the appropriate SEMS level EOC MANAGEMENT TEAM Coordinators, the EOC MANAGEMENT TEAM resource may be deployed.

5.1 ASSIGNMENT LOCATION

EOC MANAGEMENT TEAM resources shall report to the assigned location immediately upon arrival. EOC MANAGEMENT TEAM responders may be assigned to a variety of work settings, based on the operational requirements of the response. The following list provides examples, but should not be considered as the only potential assignment locations:

- Local jurisdiction/agency/special district EOC or DOC
- Incident Command Post
- Field Operations
- OA EOC
- Local Assistance Center (LAC)
- Regional EOC
- State Operations Center (SOC)
- Disaster Assistance Center
- FEMA Joint Field Office (when FEMA and the State are operating under Unified Command)

5.2 ASSIGNED ROLES

EOC MANAGEMENT TEAM resources will normally function in a support role based on the operational needs of the requesting jurisdiction. Assigned roles may include, but are not limited to

- Management/Command Staff
- General Staff
- Branch Director/Coordinator

- Technical Specialist
- Team

Depending on the circumstances of the assignment, deployed resources may be asked to temporarily assume a role of higher or lesser rank than initially assigned, to fill a critical need. EOC MANAGEMENT TEAM resources should make every effort to provide the necessary support to the requesting jurisdiction.

If a deployed resource is assigned to a role they believe is outside of their skill set, the individual should express their concerns to their immediate supervisor at the assigned location. If the concern cannot be resolved, the EOC MANAGEMENT TEAM resource should then consult with the EOC MANAGEMENT TEAM Coordinator of the requesting jurisdiction, or may contact the Stanislaus County OES/FW EOC MANAGEMENT TEAM Coordinator for assistance to resolve the issue. If a suitable resolution cannot be reached, the resource assignment can be terminated. A replacement will require a new EOCMT request.

5.3 LENGTH OF ASSIGNMENT

The length of an EOC MANAGEMENT TEAM deployment will be for a specific period of time for each emergency response. Normally, an assignment should be no longer than 14 calendar days. In the event that a mutual aid assignment exceeds one operational period (normally considered to be a 12-hour shift) per EOC MANAGEMENT TEAM resource, post-event agreements for reimbursement of the services provided may be entered into. In extraordinary circumstances, such as a catastrophic disaster, extended assignment lengths may be necessary. If this occurs, the requesting jurisdiction will notify the appropriate SEMS level EOC MANAGEMENT TEAM Coordinator of its intent to request an extension. The specific length of an assignment extension will be agreed upon by the requesting and providing jurisdictions and the EOC MANAGEMENT TEAM resource. Deployed personnel retain the right to turn down an assignment extension or redeployment. Personnel also have the right to request an early release from an assignment for personal or employment reasons.

The EOC MANAGEMENT TEAM Coordinator from the providing jurisdiction will serve as the primary point of contact for family and friends of the EOC MANAGEMENT TEAM resource. If the EOC MANAGEMENT TEAM request requires Operational Area level response, the Operational Area EOC MANAGEMENT TEAM Coordinator may serve as a backup.

5.4 DEPLOYMENT SUPPORT

When using the EOC MANAGEMENT TEAM, steps must be taken to ensure successful use and continued maintenance of the system. This is done from the time of activation through the demobilization process.

The following table provides a summary of deployment support actions and the parties with primary responsibility for providing the support.

Table 1: Deployment Support

Phase	Support Action	Responsible Parties
Pre	Assignment and situation briefing information	<ul style="list-style-type: none"> • Providing EOCMT Coordinator
Pre	Travel arrangements	<ul style="list-style-type: none"> • Requesting EOCMT Coordinator • Providing EOCMT Coordinator
Deploy	Emergency family/friends point of contact	<ul style="list-style-type: none"> • Providing EOCMT Coordinator • OA EOCMT Coordinator
Deploy	Assignment problem resolution	<ul style="list-style-type: none"> • Immediate Supervisor • Requesting EOCMT Coordinator • OA EOCMT Coordinator
Demob	Coordination of critical incident stress debriefings	<ul style="list-style-type: none"> • EOC Director • Safety Officer
Home	Coordination of After Action Report	<ul style="list-style-type: none"> • Appropriate SEMS level EOCMT Coordinator

EOC MANAGEMENT TEAM resources must immediately report any injury suffered while deployed to their assigned supervisor and home agency. Non-expendable equipment (e.g., vehicles, cell phones, laptop computers) lost or damaged as a result of an EOC MANAGEMENT TEAM deployment must be documented at the time of the occurrence, in an accepted manner to the requesting jurisdiction (use of their forms), and reported through the immediate supervisor to the Logistics and Finance Sections at the assigned location. Details of the incident should also be recorded in the EOC MANAGEMENT TEAM resource’s personal duty log (e.g. ICS 214 Individual Duty Log or similar document).

Responsibility for the repair or replacement of non-expendable equipment that is extraordinarily damaged while being used in the performance of a specific assignment will be agreed upon between the requesting and providing jurisdictions, based on the particular situation.

Generally, the requesting jurisdiction is not responsible for repair/replacement costs, unless the deployment of the equipment was specifically requested and documented on the original EOC MANAGEMENT TEAM request. The requesting jurisdiction is not responsible for normal wear and tear.

5.5 DEMOBILIZATION PROCESS

Careful attention to detail during the demobilization process is essential to ensure a smooth transition of response activities, prompt payment of personnel, the reimbursement to the providing jurisdiction (if any), as well as the collection of After Action information critical for improvements to the EOC MANAGEMENT TEAM Plan. (See Annex F: EOC MANAGEMENT TEAM Demobilization)

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Stanislaus County Emergency Operations Center Management Team Plan

ANNEX D: Support Teams

June 2015

Dale Skiles, Fire Warden
Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0 PURPOSE..... D-5

2.0 EMERGENCY MANAGEMENT SUPPORT TEAM DEFINITION..... D-5

3.0 TEAM ASSUMPTIONS D-5

4.0 GENERAL PROCEDURES..... D-6

5.0 TEAM STRUCTURE D-6

 5.1 TEAM CONFIGURATION D-6

 5.2 TEAM LEADERSHIP D-7

 5.3 MEMBERSHIP CRITERIA D-8

 5.4 ASSIGNMENT ROLE D-9

 5.5 ASSIGNMENT LENGTH D-9

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1.0 PURPOSE

Recent experiences during catastrophic disasters, such as the 2007 Southern California fires and hurricanes Katrina and Rita have highlighted the need for a more robust, integrated Emergency Management Mutual Aid system. This system needs to ensure that impacted jurisdictions throughout Stanislaus County, and California as a whole, have the capacity to staff emergency operations centers (EOCs), regardless of the duration of event response, with well-qualified personnel.

The purpose of this annex is to provide a framework for expanding the scope of available EOC MANAGEMENT TEAM resources beyond individuals and ad hoc groups of emergency managers. This annex lays the groundwork for establishing, maintaining and deploying teams of emergency managers based on SEMS/NIMS standards that include personnel from a variety of agencies and disciplines who are qualified to fill Incident Command System (ICS) positions in an EOC/DOC or other response coordination site.

2.0 EMERGENCY MANAGEMENT SUPPORT TEAM DEFINITION

A team deployed under the EOC MANAGEMENT TEAM Plan is defined as a designated team, typically staffed by 5-20 trained personnel. These personnel can be from a single jurisdiction or from different departments, organizations, agencies, and jurisdictions within the county. The team is deployed to support emergency management at major and/or complex incidents requiring a significant number of local, Operational Area, regional, and state resources, and incidents that extend into multiple operational periods and require a written Action Plan (AP), such as a fire, earthquake or flood.

The teams described in this annex will primarily fill the support and coordination role at the EOC level. To reflect this support role, teams deployed under the EOC MANAGEMENT TEAM Plan will be called Emergency Management Support Teams (EMSTs). Requests for Incident Management Teams (IMTs) to direct fire and law enforcement operations will be processed through the Cal OES Fire and/or Law mutual aid systems.

3.0 TEAM ASSUMPTIONS

1. Building, training and deploying EMSTs is voluntary. The participation of state agencies, operational areas, local jurisdictions, and other political subdivisions in EMSTs should be based on the availability of qualified personnel and support resources within their jurisdictions.
2. All EMST members will be members of the Stanislaus County EOCMT.
3. EMST members are expected to comply with the baseline standard of training outlined in Annex B: EOC MANAGEMENT TEAM Training and Credentialing.
4. Demographics throughout the county and state vary widely. To promote flexibility and the ability to meet varying needs both in team development and deployment, EMSTs can be structured using a variety of models to most efficiently utilize available resources and personnel. For example:
 - a. An EMST may consist of personnel from the same agency/jurisdiction or individuals from various agencies/jurisdictions.

- b. Team functions may include command and general staff or staffing a specific section or branch. For instance, command staff may be provided by the requesting jurisdiction, but a qualified EMST may fill all section coordinator functions (known as “general staff”).
- c. An EMST may also be deployed to fill one specific section in its entirety.

4.0 GENERAL PROCEDURES

1. Depending on the response requirements of the situation, EOC MANAGEMENT TEAM requests can be made for a single position or for multiple positions. The requesting jurisdiction, in consultation with the appropriate EOC MANAGEMENT TEAM Coordinator, will determine if the request can be filled by any available qualified EOC MANAGEMENT TEAM resource or if the complexity and potential duration of the assignment requires deployment of a partial or full EMST.
2. When the members of an EMST come from a variety of agencies or jurisdictions, they shall be recorded on a single Cal EOC (formerly RIMS) MRT and receive the same MRT number with expectation of deployment for the same arrival, duration and return dates.
3. Should a deployed EMST member choose to or be required to return home prior to the commitment period specified on the MRT, the EMST member, date and time of departure will be noted in Cal EOC or relayed to the appropriate EOC MANAGEMENT TEAM Coordinator for update to the Cal EOC MRT. The EMST member’s replacement must be requested on a separate MRT providing the same time commitment period as the original EMST deployment. This must only be done in the closest coordination with the requesting jurisdiction.
4. Overall responsibility of any incident/event resides with the authority having jurisdiction (AHJ) or the requesting jurisdiction. In the event the AHJ requests the EMST to manage EOC operations, they will provide a Delegation of Authority to the EMST.
5. When an EMST is deployed, a providing jurisdiction may request authorization to deploy an EOC MANAGEMENT TEAM Trainee in a shadow role in order to build local capability, but with no expectation of cost reimbursement.

5.0 TEAM STRUCTURE

EMSTs will be deployed with their designated members whenever possible. An EMST should roster three members for each position to increase the likelihood of full team functionality in the event of short-notice activation. If a particular position cannot be filled by a designated EMST member, it will be backfilled with available personnel outside the pre-formed team roster.

5.1 TEAM CONFIGURATION

EMSTs are available at both the State and OA/local levels and can be maintained as a component of normal preparedness/capacity-building programs. The teams will typically be comprised of the following positions:

- Emergency Operations Center (EOC) Management (Director and Deputy)
- Public Information Officer (PIO)
- Safety Officer
- Liaison Officer
- Section Chiefs/Coordinators
 - Plans
 - Operations
 - Logistics
 - Finance and Administration

Additional positions, such as Branch Coordinators within the Operations and Logistics Sections of the EMSTs, may be added to the team composition. There are no predetermined limitations regarding where a State or OA/local EMST may be assigned.

5.2 TEAM LEADERSHIP

To ensure effective team support and coordination when a full or partial EMST is deployed, a team member will be designated as the “Team Lead”. Unless otherwise defined, the individual who is designated in the EOC Management/Director position will act as the Team Lead. However, depending on the situation and the team configuration, another member of the team may be designated by the Operational Area EOC MANAGEMENT TEAM Coordinator to fill this role. Specific responsibilities of the Team Lead include:

Preparedness

- Collaborate with appropriate EOC MANAGEMENT TEAM Coordinators to schedule periodic EMST training and exercises.
- Provide team leadership during exercises.
- Support ongoing team recruiting outreach efforts.

During Deployments

- Team status communication with appropriate EOC MANAGEMENT TEAM Coordinators.
- During the initial deployment transit phase, account for team personnel and provide them with appropriate logistical support.
- Serve as the primary on-site team point of contact to facilitate emergency communications between team members and their families (with support from the appropriate EOC MANAGEMENT TEAM Coordinator).
- Ensure capability and stability of the deployed team.
- Establish meeting schedules for off-shift communication with EMST members throughout the deployment to ensure they are provided the support required to be successful. Once EMST personnel have arrived at their assigned location, they will report to their designated site supervisor (rather than their Team Lead).

- Review safety concerns with EMST members as appropriate.
- Encourage EMST members' use of personal evaluations prior to demobilization for training and accreditation records.
- Facilitate completion of team assignment documentation and brief the requesting jurisdiction on team demobilization requirements and processes.
- Encourage After-Action participation as a Team

5.3 MEMBERSHIP CRITERIA

One of the primary goals of the EOC MANAGEMENT TEAM system is to identify all available assets throughout the county that will benefit the public welfare of anyone at risk from enemy or natural disasters and then provide a streamlined process to request, activate, deploy and demobilize those assets when needed. Establishing EMST membership criteria will help to accomplish that goal.

EMST membership criteria include, but are not limited to, the following:

- Selection considerations and minimum training standards as outlined in Annex B: EOC MANAGEMENT TEAM Training and Credentialing.
- A team member must have the endorsement of his/her home agency, which also must certify that the individual will be released whenever possible for deployment.
- A team member may be required to participate in one team training session and one exercise per year.
- A team member must also be generally available (subject to special circumstances) for a minimum of one deployment (normally 14 calendar days or less) per year.
- A team member must be able and willing to contribute to program development by sharing best practices and lessons learned, assisting with training development, and when appropriate, acting as a team instructor or mentor.

Applicants that satisfy most but not all of the membership criteria may be granted "provisional" membership status for a period of up to 24 months, allowing them the opportunity to acquire additional training and gain operational experience. The decision to grant provisional membership status rests with the Team Lead. (A management representative of the Stanislaus County OES/FW EOCMT Steering Committee will assign a Team Lead if one has not been pre-assigned.) If an EMST member is designated as a provisional team member, that individual will be assigned in secondary roles, with an experienced team member as a mentor.

5.4 ASSIGNMENT ROLE

EMST assignments will be based on the operational requirements of the requesting jurisdiction. Assigned roles may include:

Designated primary EOC position (any shift) Deputy
Branch Coordinator

Depending on the circumstances during an assignment, deployed personnel may be asked to temporarily assume a role of higher or lesser rank to fill a critical personnel shortfall. Team members are expected to be flexible and make every effort to provide the necessary support required to ensure the success of the response.

If a deployed individual is assigned to a role that (s)he believes is outside of his/her skill set, the individual should express his/her concerns to his/her immediate supervisor at their assigned location. If the concern cannot be resolved at that level, the person can consult with his/her Team Lead, or can contact the appropriate EOC MANAGEMENT TEAM Coordinator. The EOC MANAGEMENT TEAM Coordinator will work with the requesting jurisdiction to resolve the issue. If a suitable resolution cannot be reached, the person's assignment can be terminated and replacement team member deployed.

Team members or other personnel have the option of turning down an activation request based on employment or personal reasons. However, because their absence can have a negative impact on team efficacy, members with a pattern of being unavailable for assignment continuing for more than 18 months may be placed in an inactive status and removed from the deployment roster.

Personnel assigned under this EOC MANAGEMENT TEAM Plan cannot be transferred to another assignment in a different jurisdiction without the knowledge and consent of the providing jurisdiction.

5.5 ASSIGNMENT LENGTH

The normal length of an emergency management assignment will be 14 calendar days or less. In extraordinary circumstances, such as a catastrophic disaster, extended assignment lengths or multiple deployments may be necessary. If this occurs, the requesting jurisdiction will notify the Operational Area EOC MANAGEMENT TEAM Coordinator of its intent to request an extension. The specific length of an assignment extension will be negotiated between the requesting jurisdiction, the team member and the providing jurisdiction.

Deployed personnel retain the right to turn down an assignment extension or redeployment. They also have the right to request an early release from an assignment for personal or employment reasons.

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Stanislaus County **Emergency Operations Center** **Management Team Plan**

ANNEX E: Coordination/Concept of Operations

June 2015

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Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0 PURPOSE	E-5
2.0 POSITION DESIGNATION	E-5
2.1 LOCAL JURISDICTION EOC MANAGEMENT TEAM COORDINATOR	E-5
2.2 OPERATIONAL AREA EOC MANAGEMENT TEAM.....	E-5
2.3 CAL OES ADMINISTRATIVE REGION EOCMT COORDINATOR.....	E-6
2.4 CAL OES STATE EOC MANAGEMENT TEAM COORDINATOR.....	E-6
3.0 TRAINING	E-6
4.0 ROLES AND RESPONSIBILITIES	E-6
5.0 POSITION CHECKLISTS	E-7
5.1 LOCAL JURISDICTION EOC MANAGEMENT TEAM COORDINATOR.....	E-7
5.1.1 Local Requesting Jurisdiction - Request Process.....	E-7
5.1.2 Local Requesting Jurisdiction - Demobilization Process.....	E-8
5.1.3 Local Providing Jurisdiction - Resource Activation Process.....	E-9
5.1.4 Local Providing Jurisdiction - Demobilization Process.....	E-9
5.2 OPERATIONAL AREA (OA) EOC MANAGEMENT TEAM COORDINATOR.....	E-10
5.2.1 Requesting OA - Request Process	E-10
5.2.1.1 Local Jurisdiction as Requesting Jurisdiction.....	E-10
5.2.1.2 County as Requesting Jurisdiction.....	E-11
5.2.2 Requesting OA - Demobilization Process.....	E-12
5.2.2.1 Local Jurisdiction as Requesting Jurisdiction.....	E-12
5.2.2.2 County as Requesting Jurisdiction.....	E-12
5.2.3 Providing OA - Resource Activation Process.....	E-13
5.2.3.1 Local or County as Providing Jurisdiction	E-13
5.2.4 Providing OA - Demobilization Process	E-14
5.2.4.1 Local or County as Providing Jurisdiction.....	E-14
5.3 ADMINISTRATIVE REGION EMMA COORDINATOR	E-14
5.4 STATE EOC EMMA COORDINATOR	E-14

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1.0 PURPOSE

The Emergency Management Mutual Aid (EOC MANAGEMENT TEAM) Plan is based on the Standardized Emergency Management System's (SEMS) organizational structure, which begins at the local level of government. Requests for emergency managers and technical specialists (collectively, "EOC MANAGEMENT TEAM resources") are submitted to the next SEMS level, through the City, Special District, Operational Area (OA), State Administrative Regions (Cal OES Regions) and the State Operations Center.

The purpose of this Annex is to outline the roles, responsibilities and procedures of the EOC MANAGEMENT TEAM Coordinator under SEMS and the EOC MANAGEMENT TEAM Plan. EOC MANAGEMENT TEAM Coordinators operate at each SEMS level and are responsible for coordinating EOC MANAGEMENT TEAM resources between jurisdictions, as well as their logistical needs prior to and during an EOC MANAGEMENT TEAM deployment.

2.0 POSITION DESIGNATION

The designation within each SEMS level normally given to the person that would act as the EOC MANAGEMENT TEAM Coordinator when Emergency Operations Center (EOC)s are not activated or fully staffed are commonly referred to as:

- Emergency Manager or designee at the Local Government SEMS Level
- Operational Area Coordinator, OES Manager or designee at the County/Operational Area SEMS Level
- Regional Duty Officer at Cal OES Administrative Region SEMS level
- Executive Duty Officer at Cal OES State SEMS level

2.1 LOCAL JURISDICTION EOC MANAGEMENT TEAM COORDINATOR

The Local Jurisdiction (City/Special District) EOC MANAGEMENT TEAM Coordinator position will be designated as deemed appropriate by the Jurisdiction. It is assumed this position may be assigned to the Emergency Manager, or their designee. Accordingly, this position will be established within the EOC organizational structure, as per the local emergency management organization chart and structure.

2.2 OPERATIONAL AREA EOC MANAGEMENT TEAM COORDINATOR

The OA EOC MANAGEMENT TEAM Coordinator position will be designated as deemed appropriate by the OA. It is assumed this position may be assigned to the OA Emergency Manager (OES Manager) or their designee. Accordingly, this position will be established within the EOC organizational structure, as per the OA emergency management organization chart and structure.

2.3 CAL OES ADMINISTRATIVE REGION EOC MANAGEMENT TEAM COORDINATOR

The Cal OES Region EOC MANAGEMENT TEAM Coordinator will be designated by the corresponding Regional Administrator. This position will be assigned to the Regional Emergency Operations Center (REOC) Logistics Section, Personnel Branch.

2.4 CAL OES STATE EOC MANAGEMENT TEAM COORDINATOR

The Cal OES State EOC MANAGEMENT TEAM Coordinator may be designated by the Cal OES Assistant Secretary of Prevention, Information, Analysis and Operations. This position will be assigned to the State Operations Center (SOC) Logistics Section, Personnel Branch.

3.0 TRAINING

EOC MANAGEMENT TEAM Coordinators are an integral part of the jurisdiction requesting EOC MANAGEMENT TEAM resources AND the jurisdictions providing them. Because the EOC MANAGEMENT TEAM process relies so heavily on the coordinator position, individuals acting as EOC MANAGEMENT TEAM Coordinators are expected to meet state training requirements and be credentialed as an EOC MANAGEMENT TEAM Coordinator at all SEMS levels. (For detailed training information see Annex B: EOC MANAGEMENT TEAM Training and Credentialing.)

4.0 ROLES AND RESPONSIBILITIES

The roles and responsibilities for EOC MANAGEMENT TEAM Coordinators will reflect the functions appropriate to the corresponding SEMS level. EOC MANAGEMENT TEAM Coordinators at each level act as lead to establish and maintain the processes and procedures necessary to support EOC MANAGEMENT TEAM Plan implementation. Responsibilities include, but are not limited to:

- Coordinating EOC MANAGEMENT TEAM program outreach and training within the jurisdiction.
- Coordinating with other EOC MANAGEMENT TEAM Coordinators at all levels to maintain and refine procedures for requesting and providing assistance.
- Promoting training in the use of CAL OES's Cal EOC (formerly RIMS), the system currently used to track EOC MANAGEMENT TEAM resource requests and status updates.
- Coordinating periodic status updates of personnel qualified as EOC MANAGEMENT TEAM resources within the jurisdiction.
- Facilitating development and use of existing notification and call out systems for EOC MANAGEMENT TEAM resources deployment.

During emergencies:

- Acting as the primary point of contact for the EOC MANAGEMENT TEAM Coordinators on each SEMS level.
- Determining and communicating the need for EOC MANAGEMENT TEAM resources in a jurisdiction affected by a disaster.
- Making a good-faith effort to select and provide personnel qualified to be EOC MANAGEMENT TEAM resources from unaffected jurisdictions.

Until the State credentialing program has matured and a database is established and maintained, EOC MANAGEMENT TEAM resources may be required to show proof of training and/or experience before being activated under the EOC MANAGEMENT TEAM Plan.

- Providing EOC MANAGEMENT TEAM resource availability information as required.
- Facilitating the activation, deployment and demobilization of those EOC MANAGEMENT TEAM resources.
- Acting as point of contact for EOC MANAGEMENT TEAM resources deployed into or out of their jurisdiction.

During and after demobilization:

- Encouraging participation of requesting and providing jurisdictions and all EOC MANAGEMENT TEAM resources in the development of After Action Reports.
- Coordinating or participating in the improvement planning cycle.
- Maintaining all records pertaining to the activation and demobilization of EOC MANAGEMENT TEAM resources.

5.0 POSITION CHECKLISTS

The checklists below detail functions needed to adequately meet the EOC MANAGEMENT TEAM Coordinator roles at each level of SEMS. These lists provide general guidance and each Coordinator may wish to add tasks and/or provide more implementation details as appropriate.

5.1 LOCAL JURISDICTION EOC MANAGEMENT TEAM COORDINATOR

5.1.1 Local Requesting Jurisdiction - Request Process

- Coordinate with EOC Logistics Section to activate EOC MANAGEMENT TEAM Plan.
- Create a complete Mission Request Tasking (MRT) in Cal EOC (Coordinated with OES/FW).
- Prepare *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment*, complete all required sections to identify positions or tasks to be performed, special skills needed, reporting location, date and time, duration of assignment, logistics responsibility information and two (2) contact names with phone numbers; attach to Cal EOC MRT and alert OA EOC MANAGEMENT TEAM Coordinator.
- Confirm OA EOC MANAGEMENT TEAM Coordinator reviews MRT submittal; discuss options.
- If the local jurisdiction does not have Cal EOC access they may request the OA EOC MANAGEMENT TEAM Coordinator create the MRT in Cal EOC on behalf of local jurisdiction. The local jurisdiction must still complete the *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* and provide it to the OA EOC MANAGEMENT TEAM Coordinator for attachment to the Cal EOC MRT.
- Prior to an EOC MANAGEMENT TEAM resource being committed to an assignment, the requesting EOC MANAGEMENT TEAM Coordinator will be advised of EOC MANAGEMENT TEAM resource availability and shall approve or reject the proposed resource for each assignment.
- Inform EOC Logistics Section of planned arrival of EOC MANAGEMENT TEAM resources and coordinate logistical support.

- Upon check-in, confirm EOC MANAGEMENT TEAM resource has deployed under the corresponding MRT number.
- Update EOC MANAGEMENT TEAM resource status in Cal EOC (or request that the OA EOC MANAGEMENT TEAM Coordinator update Cal EOC); notify providing jurisdiction and OA EOC MANAGEMENT TEAM Coordinator of Cal EOC update submittals.
- Confirm responding EOC MANAGEMENT TEAM resources are properly briefed on sign-in and check-out processes, work area, work assignments, operational periods, expectations and duration of assignments.
- Ensure responding EOC MANAGEMENT TEAM resources have necessary equipment and supplies to perform assigned functions (i.e., timesheets, daily activity logs, travel claim forms, etc.).
- If the duration of the EOC MANAGEMENT TEAM deployment is expected to exceed the time commitment described on the MRT, the requesting jurisdiction EOC MANAGEMENT TEAM Coordinator must make special arrangements to continue the duty assignment of an EOC MANAGEMENT TEAM resource in coordination with the appropriate EOC MANAGEMENT TEAM Coordinators and the EOC MANAGEMENT TEAM resource or create a new Cal EOC MRT for replacement.

5.1.2 Local Requesting Jurisdiction - Demobilization Process

- Provide EOC MANAGEMENT TEAM resource with copy of the *Resource Demobilization Checklist*.
- Update EOC MANAGEMENT TEAM resource status in Cal EOC (or request that the OA EOC MANAGEMENT TEAM Coordinator update Cal EOC); notify providing jurisdiction and OA EOC MANAGEMENT TEAM Coordinator of Cal EOC update submittals.
- Ensure that all EOC MANAGEMENT TEAM resources are provided the option of receiving an *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating* to enhance their training and credentialing records (Optional).
- If an EOC MANAGEMENT TEAM resource does request an *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating*, confirm the immediate supervisor completes the *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating* prior to demobilization of the EOC MANAGEMENT TEAM resource.
- Confirm copy of the completed *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating* is provided to the EOC MANAGEMENT TEAM Resource and forwarded through the EOC MANAGEMENT TEAM Coordinator to the Stanislaus County OES/FW EOC MANAGEMENT TEAM Coordinator. They will determine if it should be forwarded to the Regional Administrator or CAL OES Training Branch.
- Confirm EOC MANAGEMENT TEAM resource receives, completes, and returns an *EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout* prior to demobilization. This form should be retained and used as part of the official incident record and confirmation of resource return.

- Confirm EOC MANAGEMENT TEAM resource receives, completes, and returns an *EOC MANAGEMENT TEAM Form 7 - Exit Survey* prior to demobilization. This form should be retained and used to develop the After Action report and Improvement Plan for the EOC MANAGEMENT TEAM program.
- At close of the Operation, the EOC MANAGEMENT TEAM Coordinator will use all *EOC MANAGEMENT TEAM Form 7 - Exit Surveys* (including their own) to identify information to be used in the After Action Report process. They should provide a single consolidated document to the next level EOC MANAGEMENT TEAM Coordinator.
- Follow up on open or unresolved issues with EOC MANAGEMENT TEAM resources and/or appropriate SEMS level EOC MANAGEMENT TEAM Coordinators.

5.1.3 Local Providing Jurisdiction - Resource Activation Process

- Receive notification of EOC MANAGEMENT TEAM request via any number of media to include Cal EOC, *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* Fax or Scan via Email.
- Confirm understanding of the resource needs and other relevant details by contacting the appropriate SEMS level EOC MANAGEMENT TEAM Coordinator.
- Identify local EOC MANAGEMENT TEAM resources qualified to fill the resource request.
- Confirm acceptance of EOC MANAGEMENT TEAM resource with requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- Confirm that complete MRT has been initiated and approved with an assigned MRT Number (if applicable).
- Provide MRT numbers to the deploying EOC MANAGEMENT TEAM resources to facilitate check-in process at requesting jurisdiction.
- Coordinate details of logistical support to be provided for the EOC MANAGEMENT TEAM resource with appropriate EOC MANAGEMENT TEAM Coordinators.

5.1.4 Local Providing Jurisdiction - Demobilization Process

- Collect from returning EOC MANAGEMENT TEAM resource the following forms and information for review: (timesheets, travel claims, daily activity logs, EOC Duty Log, etc.)
- At close of their activation, the EOC MANAGEMENT TEAM Coordinator will complete an *EOC MANAGEMENT TEAM Form 7 - Exit Survey* to identify information to be used in the After Action Report process. They should submit the survey to the next level EOC MANAGEMENT TEAM Coordinator outlining considerations and recommendations for EOC MANAGEMENT TEAM program improvement.
- Follow up on open or unresolved issues with EOC MANAGEMENT TEAM resources and/or appropriate SEMS level EOC MANAGEMENT TEAM Coordinators.

5.2 OPERATIONAL AREA (OA) EOC MANAGEMENT TEAM COORDINATOR

5.2.1 OA - Request Process

5.2.1.1 County as Requesting Jurisdiction

- Coordinate with EOC Logistics Section to activate EOC MANAGEMENT TEAM Plan.
- Review Cal EOC MRT (if applicable) and *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* submitted by requesting jurisdiction; confirm MRT identifies positions or tasks to be performed, special skills needed, reporting location, date and time, duration of assignment, logistics responsibility information and two (2) contact names with phone numbers.
- Discuss EOC MANAGEMENT TEAM resource options with requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- If the local requesting jurisdiction does not have Cal EOC access, create the Cal EOC MRT on their behalf (if applicable); attach the *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment*.
- Distribute *EOC MANAGEMENT TEAM Form 4 - Resource Request and assignment* to local EOC MANAGEMENT TEAM Coordinators within the Operational Area to identify qualified personnel.
- Once identified, discuss available EOC MANAGEMENT TEAM resource options with potential providing jurisdiction EOC MANAGEMENT TEAM Coordinators.
- Prior to committing an EOC MANAGEMENT TEAM resource, advise the requesting EOC MANAGEMENT TEAM Coordinator of the resource availability and record acceptance or rejection of proposed EOC MANAGEMENT TEAM resource.
- If necessary, coordinate the request through Cal EOC and the MRT process with the Cal OES Inland Region EOC MANAGEMENT TEAM Coordinator; provide corresponding MRT numbers and planned arrival of EOC MANAGEMENT TEAM Resources to requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- Update EOC MANAGEMENT TEAM resource status in Cal EOC; notify requesting jurisdiction EOC MANAGEMENT TEAM Coordinator of Cal EOC update submittals.
- If EOC MANAGEMENT TEAM resources are unavailable within the OA, forward *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* to the CAL OES Inland Region EOC MANAGEMENT TEAM Coordinator.
- Discuss EOC MANAGEMENT TEAM resource options with CAL OES Inland Region EOC MANAGEMENT TEAM Coordinator.
- Prior to committing an EOC MANAGEMENT TEAM Resource, advise the requesting jurisdiction EOC MANAGEMENT TEAM Coordinator of the resource availability and record acceptance or rejection of proposed EOC MANAGEMENT TEAM resource.
- Provide the MRT number to the local requesting jurisdiction EOC MANAGEMENT TEAM Coordinator (if applicable).
- Update CAL OES Inland Region EOC MANAGEMENT TEAM Coordinator as appropriate.

- If local requesting jurisdiction advises the duration of the EOC MANAGEMENT TEAM deployment will exceed the time commitment described on the MRT, discuss extension with the appropriate EOC MANAGEMENT TEAM Coordinators and affected EOC MANAGEMENT TEAM resources. If needed, begin the process to create a new Cal EOC MRT for replacement.
- If necessary, update EOC MANAGEMENT TEAM resource status in Cal EOC; and notify all involved SEMS level Coordinators of Cal EOC update submittal.

5.2.1.2 County as Requesting Jurisdiction (EOC MANAGEMENT TEAM Request to Region)

- Coordinate with EOC Logistics Section to first attempt to fill the request through the Stanislaus County EOCMT Plan and process, otherwise process the request through the CAL OES Inland Region EOC MANAGEMENT TEAM Plan Coordinator.
- Create a complete Mission Request Tasking (MRT) in Cal EOC.
- Prepare *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment*, complete all required sections to identify positions or tasks to be performed, special skills needed, reporting location, date and time, duration of assignment, logistics responsibility information and two (2) contact names with phone numbers; attach to Cal EOC MRT and process through OA EOC MANAGEMENT TEAM Coordinator.
- Inform County EOC Logistics Section of pending arrival of EOC MANAGEMENT TEAM resources; confirm provision of logistical support.
- Request approval of Cal EOC MRT from Cal OES Administrative Region EOC MANAGEMENT TEAM Coordinator; provide MRT number to requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- Upon check-in, confirm EOC MANAGEMENT TEAM resource has deployed under the corresponding MRT number.
- Confirm County Operational EOC tracks and documents EOC MANAGEMENT TEAM resource arrival and release.
- If the duration of the EOC MANAGEMENT TEAM deployment is expected to exceed the time commitment described on the MRT, the requesting jurisdiction EOC MANAGEMENT TEAM Coordinator must make special arrangements to continue the duty assignment of an EOC MANAGEMENT TEAM resource in coordination with the appropriate EOC MANAGEMENT TEAM Coordinators and affected EOC MANAGEMENT TEAM resources or create a new Cal EOC MRT for replacement.
- Confirm responding EOC MANAGEMENT TEAM resources are properly briefed on sign-in and check-out processes, assignment area, work assignments, expectations and duration of assignments.
- Ensure responding EOC MANAGEMENT TEAM resources have necessary equipment and supplies to perform assigned functions (i.e., timesheets, daily activity logs, travel claim forms, etc.).
- Update EOC MANAGEMENT TEAM resource status in Cal EOC; notify providing jurisdiction and all involved SEMS level Coordinators of Cal EOC update submittals.

5.2.2 OA - Demobilization Process

5.2.2.1 Local Jurisdiction as Requesting Jurisdiction

- Review Cal EOC MRT status updates input by requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- At close of the Operation, ensure the local jurisdiction EOC MANAGEMENT TEAM Coordinator submits all completed *EOC MANAGEMENT TEAM Form 7 - Exit Surveys* to be used in the After Action Report process. Consolidate all Operational Area level input and provide a single document to CAL OES outlining considerations and recommendations for EOC MANAGEMENT TEAM program improvement.
- Follow up on open or unresolved issues with EOC MANAGEMENT TEAM resources and/or appropriate SEMS level EOC MANAGEMENT TEAM or EOCMT Coordinators.

5.2.2.2 County as Requesting Jurisdiction

- Provide the EOC MANAGEMENT TEAM resource with copy of the *Resource Demobilization Checklist*.
- Update EOC MANAGEMENT TEAM resource status in Cal EOC; notify all appropriate SEMS level EOC MANAGEMENT TEAM and EOCMT Coordinators of Cal EOC update submittals.
- Ensure that all EOC MANAGEMENT TEAM resources are provided the option of receiving an *EOC MANAGEMENT TEAM Form 7 - Voluntary Performance Rating* to enhance their training and credentialing records (Optional).
- If an EOC MANAGEMENT TEAM resource does request an *EOC MANAGEMENT TEAM Form 7 - Voluntary Performance Rating*, confirm the immediate supervisor completes *EOC MANAGEMENT TEAM Form 7 - Voluntary Performance Rating* prior to demobilization of the EOC MANAGEMENT TEAM resource.
- Confirm copy of the *EOC MANAGEMENT TEAM Form 7 - Voluntary Performance Rating* is provided to the EOC MANAGEMENT TEAM Resource and forward to the CAL OES Inland Regional EOC MANAGEMENT TEAM Coordinator.
- Confirm EOC MANAGEMENT TEAM resource receives, completes, and returns an *EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout* prior to demobilization. This form should be retained and used as part of the official incident record and confirmation of resource return.
- Confirm EOC MANAGEMENT TEAM resource receives, completes, and returns an *EOC MANAGEMENT TEAM Form 7 – Exit Survey* prior to demobilization. This form should be retained and used to develop the After Action report and Improvement Plan for the EOC MANAGEMENT TEAM program.
- At the close of the operation, complete an *EOC MANAGEMENT TEAM Form 7 - Exit Survey*.
- At close of the Operation, ensure the local jurisdiction EOC MANAGEMENT TEAM Coordinator submits all completed *EOC MANAGEMENT TEAM Form 7 - Exit Surveys* to be used in the After Action Report process. Consolidate all Operational Area level input and provide a single document to CAL OES outlining considerations and recommendations for EOC MANAGEMENT TEAM program improvement.

- Follow up on open or unresolved issues with EOC MANAGEMENT TEAM resources and/or appropriate SEMS level EOC MANAGEMENT TEAM and/or EOCMT Coordinators.

5.2.3 Providing OA - Resource Activation Process

5.2.3.1 Local OR County as Providing Jurisdiction

- Review Cal EOC MRT and *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* submitted by the requesting jurisdiction; request clarification as needed.
- Identify personnel qualified to fill the EOC MANAGEMENT TEAM resource request from the County/Operational Area and/or, distribute *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment* to local EOC MANAGEMENT TEAM Coordinators to identify qualified personnel from within the Operational Area.
- Discuss available EOC MANAGEMENT TEAM resource options with requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- Confirm requesting jurisdiction acceptance or rejection of proposed EOC MANAGEMENT TEAM resource.
- Upon confirmation of acceptance of proposed EOC MANAGEMENT TEAM resource from the local or county requesting jurisdiction, notify providing jurisdiction EOC MANAGEMENT TEAM Coordinator to activate the EOC MANAGEMENT TEAM resource.
- Confirm that complete MRT has been initiated and approved with an assigned MRT number.
- Provide MRT numbers (if assigned) to the deploying EOC MANAGEMENT TEAM resources and appropriate EOC MANAGEMENT TEAM Coordinators to facilitate check-in process at requesting jurisdiction.
- Coordinate details of logistical support to be provided for the EOC MANAGEMENT TEAM resource with appropriate EOC MANAGEMENT TEAM and EOCMT Coordinators.

Note: *Providing jurisdiction may request authorization to deploy an EOC MANAGEMENT TEAM Trainee in a shadow role in order to build local capability, but with no expectation of cost reimbursement.*

5.2.4 Providing OA - Demobilization Process

5.2.4.1 Local OR County as Providing Jurisdiction

- Upon notification from appropriate SEMS Level EOC MANAGEMENT TEAM Coordinator, review EOC MANAGEMENT TEAM resource status updates input into Cal EOC by requesting jurisdiction EOC MANAGEMENT TEAM Coordinator.
- For EOC MANAGEMENT TEAM resources provided by local jurisdiction, at the completion of activation, collect *EOC MANAGEMENT TEAM Form 7 - Exit Surveys* from Local Providing EOC MANAGEMENT TEAM Coordinator; review and identify data appropriate for inclusion in the consolidated EOC MANAGEMENT TEAM program After Action report and Improvement Plan.
- For EOC MANAGEMENT TEAM resources provided by county jurisdiction, collect from deployed EOC MANAGEMENT TEAM resource all appropriate documentation (i.e., timesheets, travel claims, copy of daily activity logs, etc.).

- If requested, participate in the development of the EOC MANAGEMENT TEAM Program After Action Report and Improvement Plan; submit to the CAL OES Inland Region EOC MANAGEMENT TEAM Coordinator.
- Follow up on open or unresolved issues with EOC MANAGEMENT TEAM resources and/or appropriate SEMS level EOC MANAGEMENT TEAM and EOCMT Coordinators.

5.3 INLAND (ADMINISTRATIVE) REGION EOC MANAGEMENT TEAM COORDINATOR
Refer to Cal OES EMMA Plan

5.4 STATE EOC MANAGEMENT TEAM COORDINATOR
Refer to Cal OES EMMA Plan



Stanislaus County Emergency Operations Center Management Team Plan

ANNEX F: Demobilization

June 2015

Dale Skiles, Fire Warden
Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0	PURPOSE	F-5
2.0	DEMOBILIZATION PROCESS	F-5
2.1	PROCESS.....	F-5
2.2	PERFORMANCE EVALUATION PROCESS	F-5
2.3	CRITICAL INCIDENT STRESS DEBRIEFING.....	F-6
2.4	AFTER ACTION REVIEW PROCESS	F-6
2.5	DEMOBILIZATION CHECKLIST	F-7

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1.0 PURPOSE

The purpose of this annex is to outline the process for the demobilization of EOC MANAGEMENT TEAM resources. The demobilization process is essential to ensuring a smooth transition of response activities, prompt payment of personnel, efficient processing of reimbursement requests (if any) and proper collection of after action information critical for system improvement.

2.0 DEMOBILIZATION PROCESS

2.1 PROCESS

Demobilization of EOC MANAGEMENT TEAM resources may occur on an individual basis. However, it may also involve the rotation or demobilization of an entire team of EOC MANAGEMENT TEAM resources. Demobilization normally involves one or more of the following situations:

- Incident response activities have concluded or transitioned to the recovery phase and the support requirement no longer exists.
- Resources have served for their agreed-upon length of assignment.
- Resources are released for health or other personal reasons.

A deployed individual must be formally released by his/her on-site supervisor. If the resource is part of a team, the individual must be released by the team lead before formalizing travel arrangements. The release and demobilization process should be documented using the *EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout* or per jurisdictional protocol.

The Demobilization Checklist in this Annex outlines the specific steps that resources are required to follow during the demobilization process. Questions regarding the process should be clarified through the appropriate Operational Area EOC MANAGEMENT TEAM Coordinator.

2.2 PERFORMANCE EVALUATION PROCESS

The performance rating process plays a key role in building both individual and system capacity by highlighting the strengths and developmental opportunities of deployed EOC MANAGEMENT TEAM resources.

The *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating Form* provides a tool to document the performance of personnel. Performance criteria are based on several rating factors. Performance is rated on a scale from 0-3:

- 0 = Deficient
- 1 = Needs Improvement
- 2 = Satisfactory
- 3 = Superior

EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating is voluntary and must be requested by the responding EOC MANAGEMENT TEAM resource from their immediate supervisor at the requesting jurisdiction. This may be completed at demobilization following all deployments lasting one operational period (normally considered to be 12 hours) or longer. Once the supervisor completes the *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating*, the form becomes the basis for the supervisor's performance evaluation discussions with the assigned individual.

For purposes of improving the EOC MANAGEMENT TEAM system and facilitating professional development of EOC MANAGEMENT TEAM resources, if an *EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating* is requested by the EOC MANAGEMENT TEAM resource, a copy will be provided to:

- The EOC MANAGEMENT TEAM resource
- The requesting region EOC MANAGEMENT TEAM Coordinator for recording and forwarding to Credentialing Program (see **Annex B: Training and Credentialing**)

2.3 CRITICAL INCIDENT STRESS DEBRIEFING

EOC MANAGEMENT TEAM resources shall participate in a Critical Incident Stress Debriefing if required by the EOC Director and/or Safety Officer.

2.4 AFTER ACTION REVIEW PROCESS

The adequacy of procedures, forms, tools and training sessions must be continually evaluated and improved. The *EOC MANAGEMENT TEAM Form 7 - Exit Survey* is designed to collect input from assigned resources and should be provided to the requesting jurisdiction's EOC Planning Section and all SEMS level EOC MANAGEMENT TEAM Coordinators. The information collected is later used in the development of the After Action Report and Improvement Plan.

2.5 DEMOBILIZATION CHECKLIST

Once informed of the projected release date of the EOC MANAGEMENT TEAM resource by the requesting EOC MANAGEMENT TEAM Coordinator (also refer to EOC Position-Specific Demobilization checklist in each Section Coordinator binder):

- Inform home agency of projected release date.
- Complete a first draft of the *EOC MANAGEMENT TEAM Form 7 - Exit Survey*.
- Complete all work assignments.
- Transition all position information, as directed by the immediate supervisor.
- Ensure assigned workstation is left clean.
- Return all assigned equipment (i.e. vehicle, radios, laptops, PPE, communication devices) to appropriate representative of requesting jurisdiction.
- Assemble personal expense receipts and other information to facilitate possible reimbursement.
- Submit and retain copies of site check-in and duty assignment forms (e.g. ICS-211 Incident Check-in List, ICS-204 Assignment List or ICS-214 Unit Log) to facilitate home agency reimbursement documentation and provide to requesting jurisdiction.
- If desired, request a performance evaluation from immediate supervisor (*EOC MANAGEMENT TEAM Form 6 - Voluntary Performance Rating*).
- Complete any recommended Critical Incident Stress Debriefings.
- Check out with the Planning Section.
- Finalize travel arrangements.
- Provide copies of the following documents to the providing EOC MANAGEMENT TEAM Coordinator:
 - *EOC MANAGEMENT TEAM Form 7 - Exit Survey*
 - *EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout*

After the EOC MANAGEMENT TEAM resource has returned home:

- To facilitate reimbursement, complete the appropriate personal expense reimbursement paperwork and submit along with check-in and duty assignment forms to:
 - Providing jurisdiction through the normal finance process for reimbursement
 - Requesting jurisdiction

- Complete any recommended Critical Incident Stress follow-up counseling, as needed.



Stanislaus County Emergency Operations Center Management Team Plan

ANNEX G: Reimbursement

June 2015

Dale Skiles, Fire Warden
Assistant Director of Emergency Services
Stanislaus County Office of Emergency Services

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TABLE OF CONTENTS

1.0 PURPOSE	G-5
2.0 EMERGENCY MANAGEMENT SUPPORT SYSTEM	G-5
2.1 MUTUAL AID.....	G-5
2.2 ASSISTANCE FOR HIRE	G-5
3.0 EMERGENCY ASSISTANCE COST RECOVERY GUIDELINES.....	G-5
3.1 DEPLOYMENT COSTS.....	G-5
3.2 SALARY AND BENEFITS.....	G-6
3.3 VEHICLES USED DURING DEPLOYMENT.....	G-6
4.0 ASSIGNMENT DOCUMENTATION	G-7
5.0 REIMBURSEMENT FILING (PROVIDING JURISDICTION)	G-8
6.0 DOCUMENT RETENTION	G-8

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1.0 PURPOSE

The primary goal of the EOC Management Team (EOCMT) Plan is to provide qualified emergency management personnel and technical specialists (collectively, “EOC MANAGEMENT TEAM resources”) to support the major critical incident, disaster operations, or major events of affected jurisdictions during an emergency or in times of critical need. The purpose of this annex is to enhance understanding of the circumstances and the process under which reimbursement may occur.

2.0 EMERGENCY MANAGEMENT SUPPORT SYSTEM

2.1 MUTUAL AID

California's emergency assistance is based on a statewide mutual aid system designed to coordinate the provision of additional resources to the state's political subdivisions whenever their own resources are overwhelmed or inadequate. The basis for this system is the California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA), which is entered into by and between the State of California, its various departments and agencies and the various political subdivisions, municipal corporations and public agencies to assist each other by providing resources during an emergency. Mutual aid is typically provided without the expectation of reimbursement.

2.2 ASSISTANCE FOR HIRE

The EOC MANAGEMENT TEAM Plan has been developed in accordance with the MMAA. However, it also allows the requesting and providing jurisdictions to enter into an agreement referred to as assistance for hire.

For deployments of less than or equal to one operational period (normally considered to be a 12-hour shift), mutual aid as defined by the MMAA will be in effect unless otherwise agreed upon in advance. For deployments greater than one operational period (normally considered to be a 12-hour shift), reimbursement may be formally agreed upon in the form of a written agreement as assistance for hire. (See Appendix 4: EOC MANAGEMENT TEAM Forms, *Sample Pre/Post-Event Agreement*)

3.0 EMERGENCY ASSISTANCE COST RECOVERY GUIDELINES

An agency or jurisdiction providing EOC MANAGEMENT TEAM resources will be referred to as the providing jurisdiction. Jurisdictions requesting EOC MANAGEMENT TEAM resources will be referred to as the requesting jurisdiction. The guidelines contained in this section focus on the cost recovery process should the providing and requesting jurisdictions opt to enter into an assistance for hire contract.

Cost recovery for providing jurisdictions under the EOC MANAGEMENT TEAM Plan will be done in accordance with state and federal regulations.

3.1 DEPLOYMENT COSTS

Under the EOC MANAGEMENT TEAM Plan, requesting jurisdictions are responsible for reimbursing 100 percent of the reasonable deployment costs to providing jurisdictions.

Deployment costs may include, but are not limited to:

- Travel (including vehicle mileage allowance);
- Ground support costs – lodging, rental car, per diem allowance for meals and allowable incidental expenses; and
- Equipment and materials (when equipment and materials are deployed at the request of the requesting jurisdiction).

Cost recovery for lodging, mileage and per diem expenses under the EOC MANAGEMENT TEAM Plan should follow the current U.S. General Services Administration (GSA) expense schedule for the assigned location and/or the Stanislaus County Travel Policy. County employees and all EOC MANAGEMENT TEAM resources deployed on behalf of the County must follow county reimbursement guidelines. (Refer to the Department of General Services website at www.dgs.ca.gov and/or the Stanislaus County Travel Policy for details.)

3.2 SALARY AND BENEFITS

For an EOC MANAGEMENT TEAM resource, labor costs for the first operational period of the original deployment (normally considered to be 12 hours worked at the requesting jurisdiction) are not reimbursed. Labor expenses may be treated as contracted labor after the initial operational period. Regular time, overtime and eligible benefits will be reimbursable provided labor rates are reasonable (to be determined case by case). Labor expenses should be calculated for hours worked after completion of the initial operational period and continue until the date of return to the providing jurisdiction unless another agreement has been made.

If a providing and requesting jurisdiction agree to the deployment of an EOC MANAGEMENT TEAM trainee/resource in a developmental or “shadow” role, the cost for that resource is not reimbursable, unless otherwise agreed to by the two parties.

3.3 VEHICLES USED DURING DEPLOYMENT

All resources deployed under the EOC MANAGEMENT TEAM Plan are required to have a current government or agency issued identification card.

All EOC MANAGEMENT TEAM resources driving a vehicle during an EOC MANAGEMENT TEAM deployment are required to have a valid driver’s license appropriate for the vehicle they are driving and to maintain the state minimum for vehicle liability insurance coverage. Use of personal vehicles is not recommended as a method of transportation for deploying EOC MANAGEMENT TEAM resources. It is understood that it may be necessary to use a personal vehicle; however, rental (if traveling outside of Stanislaus County) or government-owned vehicles are preferred. If a personal vehicle is used during a deployment, it is important to meet the insurance requirements of the providing jurisdiction.

Parking tickets and moving violations incurred before, during and after deployment are the responsibility of the EOC MANAGEMENT TEAM resource.

If EOC MANAGEMENT TEAM resources are deployed to their assignment location via either personal vehicle or use a rental car for local transportation, the requesting jurisdiction is responsible for reimbursement for the following:

- Personal vehicle used as primary transportation to the assigned work location: Mileage fee (as defined by the current Stanislaus County mileage reimbursement rate), or
- Rental car: Daily rental fee, (as defined by the Stanislaus County Travel Policy) plus insurance coverage and gas.

4.0 ASSIGNMENT DOCUMENTATION

The requesting jurisdiction may not be required to reimburse expenses unless EOC MANAGEMENT TEAM resources are deployed in response to an official request placed through SEMS or other arrangements are made in advance. Resources assigned under the EOC MANAGEMENT TEAM Plan will be provided with a copy of the *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment, Part A & B*, signed by an authorized official of the requesting jurisdiction to verify their status as an authorized resource.

EOC MANAGEMENT TEAM resources are required to maintain assignment documentation for reimbursement and system improvement. These documents include:

- Copy of *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment, Part A & B*;
- Copies of *ICS-204 Assignment List* or *EOC Modified ICS-214 Duty Logs (or similar duty logs)*;
- Copies of check-in and demobilization check-out forms (e.g., *EOC Modified ICS-211 Check-in List* and *EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout*);
- Timesheets tracking hours worked by day (if available);
- *EOC MANAGEMENT TEAM Form 7 - Exit Survey*, documenting lessons learned and suggestions for improvement of the EOC MANAGEMENT TEAM Plan; and

When the demobilization process is initiated, the appropriate EOC MANAGEMENT TEAM Coordinator should brief the requesting jurisdiction's Emergency Operations Center (EOC) Director on the required documentation and performance evaluation process established under the EOC MANAGEMENT TEAM Plan.

5.0 REIMBURSEMENT FILING (PROVIDING JURISDICTION)

Reimbursement filings must be done as soon as possible following the completion of a deployment, ideally within 30 days of demobilization.

The following support documentation should be submitted by the providing jurisdiction for each resource deployed:

- Copy of *EOC MANAGEMENT TEAM Form 4 - Resource Request and Assignment, Part A & B*;
- Copies of check-in and demobilization check-out forms (e.g., EOC Modified ICS-211 *Check-in List* and *EOC MANAGEMENT TEAM Form 8 - Individual Demobilization Checkout*);
- Timesheets tracking hours worked by day;
- Copies of related receipts, payment vouchers, etc.; and
- Transportation (e.g., rental car) invoices and a copy of the related payment voucher.

Cost recovery paperwork should be submitted to the requesting jurisdiction's EOC Finance/Administration Section. Questions regarding submission of the cost recovery documentation should be directed to the appropriate SEMS-level EOC MANAGEMENT TEAM Coordinator or the local authorized representative assigned to manage the disaster recovery application.

6.0 DOCUMENT RETENTION

Requesting and providing jurisdictions should retain copies of reimbursement-related records in accordance with state and federal guidelines.