



# Idaho Office of EMERGENCY MANAGEMENT

## 4TH ANNUAL CYBERSECURITY INTERDEPENDENCIES SUMMIT



### A packed house of government and business leaders at the 4th Annual Cybersecurity Interdependencies Summit.

The annual event is co-hosted by the Idaho Office of Emergency Management, and the Center for Regional Disaster Resilience and draws subject matter experts from a broad cross section of industries. Pictured above - IOEM Director Brad Richy welcomes attendees to the day-long conference. "This event provides the best new information on mitigating cybersecurity threats to organizations of all sizes," Richy said.

Jeff Weak, the Director of Information Security for the State of Idaho said "The need to keep all Idahoans' information secure is critically important. Each day there are new threats to be aware of, so remaining diligent with the security of your information is essential."

Greetings,

As we approach the onset of fire season in Idaho, we are reminded that proper planning, preparation, and mitigation efforts can go far in saving lives and property. Each year wildfires affect all parts of our state. As emergency managers, it is important that we reinforce a culture of preparedness among our stakeholders. If citizens in our communities understand the risks, and how to mitigate them, then we are better able to be effective stewards of state resources. We have included in this newsletter helpful resource links to share with communities around the state.

This kind of mitigation mindset was front and center at the 4th Annual Cybersecurity Interdependencies Summit in Boise. The event, which is sponsored by IOEM, brought together state leaders from across a multitude of industries including agriculture, health care, the legal community, technology, and state government. Idaho continues to be forward leaning as we work to protect sensitive public and private information. This includes a requirement that all State of Idaho employees complete a cybersecurity awareness course. I'm appreciative for the efforts of Governor Otter, Lt. Governor Little, and Idaho's Director of Information Security Jeff Weak for their commitment to cybersecurity.

Idaho is not alone in efforts to plan wisely for a variety of natural and man-made threats, hazards, and risks. IOEM was pleased to host the Regional Interagency Steering Committee (RISC) meeting last month in Boise which drew emergency management agency leadership from Alaska, Oregon, and Washington State. These leaders, along with our FEMA Region 10 Administrator, discussed how our neighbors are prioritizing their respective agencies' mission to best prepare for both known hazards and catastrophic events.

And finally, I'd like to thank Governor Otter and our Adjutant General Mike Garshak, for the formal presentation of the Emergency Management Accreditation Program (EMAP) plaque to the entire agency. Idaho is proud to be the first state emergency management agency in the region to receive this prestigious accreditation, and I want to thank all our staff, and Emergency Support Function (ESF) partners who made this possible.

**Brad Richy**  
Director, IOEM



This is the official newsletter of the Idaho Office of Emergency Management. This quarterly publication produced in Boise, Idaho is intended for use by the State of Idaho's emergency management community, legislators, government officials, and others who are interested in learning about Idaho's emergency management operations and procedures around the Gem state.

C. L. "Butch" Otter, Idaho Governor

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# MITIGATION MATTERS IN IDAHO

## How the Hazards Stack Up according to Public Opinion

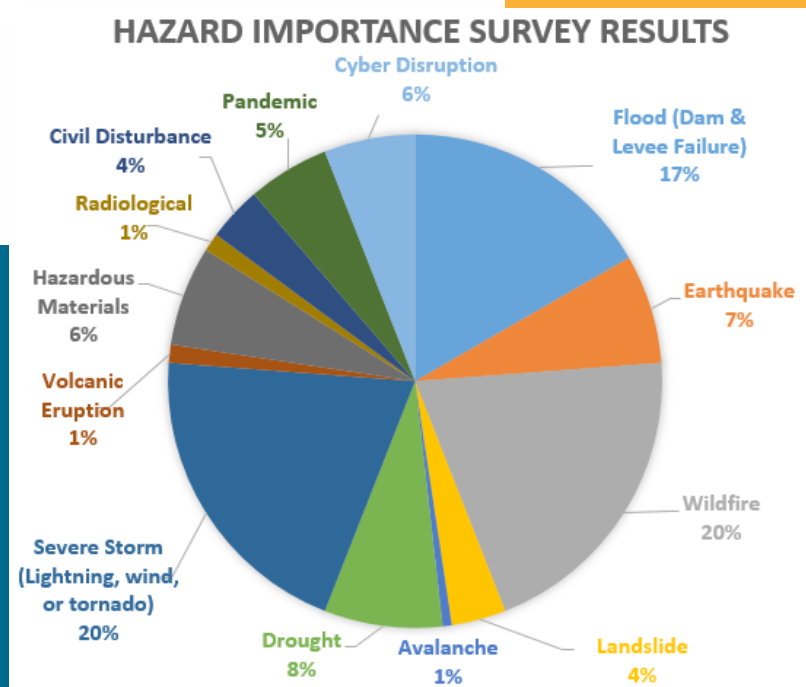
The IOEM Mitigation Section continues gathering public input from Idahoans for the 2018 State Hazard Mitigation Plan (SHMP) Update. Since early this year IOEM has been using an online survey format. From now through the end of this month, the survey will be available online, and IOEM Mitigation is continuing to seek public input.

The survey has 10 questions about everything from what hazards are important, and ways in which disasters are prepared for, to ideas on what should be done to mitigate risks. So far 55 survey results have been recorded. The top three ranked hazards of concern are Wildfire, Severe Storms (these two are a tie for highest concern), and Flooding. Survey results were highest on days where the survey was handed out at events, publicized at meetings, or posted on social media (Facebook and Twitter accounts). Idaho's Public Information Emergency Response (PIER) Team was also instrumental in publicizing the survey on partner agency social media accounts.

35 of the 55 total survey respondents submitted additional comments. There is a general consensus among survey respondents that continued mitigation efforts are important and should include land use planning, infrastructure planning and improvements, and increased public awareness of the vulnerabilities – especially in new development areas. Respondents also stated that more exercise facilitation, public outreach and education, as well as whole community involvement in hazard assessments and mitigation planning are areas in which they would like to see additional efforts.

Please help the Idaho Office of Emergency Management update their hazard mitigation plan by taking this survey! Either follow the link or scan the QR code, we can't wait to hear your feedback! <https://www.surveymonkey.com/r/CS6KSJK>

Contact Susan Cleverley at [scleverley@imd.idaho.gov](mailto:scleverley@imd.idaho.gov) for any questions or updates.



# REGIONAL INTERAGENCY STEERING COMMITTEE MEETING HELD IN BOISE

RISC brings together partner agencies from across the region to discuss strategies and objectives

In greeting local, state, regional, and federal partners at the Regional Interagency Steering Committee (RISC) meeting in Boise, Idaho, FEMA Region 10 Administrator Mike O'Hare reinforced the significance of FEMA's new strategic plan. The plan stresses the importance of creating and cultivating a "Culture of Preparedness" both regionally and nationwide. FEMA's plan also calls for reducing the complexity of what the federal agency does. An additional objective is to focus on preparedness planning for catastrophic regional events, including a major earthquake.

Idaho, Oregon, Washington, and Alaska are all in FEMA Region 10. Each state is planning major exercises in the future. Leaders from each agency discussed their state-specific plans for exercises in the coming year, and into 2019, and the importance of collaboration and relationship-building.

Are you prepared? Could you and your family survive without outside assistance for two weeks? Do you have a preparedness kit in your home and your car? <https://www.ready.gov/>



Pictured Above L - R  
Idaho Office of Emergency Management Director Brad Richy  
Alaska Division of Homeland Security and Emergency Management Director Mike Sutton  
Washington Emergency Management Division Deputy Director Jason Marquiss  
FEMA Region 10 Administrator Mike O'Hare  
Oregon Emergency Management Deputy Director Matt Marheine



# PREPARING FOR FIRE SEASON

May is Wildfire Awareness Month in Idaho

More than 60 people attended the joint Idaho and Lewis County pre-fire season training and tabletop exercise in early April. A tabletop exercise is a discussion-based exercise. Participants heard about issues, trends, and processes in regard to wildland fire response. A fire simulation display modeled a rapidly spreading fire allowing for discussion on the various aspects of a response including communications, evacuations, structure protection, and funding.

Most wildfires in Idaho are started by people. Nationwide, nine out of 10 wildfires are caused by humans. Idahoans are increasingly embracing a 'culture of preparedness' when it comes preventing, and minimizing the effects of this costly statewide hazard. To learn more about Fire Prevention information visit our website at <https://ioem.idaho.gov/> or go to <http://idahofirewise.org/fire-prevention/>



# EFFECTIVE OUTREACH AND COMMUNICATION IN THE DIGITAL ERA

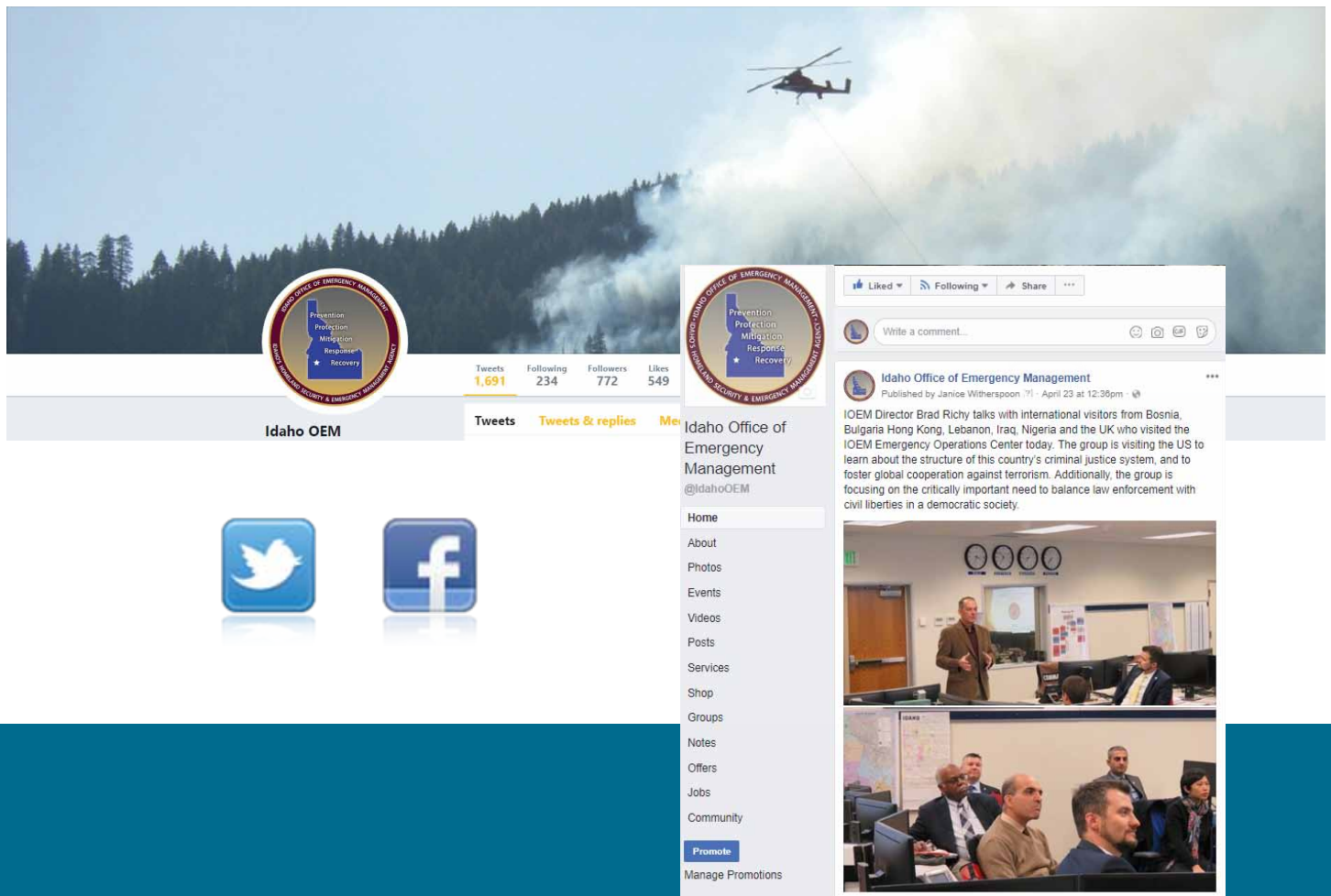
## IOEM's social media presence continues to grow through original content

IOEM public affairs is pleased to be working with our partners to grow an effective social media presence. Since a majority of Americans get their news, especially breaking news, from online sources, cultivating a "trusted partner" status is critically important. To further grow our social media followers, IOEM has begun to integrate more current event postings into our content planning. In one week alone in the month of April, our outreach was increased by 5,000 impressions.

Perhaps most importantly is the increase that our social media has had in terms of a loyal audience. We have doubled our growth of followers from spring of 2017. This means more people are regularly seeing our social media messages than ever before. In an increasingly time-compressed world for most of the public, short attention spans and fleeting interest are par for the course, so growth of this size is worth noting. Our messaging reaches out a little bit further every day as well. In spring of 2018 our impressions rose by about 65 thousand. In other words, we reached about 65 thousand new people with our social media efforts.

We are thankful for the contributions from within IOEM and from our state, local, and federal partners.

If you would like assistance spreading your messaging – please contact us via Facebook or Twitter @IdahoOEM



The image is a composite of three parts. The top part is a photograph of a helicopter flying over a forest, dropping a large amount of water or fire retardant. The bottom-left part is a screenshot of the Twitter profile for Idaho OEM (@IdahoOEM). The profile shows 1,691 tweets, 234 following, 772 followers, and 549 likes. Below the profile are icons for Twitter and Facebook. The bottom-right part is a screenshot of a Facebook post from Idaho Office of Emergency Management. The post is published by Janice Witherspoon on April 23 at 12:35pm. The text of the post reads: "IOEM Director Brad Richey talks with international visitors from Bosnia, Bulgaria Hong Kong, Lebanon, Iraq, Nigeria and the UK who visited the IOEM Emergency Operations Center today. The group is visiting the US to learn about the structure of this country's criminal justice system, and to foster global cooperation against terrorism. Additionally, the group is focusing on the critically important need to balance law enforcement with civil liberties in a democratic society." Below the text is a photograph of a man in a suit standing in a meeting room, addressing a group of people seated at a table.

# IDAHO PIER TEAM MEETS WITH REGIONAL PARTNERS

Group emphasizes collaborative nature of emergency messaging and outreach

FEMA Federal Coordinating Officer (FCO) T.J. Dargan (top center) and FEMA Region 10 External Affairs Director Ryan Ike, (top right) meet with members of Idaho's Public Information Emergency Response (PIER) team. The discussion centered on how FEMA can best support the state, and by extension, Idaho counties and Tribes. The visitors also shared FEMA's new strategic plan. The nationwide plan (see graphic below) includes - Building a Culture of Preparedness, Readyng the Nation for Catastrophic Hazards, and Reducing the complexity of FEMA.

IOEM is part of FEMA Region 10, which includes Alaska, Washington, and Oregon. The PIER Team meets every eight weeks to share best practices in public information, maintain situational awareness on emerging issues, and prepare for training and exercise events.

For more information on the Idaho PIER team, and the latest IOEM news releases, please go to <https://ioem.idaho.gov/Pages/NewsRoom.aspx>



2018-2022



## Strategic Plan

Helping People. Together.

STRATEGIC GOALS

### I. BUILD A CULTURE OF PREPAREDNESS



1.1 Incentivize investments that reduce risk, including pre-disaster mitigation, and reduce disaster costs at all levels



1.2 Close the insurance gap



1.3 Help people prepare for disasters



1.4 Better learn from past disasters, improve continuously, and innovate

### II. READY THE NATION FOR CATASTROPHIC DISASTERS



2.1 Organize the "BEST" (Build, Empower, Sustain, and Train) scalable and capable incident workforce



2.2 Enhance intergovernmental coordination through FEMA Integration Teams



2.3 Posture FEMA and the whole community to provide life-saving and life-sustaining commodities, equipment, and personnel from all available sources



2.4 Improve continuity and resilient communications capabilities

### III. REDUCE THE COMPLEXITY OF FEMA



3.1 Streamline the disaster survivor and grantee experience



3.2 Mature the National Disaster Recovery Framework



3.3 Develop innovative systems and business processes that enable FEMA's employees to rapidly and effectively deliver the agency's mission



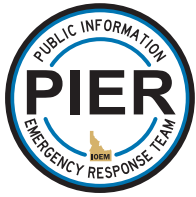
3.4 Strengthen grants management, increase transparency, and improve data analytics

FEMA Vision:

**A prepared and resilient Nation.**



FEMA



The Idaho Public Information Emergency Response (PIER) team was created through Idaho Executive Orders, the most recent being No. 2014-07. The PIER Team was formed in 1997, and is made up of Idaho State Agency Public Information Officers or designated communications professionals.



### Why is there a PIER Team?

The PIER Team is a public information resource of the State of Idaho. The PIER Team exists to provide the **Right Information to the Right People at the Right Time** during a major event or following a State Disaster Declaration.

The PIER Team may be activated when the Idaho Emergency Operations Center (IDEOC) is activated. The group may also assist local jurisdictions or state agencies in collecting, verifying and disseminating important information to the public.

### Requirements Include:

- Thorough understanding of the Emergency Support Function (ESF) 15 of the Idaho Emergency Operations Plan. ESF 15 is the Public Information and External Affairs function of the Idaho Emergency Operations Plan (IDEOP).
- Proficiency as a public information officer (PIO), including experience with media, social media, writing news releases, and answering media question for print and on-camera.
- Thorough understanding of Idaho's Joint Information System/Joint Information Center (JIS/JIC) Plan.

- Proficiency in navigating WebEOC, the State of Idaho's emergency management information sharing platform. (on-going training available)

### PIER Team members

- Respond to notifications sent via the Idaho State Alert and Warning System (ISAWS) – including activation requests.
- Attend bi-monthly PIER Team meetings.
- Participate when available in training and exercise opportunities.
- Provide situational awareness of PIER Team activities to individual agency leadership when necessary.

## Executive Order No. 2014-07

### II. GENERAL ASSIGNMENTS

Each state agency will:

J. Participate in the state Public Information Emergency Response (PIER) program. Public Information Officers of each State agency are collaterally assigned to the State's PIER Team Program during emergencies and disasters. PIER Team members provide a level of public information expertise not otherwise available to state and local jurisdictions. Public Information Officers will train and exercise in coordination with the Idaho Office of Emergency Management. When emergencies and disasters occur, PIER Teams will be deployed, when necessary, to the IDEOC, Joint Information Centers, field support offices and/or local jurisdictions.





## INTERNATIONAL VISITORS TOUR IOEM



The Idaho Office of Emergency Management was proud to host a delegation of visitors from more than 21 countries this spring! The tour was organized in conjunction with Boise State and arranged for international emergency management experts to come to the United States and specifically visit with emergency management leadership.



The event is a partnership with the Department of State's International Visitor Leadership Program. The international visitors hold positions in a wide variety of emergency management related fields in their home countries. The discussion ranged from how to apply certain IOEM practices in varying emergencies to the technical creation of GIS maps.

## TRAIN THE TRAINER GRADUATES

Congratulations to our 17 graduates of the week-long National Emergency Management Basic Academy Train the Trainer course held at Gowen Field in Boise. Successful completion of this course certifies these graduates to teach the National Emergency Management Basic Academy courses in their individual areas of expertise in Idaho and the nation.



# BONNEVILLE COUNTY GRANT KUDOS

by Tom Lenderink – Bonneville County Emergency Manager



I received an email recently from one of our Bonneville County Sheriff's Office Deputies, who also happens to be a member of our local/regional dive team. I often receive thank you notes from individuals and organizations who appreciate the work we do assisting with grant funding. As county emergency managers, our jobs cover just about everything, and we appreciate when individuals like Deputy Flegel give us great feedback. Here is a synopsis of a much appreciated thank you:

*Gentlemen,*

*My old, worn-out, drysuit got damaged and, graciously, Bret let me have my new one [dry suit] sooner than I should have. I must thank each and every one of you for making the new drysuits happen.*

*Tom, thank you very much for the funding. Bret, thank you for letting me snag it early so I could use it today and for picking the most amazing drysuit ever! I used it in the [Snake] river today and I am so, so very pleased. A few of the positive notes about it are as follows:*

*- I could get into it myself, without needing someone else to zip it up. (This will greatly [decrease] the time getting ready in emergency situations).*

*- The mobility inside [the suit] is exceptional. I can actually move, swim and function in it. This will greatly increase our safety under water, as well as our productivity.*

*- It is way warmer! It seems to be stretchy, so you can layer up under it on those cold days.*

*Again, thank you all. I really feel like we need to figure out how to fund getting them for all of the divers. It's so awesome working for an agency who treats us so good with great equipment.*

*Austin Flegel 357*

Since we are all part of one team in trying to put our grant funding to the best use possible, I wanted to share the feedback regarding the drysuits. I know this comes from only one diver, but I trust there will be many more positive results as the remaining suits are distributed.



# BUILDING A CULTURE OF COLLABORATION

ESF meetings engage stakeholders throughout state government

The State of Idaho's response to disasters is coordinated by the Idaho Emergency Operations Center (IDEOC) through sixteen Emergency Support Functions (ESFs). Each ESF groups similar resources and capabilities into areas that are most frequently needed during a state response. These functions are fulfilled by a variety of state agencies, assigned responsibilities through Governor's Executive Order 2014-07 and the Idaho Emergency Operations Plan, which provide the resources and expertise needed to deliver state assistance during a declared disaster.

Collectively, these state agencies form the ESF Coordinating Group. In order to improve response during a disaster and maintain readiness during non-disaster times, the ESF Coordinating Group meets quarterly to ensure that each agency has a thorough understanding of their roles and responsibilities during an emergency through discussions, trainings, and exercises. In addition to their disaster response duties, the Group also assists IOEM in both the planning and recovery aspects of disaster management. The quarterly meetings also enhance familiarity with each other's programs and capabilities, which builds relationships before a major event.

**Mallory Wilson**  
IOEM Plans Section Chief

Quarterly meeting of the IOEM  
ESF Coordinating Group



## CONGRATULATIONS TO MARY QUARLES, THE IOEM EMPLOYEE OF THE QUARTER

Each quarter IOEM leadership identifies an employee who is going above and beyond the call of duty. This is a difficult task because every day agency staff do outstanding work to best serve the citizens of Idaho. This quarter that person is deservedly Mary Quarles.



Mary Quarles is often referred to as the “energizer bunny” because of her willingness to pitch in and do whatever is required to assist our stakeholders with any questions related to grant management. Mary is always pleasant, and consistently sets a fine example of professionalism in every way. She has written and re-written rules and procedures more times than can be counted - all in an effort to provide the best information needed in the process of keeping sub-recipients in compliance under the federal rules. Anyone who deals with federal rules knows this is no small feat.

Mary leads her team effectively and demonstrates an authentic commitment to customer service. She is dependable, efficient, and always willing to take on difficult projects.

Congratulations to Mary Quarles, the spring employee of the quarter!

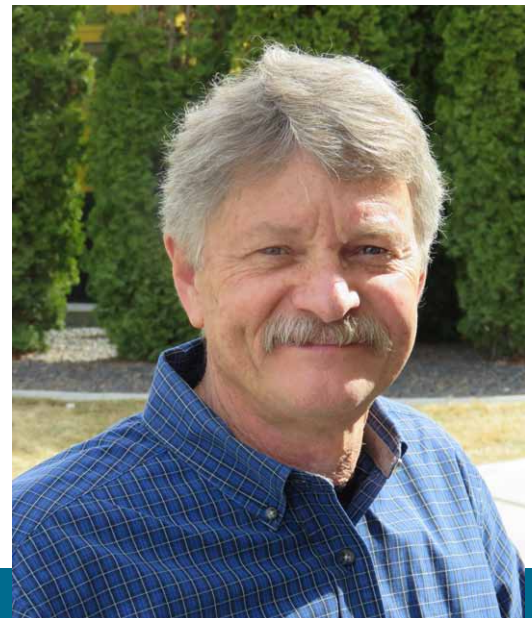
## MEET IOEM'S NEW TRAINING AND EXERCISE LEAD

This past quarter the IOEM Operations Branch welcomed Gary Leeder to the group as Training and Exercise Section Chief. Gary's responsibilities involve designing and implementing the agency's training and exercise programs. This includes several upcoming tabletop exercises, and a major exercise planned for March of 2019.

Gary brings significant experience in law enforcement, including a Bachelor's of Science degree in Criminal Justice from the University of Nebraska, and a Master's of Science in Criminology from California State University, Fresno. Go Bulldogs!

Gary was born and raised in the Philippines. In his time away from work Gary enjoys working in his orchard, and organic garden, and riding his Harley. In addition, Gary is the assistant chief gardener/landscaper/fixerupper/caretaker at Sunflower Lane Weddings and Events outdoor venue in Nampa.

Gary can be reached at (208) 258-6509 or [gleader@imd.idaho.gov](mailto:gleader@imd.idaho.gov)



# THE IDAHO RURAL WATER ASSOCIATION RECOGNIZES KARL DEHART AS A FRIEND OF RURAL WATER

Congratulations to Karl DeHart, who has served as the WebEOC Statewide Administrator with the Idaho Office of Emergency Management since 2010, for being recognized by the Idaho Rural Water Association.

"Karl has been instrumental in helping IRWA become more successful with promoting emergency preparedness for drinking water and wastewater utilities through a program called IdWARN. He has helped IRWA teach communities throughout Idaho about emergency resources available to them, as well as how to best communicate during an emergency. Karl has also worked with IdWARN to develop a communication network through WebEOC and train IdWARN members on how to effectively use the information sharing platform. Karl has been patient and supportive and has provided a great deal of guidance to everyone involved in IdWARN."

## What is IdWARN?

IdWARN stands for Idaho Water and Wastewater Agency Response Network. It is a response network of utilities helping each other prepare and respond to natural and man-made interruptions in service through the use of mutual aid and assistance agreements. IdWARN is promoted and sponsored by EPA as an emergency response tool.

## IdWARN Network Mission

To promote statewide emergency preparedness, disaster response, and mutual assistance for public and private water/wastewater utilities.

For more information visit [www.idwarn.org](http://www.idwarn.org)



Are you a County or Tribal Emergency Manager? Are you familiar with the numerous ways WebEOC can assist you during a disaster or emergency? WebEOC is the state of Idaho's information sharing platform and includes contact information, a document library, situation updates, daily updates on emerging issues, and much more. For information on an on-site tutorial contact Karl DeHart at [kdehart@imd.idaho.gov](mailto:kdehart@imd.idaho.gov)



# IOEM WELCOMES JOSH MCINTOSH TO THE TEAM

IOEM welcomes our new Critical Infrastructure and Key Resources (CIKR) Program Manager Josh McIntosh. Josh has a diverse background with significant experience in both law enforcement and construction facilities' inspections both in the United States and overseas, including the United Kingdom, France and Turkey.



An Idaho native, Josh graduated from Centennial High School and attended Boise State University and the Idaho Post Academy. While working at the Boise County Sheriff's Office Josh and then Sheriff Ben Roeber started the county's K9 Program.



In his new role as CIKR Program Manager Josh will be responsible for providing a unifying structure for the identification and integration of future CIKR information in the state.

When not completing dozens of ICS courses required at IOEM, Josh spends his free time woodworking and working on residential remodeling projects.

# ROBIN KISKA – NEW RISK MAP PROGRAM MANAGER

Robin will be responsible for providing FEMA's new DFIRM's (Digital Flood Insurance Rate Maps) to our local communities. Along with high quality flood maps and information, Robin will develop tools to better assess the risk from flooding so communities across the state can take action to mitigate their risk. The Risk MAP program is funded by FEMA through a cooperative agreement with the State and IOEM.

Robin is originally from Albuquerque, New Mexico, and is a connoisseur of green chilies. Robin is a graduate of the Air Force Academy where he played outside linebacker for the football team that almost always beats West Point and the Naval Academy. Robin has lived and served in several places overseas including South Korea and Germany, where he served as a member of a special maintenance team that fixed communications equipment throughout Europe and Africa.

Robin wrestled for the All-Air Force Greco roman team, and played semi-pro rugby in Denver before and he and his wife Megan, who is currently in the Idaho Air Guard as an Inspector General, moved to Phoenix, AZ, San Francisco CA, and then Boise. They have two children who have inherited their parents' athletic genes – 7 year old Axel is wrestler, and 6-year old Zena a gymnast.



# GOVERNOR OTTER AND THE ADJUTANT GENERAL ATTEND FORMAL EMAP PRESENTATION

Governor Otter and the Adjutant General attend the official EMAP presentation ceremony at IOEM in April. The prestigious Emergency Management Accreditation Program (EMAP) is a voluntary standards, assessment and accreditation process for disaster preparedness and response programs throughout the country. Idaho is the first state to receive the accreditation in FEMA Region 10, which also includes Alaska, Oregon, and Washington.



# KARLA WASSON, WINNER OF THE BOB WELLS CHILI COOK-OFF



Congratulation to Karla Wasson, winner of the first Bob Wells Chili Cook-off event at IOEM; our friend and colleague Bob Wells passed away in 2017.



Cindy Wells, IOEM Director Brad Richy, and Karla Wassom, winner of the now annual cook-off.



# Idaho Office of Emergency Management 4040 W. Guard Street Boise, Idaho 83705



This year's 4th Annual Cybersecurity Summit included a hands-on tabletop exercise to test preparedness measures and reinforce awareness of the many ways personal and business information can be compromised



Presentations also focused on key areas of importance in cybersecurity, including information sharing and reporting, changing employee behavior, and the importance of attracting higher numbers of women to IT and cyber-related professions.