



Idaho Office of **EMERGENCY MANAGEMENT**

EMPLOYEES OF THE QUARTER



*not all IOEM staff were available for the photo.



In 2017, Idaho became the first state emergency management agency in the Northwest to receive the prestigious Emergency Management Accreditation Program (EMAP) distinction. EMAP is a voluntary standards, assessment and accreditation process for disaster preparedness and response programs throughout the country. EMAP fosters excellence, uniformity and accountability in emergency management and homeland security programs. Idaho is the first state to receive the accreditation in FEMA Region 10, which also includes Alaska, Oregon and Washington.

Greetings,

Congratulations to the entire staff of IOEM. The recognition of the IOEM team as "Employees of the Quarter," underscores the significance of being accredited by the Emergency Management Accreditation Program (EMAP), and the teamwork it takes to achieve such an honor. The accreditation is the reason that, for the first time, our Employee of the Quarter recognition was given to the entire agency. The EMAP accreditation process was arduous and required precise attention to detail. Hundreds of hours of time and energy was involved to thoroughly document all of IOEM's policies and procedures in sixteen areas - including planning, resources management, training and exercise, public information and administration. So once again, kudos for the agency and all our state and local partners who helped IOEM achieve this national stamp of approval.

It was my pleasure to meet with county and Tribal emergency managers earlier this month at their mid-winter conference in Boise. Our successful work at IOEM is due in large part to the strong relationships we have with our local emergency managers. We appreciate the countless hours these individuals put in to keep their communities safe and informed.

And finally, while we have been enjoying a relatively mild winter so far, we are aware that in Idaho the situation can change in an instant. Please make sure you and your family have an updated emergency preparedness kit for both your home and your vehicle. And if you don't know what your family plan is if a disaster were to strike while you are away from home, take time to make those decisions now.

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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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STATE OF IDAHO HAZARD MITIGATION PLAN IS UNDERWAY

Idahoans encouraged to participate in Hazard Mitigation Planning

IOEM is working to keep you safe. In an effort to reduce the risks to lives and property from natural and human-caused hazards, the State of Idaho Hazard Mitigation Executive Planning Committee is seeking public input. Public feedback and outreach activities help us to gather local perspective of hazards and mitigation activities. This is your opportunity to tell us what hazards matter to you so resources and plans can be more effective.

Every five years the State of Idaho Hazard Mitigation Plan is revised with current risk and vulnerability assessments, updates to hazard profiles including historical disaster events, prioritization of strategies, and reports on progress of mitigation projects. The plan sets a mitigation vision for Idaho, and focuses multi-agency coordination, actions, and public outreach. A FEMA-approved plan meets the federal requirement necessary to apply for and receive disaster and non-emergency mitigation funding.

The planning committee is using an online survey and social media, to reach local communities about the issues they care about the most. With the use of these tools as well as past procedures, the committee is working to gather public feedback from as broad a swath of Idahoans as possible. A local perspective is critical to effective planning. We want and need your thoughts on everything from what disasters impact you most - to how you prepare yourself for an emergency. If you are interested in taking the survey you can follow the link below! Make sure to like us on Facebook and follow us @IdahoOEM on twitter!

Contact Susan Cleverley at scleverley@imd.idaho.gov for any questions or updates.

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>



GOING ABOVE AND BEYOND

A Year of Accomplishments for IOEM Logistics

The IOEM Logistics Section was constantly in motion in 2017. The State of Idaho's record-breaking winter storms and subsequent spring flooding, meant the logistics staff had our plates full, many spinning, with multiple different State disasters, four of which became Federal disasters. As a result of the Federal disasters, FEMA sent more than a hundred people to Idaho at one point, working in three different locations around the state to assist us in our recovery efforts. This happened during a year when national level disasters including hurricanes, flooding and fires caused untold hardships. I have to say, all of this activity helped speedup the learning curve for most of the newbie's in our organization.

First Responders from across the state stepped up to the challenge wherever and whenever they could while maintaining a secure posture in their own jurisdiction. State Emergency Support Functions (ESFs) responded when asked, and learned a ton about internal communication and situational awareness throughout their departments - all to better serve the people of Idaho.



This past year also showcased another great Idahoan who just keeps dedicating himself to the people of Idaho.

Retired Chief Warrant Officer Val Larsen spent close to forty years in the Idaho Army National Guard then joined the Idaho Office of Emergency Management two years ago as the Logistics Section Chief. He worked tirelessly and diligently to bring four major programs within that section up to our leadership's desired standards. After retirement his community asked more of him and he stepped up once again. He accepted a part-time position as Equipment Grants Program while training and continually improving our processes. I cannot say enough good about what this individual does for our organization.

Last, I must give praise to Wayne Harris or 'Young Einstein' as Val and I like to call him around the office. Wayne has superb problem solving skills and a relentless determination for any task at hand. This past year he has shown great creativeness with the Emergency Management Assistance

Compact (EMAC) and how it has been used effectively. Fire Departments from communities around the southwestern part of the state responded twice to the fires in California because of his efforts. I believe this individual will soon rewrite EMAC as we know it not only for us here in Idaho but quite possibly for the nation. We are lucky to have him on the team.

Carlo Fenicottero
IOEM Logistics Manager



IDAHO EMERGENCY OPERATIONS PLAN (IDEOP) UPDATED

The IOEM Plans Section is pleased to announce the promulgation of the newly updated 2017 Idaho Emergency Operations Plan (IDEOP). Governor Otter signed the plan in December, officially putting the changes into effect. The IDEOP is updated every two years and is the guiding document for disaster response and activations of the Idaho Emergency Operations Center (IDEOC) in Idaho. This update of the Idaho Emergency Operations Plan was kicked off during a meeting with the Emergency Support Function (ESF) Coordinators in January, 2017. The IDEOP was reviewed and revised over the next ten months with the assistance of state partners and IOEM staff.

Last year's harsh winter and spring led to a lengthy activation of the IDEOC, which provided ample opportunities to thoroughly test and evaluate the efficacy of the Plan. Areas for improvement were identified and corresponding changes were made. The 2015 version of the IDEOP was updated to reflect changes in several areas relating to the functioning of the Idaho Emergency Operations Center (IDEOC). IDEOC activation levels were revised to be in better alignment with FEMA's disaster response operations and the National Incident Management System (NIMS).

A full description of the revised IDEOC Activation Levels can be found in the ESF #5 – Emergency Management Annex to the IDEOP. The IDEOP was updated in compliance with the directives outlined in Comprehensive Planning Guide (CPG) 101 v. 2, Idaho Statute 46-1006, and Governor Executive Order 2014-07. The 2017 IDEOP is available on the IOEM website, within the Emergency Operations Planning Template (EOPT), and is available in printed form by request. Thank you to all IOEM employees and state partners who contributed their expertise to the IDEOP update.

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Newly printed 2017 Idaho Emergency Operations Plans (IDEOP) arrive at IOEM

PROVIDING ASSISTANCE FOR NEIGHBORING STATES IN NEED

Idaho firefighters help California as part of EMAC mutual aid agreement

Firefighting personnel from multiple Idaho Fire Departments headed to California in late 2017 to assist with firefighting efforts. California experienced unprecedented destruction during a fire season that claimed multiple lives and destroyed countless homes. One of the most severe fires was the Thomas fire near Los Angeles.

More than 50 individuals and 14 engines from Boise, Kuna, Meridian, Star, Sand Hollow, Parma, Madison, Teton Valley, Swan Valley, and Idaho Falls provided essential support under the Emergency Management Assistance Compact (EMAC). The mutual aid agreement was created so that states would have the ability to provide assistance whenever a natural disaster strikes. In total there were over 10 states that deployed resources to California to aid in this particular crisis.

IOEM is thankful for our state agency partners and EMAC - who are always ready and willing to provide assistance.



California Wildfires cause widespread destruction. Idaho crews assist with firefighting efforts.





Emmett City Fire Department personnel spent weeks in California assisting with unprecedented wildfires

IDAHO PUBLIC INFORMATION OFFICER COMPLETES YEAR LONG MASTERS PIO PROGRAM

EMI course accepts limited number of students each year from around the country

On Aug. 31, 2017, I was part of the first-ever group of Public Information Officers from agencies around the country to graduate from the Master Public Information Officer course offered by FEMA. Held at FEMA's Emergency Management Institute in Emmitsburg, Maryland, the year-long, three-course series utilizes a whole community approach to public information.

Twenty-four PIOs were selected for the inaugural class from a pool of applicants nationwide. Criteria included completion of the Advanced PIO course, extensive experience in an emergency communications role, letters of recommendation, and a personal essay.

MPIO coursework during the residential sessions focused on several topics, including:

- How to be an effective leader, particularly how to get a "seat at the table" during exercises or emergency situations in order to better control the message
- Evaluating and managing group dynamics in stressful situations, and
- The creation of a set of best practices for organizing and running an effective Joint Information Center.

Participants also were expected to contribute to the body of knowledge for emergency management communications by authoring a scholarly paper. Subjects chosen by this first class ranged from ways to effectively deal with the opioid epidemic to social media best practices and the use of statistics to enhance the role of communications.

You can see all of the MPIO-authored papers here:

<https://usfa.kohalibrary.com/app/search/?itemtype=%22MPIOP%22&suppress=0>

Because Idaho is such a rural state with miles of isolated wilderness, I chose to focus my research on how wilderness areas make emergency communications difficult, and the communications tools and options available in these far-flung regions. This included the challenges posed by visitors vs. residents, and why it's critical that emergency managers be prepared to include a variety of communications tools in a crisis emergency plan. My hope is that we can improve the probability of successful communication by educating emergency managers about the potential benefits and pitfalls of specific modes of communication, such as cell phones, ham radio, satellite phones, etc., possibly helping to save lives and property in the process.

This information will be helpful in the event of a large-scale disaster here in Idaho, such as an earthquake, a landslide that blocks a major road, or widespread flooding. We are fortunate to have a group of trained ham radio operators who exercise regularly at the Idaho Office of Emergency Management. In addition, most of our county emergency responders have access to 800 MHz radios in addition to cell phones and satellite phones. Understanding how to utilize these tools in the event of an emergency will allow us to be more effective communicators and reach people we might not otherwise have access to.

To apply for the FEMA MPIO program, visit www.training.fema.gov and search for Master Public Information Officer. The application process typically opens in spring and closes June 30.

Kathleen Tuck has 10 years' experience as a print journalist and another 17 as a public information officer. She completed the FEMA Advanced Public Information Officer course in 2008. She has been part of the Idaho Public Information Emergency Response Team since 2000 and currently works as Director of Communications for the Nampa School District, where she also is part of the District Emergency Operations Team.



Tom Olshanski, FEMA Instructor
Kathleen Tuck, Director of Community Relations -
Nampa School District
Phil Politano, FEMA Instructor



FEMA

MERIDIAN MEDICAL ARTS CHARTER HIGH SCHOOL RECOGNIZED AT NATIONAL CONFERENCE

Meridian Medical Arts Charter High School (MMACHS) took sixty one (61) students in grades 9-12 to compete in twenty six (26) different health related events during the HOSA International Leadership Conference (ILC) in Orlando, Florida. These students placed 1st through 3rd in their respective events, earning them an opportunity to compete against other HOSA members from all over the continental United States, Canada, Mexico, American Samoa, and Puerto Rico. Twenty one (21) of these students made it to the second round of competition, including all six (6) CERT competitors. Six (6) MMACHS students went on to the top ten; including CERT teams Rebecca Knorpp & Tanna Krumm earning 4th place, and Isaac Hedges & Jennifer LaMar earning 6th place overall, out of fifty six (56) competing CERT teams from across the globe. To say this is an awesome accomplishment is an understatement.

The MMACHS CERT program is grateful to have successfully trained over three hundred (300) CERT volunteers due to the tireless support of our community partners. Spearheaded by IOEM, additional support is provided by ACEM, the Meridian Fire Department, BSU, and the Idaho MRC. MMACHS HOSA teams begin FEMA CERT training in the fall semester and are student led. Juniors training in the MMACHS CERT program teach what they learn to the under classmen with the guidance of MMACHS instructors and community partners. This trickle down approach has proven successful in building a resilient community as students in the HOSA CERT program then educate others about disaster preparedness. MMACHS began the 2016-2017 school year with twelve (12) CERT teams interested in competing at the Idaho HOSA State Leadership Conference in April. These students were coached by Rebecca and Tanna, with assistance from Isaac and Jennifer. The determination of these students, along with support from IOEM, propelled them to the top ten among HOSA CERT responders in the nation; and we applaud their efforts!

MMACHS CERT alumni have created a CERT program at Boise State University, worked in emergency management on their own college campuses, and have even sought further training through FEMA to be able to train more CERT trainers themselves. These CERT volunteers help keep our communities strong by educating others about disaster preparedness and by being ready themselves to assist in times of crisis, disaster or emergency. Many thanks to all our community partners, especially IOEM, for their continued support of our communities and our MMACHS CERT Program!

Carie Staub, MHS, LAT, ATC

HOSA & Jr. MRC Advisor

www.meridianmedicalartscharter.org



IOEM Director Brad Richy (center) with Meridian Medical Arts Charter High School students



Jennifer LaMar and Isaac Hedges practice their fire suppression skills during CERT training at MMACHS.

Pam Orr, MFD, teaches MMACHS students about fire safety during CERT training.

Cathy Deckys, BSU, and Myla Jeffries, ACEM, teach MMACHS students how to moulage for simulation exercises.

Tanna Krumm (under the 1st S in Skills) and Rebecca Knorpp (behind Tanna), and Jennifer LaMar (under the I in Skills) with Isaac Hedges (behind Jennifer) take center stage in the top ten at ILC 2017.



THE ONGOING EVOLUTION OF PUBLIC INFORMATION

Tools of communication are ever-evolving, and its latest form has taken the shape of Social Media. According to the Pew Research Center, 62% of U.S adults get news on social media. This means that a main source of information regarding the breaking news is via social media.

So what does this mean for the future of emergency management? The PIER teams objectives are to get the right information to the right people at the right time, so if the people and medium of communication have moved, we need to adjust with them. The world of Social Media brings with it new challenges as well as new opportunities to connect and communicate with individuals and organizations across the state.

During the Total Solar Eclipse the Emergency Operations Center was occupied in case an emergency did arise. One of the tools used at this time was the traffic cameras from the Idaho Transportation Department. At one point those cameras stopped working and the flow of traffic information was halted. However, through the use of social media, information came in from several different accounts posting on the status of traffic within their area. Social Media was an integral tool to decision making in the EOC during this event. If Social Media continues on its current trajectory in terms of use, we can expect similar levels of usefulness into the future.

Growth (Single Month Analysis)

	NOV 2016	NOV 2017
Total Impressions	4.7 K	33.8 K
Impressions Per Day	156	1.1 K
Likes	0 per day	8 per day
Retweets	0 per day	5 per day

Best Month in 2017

	AUGUST 2017
Total Impressions	139.6 k
Impressions Per Day	4.5 k
Likes	13 per day
Retweets	9 per day

Janice Witherspoon
IOEM Social Media manager

Idaho Department of Transportation
Public Information Specialist Jennifer
Gonzalez talks on-camera with multiple
media outlets about the Broadway Bridge
replacement project



College of Western Idaho Communications
Specialist Ashley Smith participates in
live report on KTVB during community
donation drive

IOEM MITIGATION TEAM EXPANDS



The IOEM Mitigation and Planning team is pleased to welcome Kelsey Brown! Kelsey has a diverse background in military and corporate management including logistics and distribution operations. She also serves as a Logistics Officer in the Army Reserves. Kelsey studied Emergency Management in graduate school at the University of North Texas in Denton, Texas, and is excited to be applying her knowledge working in the field.

She joined IOEM as a Mitigation Planner, and will be working on the 2018 State Hazard Mitigation Plan. She loves the outdoors and hiking with her dog. We are excited to get to welcome Kelsey to the team!

CIVIL UNREST TABLETOP EXERCISE INFORMATION SECURITY

A discussion based exercise in partnership with the Boise Police Department and the Idaho PIER Team that tested standard operating procedures (SOP) and identified ways to align those SOPs with real world needs during a civil unrest incident.



IOEM EOC Coordinator Cherylyn Murphy tracks discussion during multi agency exercise; Information is used for TTX After Action Report; also pictured Rob Mace, IOEM Training and Exercise Section Chief



Idaho PIER Team members participate in civil unrest discussions related to social media and public information during civil unrest



Eugene Smith, Deputy Chief Boise Police Department serves as key discussion leader during the TTX, providing helpful insight on law enforcement strategies relating to civil unrest

GARY DAVIS, CENTRAL AREA FIELD OFFICER, RETIRES

Congratulations to Gary Davis on his retirement! Gary began his career at IOEM in 1992 and served in a variety of positions including Communications and Resource Officer, State Coordinating Office, Governor's Authorized Representative, and Central Area Field Officer. When asked about his most memorable moments, Gary said there were simply too many to list - but most involved flooding and wildfires. As he enters into retirement, Gary plans to travel the country, engage in political and community service, and spend more time with family members who don't live in the area. On his time with IOEM, Gary said, "I have seen many changes during my time in the organization. The organization has had three names, Bureau of Disaster Services, Bureau of Homeland Security and Office of Emergency Management, five Deputy Chiefs and five TAGS. When I started we had 20 FTEs, a few shared computers with tape drive backups and no cellphones. Reports were done manually. I will always be thankful that I was in the Military Division and able to leave my position to serve two Marine Corps tours in Iraq and return to my position." Everyone at IOEM wishes Gary the best.



COUNTY EMERGENCY MANAGERS HOLD ANNUAL MEETING

IOEMA Event in Boise draws hundreds

February 5, 2018 - County and Tribal Emergency Managers from around the state gather in Boise for the 2018 Idaho Emergency Management Association Mid-Winter Conference. The conference is an important networking opportunity that allows emergency managers from diverse regions of the state to share best practices, hear from subject matter experts on a variety of emergency management related issues, and learn about new grants and programs available to their respective regions.



IOEM Director Brad Richy addresses the mid-winter conference of the IOEMA in Boise

BASIC ACADEMY GRADUATION

The first class graduates from the new Basic Academy Program

IOEM is proud to congratulate the graduates of Basic Academy on all their achievements. In collaboration with FEMA Region 10 and The Emergency Management Institute (EMI) in Emmitsburg, Maryland, IOEM unveiled a new version of the Basic Academy this past summer, and pictured below is the first graduating class!

Basic Academy is a comprehensive course for emergency management professionals. The course covers important components of emergency management that are applied to daily operations. This new version of Basic Academy consists of 4 weeks over the course of 4 months. The course design allows people the opportunity to stay local as opposed to traveling to EMI in Maryland to receive this training. Once complete, participants will be graduates of the Basic Emergency Management Academy.

The first graduating class included 23 participants from Idaho, Nevada, Oregon, and Washington. There are also 2 participants from Alaska. The class is very diverse with backgrounds ranging from emergency managers, to law enforcement and public health officials.



Eugene Smith, Deputy Chief Boise Police Department, Brig. Gen. Michael Garshak, Adjutant General of Idaho and Commander of the Idaho National Guard, Rob Mace, IOEM Training and Exercise Section Chief, Brad Richey, Director IOEM.



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Sand Hollow Fire Protection District personnel



Emergency Management
Assistance Compact