

# AGENCY REPRESENTATIVES IN THE STATE EMERGENCY OPERATIONS CENTER

May 2016



# Purpose

Inform on Agency Representatives assigned to the State Emergency Operations Center (SEOC)

Topics:


## 1. Basic SEOC Information

- Alaska Emergency Management
- Activation
- Disaster Assistance

## 2. Agency Representatives in the SEOC

- Organization
- Duties
- Position Preparedness

**Basic State Emergency Operations  
Center (SEOC)  
Information**



# State Emergency Operation Center (SEOC)

**Who:** Emergency management staff handling the event or incident

**What:** Structure where state level emergency management can be performed

**Where:** located JBER in National Guard Armory Basement

**When:** Created in 1994

**How:** Alaska Statute 26.23, functions to assist with policy making, management, and coordination

# SEOC Mission

The SEOC exists to:

- gather, process, and report emergency situation intelligence.
- aid in State policy and decision making.
- support local communities as they direct and control disaster or emergency response operations.
- account for the State's response costs.





# SEOC - Goals

1. Save lives
2. Ensure the safety and health of all responders
3. Reduce suffering and care for casualties
4. Protect public health
5. Protect government infrastructure
6. Protect personal, private, and commercial property
7. Protect the environment
8. Reduce economic and social losses
9. Restore the area to normal as soon as possible

# The SEOC Provides

- Monday to Friday, 0730 – 1700 hrs coverage by 8 Operations Staff
  - After hours coverage via a toll-free telephone number (MATCOMM) forwarded to a SEOC Duty Officer.
  - Daily communication checks with local, state, and federal agencies
  - Continuous assessment/evaluation of the Alaska situation followed up with warnings to potential affected communities of threats.
  - Preparation of Daily Situation Report
- 24/7 operation expands during events, emergencies and disasters
- Utilization of standard Preparedness Levels



# SEOC During the Pre-Disaster Phase

- Coordination with private non-profit, volunteer, state, military, and federal response, relief, and recovery agencies.
- Provide technical assistance.
- Assist with evacuation planning.
- Warn potentially-affected communities of imminent or potential dangers.
- Activate emergency alert system via governmental communication systems.
- Prime statewide resources for possible logistics requests.





# Upgrading from Normal Operations

**Preparedness Levels** characterize transition from normal duties to SEOC activation:

**Level 1:** Routine operations; SEOC usually not activated.

**Level 2:** Heightened sense of awareness; SEOC may be activated.

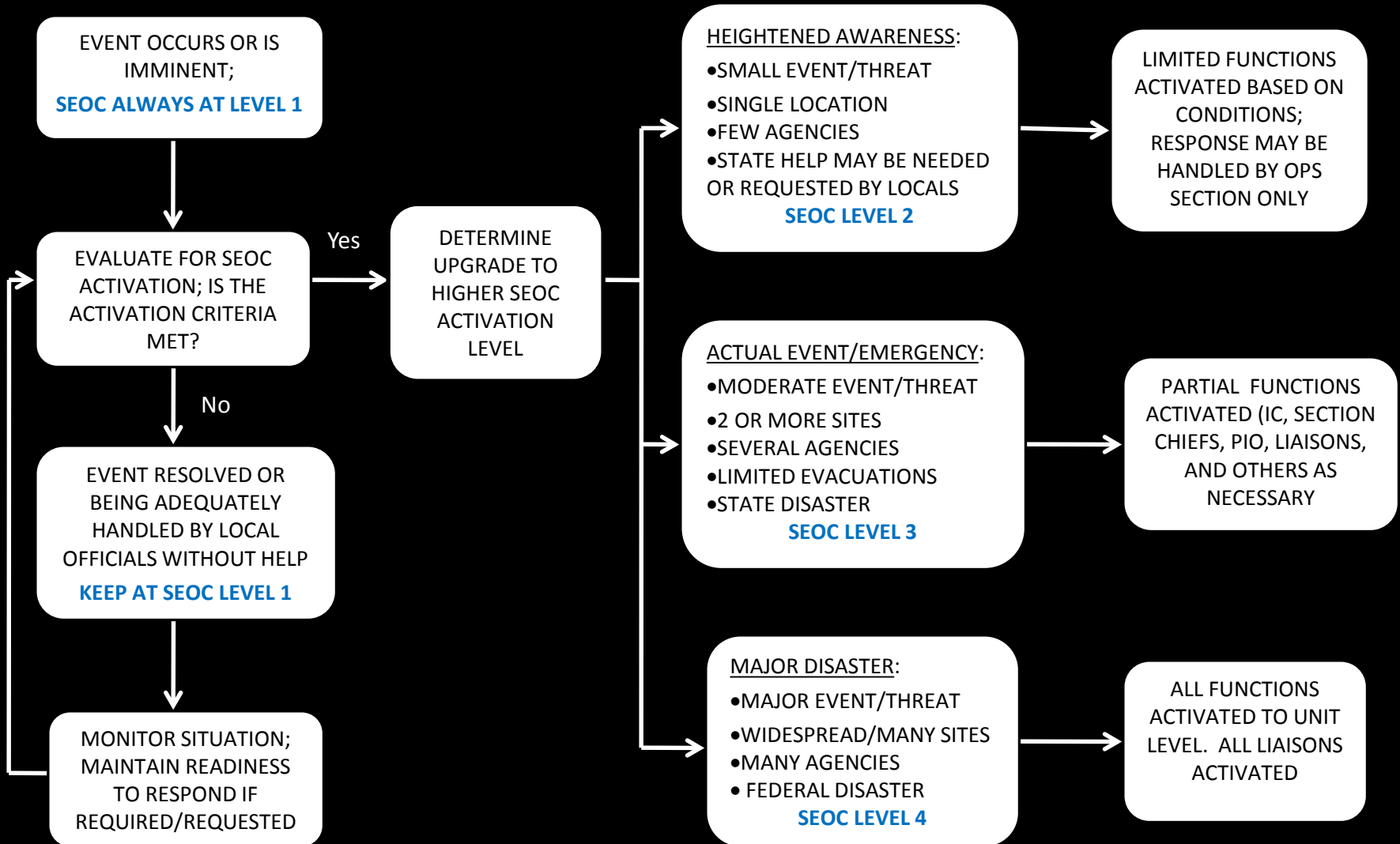
**Level 3:** Actual event occurring; SEOC partially/fully activated.

**Level 4:** Event or operations occur in response to major loss of life, life-threatening, environmental or property damaging event; SEOC fully staffed.

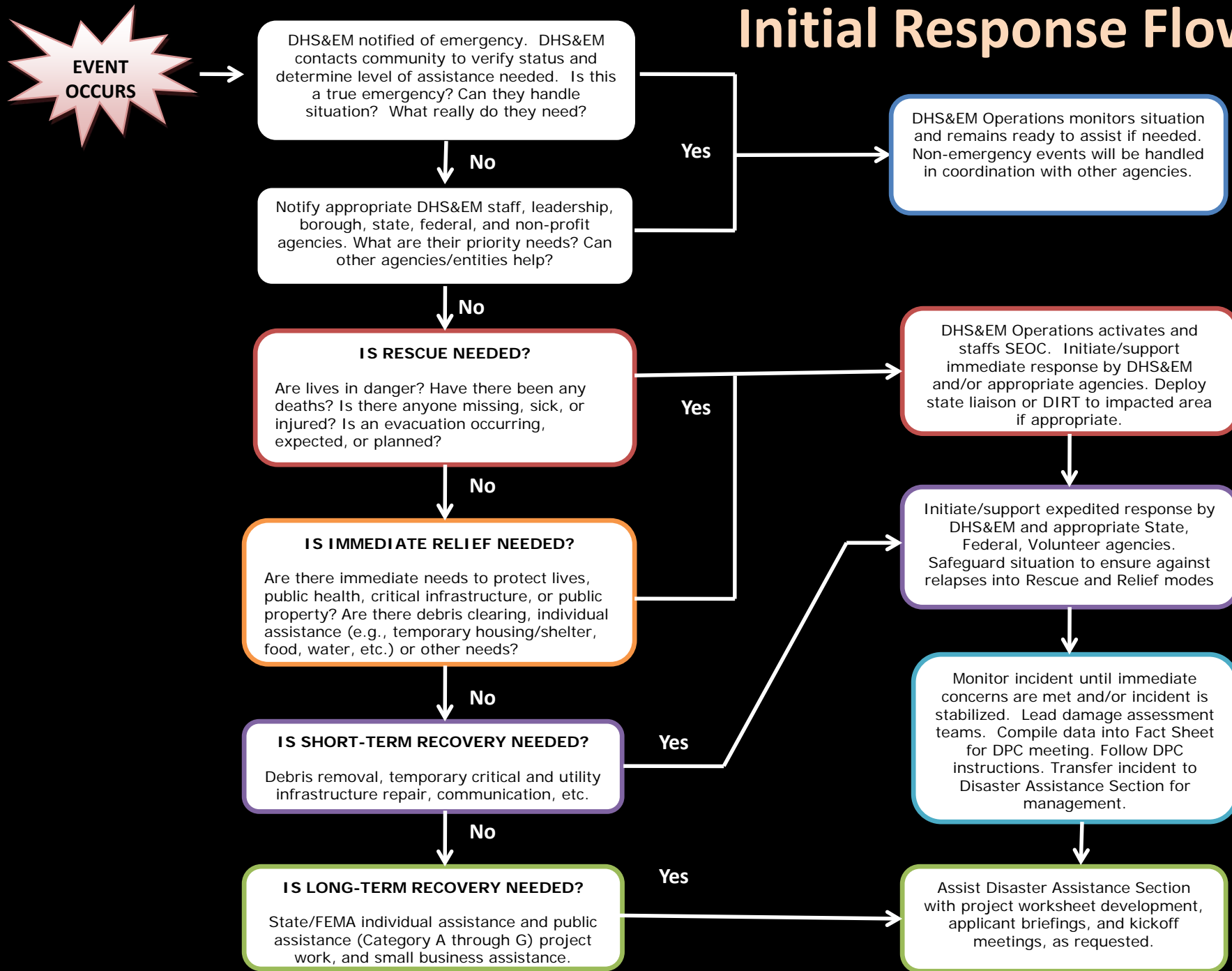
# SEOC Activation Criteria

- Significant number of people at risk.
- Potential or actual threat to people, property and/or environment.
- Significant response/evacuation coordination required.
- Inadequate local resources or there is need for outside help.
- Uncertain future conditions – situation likely or expected to get worse.
- Unknown scope of damage or there are multiple locations.
- Local officials are overwhelmed, slow to act, understaffed, etc.

# SEOC Activation Flowchart



# Initial Response Flow





# SEOC Action Phases

- **Response** immediate actions. Preserve life, property, environment, and the social, economic, and political structure of the community.
- **Relief** short-term assistance, typically less than 30 days. Repair and restoration of essential lifeline systems.
- **Recovery** long-term restoration, four weeks to several years following an event. Activation of recovery operations during the response phase will reduce losses and speed recovery time.

**\*\*Agency representatives can be used during any phase.\*\***

# Response, Relief, and Recovery Actions

Response (Immediate)	Relief (Short-term)	Recovery (Long-term)
<ul style="list-style-type: none"> <li>• Search and rescue</li> <li>• Emergency shelter, housing, food, water, fuel, and energy</li> <li>• Emergency medical and mortuary services</li> <li>• Public health and safety</li> <li>• Decontamination after a chemical, biological or radiological incident</li> <li>• Removal of threats to the environment</li> <li>• Emergency restoration of critical services (electric and natural gas services, water, sewer, telephone)</li> <li>• Transportation, logistics, and other emergency services</li> <li>• Private sector provision of needed goods and services through contracts or donations</li> <li>• Secure crime scene, investigate and collect evidence</li> <li>• Planning for relief and recovery</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of interim housing</li> <li>• Repair and restoration of lifeline utilities</li> <li>• Emergency repair of vital transportation systems</li> <li>• Building safety inspections</li> <li>• Debris removal and clean-up</li> <li>• Provision of critical incident stress counseling for response staff and community</li> <li>• Restoration of social/health services</li> <li>• Restoration of normal civic services</li> <li>• Coordination of local, state, borough, and federal damage assessments</li> <li>• Re-occupancy of structures</li> <li>• Economic recovery, including sites for business resumption</li> <li>• Building demolition</li> </ul>	<ul style="list-style-type: none"> <li>• Long term housing for displaced victims</li> <li>• Debris management</li> <li>• Hazard mitigation</li> <li>• Reconstruction of permanent housing</li> <li>• Reconstruction of commercial facilities</li> <li>• Reconstruction of transportation systems</li> <li>• Implementation of long-term economic recovery</li> </ul>

# Agency Representatives in the SEOC

# SEOC Organized by Incident Command Structure

Command (8 stations)

Finance/Administration (6 stations)

Logistics (6 stations)

Operations (5 stations)

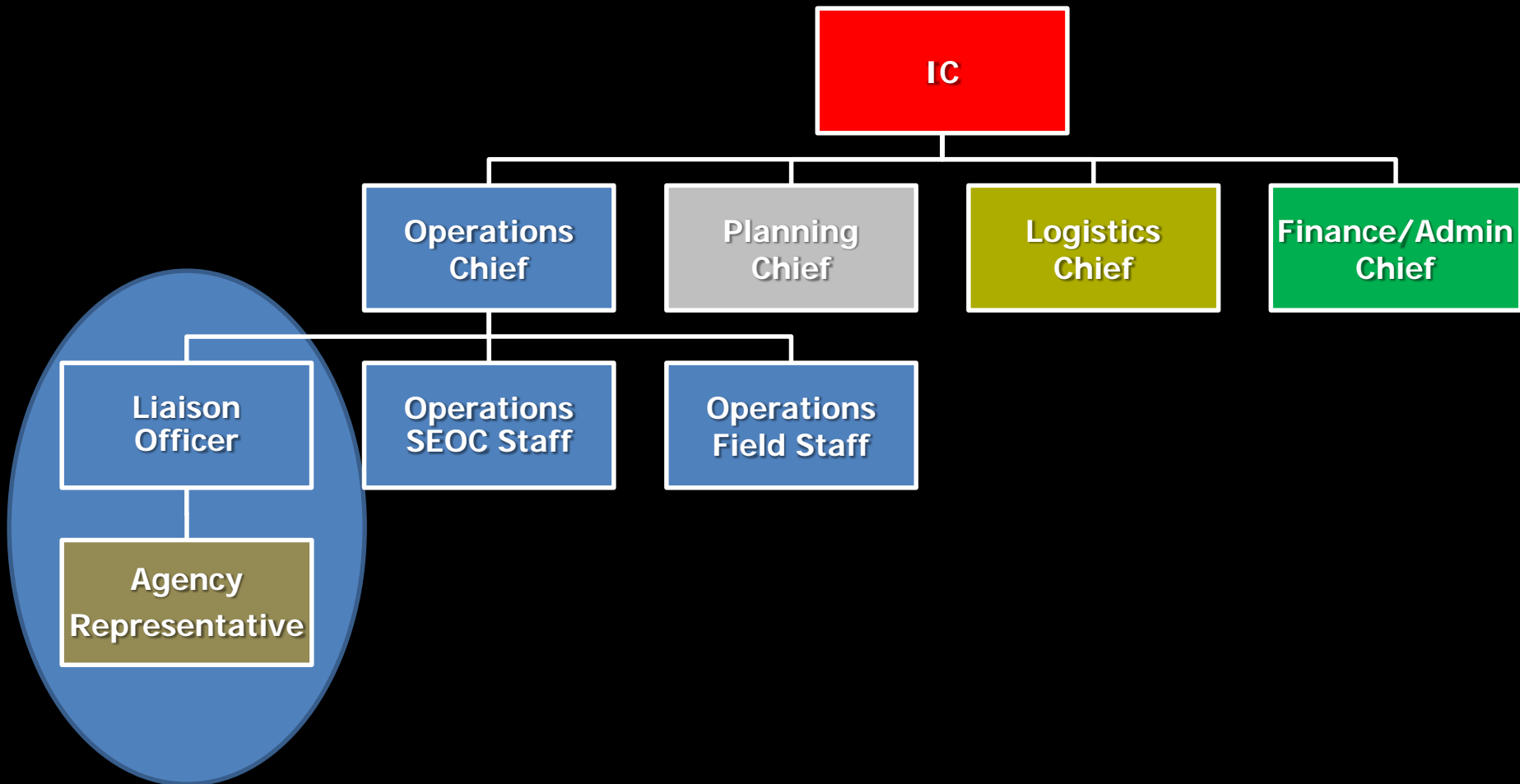
Agency Reps (12 stations)

Planning (7 stations)

Graphics Support (2 stations)

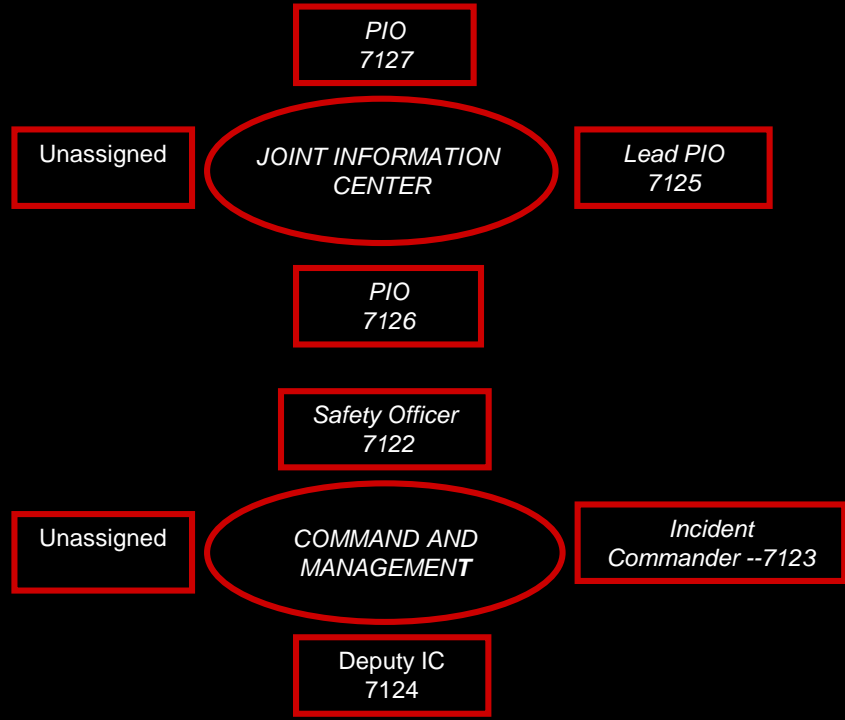
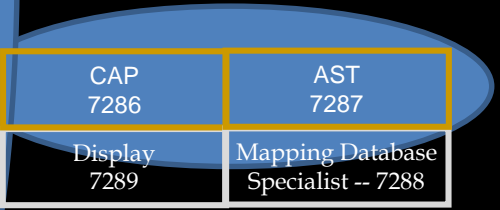
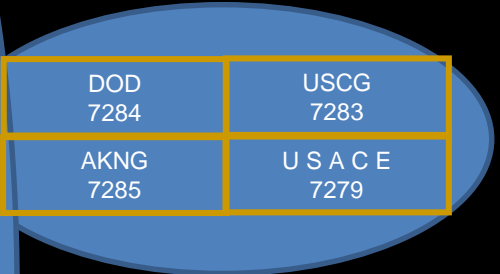


# Where do Agency Representatives (AREPs) fall in SEOC Organization?



# SEOC Layout

Cost Unit Leader -- 7281	Procurement Unit Leader -- 7278	Travel Specialist 7276	Comm Unit Leader 7274	Logistics Specialist -- 7272	Logistics Section Chief -- 7270
Finance Section Chief -- 7282	Human Resource Spec -- 7280	Admin Specialist 7277	Computer Support 7275	Logistics Specialist -- 7273	Logistics Specialist -- 7271



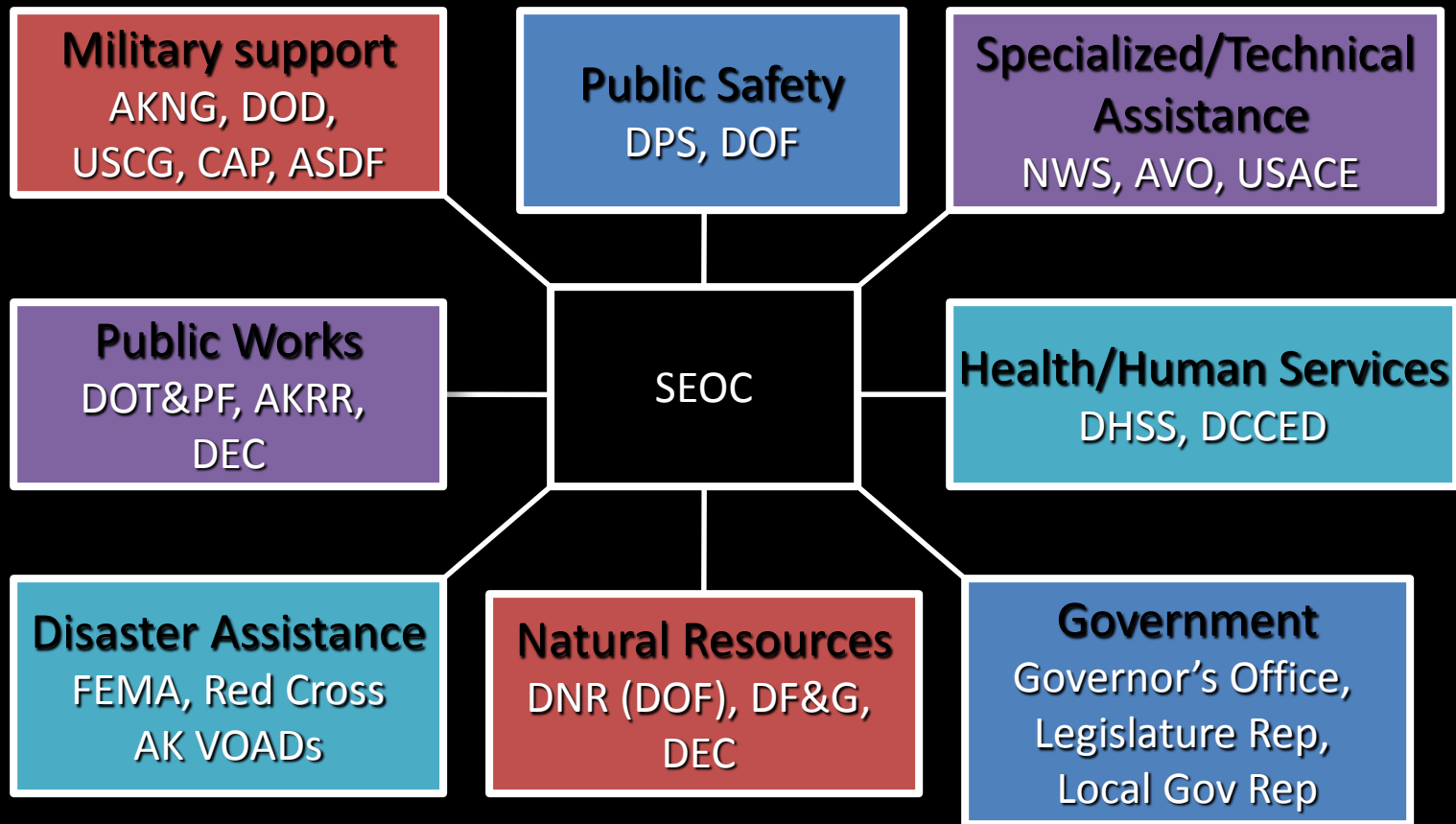
PROJECTION/TV SCREEN

PROJECTION/TV SCREEN

HS Intelligence Specialist -- 7292	Demob Unit Leader -- 7290	Resources Unit Leader -- 7294	Operations Specialist -- 7296	Operations Section Chief -- 7120	Operations Specialist -- 7298
Check-In Recorder 7293	Plans Section Chief -- 7291	Situation Unit Leader -- 7297	Documentation Unit Leader -- 7295	Operations Specialist -- 7121	Operations Specialist -- 7299



# Agency Functions





# SEOC Liaison Officer (LOFR)

To achieve a coordinated response to an emergency LOFR should have:

- A professional work ethic, goal-oriented personality, positive attitude, and strong communication skills
- Coordinates flow of information between AREPs and the SEOC.
- Participates in the planning process.
- Provide/Collects information from all four sections.
- Go-to person for information from assisting/cooperating agencies.
- Ensures SEOC understanding of the appropriate use of resources from agencies.
- Troubleshoots problems.
- Monitors developing situation.

# Define AREP

“A person assigned by a primary, assisting or cooperating Federal, State, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency’s or organizations participation in incident management activities following appropriate consultation with the leadership of that agency.”

From: National Response Framework/National Incident Management System



# SEOC Agency Representatives (AREPs)

AREPs should have:

- A professional work ethic, goal-oriented personality, positive attitude, and strong communication skills
- Authorization to act as single point-of-contact between their agency and the SEOC
- Updated knowledge on status of agency facilities
- Working knowledge of agency capabilities and resources
- Past experience in emergency management in Alaska
- A good understanding of ICS system and EOC operations



# Basic Duties for AREPs

1. Coordinate/liaise between agency and SEOC
2. Provide/expedite agency response and relief support
3. Provide damage assessment on agency facilities/efforts
4. Perform logistics and resource management
5. Provide historical knowledge
6. Manage public information

Each of these duties in detail.....

# AREP Duties

## 1. Coordinate/liaise between agency and SEOC

- Serves as the single point-of-contact between SEOC and agency.
- Participates as a member of the SEOC Operations Section under the Liaison Officer
- Monitors agency command centers and provides input to SEOC Operations.
- Continuously monitors agency's response and recovery activities.
- Interprets agency information for incorporation into the overall SEOC incident plan.



# AREP Duties

## 2. Provide/expedite agency response and relief support

- Evaluate need for immediate agency support.
- Provide recommendations to Liaison Officer and Operations Section Chief.
- Activate agency response in coordination with overall SEOC operational plan.
- Monitor deployed team progress.
- Provide updates for situational awareness and display boards.



# AREP Duties

## 3. Provide damage assessment on agency facilities/efforts

- Monitor current condition of agency facilities.
- Obtain initial damage estimates to damaged/impacted facilities.
- Provide actual or estimated costs of repairs.
- Provide timelines for procuring, transporting, and completing emergency work.
- Provide agency expertise for damage assessment for non-agency facilities, if appropriate.



# AREP Duties

## 4. Perform logistics and resource management

- Monitor current resources available (personnel, equipment, materials , supplies, etc)
- Identify contacts/mutual aid agreements in place
- Identify availability of technical experts (e.g., bridge inspectors, structural engineers, environmental specialists, etc)
- Identify availability of special teams (e.g., haz mat, spill response, emergency power, search and rescue, aerial reconnaissance, etc)



# AREP Duties

## 5. Provide historical knowledge

- Recommend response, relief, and recovery activities based on unique experience and agency expertise.
- Provide past history of similar events in the area.
- Identify any known complications due to weather, transportation, political environment, etc.
- Identify current and ongoing agency work in the impacted area.
- Provide past logistical experience on how long repairs of a similar nature should take.



The Unorganized Borough is highlighted in red

# AREP Duties

## 6. Manage public information

- Verify information is correct -do messages coming out of the SEOC have accurate information?
- Ensure message to public is what the lead agency official wants to put out (i.e., what is going to be good PR and bad PR for your agency and the State?)

# Preparing to Staff the SEOC

The SEOC Guide is the standard reference for working in the SEOC. Should be reviewed by AREPs prior to their arrival.

This guide has section-specific guidance for:

- Command
- Finance/Administration
- Logistics
- **Operations**
  - **Liaison/AREPs**
- Plans



ALASKA  
DIVISION OF HOMELAND SECURITY AND  
EMERGENCY MANAGEMENT

## **STATE EMERGENCY COORDINATION CENTER (SECC) GUIDE**

**WORKING DRAFT**

Version 1

April 12, 2010

# Materials and Supplies

SEOC AREPs should ensure they have the sufficient supplies and materials to perform their work.

The SEOC (MAY) provide:

- Workstation with/computer
- Telephone
- Bulletin or white boards
- Basic office supplies
- Graphics support (e.g., maps, posters, with prior notice)
- Photocopier/fax support

AREPs should provide:

- Agency-specific computer software/programs (preferably on a thumb drive)
- Maps/posters with specific agency information
- Agency guides, forms, reference material, and other information

# SEOC Position Checklists

## LIAISON OFFICER (LOFR)

LOFR

The SECC Liaison Officer (LOFR) is the single coordinator between the SECC Incident Commander and supporting agencies working in the SECC or providing response and recovery activities managed from their respective agency command centers. Typical agency representatives are from DEC, DOT&PF, DPS, DHSS, American Red Cross, VOAD, FEMA, Civil Air Patrol, ALCOM and the Alaska National Guard. Several of these agencies have dedicated positions identified in the SECC floor plan.

### The SECC Liaison Officer:

- Serves as the point of contact for assisting/cooperating/supporting agency representatives activated to provide assistance to the SECC.
- Provides oversight between the Agency Liaisons and the SECC Command Staff.
- Trains agency liaisons on SECC procedures, policies and electronic record keeping. Briefs liaisons on fire alarms, exit procedures and safety protocols.
- Participates in Planning Meetings and assists in the formulation of the Incident Action Plan.
- Coordinates with the Agency Liaisons for recommendations regarding response or logistics support for incident response and recovery activities.
- Recommends activation of specific Agency Liaisons based on the incident needs.
- Ensures Agency Liaisons are coordinating with the Public Information Officer, Operations, Plans, Logistics and Finance Sections as required.
- The SECC Liaison Officer reports to the SECC Incident Commander.
- The SECC Liaison Officer is responsible for managing the supporting Agency Liaisons.

### Duties

- Reports to SECC Incident Commander. Obtain briefing on arrival.
- Manages Supporting Agency Liaisons in the SECC.
- Participates in planning cycle meetings and provides operational inputs to the Incident Action Plan (ICS 204 and others).
- Recommends activation of specific agency liaisons as needed.
- Forms used (or contribute to):
  - ICS 203 Organization Assignment List
  - ICS 204 Assignment List
  - ICS 207 Organization Chart
  - ICS 209 Incident Status Summary
  - ICS 211 Incident Check-In List
  - ICS 214 Unit Log
  - ICS 221 Demobilization Checkout
  - DHS&EM After-Action Comment Form

### Event Task List

#### Immediate Actions:

- Report to; obtain briefing and any special instructions from SECC Incident Commander.
- Assist SECC Incident Commander, Operations and Plans Section staff with recommendations for agency liaisons to activate.
  - Coordinate activation of selected Agency Liaisons through Logistics.
  - Prepare work locations for their arrival.
- Coordinate with agencies involved in initial response activities to obtain situation updates on their participation and pass the information to the Situation Unit.

## AGENCY REPRESENTATIVE (AREP)

AREP

The SECC Agency Representative (AREP) is the single point of contact between a supporting agency and the SECC. The SECC Incident Commander will determine the need for specific agency representatives based on the incident situation. A primary responsibility is to provide information on any response and recovery activities managed from their respective agency command centers.

### The SECC Agency Representative:

- Serves as the single point of contact for an agency activated to provide assistance to the SECC.
  - Provides recommendations on response, relief, and recovery activities based on their unique experience and agency expertise.
  - Provides logistics resources when able to support SECC activities either from in-house assets or through existing contracts.
  - Participates in Planning Meetings and assists in the formulation of the Incident Action Plan.
  - The SECC Agency Representatives report to the SECC Liaison Officer if assigned, otherwise to the SECC Operations Section Chief.
  - The SECC Liaison Officer is responsible for managing the Agency Representatives and/or Liaisons.
- ### Duties
- Reports to SECC Liaison Officer. Obtain briefing on arrival.
  - Represents their agency in the SECC for all incident related agency actions.
  - As requested, participates in planning cycle meetings and provides operational inputs to the Incident Action Plan (ICS 204 and others).
  - Coordinates use of agency specific resources and contracts when needed.

### • Forms used (or contribute to):

- ICS 203 Organization Assignment List
- ICS 204 Assignment List
- ICS 207 Organization Chart
- ICS 209 Incident Status Summary
- ICS 211 Incident Check-In List
- ICS 214 Unit Log
- ICS 221 Demobilization Checkout
- DHS&EM After-Action Comment Form

### Event Task List

#### Immediate Actions:

- Report to; obtain briefing and any special instructions from SECC Liaison Officer.
- Coordinate with supporting agency command centers or management to provide a situation update and any known SECC immediate needs.

#### Daily Actions:

- Provide Operate Agency Liaison work stations.
  - Monitor event activities, update electronic records, provide information flow between the SECC and agency decision makers.
  - Advise SECC Liaison Officer of any special agency needs or requirements.
- Provide an agency situation update briefing to the Situation Unit Leader daily or more frequently as information changes.
- Participate in planning meetings.
  - Assist Operations and Plans Section in developing the Incident Action Plan.



# SEOC Documentation

Standard FEMA ICS terminology, positions, planning cycles, and forms are required.

- AREPs should expect to provide regular input to the following ICS forms:
  - ICS 203 Organization Assignment List
  - ICS 204 Assignment List
  - ICS 207 Organization Chart
  - ICS 209 Incident Status Summary
  - ICS 211 Incident Check-In List
  - ICS 214 Unit Log
  - ICS 221 Demobilization Checkout
  - DHS&EM After-Action Comment Form

IAP - Incident Action Plan Software - Windows Internet Explorer

http://www.iapsoftware.com/

Incident Action Plan Software

Welcome to the online home of the ICS-based incident management software solution. Developed for responders by responders.

What is the IAP?

Incident Action Plan (IAP) is a fully NIMS compliant software package that has been developed over the years to become an all-encompassing tool for incident management. By using the Incident Command System (ICS) process, IAP software manages and conveniently organizes the entirety of an incident response from the necessary resources (personnel & equipment) to the finances and logistics. IAP is a user-friendly system of forms that ensures command officials have valid, up to the minute data through the duration of an incident. For drills and actual incidents, there is no better management software than IAP.

- Web-based software and database hosting service available
- Emergency response & drill support

Client Log In

Launch IAP (SSL)

IAP International

Install IAP Plug-in

Software Updates

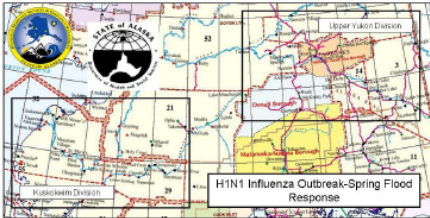
TRG Announces IAP 4.1 Release

Friday, April 23rd, 2009

The Response Group is announcing the release of IAP v4.1. Copies of the software are scheduled to ship on May 1, 2009. However WebIAP clients have been using the v4.1 functionality since January 2008. Updates include: Instant Messaging (WebIAP only), Crisis Management Forms and Access locking for previous operational periods. We have also added watermarks (ex: "This is a Qn8") for printed documents as well as Print Preview functionality for all forms.

software, please contact us.

110 | Houston, TX 77009 | (281) 980-9000

IAP Cover Sheet	
Incident Name: 09H1N1 Inf. Outbreak-Spring Flood Response	Operational Period to be covered by IAP: Period 3 (5/7/2009 07:00 - 5/7/2009 19:00)
Approved by:	
IC-Bryan Fisher: _____	
IC-Jim Mackin: _____	
PSC-Mark Roberts: _____	
<b>Incident Action Plan</b>	
	
Prepared By:	Prepared Date/Time: 5/5/2009 15:56
IAP Cover Sheet	Printed: 5/8/2009 15:13 © 1997-2009 ebSoft, Inc.



# How AREPs work in the SEOC

1. Check-In
2. Obtain Incident and Organization Assignments
3. Attend Initial Briefing from LOFR upon arrival
4. Establish a work location
5. Attend planning and operations briefings
6. Monitor/Share Command and General Staff Interaction
7. Ensure Safety and Well-Being of Agency Personnel
8. Maintain contact with LOFR and your agency
9. Document and Maintain Special Reports
10. Provide Resource accountability and documentation
11. Demobilize and Debrief



# Some Questions

- What agency information could you provide to SEOC Operations upon your arrival?
- What are your chief concerns?
- What additional information do you need in order to help? Who would you ask?
- What resources could you provide for the immediate (response), short-term (relief), or long-term (recovery) basis?
- What challenges do you see in dealing with logistics, transportation, resource management, or public information?
- How would your answers or approach change if the incident happened in October or January? What if the incident was caused by a fall sea storm, flood, or earthquake?
- Others?

# Contact Information

email:

[seoc@ak-prepared.com](mailto:seoc@ak-prepared.com)

Toll Free: 800-478-2337

SEOC Main: 907-428-7100

Alaska Division of Homeland Security and Emergency  
Management

PO Box 5750 Alaska, 99505-5750

<http://www.ready.alaska.gov>

